



Resolution

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January 2026
FOI_7571

The following information was requested on 19 November 2025:

In a previous Fol 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 2024/25.

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 FOI_6923.

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
2024/25	14

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

Financial year	No of cases
2024/25	#

In regards to your request for: *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.

Table 1: Analysis of Primary Injuries for new cases in which non-intrusive observation was undertaken and exaggeration was observed between financial years **2020/21** to **2024/25**.

Low Numbers

Please note 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 Freedom of Information Act 2000, 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 this 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 refer to [Understanding NHS Resolution data](#) guidance for further details on how our Claims database is categorised.

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.

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: Analysis of Primary Injuries for new cases in which non-intrusive observation was undertaken and exaggeration was observed between financial years 2020/21 to 2024/25.

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Primary Injury

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