Tell us what you think about ambulance staff using Body Worn Videos to stop them getting hurt.

Ambulance staff are getting hurt as they do their jobs.

We think if they wear Body Worn Videos this could stop them getting hurt.

We want to hear what you think!
The Northern Ireland Ambulance Service
➢ gives emergency care and treatment to patients
➢ moves patients to and from hospital
➢ and helps when there is a disaster.

We work all day, every day.

We have a 6 year plan for the Northern Ireland Ambulance Service.

It is called our Strategy to Transform 2020-2026.

Our plan says how to make the care we give patients and staff better.

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

We have been working on ideas to keep staff safer.

Our idea is for our staff to start wearing Body Worn Videos on their clothing.

Body Worn Videos are cameras. They record sound and video of what is happening around the staff wearing them.
We want to hear what you think about the idea of using Body Worn Videos to help stop staff getting hurt. Asking people what they think about something is called a consultation.

Please read the information given and let us know what you think.

You can tell us what you think by

1. filling in the questions at the end

2. or writing to us by email or post

Email consultation@nias.hscni.net

Risk Manager
NIAS Headquarters
Site 31 Knockbracken Healthcare Park
Saintfield Road
Belfast
BT8 8SG

3. or contacting us to meet for a chat.

Telephone 028 9040 0999

Textphone 028 9040 0871
We will look at what everyone has said.

If there is enough support for using Body Worn Video then we will do another consultation in 2022.

This next consultation will go into more detail about how Body Worn Videos will be used.

Consultation deadline

Please tell us what you think before the 14th February 2022.
Physical threats
This is when someone looks like they might hurt staff or they try to hurt them.

Psychological abuse
This is when someone does something that can cause anxiety, depression or stress for staff.

Sexual attacks
This is when someone does something sexual and unwanted to staff or in front of staff.

Verbal abuse
This is when words are used to frighten staff or make them feel bad. It can include insults, name calling, blaming, threats and yelling.

Verbal abuse with racism
This is when people are verbally abusive and say nasty things about the country or culture staff come from.

Biological or COVID-19 attacks
This is when someone does something to staff that could make them sick. For example, spitting at or coughing at them.

Miscellaneous
This is any other way people try to hurt staff.
Why is this consultation happening now?

1. More ambulance staff are getting hurt at work

People are hurting staff when they are trying to give medical treatment and save lives.

Around 12 staff are getting hurt every week in Northern Ireland. There are more staff getting hurt now than 5 years ago.

2. The difference this makes to our service

1. Less staff at work
   When staff get hurt they cannot work. This costs money and makes it hard to run our service.

2. Staff feel bad
   When staff get hurt it can make them feel bad or worried. It can make staff feel like they cannot do their job. It can make them not enjoy doing their job.

3. Problems getting new staff
   When staff get hurt it is hard to find new staff to help run our service.
   People do not want to come and work with us.
   They are worried about getting hurt.

4. Families are worried
   The families of staff are worried about the safety of their loved ones.
3. Our duty of care to patients and staff

The law says we must look after the safety and wellbeing of our patients and staff.

➢ We have to look at risks to staff safety and wellbeing.
➢ We have to make sure we do the right amount of things to look after our staff.

When staff get hurt it is harder for us to deliver our services.

This could make it difficult for us to give patients the care they need in an emergency.

4. Use of Body Worn Video by others

Other National Ambulance Services are also thinking of using Body Worn Videos.

This includes
▪ the North East Ambulance Service
▪ the Welsh Ambulance Service NHS Trust
▪ and the London Ambulance Service.

In Northern Ireland a number of public sector organisations already use Body Worn Videos.

This includes
▪ the Police Service of Northern Ireland (PSNI)
▪ Translink
▪ and the South Eastern Health and Social Care Trust (SEHSCT).
We have done equality screening. This means that
➢ we looked at information about Body Worn Videos
➢ we looked at the difference it could make to different people
➢ we looked at other ideas.

Our Equality Screening showed no big or bad differences made to equality and human rights.

**Equality** means making sure everyone is treated fairly.

**Human Rights** are the basic rights and freedoms that belong to every person in the world.

A Rural Needs Impact Assessment has been done. It showed that Body Worn Videos would make very little difference to staff or patients living in the countryside.

A Rural Needs Impact Assessment looks at how something could effect people who live in small communities in the countryside.
We have done a Data Protection Impact Assessment. To work in line with laws on data protection we will need to show that Body Worn Video use

➢ is lawful and fair
➢ is easy to understand
➢ videos only enough information to do the job.

We will need to make sure that

➢ videos are kept for the shortest amount of time
➢ and that we give the right response to people wanting to see their personal information.

**Data Protection Impact Assessment** is when you look at any risks to how you look after and use personal information. It tries to make risks less and better look after personal information.
What we want to do

We want our staff to start wearing Body Worn Videos. We think this is a fair thing to do because of the risk of our staff getting hurt.

We think Body Worn Video will mean there are less staff being hurt. This will help the safety and wellbeing of everyone.

We think Body Worn Video will help police to arrest people who hurt our staff. It will show what happened.

Use of Body Worn Video

Body Worn Video would only be used
- when needed
- by trained staff
- when helping people in emergencies
- where there is a threat of staff being hurt.

Body Worn Video would only be used in a way that follows the law.

Policy and procedures will be written to make sure Body Worn Video are used in the right way.
Training

Staff would be trained about how and when to use Body Worn Videos safely.

Staff would be trained on how to use them in the right way by following the law.

Checking to see if it works

We plan to record and look at the use of Body Worn Videos. We will check to see if
✓ it makes a difference
✓ it is working well and safely
✓ it is helping patients and staff.

We will keep looking at the use of Body Worn Video to see if changes in use are needed.
Did you know about how much ambulance staff get hurt?

Yes  No

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

Not worried or shocked.
Not very worried or shocked.
I do not know.
A bit worried or shocked.
Very worried or shocked.
Do you think Body Worn Videos should be used to help stop ambulance staff getting hurt?

Please tell us why below.

Tell us why you think it would **not** be ok for staff to use Body Worn Videos.
<table>
<thead>
<tr>
<th>Scenario</th>
<th>Yes</th>
<th>No</th>
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<tbody>
<tr>
<td>Someone has physically hurt ambulance staff.</td>
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<td>Ambulance staff think someone might physically hurt them.</td>
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<td>Someone is psychologically abusing ambulance staff.</td>
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<td>Someone is sexually abusing ambulance staff.</td>
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<td>Someone is verbally abusing ambulance staff.</td>
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If someone is racially abusing ambulance staff.

Yes  No

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

Yes  No

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

Yes  No

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

Yes  Sometimes  No  Never  Do not know
Do you think there is anything else we should think about doing to keep our staff safe?

Do you have any other comments?
I am providing feedback as a…

Patient ☐  Member of staff ☐

Your contact information

Your name

Your address and postcode

Your telephone number

Your email address
Returning your questionnaire

Please send your questionnaire back to

Body Worn Video Public Consultation Equality and Public Involvement Office
NIAS Headquarters
Site 31 Knockbracken Healthcare Park
Saintfield Road
Belfast
BT8 8SG

Or email it to

consultation@nias.hscni.net

Thank you for taking the time to do this questionnaire.