



Resolution

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June 2025

FOI_7236

The following information was requested on 28 May 2025:

Under the Freedom of Information Act 2000, please can you disclose the following information:

1. The number of claims made by ambulance staff/paramedics for injuries sustained while on duty. (Broken down by financial years 2021/22, 2022/23, 2023/24)

1a) Broken down by Ambulance Trust (the number of claims made by staff per trust) (Broken down by same years as above).

1b) Broken down by primary injury and primary cause (Broken down by same years as above).

2. The amount paid out in compensation to successful claims. (Broken down by financial years 2021/22, 2022/23, 2023/24)

2a) The number of claims that were settled with compensation. (Broken down by same years as above).

2b) Broken down by Ambulance Trust (Broken down by same years as above).

Our Response

Please note: we are able to provide information relating to Ambulance Trusts, but we do not record the type of 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.

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 negligence 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 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 to 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 note: the tables broken down by Trusts should not be interpreted as a league table. Inevitably, different institutions face different levels of risk because of variations in the volume, nature and complexity of the work they perform.

Please **find attached** the following tables:

Table 1 shows: – Number of Claims and Incidents received between financial years 2021/22 and 2023/24 for Ambulance Trusts where the liability type is 'Employers Liability'. Broken down by Year and Ambulance Trust.

Please note: Isle of Wight NHS Trust is not a specialist Ambulance Trust, but has been included as the Isle of Wight Ambulance Service is part of this Trust. As we do not record the type of employee, the claims recorded for this Trust in particular (and all other Trusts listed) may not relate specifically to paramedics/ambulance staff

Table 2 shows: - Number of Claims and Incidents received between financial years 2021/22 and 2023/24 for Ambulance Trusts where the liability type is 'Employers Liability'. Broken down by Year and Primary Injury.

Table 3 shows: - Number of Claims and Incidents received between financial years 2021/22 and 2023/24 for Ambulance Trusts where the liability type is 'Employers Liability'. Broken down by Year and Primary Cause.

Table 4 shows: - Number and Cost of Claims Closed between financial years 2021/22 and 2023/24 with a damages payment, where the liability type is 'Employers Liability',

for Ambulance Trusts. The data includes the damages and legal costs paid up until the end of each relevant financial year of closure. Broken down by Year and Ambulance Trust.

Table 5 shows: - Number and Cost of Claims Closed between financial years 2021/22 and 2023/24 with a damages payment, where the liability type is 'Employers Liability', for Ambulance Trusts. The data includes the damages and legal costs paid up until the end of each relevant financial year of closure. Broken down by Year and Primary Injury.

Table 6 shows: - Number and Cost of Claims Closed between financial years 2021/22 and 2023/24 with a damages payment, where the liability type is 'Employers Liability', for Ambulance Trusts. The data includes the damages and legal costs paid up until the end of each relevant financial year of closure. Broken down by Year and Primary Cause.

Low Numbers -

We have suppressed low figures 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 [Joanne Appleby](#), Deputy 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 Claims and Incidents received between financial years 2021/22 and 2023/24 for Ambulance Trusts where the liability type is 'Employers Liability'. Broken down by Year and Ambulance Trust.](#)

[Table 2: Number of Claims and Incidents received between financial years 2021/22 and 2023/24 for Ambulance Trusts where the liability type is 'Employers Liability'. Broken down by Year and Primary Injury.](#)

[Table 3: Number of Claims and Incidents received between financial years 2021/22 and 2023/24 for Ambulance Trusts where the liability type is 'Employers Liability'. Broken down by Year and Primary Cause.](#)

[Table 4: Number and Cost of Claims Closed between financial years 2021/22 and 2023/24 with a damages payment, where the liability type is 'Employers Liability', for Ambulance Trusts. The data includes the damages and legal costs paid up until the end of each relevant financial year of closure. Broken down by Year and Ambulance Trust.](#)

[Table 5: Number and Cost of Claims Closed between financial years 2021/22 and 2023/24 with a damages payment, where the liability type is 'Employers Liability', for Ambulance Trusts. The data includes the damages and legal costs paid up until the end of each relevant financial year of closure. Broken down by Year and Primary Injury.](#)

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Please note: the tables broken down by Trusts should not be interpreted as a league table. Larger member organisations and those which provide more complex treatments may receive more claims than smaller organisations or those providing low risk care. Inevitably, different institutions face different levels of risk because of the variations in the nature and complexity of the procedures they perform. In some circumstances, volumes of reported cases may be impacted by multiple claims notified in relation to one cause of action.

Table 1: Number of Claims and Incidents received between financial years 2021/22 and 2023/24 for Ambulance Trusts where the liability type is 'Employers Liability'. Broken down by Year and Ambulance Trust.

Notified	Y
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Year of Notification --- Ambulance Trust Name	No. of Claims
2021/22	
North West Ambulance NHS Trust	29
East of England Ambulance NHS Trust	24
West Midlands Ambulance Service NHS Foundation Trust	23
Yorkshire Ambulance Service NHS Trust	22
London Ambulance Service NHS Trust	16
East Midlands Ambulance Service NHS Trust	15
South Central Ambulance NHS Foundation Trust	9
North East Ambulance Service NHS Foundation Trust	8
South East Coast Ambulance NHS Foundation Trust	7
South Western Ambulance Service NHS Foundation Trust	6
Isle of Wight NHS Trust	#
2022/23	
London Ambulance Service NHS Trust	25
Yorkshire Ambulance Service NHS Trust	23
East of England Ambulance NHS Trust	19
South Central Ambulance NHS Foundation Trust	18
North West Ambulance NHS Trust	18
West Midlands Ambulance Service NHS Foundation Trust	16
East Midlands Ambulance Service NHS Trust	15
South Western Ambulance Service NHS Foundation Trust	11
North East Ambulance Service NHS Foundation Trust	10
South East Coast Ambulance NHS Foundation Trust	6
Isle of Wight NHS Trust	#
2023/24	
East of England Ambulance NHS Trust	29
North West Ambulance NHS Trust	28
Yorkshire Ambulance Service NHS Trust	24
London Ambulance Service NHS Trust	22
South Western Ambulance Service NHS Foundation Trust	18
West Midlands Ambulance Service NHS Foundation Trust	18
East Midlands Ambulance Service NHS Trust	8
South East Coast Ambulance NHS Foundation Trust	7
Isle of Wight NHS Trust	7
North East Ambulance Service NHS Foundation Trust	6
South Central Ambulance NHS Foundation Trust	6

Table 2: Number of Claims and Incidents received between financial years 2021/22 and 2023/24 for Ambulance Trusts where the liability type is 'Employers Liability'. Broken down by Year and Primary Injury.

Notified	Y
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Year of Notification --- Primary Injury	No. of Claims
2021/22	
Orthopaedic Injuries	127
Injuries to Internal Organs	9
Facial Injuries	8
Psychiatric Damage	6
Injuries affecting the senses	5
Head Injuries	#
Other	#
2022/23	
Orthopaedic Injuries	130
Injuries to Internal Organs	9
Psychiatric Damage	6
Sickness/Disease	5
Head Injuries	#
Injuries affecting the senses	#
Facial Injuries	#
Other	#
(blank)	#
Scarring (Except Facial)	#
2023/24	
Orthopaedic Injuries	138
Injuries to Internal Organs	8
Psychiatric Damage	7
Injuries affecting the senses	7
Facial Injuries	5
Head Injuries	5
Sickness/Disease	#

Table 3: Number of Claims and Incidents received between financial years 2021/22 and 2023/24 for Ambulance Trusts where the liability type is 'Employers Liability'. Broken down by Year and Primary Cause.

Notified	Y
Year of Notification --- Primary Cause	No. of Claims
2021/22	
Slip or Trip	29
Manual Handling	28
Hit by Object	21
Defective Tools/Equip	20
Assault	9
Mgt of H & S at W Regs	8
Manual Handling Regulations	6
Illness/Disease	5
Electric Shock	#
Noise	#
Workplace (Health, Safety and Welfare) Regulation	#
Fell into From Object	#
Lifting/Loading/Unloading	#
Infect/Inhale/Irritation	#
Other	#
Stress	#
Sharps Injury	#
Provision and Use of Work Equipment Regulations	#
Use of Tools/Mach/Equip	#
Breach of COSHH	#
RTA	#
Breach of Contract	#
Display Screen Equipment Regulations	#
2022/23	
Slip or Trip	31
Manual Handling Regulations	21
Manual Handling	19
Defective Tools/Equip	15
Assault	13
Workplace (Health, Safety and Welfare) Regulation	10
Hit by Object	10
Lifting/Loading/Unloading	5
Illness/Disease	5
Mgt of H & S at W Regs	5
Breach of COSHH	#
Repetitive Process	#
Provision and Use of Work Equipment Regulations	#
Prov & Use of Personal Prot Equip Regs	#
Infect/Inhale/Irritation	#
Sharps Injury	#
Stress	#
Noise	#
Fell into From Object	#
(blank)	#
Use of Tools/Mach/Equip	#
Damage to vehicle	#
Breach of DPA	#
RTA	#
2023/24	
Slip or Trip	27
Workplace (Health, Safety and Welfare) Regulation	22
Defective Tools/Equip	19

Table 3: Number of Claims and Incidents received between financial years 2021/22 and 2023/24 for Ambulance Trusts where the liability type is 'Employers Liability'. Broken down by Year and Primary Cause.

Notified	Y
Year of Notification --- Primary Cause	No. of Claims
Lifting/Loading/Unloading	16
Manual Handling	14
Hit by Object	12
Manual Handling Regulations	10
Fell into From Object	10
Assault	10
Provision and Use of Work Equipment Regulations	#
Electric Shock	#
Sharps Injury	#
Infect/Inhale/Irritation	#
Illness/Disease	#
Use of Tools/Mach/Equip	#
Breach of DPA	#
Noise	#
Stress	#
Burns/Scalds	#
Breach of COSHH	#
Other	#
Display Screen Equipment Regulations	#
Damage to vehicle	#
RTA	#

Please note: the tables broken down by Trusts should not be interpreted as a league table. Larger member organisations and those which provide more complex treatments may receive more claims than smaller organisations or those providing low risk care. Inevitably, different institutions face different levels of risk because of the variations in the nature and complexity of the procedures they perform. In some circumstances, volumes of reported cases may be impacted by multiple claims notified in relation to one cause of action.

Table 4: Number and Cost of Claims Closed between financial years 2021/22 and 2023/24 with a damages payment, where the liability type is 'Employers Liability', for Ambulance Trusts. The data includes the damages and legal costs paid up until the end of each relevant financial year of closure. Broken down by Year and Ambulance Trust.

ClosedSettled Claim_Outcome	Y	Damages Paid		
Year of Closure --- Ambulance Trust Name	No. of Claims	Damages Paid	NHS Legal Costs Paid	Claimant Legal Costs Paid
2021/22				
Yorkshire Ambulance Service NHS Trust	20	353,222	179,195	331,520
North West Ambulance NHS Trust	16	182,122	37,617	170,216
London Ambulance Service NHS Trust	12	120,719	12,659	57,405
West Midlands Ambulance Service NHS Foundation Trust	9	39,642	#	32,324
South East Coast Ambulance NHS Foundation Trust	7	44,123	6,502	39,825
North East Ambulance Service NHS Foundation Trust	6	132,648	35,175	81,890
South Western Ambulance Service NHS Foundation Trust	5	20,899	#	14,735
East Midlands Ambulance Service NHS Trust	#	#	#	#
South Central Ambulance NHS Foundation Trust	#	#	#	#
East of England Ambulance NHS Trust	#	#	#	#
Isle of Wight NHS Trust	#	#	#	#
2022/23				
Yorkshire Ambulance Service NHS Trust	18	162,597	63,402	228,598
North West Ambulance NHS Trust	17	215,144	74,045	206,789
East of England Ambulance NHS Trust	15	403,284	60,824	213,664
West Midlands Ambulance Service NHS Foundation Trust	10	1,609,776	142,264	367,008
London Ambulance Service NHS Trust	8	64,622	#	36,943
North East Ambulance Service NHS Foundation Trust	8	75,278	27,440	97,218
East Midlands Ambulance Service NHS Trust	6	55,377	#	30,946
South Western Ambulance Service NHS Foundation Trust	5	53,829	#	42,827
South Central Ambulance NHS Foundation Trust	5	52,201	19,791	77,984
South East Coast Ambulance NHS Foundation Trust	#	#	#	#
Isle of Wight NHS Trust	#	#	#	#
2023/24				
London Ambulance Service NHS Trust	15	117,725	9,013	62,915
North West Ambulance NHS Trust	14	242,956	93,567	201,238
Yorkshire Ambulance Service NHS Trust	12	103,234	15,039	87,300
West Midlands Ambulance Service NHS Foundation Trust	12	62,243	16,252	85,988
East of England Ambulance NHS Trust	12	163,110	#	72,390
North East Ambulance Service NHS Foundation Trust	8	34,082	7,850	37,439
South Western Ambulance Service NHS Foundation Trust	7	41,381	13,998	59,874
South East Coast Ambulance NHS Foundation Trust	7	40,428	15,218	57,766
East Midlands Ambulance Service NHS Trust	7	93,668	16,563	52,400
South Central Ambulance NHS Foundation Trust	7	38,847	#	24,027
Isle of Wight NHS Trust	#	#	#	#
Grand Total	285	4,758,105	1,022,566	3,125,022

Table 5: Number and Cost of Claims Closed between financial years 2021/22 and 2023/24 with a damages payment, where the liability type is 'Employers Liability', for Ambulance Trusts. The data includes the damages and legal costs paid up until the end of each relevant financial year of closure. Broken down by Year and Primary Injury

ClosedSettled	Y
Claim_Outcome	Damages Paid

Year of Closure --- Primary Injury	No. of Claims	Damages Paid	NHS Legal Costs Paid	Claimant Legal Costs Paid	Total Paid
2021/22					
Orthopaedic Injuries	70	688,457	172,844	637,557	1,498,858
Psychiatric Damage	9	268,756	159,065	229,712	657,533
Head Injuries	#	#	#	#	#
Injuries to Internal Organs	#	#	#	#	#
Facial Injuries	#	#	#	#	#
Injuries affecting the senses	#	#	#	#	#
2022/23					
Orthopaedic Injuries	83	901,810	335,803	852,098	2,089,711
Injuries to Internal Organs	#	#	#	#	#
Head Injuries	#	#	#	#	#
Psychiatric Damage	#	#	#	#	#
Facial Injuries	#	#	#	#	#
Burns	#	#	#	#	#
Injuries affecting the senses	#	#	#	#	#
2023/24					
Orthopaedic Injuries	77	742,038	139,266	536,304	1,417,608
Facial Injuries	8	64,559	15,654	48,259	128,472
Injuries to Internal Organs	7	63,345	8,417	51,190	122,952
Psychiatric Damage	#	#	#	#	#
Head Injuries	#	#	#	#	#
Sickness/Disease	#	#	#	#	#
Burns	#	#	#	#	#
Other	#	#	#	#	#
Grand Total	285	4,758,105	1,022,566	3,125,022	8,905,693

Table 6: Number and Cost of Claims Closed between financial years 2021/22 and 2023/24 with a damages payment, where the liability type is 'Employers Liability', for Ambulance Trusts. The data includes the damages and legal costs paid up until the end of each relevant financial year of closure. Broken down by Year and Primary Cause.

ClosedSettled Claim_Outcome	Y Damages Paid			
Year of Closure --- Primary Cause	No. of Claims	Damages Paid	NHS Legal Costs Paid	Claimant Legal Costs Paid
2021/22				
Defective Tools/Equip	19	152,406	30,730	143,985
Slip or Trip	19	124,211	6,933	80,834
Manual Handling	11	181,007	64,574	195,498
Assault	6	84,512	16,896	56,386
Mgt of H & S at W Regs	5	53,016	135,118	184,351
Hit by Object	5	39,031	8,645	37,580
Fell into From Object	#	#	#	#
Sharps Injury	#	#	#	#
Workplace (Health, Safety and Welfare) Regulations	#	#	#	#
Repetitive Process	#	#	#	#
Stress	#	#	#	#
Provision and Use of Work Equipment Regulations	#	#	#	#
Manual Handling Regulations	#	#	#	#
Use of Tools/Mach/Equip	#	#	#	#
RTA	#	#	#	#
Other	#	#	#	#
Prov & Use of Personal Prot Equip Regs	#	#	#	#
2022/23				
Slip or Trip	33	273,238	110,423	167,968
Defective Tools/Equip	18	229,839	73,042	207,753
Manual Handling	8	74,604	10,900	61,370
Fell into From Object	7	44,442	20,292	101,616
Hit by Object	6	91,466	47,866	106,959
Workplace (Health, Safety and Welfare) Regulations	5	38,388	#	32,368
Manual Handling Regulations	#	#	#	#
Assault	#	#	#	#
Stress	#	#	#	#
Electric Shock	#	#	#	#
Mgt of H & S at W Regs	#	#	#	#
Provision and Use of Work Equipment Regulations	#	#	#	#
Prov & Use of Personal Prot Equip Regs	#	#	#	#
RTA	#	#	#	#
Lifting/Loading/Unloading	#	#	#	#
Sharps Injury	#	#	#	#
Infect/Inhale/Irritation	#	#	#	#
2023/24				
Slip or Trip	26	313,745	40,922	219,344
Defective Tools/Equip	20	227,540	72,813	168,293
Manual Handling	13	107,490	20,285	67,437
Hit by Object	8	44,873	#	41,292
Manual Handling Regulations	5	55,777	#	28,398
Workplace (Health, Safety and Welfare) Regulations	5	37,637	9,075	34,687
Electric Shock	#	#	#	#
Stress	#	#	#	#
Prov & Use of Personal Prot Equip Regs	#	#	#	#
Fell into From Object	#	#	#	#
Use of Tools/Mach/Equip	#	#	#	#

Table 6: Number and Cost of Claims Closed between financial years 2021/22 and 2023/24 with a damages payment, where the liability type is 'Employers Liability', for Ambulance Trusts. The data includes the damages and legal costs paid up until the end of each relevant financial year of closure. Broken down by Year and Primary Cause.

ClosedSettled Claim_Outcome	Y Damages Paid				
Year of Closure --- Primary Cause	No. of Claims	Damages Paid	NHS Legal Costs Paid	Claimant Legal Costs Paid	
Provision and Use of Work Equipment Regulations	#	#	#	#	
Lifting/Loading/Unloading	#	#	#	#	
Damage to vehicle	#	#	#	#	
Assault	#	#	#	#	
Infect/Inhale/Irritation	#	#	#	#	
Breach of DPA	#	#	#	#	
Burns/Scalds	#	#	#	#	
Illness/Disease	#	#	#	#	
Mgt of H & S at W Regs	#	#	#	#	
Sharps Injury	#	#	#	#	
Grand Total	285	4,758,105	1,022,566	3,125,022	