

Usage & Development of Body Worn Camera

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2013



Balfour Beatty
WorkPlace

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Introduction

The body worn camera was initially presented to the client by the Security Manager, subsequently given the green light by the UHB Trust and was introduced to the security department at the Queen Elizabeth Hospital Birmingham on **Friday 3rd May 2013**. The initial pilot was agreed to test the operational, practical and evidential value with the aim of decreasing violent and aggressive incidents that security officers respond to and face on a daily basis. A security awareness campaign was launched prior to the scheme starting so clinical staff were aware that officers may record violent and aggressive incidents (*see image a below*)

With the Zero Harm initiative Balfour Beatty Workplace is committed to reducing acts of violence and aggression on its premises. Security personnel have been equipped with the body worn camera in order to record and obtain evidential evidence for the following acts committed on hospital grounds focusing on A&E and Clinical Decisions Unit (*excluding warded/patient populated areas for:*

- Acts or threats of verbal and/or physical aggression
- Any intimidating or unreasonable behaviour.
- Acts of verbal or racial abuse or other anti-social behaviour

This initiative gives the security department another tool in the attempted reduction of all the violent/aggressive security related incidents to complement the existing tools we already had in place. The added feature of the body worn camera is the availability of recording all verbal discussion(s) during the duration of the incident which CCTV can't produce, producing greater evidential evidence for the purposes of West Midland Police/Crown Prosecution Service.

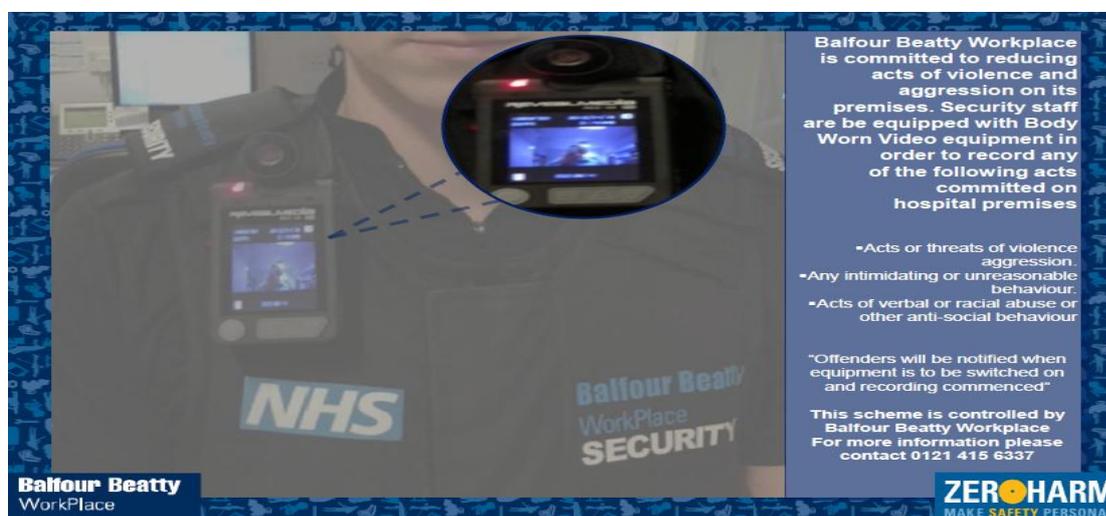


Image a



Use of BWC – Incident 1

Since the inception of the body worn camera, it has been utilised on three occasions up until the present date (21-08-2013). Below is a detailed review of each incident and the reasons why the camera was utilised

28-06-2013 – 03:57hrs

In the early hours of Friday 28th June, the security controller whilst conducting a CCTV camera patrol noticed an IC1 male seated in the emergency department waiting area who was consuming a can of alcohol. 2x security officers were initially deployed and upon advising the male against consuming alcohol on hospital grounds, he unleashed a tirade of verbal abuse and threats of violence. The male was heavily intoxicated and very aggressive in his demeanour. The male was spoken to and the incident was de-escalated via verbal prompts by the security officers in attendance before the male returned to his cubicle within the emergency department.

Approximately an hour after the above incident, the security control room received an emergency call from the emergency department stating the male had been discharged however he was refusing to leave. 3x security officers responded with one of them equipped with the body worn camera and escorted the male to the reception desk where efforts were made to book him a taxi home. During attempts to order a taxi, the male became verbally abusive and confrontational which prompted officers in attendance to inform the male that unless his aggressive behaviour ceased, they would utilise the body worn camera.

Despite repeated warnings reference the male's language and aggressive conduct, the security officers in attendance had no alternative but to physically restrain him and remove him from hospital grounds using Maybo trained techniques.

In summary the body worn camera was utilised on this occasion due the potential physical threat that this male presented to security personnel. He was extremely abusive during verbal interaction, issuing multiple threats of violence towards all those around him. The body worn camera provided the verbal interaction between both parties, supporting the CCTV footage that could have been provided to West Midland Police if they were required.

Use of BWC – Incident 2

14-07-2013 – 04:51hrs

In the early hours of Sunday 14th July the security control room received a call from the emergency department requesting at least two security officers reference a discharged IC4 female that was refusing to leave. 3x security officers were deployed one of which was equipped with the body worn camera and upon attendance we were informed that the female in question was demanding prescription drugs (morphine) and was well known to the various hospitals within the Birmingham area.

Initially the IC4 female, who was accompanied by her brother was spoken to and verbally informed that she had been medically discharged and had to leave the department however this was met with a tirade of abuse. The female was advised of the criminal justice and immigration act 2008 concerning sections 119 and 120 and informed we would physically remove her from hospital grounds if necessary due to her causing a general



nuisance and verbally abusive behaviour. Her brother was advised to reason with the female whilst officers monitored from a distance

Whilst monitoring, we were also informed by staff that the female had a history for making allegations of people touching her inappropriately and due to her verbally abusive and aggressive behaviour, it was decided that during the next verbal dialogue, we would utilise the body worn camera.

The female was spoken to and advised the body worn camera was being utilised and she was physically assisted into a waiting wheelchair and out of the main department. Once off hospital grounds the female unleashed another verbal tirade of abuse when prompted to leave the wheelchair. As the request to exit the wheelchair was met with "F**k" off, she was physically guided out of the chair before she decided to hurl herself to the ground. The security controller was then requested to contact West Midlands Police as they causing a general nuisance however they left site before the police managed to attend.

In summary, the main reason why the body worn camera was utilised on this occasion to protect security personnel from any unwanted and fabricated allegations of sexual assault, which the female was known for

Use of BWC – Incident 3

28-07-2013 – 18:47hrs

On the evening of Sunday 28th July 2013 the West Midlands Ambulance Control Centre contacted the emergency department stating they had an aggressive, highly intoxicated female on board an ambulance bound for the QEHB. The emergency department then contacted the security control room who deployed 2x security officers to the department awaiting the arrival of the said female.

When the female initially entered the emergency department, she very aggressive to both clinical staff and members of the public and was strapped to the stretcher such was her behaviour. When the strapping was eventually removed so she could utilise the toilet facilities, the female approached a Trust domestic, racially abused him before spitting in his face. It was at this point a decision was made to utilise the body worn camera.

The female continued to demonstrate both aggressive and verbally abusive behaviour which prompted 2x West Midlands Police Officers that were based in the department to intervene. At one point she was physically restrained whilst attempting to leave the department despite a significant laceration to her leg which was bleeding heavily. Shortly after a brief dialogue with West Midlands Police, the female fell to the floor outside the internal ambulance doors which effected ingress/egress from the department. Due to the female's highly aggressive and obstructive behaviour and due to the amount of blood she was losing from her leg injury, all incoming ambulances were requested to divert to other hospitals in the surrounding area.

The female was eventually moved to an adjacent cubicle accompanied by security staff and Police officers in attendance where she was treated for her injuries despite aggressive attempts from her to leave.

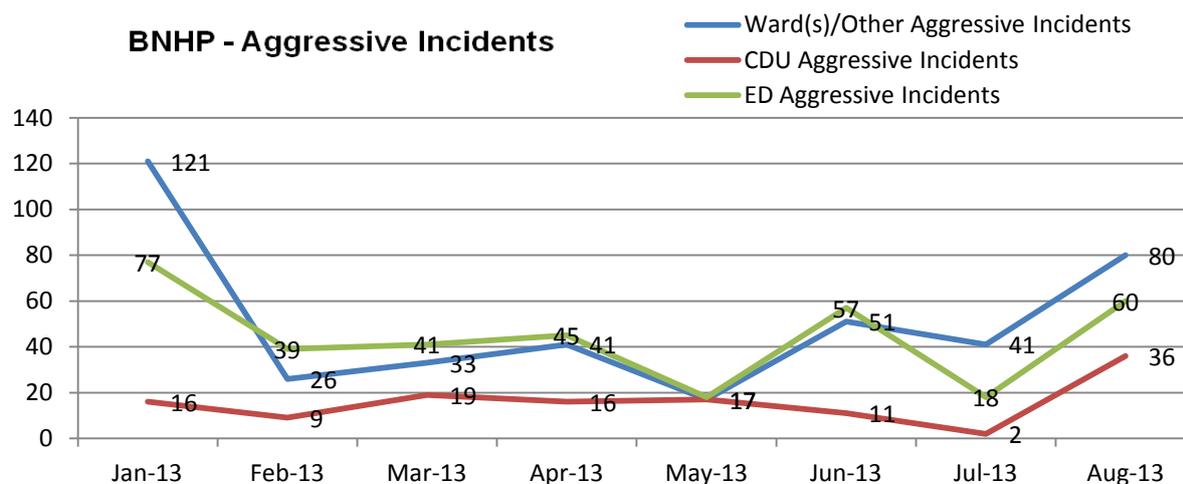
In summary, the use of the body worn camera was prompted when the above female racially abused a member of Trust staff before assaulting him, by spitting in his face. The female was also verbally abusive and extremely threatening and security officers/clinical staff may have been prone to outburst of a violent attack at any moment.



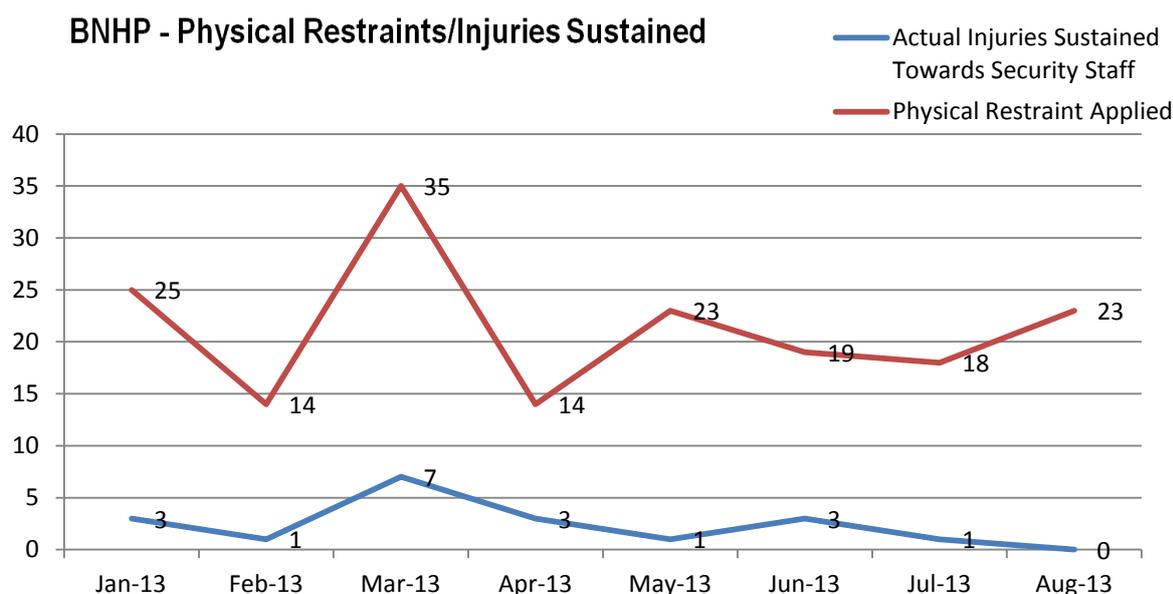
Security Stats Pre/Post Use Of Body Worn Camera

Below are the stats concerning all aggressive incidents reported and responded to by the security department at the QEHB since January 2013. Since the body worn camera was implemented for use by the security department on 5th May 2013, there has been no major significant decrease in aggressive security related incidents attended however there has been a decrease of 10 injuries sustained to security personnel in the comparative months from Jan 13, a reduction of 28.57% since the scheme was launched (*again for only 3 months in A&E and CDU only*)

Graph 1

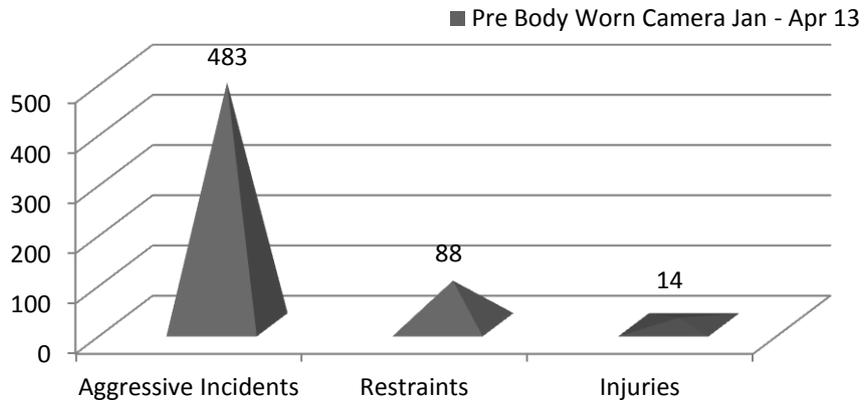


Graph 2



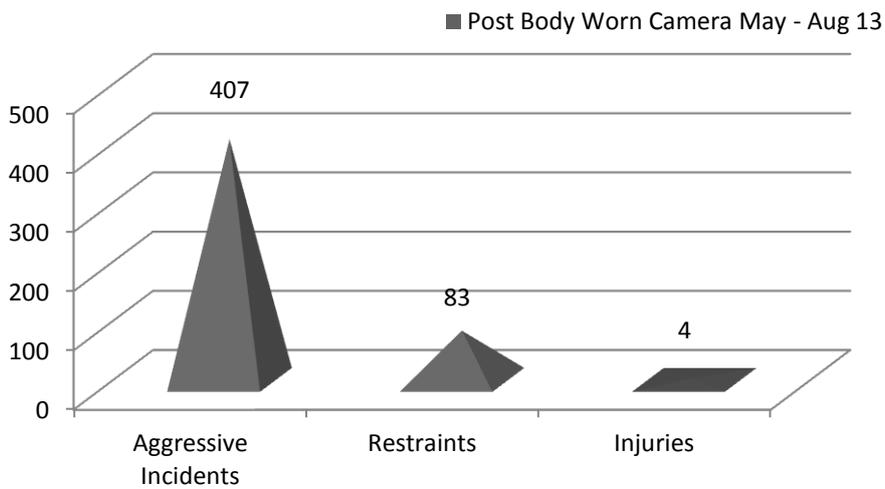
Security Stats Pre/Post Use Of Body Worn Camera Continued

Pre Body Worn Camera Jan - Apr 13



Graph 3 – Pre Body Worn Camera January 2013 – April 2013

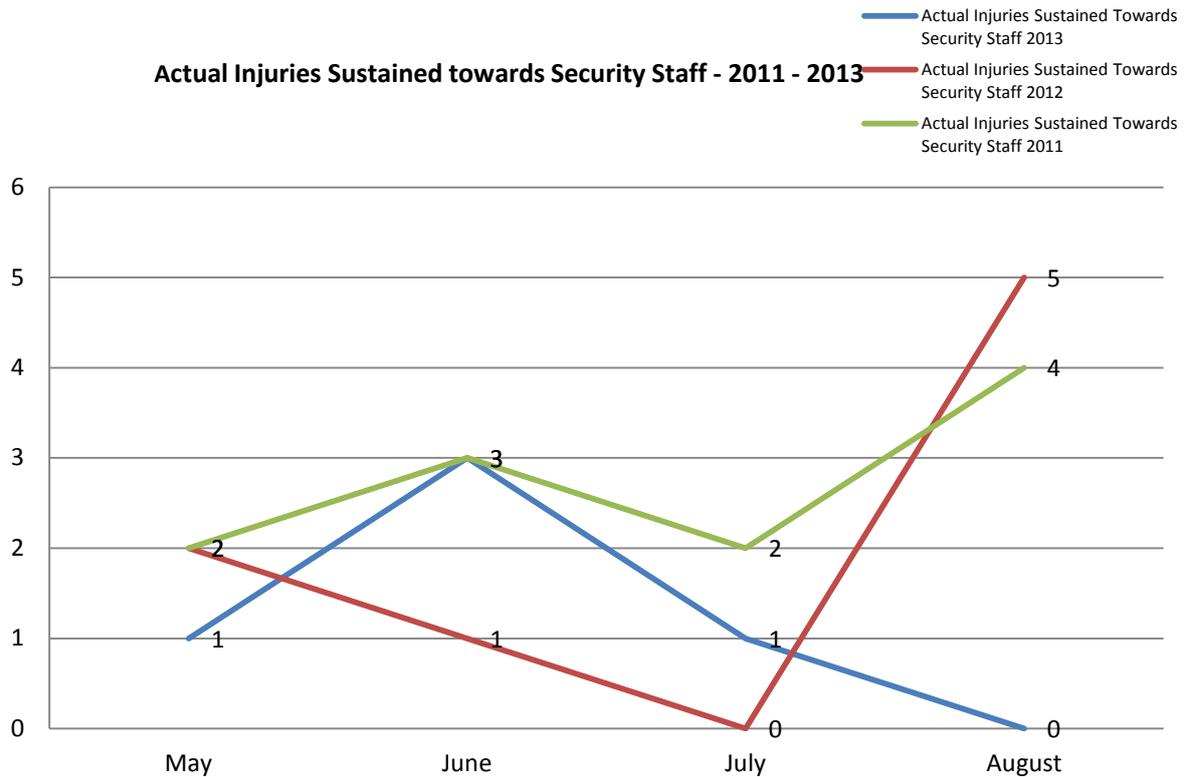
Post Body Worn Camera May - Aug 13



Graph 4 – Post Body Worn Camera May 2012 – Aug 2013* displaying a reduction of 28.57% in regards to injuries sustained to security personnel



Actual Injuries Sustained Over a Comparable Period



Graph 5 – Actual Injuries sustained towards security staff 2011 – 2013 (May – August) -

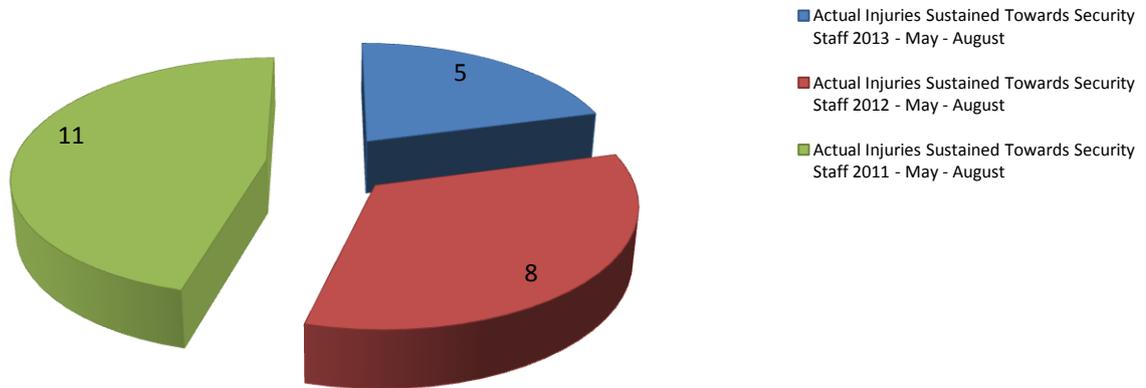
By reviewing the data within graph 5 it is evident since the introduction of the BWCCTV we have now reached a continual reduction in injuries in comparison to previous years over the same months the equipment has been active.

It must be noted we did receive a small peak in 2013 (June) however, security staff were undergoing training for the BWCCTV and some of those injuries didn't occur within ED/CDU where the BWCCTV is utilised.



Actual Injuries Sustained Over A Comparable Period - Combined

BWCCTV - Comparative Data - Injuries Sustained to Security Staff - (May - August) 2011 - 2013 Totals



Graph 6 – Actual Injuries sustained towards security staff 2011 – 2013 - May – August - Totals -

Within graph 6, when the selective period (May – August) are added together forming a total amount per year it becomes evident since the introduction of the BWCCTV and security awareness posters we have achieved a reduction of

Table 1 – Total Quantity of Injuries Sustained per Month Period per Year(s) –

Month Period - (May – August)	Reduction
2011 Compared with 2012	27% Reduction
2012 Compared with 2013	37% Reduction
2011 Compared with 2013	55% reduction

Table 1 reinforces the significant improvement the department has made in reducing injuries sustained towards security officers. In saying this, since the introduction of the BWCCTV we made the largest improvement (37%) from 2012 – 2013. The main dividing difference between both periods can be identified as the BWCCTV and the manner in which the equipment had been promoted and publicised within A&E and CDU.



Summary/Department review of the Body Worn Camera

In summary the scheme has proved to be undoubtedly successful in assisting security personnel in dealing with aggressive incidents/individuals with the footage potentially being used for evidential purposes for WMP/CPS. There may have been no real significant decrease in the amount of aggressive security related issues the department have responded to however on a real positive note there has been a reduction of 28.75% in the amount of physical injuries security personnel have received in the comparative months from Jan 13 this is due to aggressors carrying out acts before understanding when the camera is being used. Once they understand what is happening, they tend not to resist. The other note worth issue is that we can't say how many possible issues we have resolved by utilising the camera as it's difficult to capture information that has not happened.

The Scheme has also been greeted well by Senior Trust staff i.e.:

- Trust Project Director,
- Trust Solicitor (Director of Corporate Affairs)
- Executive Chief Nurse
- Trust Security Management Specialist

And especially in the emergency department where it has been utilised on 3 separate occasions. Clinical staff also recognise that the scheme can also be used to assist in the implementation of the Trust yellow/red card procedure, with the evidence provided to the Trust LSMS.

We all personally endorse the continued use of the Body Worn Camera and as long as the set procedures and policies are adhered to (*these will be released when and where necessary*) in regards to where/when it can be used and as long as the data protection act is followed, then I can envisage no real issues with regards to the continued use of the scheme.

Costs

We at Birmingham have already generated the approved supplier status with this product and the units vary in size and cost, we have trialled the following:



RS1

Price
£395.00



RS3

Price
£595.00

Andrew Clark MSyl

Security Manager | QEH Birmingham

28th August 2013



Development
Case

Balfour Beatty
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