



Northern Ireland Ambulance Service
Health and Social Care Trust



What you said about ambulance staff using Body Worn Videos



Ambulance staff are getting hurt as they do their jobs.



We think Body Worn Videos could stop them getting hurt.



We asked you what you thought.

Introduction



Ambulance staff get hurt 12 times every week.



We have a 6 year plan called our Strategy to Transform 2020-2026.



Our plan says it is important to keep our staff safe.



We want staff to start wearing **Body Worn Videos** on their clothing to help keep them safe.



Body Worn Videos are cameras. They record sound. They video what is happening around the staff wearing them.



We asked people what they thought about this idea, over 10 weeks. This is called a consultation.

This report tells you what they said.

Who answered our questions



People answered our questions

- at public meetings
- Through Twitter
- and through our questionnaire.



28 people answered our questionnaire. One organisation sent us answers from 48 people.



Different types of people answered our questionnaire.

- 3 people from charities.
- 9 people from health and social care.
- 1 ambulance staff member.
- 1 person who speaks up for staff from a trade union.
- 1 doctor.
- 3 political parties.
- 7 members of the public.
- 2 people who make sure healthcare works.
- 1 person from local government.

What they said



Most people said it is a good idea for ambulance staff to wear Body Worn Videos. They said it would help keep them safe.



Most people said that the Northern Ireland Ambulance Service must keep their staff safe.

What will happen now?



We will look at what everyone has said.



We will say how we plan to start using Body Worn Videos. We will ask people what they think about our plan.

Summary of what people said



Most people were shocked about how much ambulance staff get hurt.



Most people said it was not ok for ambulance staff to get hurt. They said something should be done.



Some people thought Body Worn Video would help

- stop attacks
- make attacks be taken seriously
- and get people who hurt staff arrested.



Some people wanted more information

- on how and when Body Worn Video would be used
- and how people in videos would be protected.



Some people wanted ambulance staff and Trade Unions to be asked what they think.



Some people thanked the Northern Ireland Ambulance Service for the work they do.

Body Worn Video Questionnaire Answers



Our question

1. Did you know about how much ambulance staff get hurt?



Most people said yes. They did know how much ambulance staff get hurt.



Our question

2. How do you feel about how much ambulance staff get hurt?



Most people were very worried or shocked.
A few people were a bit worried or shocked.
One person was not very worried or shocked.



Most people said that hurting ambulance staff was not ok.

They said something must happen to help support ambulance staff.



Our question

3. Tell us when you think it would be ok for ambulance staff to video what is happening to them?



If someone has physically hurt ambulance staff.
If someone hits or attacks staff or touches staff in an unwanted way.



If ambulance staff think someone might physically hurt them.



If someone is psychologically abusing ambulance staff.
This is when someone does something that can cause anxiety, depression or stress for staff.



If someone is sexually abusing ambulance staff.
This is when someone does something sexual and unwanted to staff or in front of staff.



If someone is verbally abusing ambulance staff.
This is when words are used to frighten staff or make them feel bad. It can include insults, name calling, blaming, threats and yelling.



If someone is racially abusing ambulance staff. This is when people are verbally abusive and say nasty things about the country or culture staff come from.



If someone is doing a biological or COVID-19 attack against ambulance staff. For example, spitting or coughing at staff.



Any other time. For example, if ambulance equipment is being damaged.



Most people ticked yes to all of the answers.



One person did not understand what psychological abuse was.



One person did not think the use of body worn cameras was ever ok.



Our question

4. How often do you think it would be ok for ambulance staff to video if they are being hurt?



Most people said it is always ok to video.



One person said it is never ok to video.



Three people said it is sometimes ok to video.



Our question

5. Tell us why you think it would **not** be ok for staff to use Body Worn Videos.



People who answered this question said they had worries about filming

- children
- people with mental ill health
- people with learning disabilities
- people dying.



Some people worried filming might make people hurt staff more.



Some people worried Body Worn Video might film things it should not film.



Some people said it would not be ok to film in places where something very sad and upsetting happened. For example, at a road traffic accident.



Our question

6. Would you feel more safe if ambulance staff were wearing Body Worn Video?



Most people said they would feel safer.

Three people said they would feel slightly safer.

One person said they would feel less safe.



Our question

7. Do you think Body Worn Videos should be used to help stop ambulance staff getting hurt?



Most people said yes - Body Worn Videos would help stop ambulance staff getting hurt.

One person said it would not help.



People also said that

- Body Worn Video might stop people from being violent. It might make someone think before hurting someone.



- Body Worn Video could be used as evidence to show if something did or did not happen. This could help police.



- Ambulance staff have a right to feel safe at work.



- Body Worn Video tells people that hurting ambulance staff is being taken seriously.



- Body Worn Video could help staff feel safer. This might help people want to join the Northern Ireland Ambulance Service.



- It would be helpful to know if using Body Worn Videos can make people hurt staff more.



Our question

8. Do you think there is anything else we should think about doing to keep our staff safe?



People said

- Having a button to press when ambulance staff are in danger. This button asks police to come and help.



- Ambulance staff should be able to pass a call to other services. For example, some calls would be better answered by the police or social services.



- Do not send ambulances out to people who often hurt staff. Or always send police as well as an ambulance.



- Give more training to ambulance staff. For example, how to look after yourself when you are in danger.



- Staff should be allowed to walk away if they are in danger. They should be allowed to do this even if someone needs their help.



- People should be given information about Body Worn Video. For example, adverts and posters.



- Staff could wear special uniforms to help stop them from being hurt.



- More people should be taken to court if they hurt staff.



- There should be more ways to punish people who hurt ambulance staff.



Our question

9. Do you have any other comments?

People said



- I am surprised Body Worn Videos are not already used. Staff need to be shown that they are important. Staff should be looked after.



- Body Worn Video costs a lot of money. If you want to spend all that money we need to know it keeps staff safer.



- There is a company that use Body Worn Videos. They have seen people calm down when they know they are being filmed.



- Are the names and addresses of people who hurt staff kept?
 - This could help staff to know when to use Body Worn Video.
 - This could help make a rule about when to send police out with ambulances.



- Using Body Worn Video could help ambulance staff see what happened and learn from it.



- You should look at what has already been done to find out the best way of doing it.

Public Meetings



We planned two meetings. One was cancelled because not enough people were going.



Meetings were for anyone who

- wanted to talk to us about Body Worn Videos
- and wanted to tell us what they thought.



We gave information about Body Worn Videos. We asked the same questions that were in the questionnaire.



People gave answers that were very like those in the questionnaire. They thought Body Worn Videos would only make staff slightly safer. But they said that anything that made staff feel safer was good.

Twitter



We asked three questions on Twitter. There were a lot of answers.

Our question

1. When do you think it would be okay for Ambulance staff to use their Body Worn Video?



21 people answered.

- **Most said it was a good idea to use Body Worn Video all the time.**



People said

- Staff should use their Body Worn Video if they feel in danger.



- Video every call so everyone is treated the same. You cannot know when someone might hurt you.



- Video all the time so that the films can be used for training.



- Video all the time but only look at films when someone gets hurt or there is a complaint.

Our question

2. How safe would you feel if ambulance staff were using Body Worn Video?



17 people answered.

- **Most said they would feel safer.**
- **Some ambulance staff said it would not make them feel safer.**



People said

- Body Worn Video will only help in court. People will still hurt staff. It will not make staff feel safer.



- It will not make much of a difference in court. It might make people angry with staff. It might be something people can grab.



- I would feel better knowing ambulance staff are safer and able to help me and my family.

Our question

3. What else could we do to stop ambulance staff getting hurt?

14 people answered.

People said



- Use the internet, TV, newspapers and social media to tell people about what is happening.



- Use bigger punishments for people who hurt ambulance staff.



- Use naming and shaming on social media. This means letting people know if someone has broken the law and hurt ambulance staff



- Use mental health response teams. This is a team of people who are specially trained to help people with mental ill health.