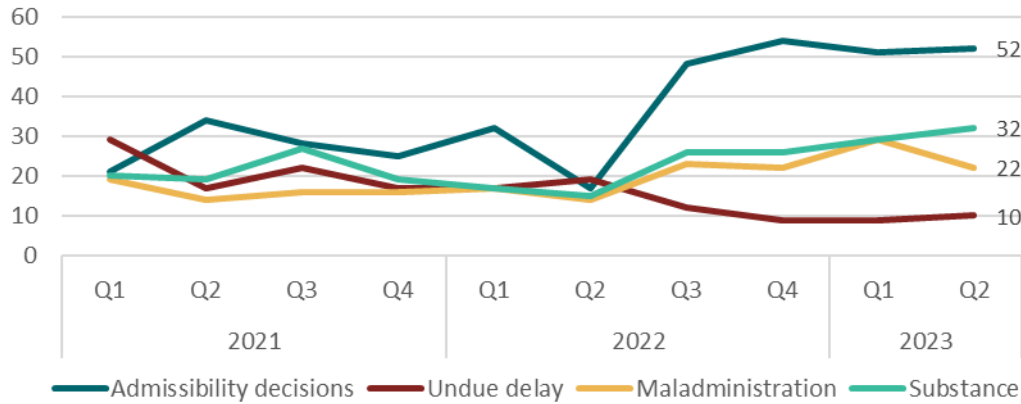


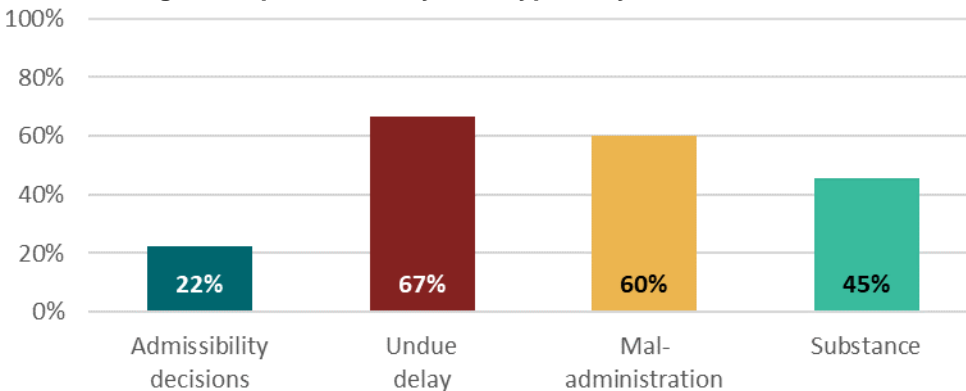
Quarterly number of investigation applications to SCOAF by case type, 2021 - 2023



Volume of SCOAF Investigations

- In Q2 2023, the Ombudsman received 116 investigation applications. This represents a decrease of 2% when compared to the previous quarter (118 applications in Q1 2023), and an increase of 78% when compared to the same period last year (65 applications in Q2 2022).
- The most frequent types of investigation applications concerned admissibility decisions and the substance of a complaint.
- In the last 12 months, 65% of all investigation applications received were accepted for investigating.

SCOAF investigation upheld rate¹ by case type, July 2022 – June 2023



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 27% and the RAF had the lowest with 11%. The Naval Service had an upheld rate of 21%.
- In the last 12 months, the Naval Service had the highest upheld rates for Undue Delay at 83% and the RAF had the lowest with 0%. The Army had an upheld rate of 53%.

Timeliness rates for SCOAF Investigations

- In Q2 2023, 100% of eligible investigation requests closed were within SCOAF timeliness targets.
- There was a 100% timeliness rate for Admissibility Decision Investigations, a 100% timeliness rate for undue delay investigations, 100% for maladministration investigations and 100% for substance investigations.

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,
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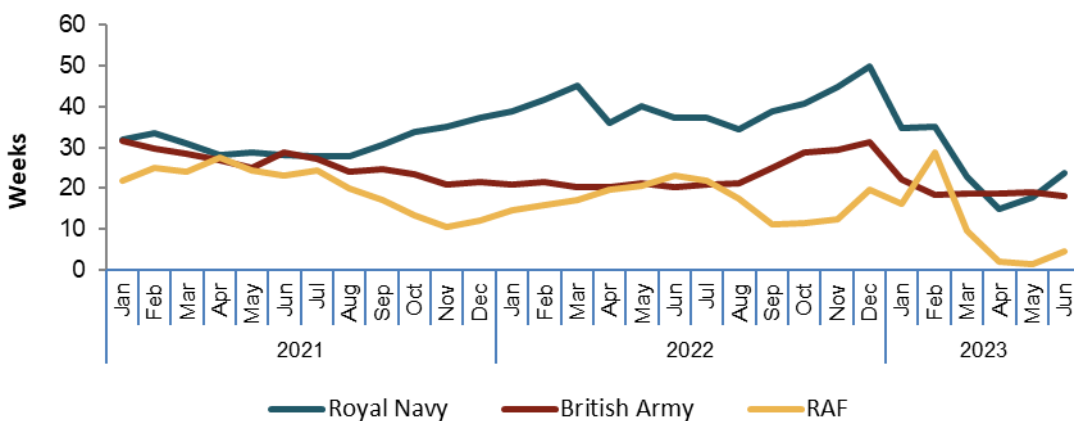
About the data
SCOAF caseload data was extracted from the SCOAF casework system as at 30th June 2023.

Data on the tri Service ‘red flag’ cases was extracted from Joint Personnel Administration system (JPA) as at 30th June 2023.

Number of red flag cases

- At end of Q2 2023, the three Services had 180 ‘red flag’ complaints open – a 10% decrease on 3 months previously (200 complaints in Q1 2023), and a decrease of 44% on the same time last year (324 complaints in Q2 2022).
- The Royal Navy reported a 39% decrease from 12 months ago, in the number of red flag cases (from 98 cases to 60 cases), while the Army reported a 30% decrease (from 164 cases to 114 cases) and the RAF reported a 90% decrease (from 62 to 6 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

- 41% of ‘red flag’ cases had been open for more than double the target period (48 weeks).
- On average (median), cases had spent 19 weeks beyond the 24 week target.
- The average (median) time a red flag case has spent beyond this target is 24 weeks for the Royal Navy, 18 weeks for the Army and 5 weeks for the RAF.
- The average (median) time beyond target time for red flag cases has, over 12 months, decreased by 37% for the Royal Navy (from 37 weeks to 24 weeks), while the Army reported a 10% decrease (from 20 weeks to 18 weeks) and the RAF reported a 80% decrease (from 23 weeks to 5 weeks).