



Resolution

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June 2026
FOI_7869

The following information was requested on 4 May and clarified on 5 May 2026:

[On 4 May, you requested]

*I am writing to request information under the Freedom of Information Act 2000.
Please provide the following information for the past five years in relation to public liability claims involving slips, trips, and falls on NHS premises:*

- 1. The total number of claims relating to slips, trips, and falls.*
- 2. The total amount paid out in compensation for these claims.*
- 3. The average compensation payment per successful claim.*
- 4. The highest single compensation payment made.*
- 5. A breakdown of claims by location, where available (e.g. hospital corridors, stairways, entrances, wet areas, car parks).*
- 6. Any available information on the most common causes of these incidents (e.g. wet floors, inadequate slip resistance, spillages, poor maintenance).*
- 7. The number of claims that were:*
 - Settled*
 - Defended and rejected*

If the information cannot be provided in full, please provide a summary or aggregated data within the cost limit.

[On 5 May, we responded with]

Thank you for your request to NHS Resolution.

The information requested is already publicly available and has previously been provided in response to [FOI 7769](#) and [FOI 7621](#). These responses are published on the NHS Resolution [Freedom of Information disclosure log](#) and can be accessed via our website.

We are unable to provide information on “The highest single compensation payment made” due to data protection grounds.

Please refer to our publication: [Guidance-note-Understanding-NHS-Resolution-data-updated](#) and a set of codes against which claims are logged: [CNST-Codes.xlsx \(live.com\)](#) (see the three tabs in the spreadsheet).

We do not have a code for specific locations of occurrence such as hospital corridors, stairways, entrances, wet areas, car parks as requested, therefore we won't be able to provide this data.

If you require further information, please feel free to contact us.

[On 5 May, you replied with]

Having reviewed the material, I would be grateful if you could clarify or provide the following, where available:

- 1. Average compensation per successful claim*
- 2. While total damages and number of settled claims are provided, could you confirm whether the average compensation payment per successful claim is held or can be reasonably derived from existing datasets?*
- 3. Claim outcomes (defended vs rejected)*
- 4. The data distinguishes between claims with damages and those with NIL damages.*
- 5. Could you clarify whether NIL damages cases include:*
 - o Claims successfully defended*
 - o Claims withdrawn or abandoned*
 - o Claims settled without payment*
- 6. If available, please provide a breakdown of claim outcomes by these categories.*
- 7. Causes of incidents*
- 8. I understand that detailed causes may not be separately coded. However, could you confirm whether any broader categorisation exists beyond “slips, trips and falls” (for example, environmental factors, surface conditions, or equipment-related causes)?*

Our Response

In relation to questions 1 and 2 - Average compensation per successful claim

We do not hold the information in the way you have requested it, however, this can be derived from the published data in Table 3 of [FOI 7769](#) which provides:

- The total number of claims closed with damages payment; and
- The total damages paid.

Using these figures, an average compensation value per successful claim may be calculated by dividing total damages by the number of claims with damages payment.

In relation to question 3, 4, 5 and 6 - Claim outcomes / nil damages

NHS Resolution does not record claim outcomes in the specific categories of “defended” or “rejected” as requested. Instead, claim outcomes are captured through:

- Whether a claim resulted in a **damages payment**, or
- Whether it was closed with **nil damages**, and
- Whether it involved **litigation (court proceedings)** or was resolved pre-litigation.

NHS Resolution does not readily hold a further breakdown of nil damages cases into sub-categories such as “Successfully defended claims”, “Withdrawn or abandoned claims”, “Claims settled without payment” as requested. The breakdown readily available has been provided in tables 5, 6, 7 and 8 of [FOI 7769](#)

In relation to questions 7 and 8 - Causes of incidents

As previously advised, “slips, trips and falls” are recorded as cause categories on their own. We do not hold further structured categorisation of causes beyond this level (e.g. floor conditions, equipment, environmental factors) in a way that can be readily extracted.

Although NHS Resolution may hold some information relating to claims such as what you have requested (England only claims) in questions 3 to 8, due to the way claims are recorded on our claims database, we will not be able to readily identify such specific cases or granular information. To do so would involve a manual review of all cases to identify which ones relate to claims as you have further requested. This exercise would be very time consuming.

Therefore, we estimate that the cost of complying with this request in its entirety would exceed the ‘appropriate limit’ as set out in the [ICO’s guidance](#). Section 12(1) of the FOIA is a provision which allows a public authority to refuse to comply with a request for information where the cost of compliance is estimated to exceed a set limit (known as the ‘appropriate limit’). The ‘appropriate limit’ for NHS Resolution is £450. This equates to 18 hours of work at the rate of £25 per hour set out in the ‘Fees Regulations’.

We estimate that it would take on average 20 minutes to locate, retrieve and extract the requested information from an individual file. It may therefore be the case that we would be able to examine only 54 files within 18 hours.

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 several [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.

Please refer to [Understanding NHS Resolution data](#) guidance for further details on how our Claims database is categorised.

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/>