



Consultation Response submitted by
Telling It Like It Is (TILII)
February 2022



Our Telling It Like It Is project is a group of adults with a learning disability who are keen to have their voice heard. Originating out of the resettlement agenda and part funded by Belfast; South-Eastern and the Western Health & Social Care Trust, groups operate within local communities and hospital settings.

TILII are highly experienced in delivering training, undertaking research, contributing to public consultation processes and delivering workshops and presentations at events. TILII recently facilitated a review of day services across their peer group who receive support from the Belfast Trust. TILII members also deliver a professional and efficient Easy Read service (TILII Translates) to all sectors, as part of our commitment towards improving access to information for all.

This response was developed and collated using the views of 48 TILII members (9 of which currently reside in a hospital).

1. Were you aware of the current levels of violence and aggression towards Ambulance Service Staff? Please tick:

9 TILII members had no idea that there was any level of violence and aggression towards Ambulance staff. However, 39 TILII members were aware of violence towards health care staff in hospitals and understood this included Ambulance staff.

2. What is your reaction to the current levels of violence and aggression against Ambulance Service staff? Please tick:

Extremely concerned / shocked 41 TILII members

Concerned / shocked 7 TILII members

Neutral

Not concerned / shocked

Extremely unconcerned / not shocked

3. Do you have any further comments to make on the current levels of violence and aggression towards Ambulance Service Staff?

9 of the above 41 TILII members (who were extremely concerned) said they were absolutely disgusted and ashamed that people could treat



Ambulance staff this way, especially when they were trying to help people in their communities who were suddenly taken sick.

4. **Under what circumstances do you feel that it would be appropriate for Ambulance Service staff to record interactions using body worn video? Please tick all that apply:**

Type of incident: Yes

All 48 TILII members agreed that all the below incidents are appropriate for Ambulance staff to record interactions.

Physical contact (actual assault)

Physical threat (no contact).

Psychological abuse

Sexual

Verbal abuse

Verbal abuse with racial content

Biological agents / COVID-19 assaults

Other aggressive incidents (for example destroying equipment)

5. **How frequently do you think it would be appropriate for the ambulance service to record interactions using body worn video? Please tick one only:**

All 48 TILII members felt that it was **always** appropriate for the Ambulance staff to record if someone was behaving inappropriately towards them.

Always

Often

Sometimes

Rarely

Never

Don't know



6. Could you describe the reasons you think it would NOT be appropriate for Ambulance Service staff to record aggressive interactions using body worn video:

8 TILII members wanted to raise awareness that a person may behave aggressively to Ambulance staff because they were unwell, the example given was someone with a diagnosis of a mental illness. Whilst this behaviour is not acceptable, TILII just wanted to be sure in this circumstance the recorded footage would be used sensitively. 1 TILII member went further and said if the footage leaked out to the press, it could cause greater damage to the person's mental health and add to the negative stigma that surrounds mental illness.

7. In terms of safety, how would you feel knowing that the Ambulance Service could record aggressive interactions using body worn video (including audio)? Please tick one only:

Much safer 35 TILII members

Slightly safer 5 TILII members

Neither more or less safe

Slightly less safe

Much less safe

Don't know 8 TILII members

8. Do you think the implementation of body worn video will be positive or negative for Ambulance Service staff? Please tick:

Positive 48 TILII members

Negative



9. Do you have further comments to make on the above (Q8)?

All 48 TILII members thought that it would make staff feel safer if they had the body cameras.

29 of the above TILII members also thought the body cameras would be a deterrent. Whilst 12 TILII members thought being able to use the body camera recordings as evidence could lead to prosecutions, and this would hopefully reduce the incidents of aggression towards Ambulance staff

10. Do you think that there is anything else that the Ambulance Service should consider in order to reduce the risk of violence and aggression towards its staff?

7 TILII members wanted stricter laws around violence and aggression to Ambulance Staff.

13 TILII members suggested a raise awareness campaign showing how this type of crime not only causes trauma for the Ambulance staff, but also can cause a patient to wait for urgent medical attention, or even result in the death of a patient who is waiting for an Ambulance, while staff are held up dealing with the violence against them.

9 TILII members thought it would be a good idea to get people who have been convicted of violence and aggression towards Ambulance staff to work voluntarily on an ambulance and or receive training. This will help them to understand what Ambulance staff do and help them to see that their behaviour has terrible consequences for patients who are waiting for urgent medical care. TILII also felt it would help them to think about how they would feel if it was a member of their family.

11. Please provide any further general comments

We hope this initiative helps to make the job safer for Ambulance staff.

Thank you for giving us the opportunity to take part in this consultation.



I am providing feedback on behalf of: TILII who are advocacy groups of people with a learning disability.

Community / Voluntary Sector - Name of Organisation

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