



Resolution

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August 2021
FOI_5121

The following information was requested on 14 July 2021:

1. *The number of successful claims relating to racial abuse by NHS staff made in each of the last five calendar years: 2017, 2018, 2019, 2020 and 2021 to date.*

For each successful claim, please could you provide:

- a. *The amount paid in damages*
- b. *The amount paid in defence costs*
- c. *The amount paid in claimant costs*
- d. *The sum of total amount paid*
- e. *The date the claim was first made*
- f. *The date the final claim payment was made*
- g. *The location pertaining to each claim, eg NHS hospital or premises*
- h. *Whether the victim in each case was an NHS employee or a patient*
- i. *The date of each incident*

2. *The number of successful claims relating to racial discrimination by NHS staff made in each of the last five calendar years: 2017, 2018, 2019, 2020 and 2021 to date.*

For each successful claim, please could you provide:

- a. *The amount paid in damages*
- b. *The amount paid in defence costs*
- c. *The amount paid in claimant costs*
- d. *The sum of total amount paid*
- e. *The date the claim was first made*
- f. *The date the final claim payment was made*
- g. *The location pertaining to each claim, eg NHS hospital or premises*
- h. *Whether the victim in each case was an NHS employee or a patient*
- i. *The date of each incident*

3. *The number of successful claims relating to racially motivated assault or violence by NHS staff made in each of the last five calendar years: 2017, 2018, 2019, 2020 and 2021 to date.*

For each successful claim, please could you provide:

- a. *The amount paid in damages*
- b. *The amount paid in defence costs*
- c. *The amount paid in claimant costs*
- d. *The sum of total amount paid*
- e. *The date the claim was first made*
- f. *The date the final claim payment was made*
- g. *The location pertaining to each claim, eg NHS hospital or premises*
- h. *Whether the victim in each case was an NHS employee or a patient*
- i. *The date of each incident*

Our Response

We only hold claims data for England (our schemes only cover England), not the UK.

Although NHS Resolution may hold some information relating to claims such as what you have requested (England only claims), due to the way claims are recorded on our claims database, we will not be able to identify such specific cases. It might be helpful to explain that when claims are notified to NHS Resolution they are categorised against pre-defined cause, injury and speciality [codes](#). We do not have codes for: racial abuse, discrimination or racially motivated violence claims. Therefore, while there may be information held in our records, we are not readily able to identify the relevant files by searching the database. To do so would involve a manual review of all cases to identify which ones relate to claims involving racial abuse, discrimination or racially motivated violence claims. NHS Resolution receives thousands of claims each year.

Therefore, we estimate that the cost of complying with the request in its entirety would exceed the 'appropriate limit'. 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 10 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 108 files within 18 hours.

In addition, given the complexity of clinical negligence claims and their litigation, it is possible for a single electronic or paper-based file to contain hundreds of documents in a variety of formats.

Please also note even if we were able to carry out a review of 108 random files we may not be able to provide you with the level of detail you require owing to Data Protection grounds.

We would need to suppress low numbers or any information that could possibly lead to the identification of claimants, patients or individuals where disclosure would breach the General Data Protection Regulation.

We have the following cause code: Assault

However, please note it would relate to all acts of violence and aggression regardless of perpetrator and victim. We would not be able to breakdown the report by staff/public perpetrator/victim, as this would entail manually reviewing individual case files as described above. It could also include examples of staff/public perpetrator/victim in different combinations.

We could provide you with high level data relating to the above cause. The report could cover number of claims received for the above cause in the relevant financial years; a breakdown by primary injury; numbers settled with associated costs; numbers with no damages paid and numbers currently open.

Please let us know if you would be interested in this data, bearing in mind the limitations described above.

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 [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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