

February 2025
FOI_6923

The following information was requested on 20 December 2024:

In a previous FoI response [Ref FoI_3040] you gave details on the number of times you engaged private detectives to investigate a potential claimants' day-to-day activities. This response provided data for 2013/14, 2014/15, 2015/16 and 2016/17. Could you now supply similar data, including cases where exaggeration of injury was observed, for 2022/23 and 2023/24.

In relation to the last five years could you please provide a list of the principal injury of those people who were investigated AND where exaggeration was observed. Please note I am just asking for a list, not a count relating to each type of principal injury.

Our Response

For ease of reference the previous similar request is here: - [FOI 5705 Private-Detectives-Final.pdf](#) .

NHS Resolution engages the services of our Panel Firm Solicitors to undertake investigative work. We can confirm that the services provided each year were the same. Those services relate to non-intrusive observation of a person undertaken to show day to day activities as well as social media research.

- **Number of new cases in which non-intrusive observation was undertaken:**

Financial year	No of cases
2022/23	10
2023/24	12

- **Of those, the number of cases in which exaggeration was detected:**

Financial year	No of cases
2022/23	5
2023/24	9

In response to: *In relation to the last five years could you please provide a list of the principal injury of those people who were investigated AND where exaggeration was observed. Please note I am just asking for a list, not a count relating to each type of principal injury.*

Please find attached the requested information.

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/>

TABLE OF CONTENTS

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: Analysis of Primary Injuries for new cases in which non-intrusive observation was undertaken and exaggeration was observed between financial years 2019/20 to 2023/24.](#)

Table 1: Analysis of Primary Injuries for new cases in which non-intrusive observation was undertaken and exaggeration was observed between financial years 2019/20 to 2023/24.

Primary Injury
Adtnl/unnecessary Operation(s)
Advanced Stage Cancer
Bladder Damage
Bowel Damage/ Dysfunction
Brain Damage
Foot Drop
Fracture
Hernia
Multiple Injuries
Nerve Damage
Orthopaedic Injuries
Other
Perforation
Poor Outcome - Fractures Etc.
Psychiatric/Psychological Dmge
Spinal Damage
Unnecessary Pain