



Resolution

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August 2025
FOI_7333

The following information was requested on 22 July 2025:

I am writing to request information under the Freedom of Information Act, please can you provide the following?

- 1. The number of data protection incidents received by NHS Resolution between 2020/21 and 2024/25, broken down by financial year and NHS Trust.*
- 2. The number and cost of non-clinical claims closed between 2020/21 and 2024/25 with a damages payment related to data protection incidents, broken down by year and Trust.*
- 3. The total number and cost of claims related to data protection incidents between 2020/21 and 2024/25, broken down only by NHS Trust and not by year.*

Our Response

Please find attached the requested information. Please note we only hold information for England and not the rest of the UK.

Please note that we would not be aware of every single data breach experienced by the NHS. We would only hold the details of the claims notified to us by the NHS in England.

NB: We have recently changed the way we report on our FOIs to align better with our published documents. Streamlining our reporting on FOIs with our annual published reports may mean a variation in snapshot dates. This means this data may not align with previous similar requests and it may not be possible for you to compare this information with a previous request. For further information, please refer to [Understanding NHS Resolution data - NHS Resolution](#).

Claims notified/received in any given year will often relate to incidents that have occurred many years prior. Due to the nature of clinical negligence claims and the level of investigation needed to bring them to a resolution, claims received and notified in a specific year may take years to settle and close. They are not guaranteed to be settled and closed in the same year. As such there will be a time gap between incident and claim closure.

Please note: The number of claims received does not mean that there were the same number of data breaches within the NHS. A single data breach can affect a

large number of individuals and result in multiple claimants (i.e. 124 claims received in these years does not equate to 124 data breach incidents).

Due to the way in which data is extracted, it is also possible that the same claim may appear more than once in a dataset, across different year groups e.g. where the case has been closed (as unsuccessful), challenged, reopened and closed again at conclusion.

Please also note that the data shows variation in damages and costs paid in the relevant financial years. This is a reflection of the nature of individual claims received by NHS Resolution, which can vary significantly. As such, year on year fluctuations cannot necessarily be interpreted as trends.

For an explanation of the Non-clinical schemes referred to, please visit the following web page: [Non-clinical schemes - NHS Resolution](#).

Please note: these tables should not be interpreted as a league table. Larger member organisations and those which provide more complex treatments may receive more claims than smaller organisations or those providing low risk care. Inevitably, different institutions face different levels of risk because of the variations in the nature and complexity of the procedures they perform. In some circumstances, volumes of reported cases may be impacted by multiple claims notified in relation to one cause of action.

Table 1 shows: Number of Claims and Incidents received between financial years 2020/21 and 2024/25 where the schedule is 'PL- Data Protection Act'. Broken down by Year and Trust.

Table 2 shows: Number and Cost of Claims Closed between financial years 2020/21 and 2024/25 with a damages payment, where the schedule is 'PL - Data Protection Act'. Broken down by Year and Trust. The data includes the damages and legal costs paid up until the end of each relevant financial year of closure

Table 3 shows: Number and Cost of Claims Closed between financial years 2020/21 and 2024/25 with a damages payment, where the schedule is 'PL - Data Protection Act'. Broken down by Trust. The data includes the damages and legal costs paid up until the end of each relevant financial year of closure.

Low figures

We have not provided the information for low figures involved 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 FOI 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. 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 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.

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/>

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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: Number of Claims and Incidents received between financial years 2020/21 and 2024/25 where the schedule is 'PL- Data Protection Act'. Broken down by Year and Trust.

Table 2: Number and Cost of Claims Closed between financial years 2020/21 and 2024/25 with a damages payment, where the schedule is 'PL - Data Protection Act'. Broken down by Year and Trust. The data includes the damages and legal costs paid up until the end of each relevant financial year of closure.

Table 3: Number and Cost of Claims Closed between financial years 2020/21 and 2024/25 with a damages payment, where the schedule is 'PL - Data Protection Act'. Broken down by Trust. The data includes the damages and legal costs paid up until the end of each relevant financial year of closure.

Please note: the tables broken down by Trusts should not be interpreted as a league table. Larger member organisations and those which provide more complex treatments may receive more claims than smaller organisations or those providing low risk care. Inevitably, different institutions face different levels of risk because of the variations in the nature and complexity of the procedures they perform. In some circumstances, volumes of reported cases may be impacted by multiple claims notified in relation to one cause of action.

Table 1: Number of Claims and Incidents received between financial years 2020/21 and 2024/25 where the schedule is 'PL- Data Protection Act'. Broken down by Year and Trust.

Notified	Y
Year of Notification	No. of Claims
---- Member Name	
2020/21	250
Members with less than 5 claims (99 members)	167
Wrightington, Wigan and Leigh NHS Foundation Trust	36
Shrewsbury and Telford Hospital NHS Trust	16
Northamptonshire Healthcare NHS Foundation Trust	8
Nottinghamshire Healthcare NHS Foundation Trust	6
Tavistock and Portman NHS Foundation Trust (The)	6
University Hospitals of Leicester NHS Trust	6
South Tees Hospitals NHS Foundation Trust	5
2021/22	296
Members with less than 5 claims (119 members)	226
Wrightington, Wigan and Leigh NHS Foundation Trust	19
NHS England	9
Northern Care Alliance NHS Foundation Trust	8
East London NHS Foundation Trust	7
Buckinghamshire Healthcare NHS Trust	6
Hertfordshire Partnership NHS Foundation Trust	6
Guy's and St Thomas' NHS Foundation Trust	5
North East London NHS Foundation Trust	5
University Hospitals Plymouth NHS Trust	5
2022/23	351
Members with less than 5 claims (110 members)	190
Liverpool University Hospitals NHS Foundation Trust	40
Wye Valley NHS Trust	14
NHS England	12
Airedale NHS Foundation Trust	8
Central and North West London NHS Foundation Trust	7
South Western Ambulance Service NHS Foundation Trust	7
Wrightington, Wigan and Leigh NHS Foundation Trust	6
Northern Care Alliance NHS Foundation Trust	6
Manchester University NHS Foundation Trust	6
Greater Manchester Mental Health NHS Foundation Trust	5
Guy's and St Thomas' NHS Foundation Trust	5
Hull University Teaching Hospitals NHS Trust	5
Northamptonshire Healthcare NHS Foundation Trust	5
Imperial College Healthcare NHS Trust	5
Sandwell & West Birmingham Hospitals NHS Trust	5
Sheffield Teaching Hospitals NHS Foundation Trust	5
University Hospitals Birmingham NHS Foundation Trust	5
Lancashire Teaching Hospitals NHS Foundation Trust	5
Lewisham & Greenwich NHS Trust	5
Mersey and West Lancashire Hospitals NHS Trust	5
2023/24	499
Members with less than 5 claims (118 members)	207
Liverpool University Hospitals NHS Foundation Trust	178
Somerset NHS Foundation Trust	12
South London & Maudsley NHS Foundation Trust	12
Manchester University NHS Foundation Trust	11
NHS England	9
Bolton NHS Foundation Trust	8
The Business Services Authority	6
Gateshead Health NHS Foundation Trust	6
Worcestershire Acute Hospitals NHS Trust	6
Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust	6
University Hospital Southampton NHS Foundation Trust	6
Dartford and Gravesham NHS Trust	6
University Hospitals of Leicester NHS Trust	6
Mersey Care NHS Foundation Trust	5
Tavistock and Portman NHS Foundation Trust (The)	5
Alder Hey Children's NHS Foundation Trust	5
Oxleas NHS Foundation Trust	5
2024/25	288
Members with less than 5 claims (110 members)	193
Royal Devon University Healthcare NHS Foundation Trust	24
Oxford Health NHS Foundation Trust	8
West London NHS Trust	8
East Kent Hospitals University NHS Foundation Trust	7
Guy's and St Thomas' NHS Foundation Trust	6
East London NHS Foundation Trust	6
Leicestershire Partnership NHS Trust	6
University Hospital Southampton NHS Foundation Trust	5
South London & Maudsley NHS Foundation Trust	5
University Hospitals Birmingham NHS Foundation Trust	5
Central and North West London NHS Foundation Trust	5

Please note: the tables broken down by Trusts should not be interpreted as a league table. Larger member organisations and those which provide more complex treatments may receive more claims than smaller organisations or those providing low risk care. Inevitably, different institutions face different levels of risk because of the variations in the nature and complexity of the procedures they perform. In some circumstances, volumes of reported cases may be impacted by multiple claims notified in relation to one cause of action.

Table 1: Number of Claims and Incidents received between financial years 2020/21 and 2024/25 where the schedule is 'PL- Data Protection Act'. Broken down by Year and Trust.

Notified		Y
Year of Notification		No. of Claims
---- Member Name		
King's College Hospital NHS Foundation Trust		5
Worcestershire Acute Hospitals NHS Trust		5
Grand Total		1,684

Please note: the tables broken down by Trusts should not be interpreted as a league table. Larger member organisations and those which provide more complex treatments may receive more claims than smaller organisations or those providing low risk care. Inevitably, different institutions face different levels of risk because of the variations in the nature and complexity of the procedures they perform. In some circumstances, volumes of reported cases may be impacted by multiple claims notified in relation to one cause of action.

Table 2: Number and Cost of Claims Closed between financial years 2020/21 and 2024/25 with a damages payment, where the schedule is 'PL - Data Protection Act'. Broken down by Year and Trust. The data includes the damages and legal costs paid up until the end of each relevant financial year of closure.

ClosedSettled	Y
ClaimOutcome	Damages Paid

Year of Closure	No. of Claims	Damages Paid	NHS Legal Costs Paid	Claimant Legal Costs Paid
---- Member Name				
2020/21				
Members with less than 5 claims (54 members)	70	264,079	589,531	1,310,222
Wrightington, Wigan and Leigh NHS Foundation Trust	7	17,500	11,384	27,650
Manchester University NHS Foundation Trust	6	19,090	8,859	52,800
2021/22				
Members with less than 5 claims (82 members)	125	499,228	155,897	776,851
2022/23				
Members with less than 5 claims (104 members)	169	673,748	335,071	1,337,497
Wrightington, Wigan and Leigh NHS Foundation Trust	36	52,400	21,578	82,500
Mersey and West Lancashire Hospitals NHS Trust	5	11,250	#	20,000
2023/24				
Members with less than 5 claims (101 members)	183	701,658	232,000	893,428
Shrewsbury and Telford Hospital NHS Trust	8	25,100	8,104	44,559
South Western Ambulance Service NHS Foundation Trust	8	23,875	#	24,000
Manchester University NHS Foundation Trust	5	13,600	#	10,500
Sheffield Teaching Hospitals NHS Foundation Trust	5	8,750	13,611	9,000
Royal Cornwall Hospitals NHS Trust	5	13,500	#	21,550
University Hospitals of Leicester NHS Trust	5	14,000	7,379	13,823
2024/25				
Members with less than 5 claims (101 members)	174	789,307	245,805	942,090
Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust	7	29,450	#	26,625
North London NHS Foundation Trust	5	17,500	7,308	31,913
Mersey Care NHS Foundation Trust	5	24,250	#	14,750
Wrightington, Wigan and Leigh NHS Foundation Trust	5	13,125	#	0
East Kent Hospitals University NHS Foundation Trust	5	23,500	#	7,500
Grand Total	838	3,234,910	1,654,825	5,647,258

Please note: the tables broken down by Trusts should not be interpreted as a league table. Larger member organisations and those which provide more complex treatments may receive more claims than smaller organisations or those providing low risk care. Inevitably, different institutions face different levels of risk because of the variations in the nature and complexity of the procedures they perform. In some circumstances, volumes of reported cases may be impacted by multiple claims notified in relation to one cause of action.

Table 3: Number and Cost of Claims Closed between financial years 2020/21 and 2024/25 with a damages payment, where the schedule is 'PL - Data Protection Act'. Broken down by Trust. The data includes the damages and legal costs paid up until the end of each relevant financial year of closure.

ClosedSettled ClaimOutcome	Y Damages Paid			
Member Name	No. of Claims	Damages Paid	NHS Legal Costs Paid	Claimant Legal Costs Paid
Members with less than 5 claims (104 members)	225	981,014	420,552	1,791,045
Wrightington, Wigan and Leigh NHS Foundation Trust	54	94,610	41,105	123,935
Shrewsbury and Telford Hospital NHS Trust	17	54,850	16,618	85,634
Manchester University NHS Foundation Trust	16	49,190	17,091	88,300
Mersey Care NHS Foundation Trust	15	56,200	9,726	57,828
University Hospitals of Leicester NHS Trust	14	38,130	13,256	45,342
Greater Manchester Mental Health NHS Foundation Trust	12	56,000	9,914	68,920
Hampshire and Isle of Wight Healthcare NHS Foundation Trust	12	59,000	17,547	107,050
Tees, Esk and Wear Valleys NHS Foundation Trust	12	39,650	10,544	48,939
Guy's and St Thomas' NHS Foundation Trust	12	46,900	13,339	29,038
East London NHS Foundation Trust	12	24,310	6,137	28,672
Lancashire and South Cumbria NHS Foundation Trust	11	46,538	19,190	107,150
Hertfordshire Partnership NHS Foundation Trust	11	60,220	#	54,938
South London & Maudsley NHS Foundation Trust	11	45,860	31,091	174,365
Mersey and West Lancashire Hospitals NHS Trust	11	30,300	#	35,750
South Western Ambulance Service NHS Foundation Trust	10	32,875	25,411	39,000
North London NHS Foundation Trust	10	31,000	13,244	55,947
South Tees Hospitals NHS Foundation Trust	9	25,000	#	31,200
Northamptonshire Healthcare NHS Foundation Trust	9	19,500	40,391	27,703
University Hospital Southampton NHS Foundation Trust	9	20,750	6,203	49,650
Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust	9	36,650	#	40,975
West London NHS Trust	9	30,379	9,262	72,299
Northern Care Alliance NHS Foundation Trust	8	39,250	17,155	57,250
North East London NHS Foundation Trust	8	17,575	#	21,600
Essex Partnership University NHS Foundation Trust	8	26,695	#	30,920
Devon Partnership NHS Trust	8	38,500	#	34,500
Nottinghamshire Healthcare NHS Foundation Trust	8	27,505	6,330	32,350
Tavistock and Portman NHS Foundation Trust (The)	7	28,500	#	55,270
East Lancashire Hospitals NHS Trust	7	27,160	#	37,225
Mid Yorkshire Teaching NHS Trust	7	13,250	#	63,750
The Business Services Authority	7	33,500	11,068	21,856
Central and North West London NHS Foundation Trust	7	22,300	29,673	43,200
Chelsea & Westminster Hospital NHS Foundation Trust	7	49,750	11,012	56,627
Bolton NHS Foundation Trust	7	19,525	5,973	22,843
University Hospitals of Derby and Burton NHS Foundation Trust	7	39,000	#	31,192
Somerset NHS Foundation Trust	7	14,800	#	17,000
University Hospitals Birmingham NHS Foundation Trust	7	48,900	7,773	8,520
Sandwell & West Birmingham Hospitals NHS Trust	7	15,250	#	33,132
Frimley Health NHS Foundation Trust	7	26,850	#	33,250
Birmingham Women's and Children's NHS Foundation Trust	7	44,750	15,950	76,975
Sheffield Teaching Hospitals NHS Foundation Trust	7	11,750	22,588	10,500
University College London Hospitals NHS Foundation Trust	6	26,000	6,064	27,593
South East Coast Ambulance NHS Foundation Trust	6	14,873	5,193	15,000
East Kent Hospitals University NHS Foundation Trust	6	30,790	6,893	17,500
Norfolk and Suffolk NHS Foundation Trust	6	20,500	#	16,500
Northumbria Healthcare NHS Foundation Trust	6	50,500	17,248	78,225
South West Yorkshire Partnership NHS Foundation Trust	6	27,400	36,951	119,898
Medway NHS Foundation Trust	6	26,535	5,255	28,650
Pennine Care NHS Foundation Trust	6	16,813	13,276	68,362
Norfolk & Norwich University Hospitals NHS Foundation Trust	6	51,375	8,777	34,700
Warrington and Halton Hospitals NHS Foundation Trust	6	31,250	9,287	14,380
University Hospitals Plymouth NHS Trust	6	19,500	8,545	19,750
Mid and South Essex NHS Foundation Trust	6	34,000	0	14,250
The Leeds Teaching Hospitals NHS Trust	6	9,550	#	9,265
Royal Cornwall Hospitals NHS Trust	6	19,000	#	26,894
Berkshire Healthcare NHS Foundation Trust	6	16,750	#	30,500
Nottingham University Hospitals NHS Trust	5	22,250	#	12,903
Humber Teaching NHS Foundation Trust	5	15,750	23,879	30,350
Sherwood Forest Hospitals NHS Foundation Trust	5	13,500	5,255	26,000
Alder Hey Children's NHS Foundation Trust	5	73,000	12,461	28,671
Airedale NHS Foundation Trust	5	10,000	12,076	12,000
Hull University Teaching Hospitals NHS Trust	5	16,500	10,998	58,700
Wirral University Teaching Hospital NHS Foundation Trust	5	16,000	#	14,320
Great Ormond Street Hospital for Children NHS Foundation Trust	5	9,500	#	25,660
Liverpool University Hospitals NHS Foundation Trust	5	13,000	#	24,656
Dartford and Gravesham NHS Trust	5	10,000	#	8,750
University Hospitals of Morecambe Bay NHS Foundation Trust	5	15,500	10,634	7,300
Royal Free London NHS Foundation Trust	5	15,738	13,209	63,000
University Hospitals Sussex NHS Foundation Trust	5	27,300	5,059	13,600

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Table 3: Number and Cost of Claims Closed between financial years 2020/21 and 2024/25 with a damages payment, where the schedule is 'PL - Data Protection Act'. Broken down by Trust. The data includes the damages and legal costs paid up until the end of each relevant financial year of closure.

ClosedSettled	Y
ClaimOutcome	Damages Paid

Member Name	No. of Claims	Damages Paid	NHS Legal Costs Paid	Claimant Legal Costs Paid
Torbay & South Devon NHS Foundation Trust	5	23,000	#	19,360
Newcastle Upon Tyne Hospitals NHS Foundation Trust (The)	5	11,250	#	22,600
Lancashire Teaching Hospitals NHS Foundation Trust	5	13,500	#	15,783
Oxleas NHS Foundation Trust	5	25,500	#	19,500
York and Scarborough Teaching Hospitals NHS Foundation Trust	5	16,500	6,995	21,750
Rotherham Doncaster and South Humber NHS Foundation Trust	5	13,050	11,917	30,920
NHS England	5	55,500	500,170	818,328
Grand Total	838	3,234,910	1,654,825	5,647,258