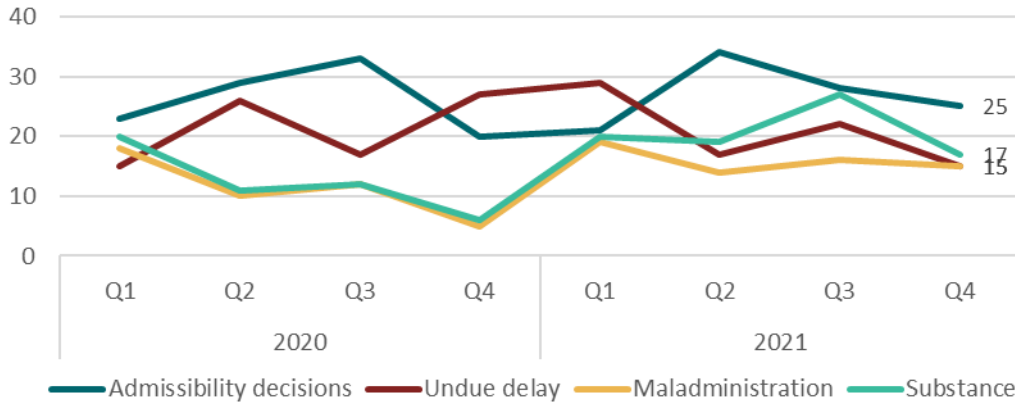


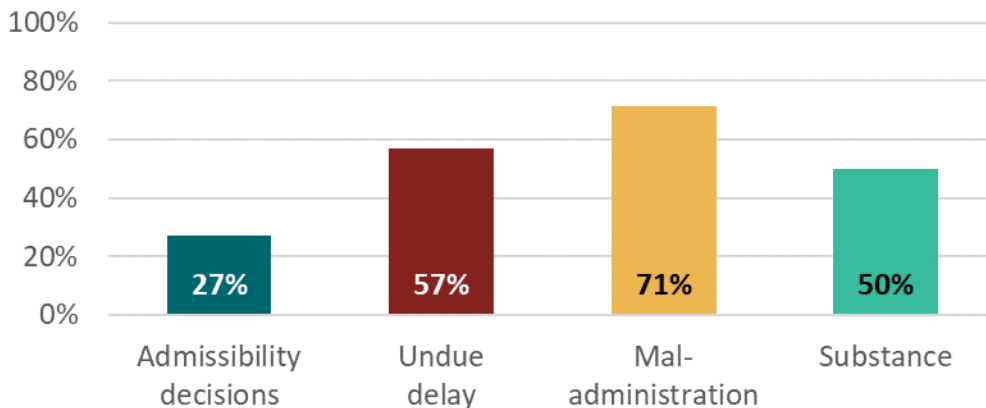
Quarterly number of investigation applications to SCOAF by case type, 2020 - 2021



Volume of SCOAF Investigations

- In Q4 2021, the Ombudsman received 72 investigation applications. This represents a decrease of 23% when compared to the previous quarter (93 applications in Q3 2021), and an increase of 24% when compared to the same period last year (58 applications in Q4 2020).
- The most frequent types of investigation applications concerned admissibility decisions and the substance of a complaint.
- 65% of investigation applications received in the last 12 months were accepted for investigating.

SCOAF investigation upheld rate¹ by case type, January – December 2021



1. Investigations upheld in favour of the complainant fully or partially.

Upheld rates for SCOAF Investigations

- In the last 12 months, the Army had the highest upheld rates for Admissibility Decisions at 32% and the Naval Service had the lowest with 18%. The RAF had an upheld rate of 23%.
- In the last 12 months, the Naval Service had the highest upheld rates for Undue Delay at 62% and the Army had the lowest with 50%. The RAF had an upheld rate of 60%.

Timeliness rates for SCOAF Investigations

- In Q4 2021, 88% of eligible investigation requests closed were within SCOAF timeliness targets. There was a 93% timeliness rate for Admissibility Decision Investigations, a 94% timeliness rate for undue delay investigations, 71% for maladministration investigations and 71% for substance investigations.
- As of 31st December 2021, we have 22 unallocated substance and maladministration cases - a decrease of 5 cases since 30th September 2021 (27 cases).

Quarterly Statistical Report

This report presents key findings from the casework of the Service Complaints Ombudsman for the Armed Forces. It supplements data released in the [Annual Report](#)

Figures presented are **provisional** and are subject to later revision. They are produced in the spirit of the [Code of Practice for Official Statistics](#)

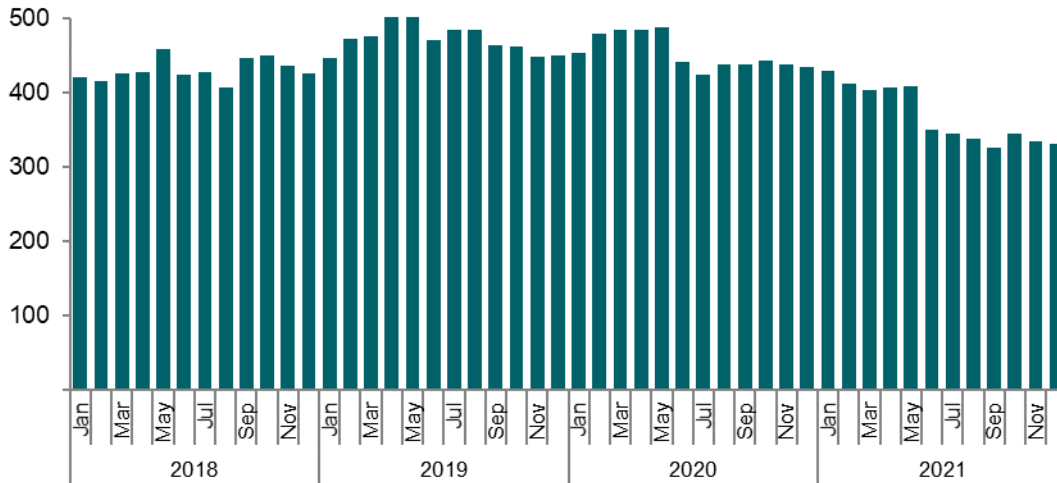
SCOAF Investigations

The Ombudsman's powers of investigation are limited to:

- Review of **admissibility decisions**
- Undue delay** in the handling of a Service complaint or Service matter
- Substance** (merits) of a Service Complaint that has been finally determined
- Maladministration** of a Service Complaint that has been finally determined

Please note: Complainants can submit multiple applications in the same quarter (e.g. maladministration and substance) and therefore be counted in multiple application categories.

Number of Service Complaints beyond 24 week target (i.e. red flag cases)



Tri Service ‘red flag’ cases

From January 2013, the Services were tasked by the Ministry of Defence (MOD) to resolve 90% of Service complaints within a 24-week timeline. ‘Red flag’ cases are those which have exceeded this target. It is a Key Performance Indicator as set out by MOD.

Quarterly Statistical Report issued by Service Complaints Ombudsman for the Armed Forces, PO Box 72252, London SW1P 9ZZ.

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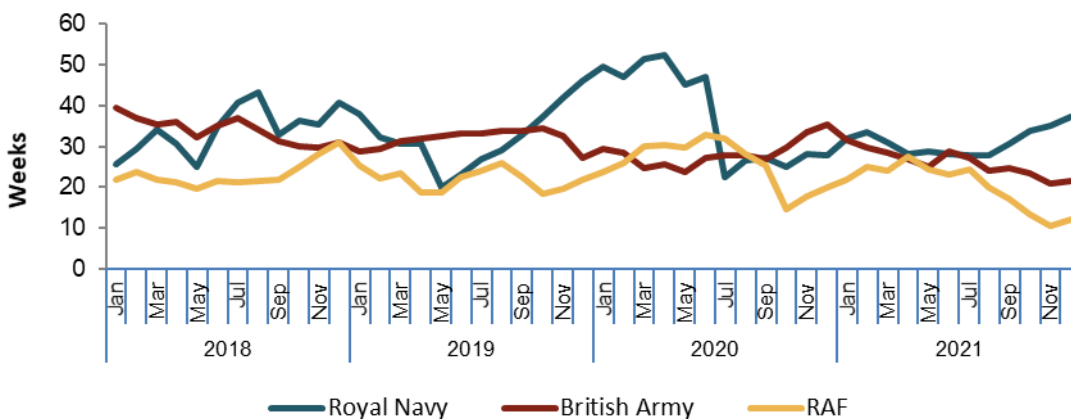
About the data
SCOAF caseload data was extracted from the SCOAF casework system as at 31st December 2021.

Data on the tri Service ‘red flag’ cases was extracted from Joint Personnel Administration system (JPA) as at 31st December 2021.

Number of red flag cases

- At end of Q4 2021, the three Services had 330 ‘red flag’ complaints open – a 2% increase on 3 months previously (325 complaints in Q3 2021), and a decrease of 24% on the same time last year (435 complaints in Q4 2020).
- The Army reported a 38% decrease from 12 months ago, in the number of red flag cases (from 252 cases to 155 cases) and the Royal Navy reported a 24% decrease (from 113 cases to 86 cases) while the RAF reported a 27% increase (from 70 to 89 cases).

Median² number of weeks spent over 24-week target for red flag cases by Service



2. The median is a type of average. The median case is the mid-ranked case of all cases ranked by number of weeks spent over target. The median number of weeks spent over target is the median case’s number of weeks spent over target.

Duration of Red Flag cases

- 46% of ‘red flag’ cases have been open for more than double the target period (48 weeks).
- On average (median), cases have spent 22 weeks beyond the 24 week target.
- The average (median) time a red flag case has spent beyond this target is 37 weeks for the Royal Navy, 22 weeks for the Army and 12 weeks for the RAF.
- The average (median) time beyond target time for red flag cases has, over 12 months, increased by 34% for the Royal Navy (from 28 weeks to 37 weeks), while the Army reported an 39% decrease (from 36 weeks to 22 weeks) and the RAF reported a 40% decrease (from 20 weeks to 12 weeks).