



Resolution

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January 2025

FOI_6887

The following information was requested on 27 November 2024 and clarified on 18 December 2024:

[On 27 November 2024 you requested]:

I am writing to request information under the Freedom of Information Act, can you please provide the following?

1. The number of physical assault claims that have been made by paramedics and ambulance staff in the past five years as a result of being harmed by members of the public or by patients while on duty? (Between March 31 - April 1) Broken down by years 2019/2020, 2020/21, 2021/22, 2022/23, 2023/24.

1a) Can this also be broken down by Ambulance Trust (i.e. the number of claims made by staff per Trust)

1c) Can this be broken down by primary injury and again by primary cause.

2. Can you provide the number and cost of such claims closed (or settled with a periodical payment order) between financial years 2019/20, 2020/21, 2021/22, 2022/23, 2023/24 with a damages payment?

2a) Can this be broken down by Ambulance Trust and type of Ambulance employee?

[On 29 November 2024 we sought clarification]:

Thank you for your request.

Before we can respond please could you clarify point 1c?

You asked for breakdown by primary injury and primary cause – Assault is a cause, so we could provide data for cause: assault broken down by injury. Would it be alright?

In respect of point 2a, we can only break it down by Trust, not by the type of ambulance employee.

Your request will be put on hold until we receive clarification requested above.

We look forward to hearing from you.

[On 2 December 2024 you responded with]

Thank you for your email regarding FOI_6887.

Yes, assault broken down by injury will be alright.

By Trust is no problem too.

[On 11 December 2024 we sought further clarification]

Just one more question came up as we are working on this response – would you like Q2 Broken down by injury as well?

[On 18 December 2024 you replied]

Regarding FOI FOI_6887 - Yes please, can Q2 be broken down by injury as well.

Thank you in advance.

Our Response

In response to: *Can this be broken down by Ambulance Trust and type of Ambulance employee?*

We are able to provide the breakdown by Ambulance Trust (Please see the attached). However, we do not record the type of ambulance employee.

Please find attached the requested information we are able to provide. This information only covers England and not the rest of the UK. We are able to provide the data on the claims and incidents notified to us. We will not hold the details of **all** incidents relating to physical assault. Individual Trusts will hold this.

Please note: We have recently changed the way we report on our FOIs to align better with our published documents. Streamlining our reporting on FOIs with our annual published reports may mean a variation in snapshot dates. This means this data may not align with previous similar requests and it may not be possible for you to compare this information with a previous request. For further information, please refer to [Understanding NHS Resolution data - NHS Resolution](#)

Please note claims notified/received and open are not guaranteed to be settled in the same year and can take many years to be concluded. Claims notified/received in any given year will often relate to incidents that have occurred many years prior. Due to the nature of claims and the level of investigation needed to bring them to a resolution, claims received and notified in a specific year may take years to settle.

Due to the way in which data is extracted, it is also possible that the same claim may appear more than once in a dataset, across different year groups e.g. where the case has been closed (as nil damages payment), challenged, reopened, and closed again at conclusion.

The data shows variation in numbers of cases received, closed per year, and costs attributed to those claims. This is a reflection of the nature of individual claims received and resolved by NHS Resolution which can vary significantly. As such these fluctuations cannot be interpreted as trends.

LTPS Scheme

NHS Resolution manages a number of risk-pooling schemes (similar to insurance) for the NHS, one of which is the Liability to Third Parties Scheme (LTPS). This covers both employers' liability (**EL**) (i.e. in relation to duties of care owed to employees) and public liability (**PL**) (i.e. in relation to duties of care owed other patients, visitors, and other members of the public). You can find out more about the LTPS scheme here: [Liabilities to Third Parties Scheme - NHS Resolution](#)

Please **find attached** the following tables:

Table 1 shows: – Number of LTPS Claims and Incidents received between financial years 2019/20 and 2023/24 for Ambulance Trusts where the liability type is 'Employers Liability', and any cause is '**Assault**'.

Table 2 shows: - Number of LTPS Claims and Incidents received between financial years 2019/20 and 2023/24 for Ambulance Trusts where the liability type is 'Employers Liability' and any cause is '**Assault**', broken down by trust.

Table 3 shows: - Number of LTPS Claims and Incidents received between financial years 2019/20 and 2023/24 for Ambulance Trusts where the liability type is 'Employers Liability' and any cause is '**Assault**', broken down by Primary Injury.

Table 4 shows: - Number and Cost of LTPS Claims Closed between financial years 2019/20 and 2023/24 with a damages payment for Ambulance Trusts where the liability type is 'Employers Liability', and any cause is 'Assault'. The data includes the damages and legal costs paid up until the end of each relevant financial year of closure.

Table 5 shows: - Number and Cost of LTPS Claims Closed between financial years 2019/20 and 2023/24 with a damages payment for Ambulance Trusts where the liability type is 'Employers Liability' and any cause is 'Assault', broken down by Trust. The data includes the damages and legal costs paid up until the end of each relevant financial year of closure.

Table 6 shows: - Number and Cost of LTPS Claims Closed between financial years 2019/20 and 2023/24 with a damages payment for Ambulance Trusts where the liability type is 'Employers Liability' and any cause is '**Assault**', broken down by Injury. The data includes the damages and legal costs paid up until the end of each relevant financial year of closure.

Low Numbers -

We have suppressed low figures (and not provided the names of the Trusts with fewer than 5 claims) as we believe that disclosure of information with this level of granularity

is exempt under Section 40(2) by virtue of section 40(3A) (a) of the FOI Act, where disclosure to a member of the public would contravene one or more of the data protection principles. The data protection principles are set out in Article 5 of the General Data Protection Regulation. We take the view that it would not be fair or lawful (given the sensitive and confidential nature of the information held) to disclose such information, and any disclosure would therefore contravene the first data protection principle.

In some instances, the low numbers of claims (fewer than 5) in each category, the likelihood exists that individuals who are the subject of this information may be identified either from this information alone, or in combination with other available information. In addition to this, as this information is considered to be sensitive personal data (the data subjects' medical condition); NHS Resolution believes it has a greater responsibility to protect those individuals' identities, as disclosure could potentially cause damage and/or distress to those involved. Where we are in the territory of such small numbers in the attached, we have used a '#' symbol in the relevant field. You should still be able to see aggregate/total details for higher level fields containing this data.

Please also visit our [Learning from workplace violence claims within the NHS: A thematic review - NHS Resolution](#) produced by NHS Resolution in collaboration with the Social Partnership Forum and NHS England.

Further to our obligations to provide advice and assistance, you may find it helpful to review the work of the [Getting It Right First Time team](#) with whom NHS Resolution has been working with to undertake in-depth analysis of our claims data. They have produced a number of [reports](#) from analysing our claims data, which has been shared following approval of the confidentiality advisory group to the use of confidential patient information for this purpose.

If you would like to know how data is categorised in our Claims database please see the following link: [Glossary](#)

This concludes our response to your request.

If you are not satisfied with the service that you have received in response to your information request, it is open to you to make a complaint and request a formal review of our decisions. If you choose to do this, you should write to [Tinku Mitra](#), Deputy Director of Corporate and Information Governance, Data Protection Officer for NHS Resolution, within 28 days of your receipt of this reply. Reviews of decisions made in relation to information requests are carried out by a person who was not involved in the original decision-making about the request.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a review of the decision. Generally, the Information Commissioner will not make a decision unless you have exhausted the local complaints procedure. The address of the Information Commissioner's Office is:

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

<https://ico.org.uk/>

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NB: Number of claims fewer than 5 (and any associated values, within the same row) are masked with a "#" (in accordance with Data Protection guidelines). Accordingly, some total values may also be approximated to prevent masked values to be deduced through reverse calculation.

Table 1: Number of LTPS Claims and Incidents received between financial years 2019/20 and 2023/24 for Ambulance Trusts where the liability type is 'Employers Liability' and any cause is 'Assault'.

Table 2: Number of LTPS Claims and Incidents received between financial years 2019/20 and 2023/24 for Ambulance Trusts where the liability type is 'Employers Liability' and any cause is 'Assault', broken down by trust.

Table 3: Number of LTPS Claims and Incidents received between financial years 2019/20 and 2023/24 for Ambulance Trusts where the liability type is 'Employers Liability' and any cause is 'Assault', broken down by Primary Injury.

Table 4: Number and Cost of LTPS Claims Closed between financial years 2019/20 and 2023/24 with a damages payment for Ambulance Trusts where the liability type is 'Employers Liability' and any cause is 'Assault'. The data includes the damages and legal costs paid up until the end of each relevant financial year of closure.

Table 5: Number and Cost of LTPS Claims Closed between financial years 2019/20 and 2023/24 with a damages payment for Ambulance Trusts where the liability type is 'Employers Liability' and any cause is 'Assault', broken down by Trust. The data includes the damages and legal costs paid up until the end of each relevant financial year of closure.

Table 6: Number and Cost of LTPS Claims Closed between financial years 2019/20 and 2023/24 with a damages payment for Ambulance Trusts where the liability type is 'Employers Liability' and any cause is 'Assault', broken down by Injury. The data includes the damages and legal costs paid up until the end of each relevant financial year of closure.

Table 1: Number of LTPS Claims and Incidents received between financial years 2019/20 and 2023/24 for Ambulance Trusts where the liability type is 'Employers Liability' and any cause is 'Assault'.

Notified scheme	Y LTPS
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Year of Notification	No. of Claims
2019/20	25
2020/21	15
2021/22	9
2022/23	14
2023/24	11
Grand Total	74

Table 2: Number of LTPS Claims and Incidents received between financial years 2019/20 and 2023/24 for Ambulance Trusts where the liability type is 'Employers Liability' and any cause is 'Assault', broken down by trust.

Notified scheme	Y LTPS
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Trust Name	No. of Claims
West Midlands Ambulance Service NHS Foundation Trust	13
London Ambulance Service NHS Trust	11
Yorkshire Ambulance Service NHS Trust	10
North West Ambulance NHS Trust	8
South Central Ambulance NHS Foundation Trust	7
East of England Ambulance NHS Trust	7
South East Coast Ambulance NHS Foundation Trust	6
North East Ambulance Service NHS Foundation Trust	5
East Midlands Ambulance Service NHS Trust	#
South Western Ambulance Service NHS Foundation Trust	#
Isle of Wight NHS Trust	#
Grand Total	74

Table 3: Number of LTPS Claims and Incidents received between financial years 2019/20 and 2023/24 for Ambulance Trusts where the liability type is 'Employers Liability' and any cause is 'Assault', broken down by Primary Injury.

Notified scheme	Y LTPS
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Primary Injury	No. of Claims
Orthopaedic Injuries	36
Facial Injuries	13
Head Injuries	9
Psychiatric Damage	8
Injuries to Internal Organs	8
Grand Total	74

Table 4: Number and Cost of LTPS Claims Closed between financial years 2019/20 and 2023/24 with a damages payment for Ambulance Trusts where the liability type is 'Employers Liability' and any cause is 'Assault'. The data includes the damages and legal costs paid up until the end of each relevant financial year of closure.

ClosedSettled scheme	Y
Claim_Outcome	LTPS Damages Paid

Year of Closure	No. of Claims	Damages Paid	NHS Legal Costs Paid	Claimant Legal Costs Paid	Total Paid
2019/20	#	#	#	#	#
2020/21	#	#	#	#	#
2021/22	6	84,512	16,896	56,386	157,794
2022/23	#	#	#	#	#
2023/24	#	#	#	#	#
Grand Total	15	589,533	100,498	267,518	957,549

Table 5: Number and Cost of LTPS Claims Closed between financial years 2019/20 and 2023/24 with a damages payment for Ambulance Trusts where the liability type is 'Employers Liability' and any cause is 'Assault', broken down by Trust. The data includes the damages and legal costs paid up until the end of each relevant financial year of closure.

ClosedSettled scheme Claim_Outcome	Y LTPS Damages Paid
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Trust Name	No. of Claims	Damages Paid	NHS Legal Costs Paid	Claimant Legal Costs Paid	Total Paid
London Ambulance Service NHS Trust	#	#	#	#	#
North East Ambulance Service NHS Foundation Trust	#	#	#	#	#
North West Ambulance NHS Trust	#	#	#	#	#
South Central Ambulance NHS Foundation Trust	#	#	#	#	#
South East Coast Ambulance NHS Foundation Trust	#	#	#	#	#
South Western Ambulance Service NHS Foundation Trust	#	#	#	#	#
West Midlands Ambulance Service NHS Foundation Trust	#	#	#	#	#
Yorkshire Ambulance Service NHS Trust	#	#	#	#	#
Grand Total	15	589,533	100,498	267,518	957,549

Table 6: Number and Cost of LTPS Claims Closed between financial years 2019/20 and 2023/24 with a damages payment for Ambulance Trusts where the liability type is 'Employers Liability' and any cause is 'Assault', broken down by Injury. The data includes the damages and legal costs paid up until the end of each relevant financial year of closure.

ClosedSettled scheme	Y
Claim_Outcome	LTPS Damages Paid

Primary Injury	No. of Claims	Damages Paid	NHS Legal Costs Paid	Claimant Legal Costs Paid	Total Paid
Orthopaedic Injuries	10	241,387	77,026	190,193	508,606
Psychiatric Damage	#	#	#	#	#
Head Injuries	#	#	#	#	#
Injuries to Internal Organs	#	#	#	#	#
Grand Total	15	589,533	100,498	267,518	957,549