



Resolution

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November 2018
FOI_3538

The following information was requested on 20 November 2018:

*We are looking for National Figures citing manual handling and the overall cost to the NHS.
My last results were 2005 – 2010
Between April 2005 – March 2010
25000 Claims citing Manual Handling as the cause of injury
Average cost per employee 17.000
Total cost NHS 43.000.000
I was hoping you would be able to revise these figures with some more up to date statistics.*

Our Response

Please find attached the requested information.

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(3)(a)(i) of the 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.

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.

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](#), Head of Corporate and Information Governance 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

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Data correct as at: 2018-10-31

[Table 1: Number of claims notified for manual handling injuries between 2010/11 and 2017/18](#)

[Table 2: Number of claims for manual handling injuries Closed/Settled with damages paid between 2010/11 and 2017/18](#)

[Table 3: Number of Unsuccessful claims for manual handling injuries between 2010/11 and 2017/18](#)

[Table 4: Analysis of primary injury of claims for manual handling injuries Closed/Settled with damages paid between 2010/11 and 2017/18](#)

[Table 5: Analysis of primary cause of claims for manual handling injuries Closed/Settled with damages paid between 2010/11 and 2017/18](#)

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Table 1: Number of claims notified for manual handling injuries between 2010/11 and 2017/18

Notifications	Y
Clinical_NonClinical	Non Clinical

Notification Year	No. of Claims
2009/10	108
2010/11	466
2011/12	566
2012/13	542
2013/14	562
2014/15	581
2015/16	420
2016/17	400
2017/18	328
Grand Total	3,973

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Table 2: Number of claims for manual handling injuries Closed/Settled with damages paid between 2010/11 and 2017/18

Closed_Settled	Y
Clinical_NonClinical	Non Clinical
Claim_Outcome	Successful

Year of Closure (Settlement Year for PPOs)	No. of Claims	Damages Paid	Defence Costs Paid	Claimant Costs Paid	Total Paid
2009/10	61	711,700	242,002	718,558	1,672,260
2010/11	222	3,245,875	801,107	2,731,814	6,778,797
2011/12	353	5,303,329	1,205,990	4,613,847	11,123,166
2012/13	323	4,588,997	1,019,011	4,075,796	9,683,804
2013/14	301	4,645,851	1,062,191	4,409,692	10,117,734
2014/15	287	5,245,797	881,905	4,227,004	10,354,706
2015/16	276	3,756,487	853,357	4,049,474	8,659,318
2016/17	213	3,268,798	620,090	2,968,196	6,857,084
2017/18	179	3,572,798	579,962	2,367,418	6,520,177
Grand Total	2,215	34,339,632	7,265,615	30,161,799	71,767,046

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Table 3: Number of Unsuccessful claims for manual handling injuries between 2010/11 and 2017/18

Closed_Settled	Y
Clinical_NonClinical	Non Clinical
Claim_Outcome	Unsuccessful

Year of Closure (Settlement Year for PPOs)	No. of Claims	Damages Paid	Defence Costs Paid	Claimant Costs Paid	Total Paid
2009/10	46	0	25,872	1,365	27,237
2010/11	208	0	101,258	25,135	123,896
2011/12	214	0	87,732	9,312	94,384
2012/13	217	0	79,776	44,316	124,092
2013/14	265	0	34,845	14,963	49,807
2014/15	333	0	72,773	17,824	90,597
2015/16	314	0	113,195	11,703	121,397
2016/17	275	0	128,467	8,921	137,388
2017/18	277	0	136,346	37,275	173,622
Grand Total	2,149	0	780,263	170,814	942,420

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Table 4: Analysis of primary injury of claims for manual handling injuries Closed/Settled with damages paid between 2010/11 and 2017/18

Closed_Settled	Y
Clinical_NonClinical	Non Clinical
Claim_Outcome	Successful

Year of Closure (Settlement Year for PPOs)					
----- Primary Injury Types	No. of Claims	Damages Paid	Defence Costs Paid	Claimant Costs Paid	Total Paid
2009/10					
Orthopaedic Injuries	57	691,330	234,719	688,552	1,614,601
Other	#	#	#	#	#
Injuries to Internal Organs	#	#	#	#	#
2010/11					
Orthopaedic Injuries	207	3,161,843	767,410	2,563,999	6,493,251
Other	6	60,448	26,949	120,731	208,128
Injuries to Internal Organs	#	#	#	#	#
Unknown	#	#	#	#	#
Psychiatric Damage	#	#	#	#	#
Burns	#	#	#	#	#
Facial Injuries	#	#	#	#	#
Head Injuries	#	#	#	#	#
2011/12					
Orthopaedic Injuries	338	5,203,520	1,164,083	4,423,416	10,791,019
Injuries to Internal Organs	8	56,521	12,537	68,515	137,572
Other	6	37,288	18,423	70,916	126,627
Psychiatric Damage	#	#	#	#	#
2012/13					
Orthopaedic Injuries	308	4,338,485	973,604	3,940,099	9,252,189
Injuries to Internal Organs	7	205,335	29,374	73,851	308,560
Other	#	#	#	#	#
Sickness/Disease	#	#	#	#	#
Psychiatric Damage	#	#	#	#	#
Head Injuries	#	#	#	#	#
Facial Injuries	#	#	#	#	#
2013/14					
Orthopaedic Injuries	283	4,553,756	1,030,608	4,242,014	9,826,378
Injuries to Internal Organs	13	67,940	18,429	109,601	195,971
Other	#	#	#	#	#
Head Injuries	#	#	#	#	#
Injuries affecting the senses	#	#	#	#	#
2014/15					
Orthopaedic Injuries	276	5,028,091	851,242	4,111,495	9,990,827
Injuries to Internal Organs	5	196,486	20,365	66,650	283,501
Burns	#	#	#	#	#
Facial Injuries	#	#	#	#	#
Other	#	#	#	#	#
Head Injuries	#	#	#	#	#
2015/16					
Orthopaedic Injuries	272	3,733,596	850,982	4,022,924	8,607,502
Injuries to Internal Organs	#	#	#	#	#
Head Injuries	#	#	#	#	#
2016/17					
Orthopaedic Injuries	202	2,956,557	562,594	2,733,796	6,252,946
Injuries to Internal Organs	9	298,541	56,196	217,650	572,387
Scarring (Except Facial)	#	#	#	#	#
Hernia	#	#	#	#	#
2017/18					
Orthopaedic Injuries	173	3,532,729	573,893	2,328,174	6,434,797
Injuries to Internal Organs	5	37,928	4894	39,243	82,065

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Table 4: Analysis of primary injury of claims for manual handling injuries Closed/Settled with damages paid between 2010/11 and 2017/18

Closed_Settled	Y
Clinical_NonClinical	Non Clinical
Claim_Outcome	Successful

Year of Closure (Settlement Year for PPOs)					
----- Primary Injury Types	No. of Claims	Damages Paid	Defence Costs Paid	Claimant Costs Paid	Total Paid
Scarring (Except Facial)	#	#	#	#	#
Grand Total	2,215	34,339,632	7,265,615	30,161,799	71,767,046

Table 5: Analysis of primary cause of claims for manual handling injuries Closed/Settled with damages paid between 2010/11 and 2017/18

Closed_Settled	Y
Clinical_NonClinical	Non Clinical
Claim_Outcome	Successful

Year of Closure (Settlement Year for PPOs)	No. of Claims	Damages Paid	Defence Costs Paid	Claimant Costs Paid	Total Paid
----- Primary Causes					
2009/10					
Manual Handling	51	656,763	221,069	648,908	1,526,740
Manual Handling Regulations	9	47,714	17,813	60,150	125,677
Lifting/Loading/Unloading	#	#	#	#	#
2010/11					
Manual Handling	172	2,679,854	659,520	2,182,695	5,522,069
Manual Handling Regulations	47	547,748	134,027	518,114	1,199,890
Lifting/Loading/Unloading	#	#	#	#	#
Mgt of H & S at W Regs	#	#	#	#	#
2011/12					
Manual Handling	240	3,700,108	838,728	3,166,541	7,705,377
Manual Handling Regulations	108	1,573,255	357,475	1,397,920	3,328,650
Defective Tools/Equip	#	#	#	#	#
Provision and Use of Work Equipment Regulations	#	#	#	#	#
Hit by Object	#	#	#	#	#
Lifting/Loading/Unloading	#	#	#	#	#
2012/13					
Manual Handling	194	3,527,525	807,691	2,851,610	7,186,826
Manual Handling Regulations	121	1,017,511	200,009	1,163,247	2,380,766
Defective Tools/Equip	#	#	#	#	#
Lifting/Loading/Unloading	#	#	#	#	#
Provision and Use of Work Equipment Regulations	#	#	#	#	#
Repetitive Process	#	#	#	#	#
Hit by Object	#	#	#	#	#
2013/14					
Manual Handling Regulations	167	2,113,232	428,505	1,996,156	4,537,893
Manual Handling	126	2,428,747	615,937	2,323,767	5,368,451
Defective Tools/Equip	#	#	#	#	#
Provision and Use of Work Equipment Regulations	#	#	#	#	#
Mgt of H & S at W Regs	#	#	#	#	#
Lifting/Loading/Unloading	#	#	#	#	#
2014/15					
Manual Handling Regulations	182	3,429,811	503,217	2,539,079	6,472,107
Manual Handling	89	1,714,843	366,263	1,578,088	3,659,194
Lifting/Loading/Unloading	#	#	#	#	#
Provision and Use of Work Equipment Regulations	#	#	#	#	#
Defective Tools/Equip	#	#	#	#	#
Mgt of H & S at W Regs	#	#	#	#	#
Hit by Object	#	#	#	#	#
Prov & Use of Personal Prot Equip Regs	#	#	#	#	#
Workplace (Health, Safety and Welfare) Regulations	#	#	#	#	#
2015/16					
Manual Handling Regulations	170	1,958,048	424,089	2,274,627	4,656,764
Manual Handling	85	1,589,540	388,827	1,515,750	3,494,117
Mgt of H & S at W Regs	6	56,406	12,700	60,674	129,780
Workplace (Health, Safety and Welfare) Regulations	5	17,341	3,216	33,446	54,003
Lifting/Loading/Unloading	5	70,559	6,600	67,375	144,535
Provision and Use of Work Equipment Regulations	#	#	#	#	#
Defective Tools/Equip	#	#	#	#	#
Use of Tools/Mach/Equip	#	#	#	#	#
2016/17					
Manual Handling Regulations	129	1,888,763	359,477	1,668,670	3,916,910
Manual Handling	68	1,226,295	229,946	1,145,878	2,602,120
Mgt of H & S at W Regs	5	28,102	2,292	33,599	63,993
Hit by Object	#	#	#	#	#
Defective Tools/Equip	#	#	#	#	#
Workplace (Health, Safety and Welfare) Regulations	#	#	#	#	#
Use of Tools/Mach/Equip	#	#	#	#	#

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Table 5: Analysis of primary cause of claims for manual handling injuries Closed/Settled with damages paid between 2010/11 and 2017/18

Closed_Settled	Y
Clinical_NonClinical	Non Clinical
Claim_Outcome	Successful

Year of Closure (Settlement Year for PPOs)					
----- Primary Causes	No. of Claims	Damages Paid	Defence Costs Paid	Claimant Costs Paid	Total Paid
Lifting/Loading/Unloading	#	#	#	#	#
Provision and Use of Work Equipment Regulations	#	#	#	#	#
2017/18					
Manual Handling Regulations	116	1,741,745	417,073	1,685,037	3,843,855
Manual Handling	48	1,681,375	141,200	562,009	2,384,584
Provision and Use of Work Equipment Regulations	#	#	#	#	#
Lifting/Loading/Unloading	#	#	#	#	#
Defective Tools/Equip	#	#	#	#	#
Mgt of H & S at W Regs	#	#	#	#	#
Repetitive Process	#	#	#	#	#
Assault	#	#	#	#	#
Hit by Object	#	#	#	#	#
Grand Total	2,215	34,339,632	7,265,615	30,161,799	71,767,046