

RISKY BUSINESS

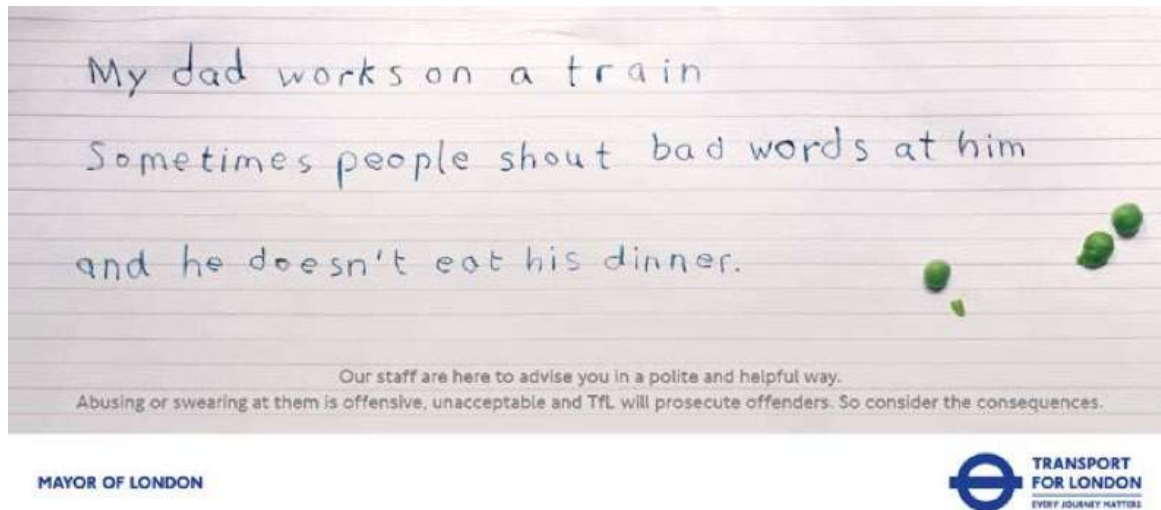
PROTECTING FRONTLINE
WORKERS FROM ATTACK
WHILST ON DUTY



ROGER EVANS
GLA CONSERVATIVES
GREATER LONDON AUTHORITY

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(Example poster provided by TfL in 2014)

INTRODUCTION

London's frontline workers - people such as nurses, paramedics or bus drivers - play a vital role in our everyday lives be it rescuing us in emergency situations, treating our injuries or keeping us moving around the City.

Londoners depend upon these people. Indeed, the Metropolitan Police handles about 6,000 emergency 999 calls per day,¹ London's Ambulance service attends more than a million incidents every year², while 24 million journeys are made on public transport in the city every day³.

Yet, through a series of Freedom of Information (FOI) requests, it has been uncovered that physical and verbal abuse against these essential workers is rife in the Capital.

Through collating data from London's hospital trusts, emergency services, TfL and Government departments, this report has uncovered that 24,157 frontline workers have been subjected to spitting, swearing and physical attacks by members of the public over the last three years - working out to 22 violent incidents every day.

This report will recommend costed ways to help protect staff from the disgraceful attacks against the very people we rely on throughout our day-to-day lives.

1. Central Communications Command, <http://content.met.police.uk/Site/ccc> Last accessed 08/09/2014

2. Providing an emergency response, http://www.londonambulance.nhs.uk/about_us/what_we_do/providing_an_emergency_respons.aspx Last accessed 08/09/2014

3. What we do, <https://www.tfl.gov.uk/corporate/about-tfl/what-we-do?intcmp=4551> Last accessed 08/09/2014

FIGURES ON VIOLENT ATTACKS

*"The well-dressed passenger became verbally abusive and said things like "F*cking P*ki"*

- Bus driver abuse, Victoria, 2014

A&E DEPARTMENTS AND URGENT CARE CENTRES

Frontline workers in our A&Es and Urgent Care Centres deal with millions of patients around the clock, every year. 2012/13 saw a recorded 18.3 million attendances in A&E departments. London had the highest attendance rates - 312 per 1,000 population.⁴

Yet, in the last three years alone, this report has identified 3,302 physical and verbal attacks on frontline A&E staff in six hospital trusts, working out to three a day.⁵ The most commonly affected staff are nurses, doctors, security guards and administrative staff such as receptionists. According to King's College Hospital Trust, spitting, kicking, scratching, punching and slapping are the most common incidents faced by their staff.⁶

Hospital Trust	Physical and verbal attacks 2011	Physical and verbal attacks 2012	Physical and verbal attacks 2013
University College Hospital NHS Trust	355	208	35
Kings College Hospital	709	682	557
Chelsea and Westminster	47	48	44
Homerton University Hospital	85	38	43
Hillingdon Hospitals NHS Foundation Trust	204	128	86
East London NHS Trust	13	14	6
TOTAL	1,413	1,118	771

The national picture

Across the UK, there have been 45,447 reported physical assaults on NHS staff working in acute services such as hospital emergency departments, maternity wards and medical imaging units in the last three years.⁷

The rate of attacks has been steadily rising during this period. 2010/11 saw 13,436, 2011/12 saw 15,536, and 2012/13 saw 16,475.⁸ Out of these, 33,061 involved medical factors whereby either the perpetrator did not know what they were doing, or did not know what they were doing was wrong due to medical illness, mental ill health, learning disability, or treatment administered. Even then, 12,386 incidents did not involve medical factors.⁹

4. Attendance rates at major A&E departments highest in London <http://www.hscic.gov.uk/article/3875/Attendance-rates-at-major-AE-departments-highest-in-London> Last accessed 08/09/2014

5. FOI data provided by six London hospital Trusts directly to Roger Evans in 2014. The six Trusts were: University College Hospital NHS Trust, Kings College Hospital, Chelsea and Westminster, Homerton University Hospital, Hillingdon Hospitals NHS Foundation Trust and East London NHS Trust, on file

6. FOI data provided by Kings College Hospital Trust directly to Roger Evans, on file

7. Reported physical assaults on NHS staff figures <http://www.nhsbsa.nhs.uk/3645.aspx> Last accessed 08/09/2014

8. Ibid

9. Ibid

TRANSPORT SECTOR

This report has identified 16,789 incidents of violence over the last three years, on staff working on London's tube network, trains, buses and taxis, working out to 15 attacks every day.

Tube staff

Attacks on London Underground staff have remained consistently high over the last three years, amounting to 7,435 in total, or seven incidents every day.¹⁰ 1,364 tube workers were physically attacked, 2,692 were threatened, while 3,379 were verbally abused.¹¹

The most common reported incidents relate to revenue disputes, drunkenness, racial aggravation and service disruption.¹²

	Physical	Threat	Verbal	Total
2011/12	462	800	1,184	2,446
2012/13	449	766	1,051	2,266
2013/14	453	1,126	1,144	2,723

London and national rail staff

London has the highest number of violent incidents on members of rail staff, with 3,719 in the last three years.¹³ In fact, more than half of all physical and verbal abuse in the country has taken place in the Capital. The most common offences include common assault, Actual Bodily Harm (ABH) and racially aggravated incidents.¹⁴

Area	2011/12	2012/13	2013/14	Total
London South	662	644	735	2,041
London North	494	595	589	1,678
Wales and Western	318	278	273	869
North Western	261	243	217	721
North Eastern	186	167	171	524
Scotland	81	67	64	212
Total	2,002	1,994	2,049	6,045

Bus drivers

Five bus drivers are attacked every day in London. There have been 5,155 incidents in the last three years¹⁵ - three in ten (1,546) are physical attacks. Furthermore, 2013/14 figures are slightly up from the previous year.

10. Figures provided by TfL directly to Roger Evans upon request in 2014, on file

11. Ibid

12. Ibid

13. FOI data released from British Transport Police to Roger Evans in 2014, on file

14. Ibid

15. Figures provided by TfL directly to Roger Evans upon request in 2014, on file

	Physical	Threat	Verbal	Other	Total
2011/12	715	24	991	134	1,864
2012/13	236	15	981	100	1,332
2013/14	595	13	974	77	1,659

The national picture

The Department for Transport does not hold figures on violence against bus drivers. Out of the four major UK bus companies approached by this report¹⁶, two responded. Arriva has reported 1,176 assaults over the last three years: 361 assaults in 2011, 352 in 2012 and 463 in 2013.¹⁷ It estimates the total for 2014 to reduce to approximately 350 assaults. The other major bus company, Stage Coach, were unable to provide information regarding attacks against their staff.

Having dropped off all remaining passengers, the bus driver was waiting at a set of red traffic lights behind a van. As the lights changed, the van reversed instead of moving forward, forcing the bus driver to sound his horn in warning. The bus driver then went around the van to continue and eventually parked the bus. As the driver proceeded to do the normal exterior bus check at the end of the route, he was approached on the pavement beside the bus by someone from inside the van. The man hurled racial abuse at the black bus driver, got hold of his jacket and repeatedly slammed him against the bus causing injury to his neck and back. Although the driver has recovered from his physical injuries, he is mentally scarred and receiving counselling.

Bus driver assault, 2014, Aldwych

A well-dressed man boarded a bus in Victoria and tried to travel with an invalid pass. The driver informed him that he needed to pay either by cash or contactless card. The passenger produced a £20 note and the driver informed him politely that he did not have sufficient change and that he should wait for the next bus. The passenger became verbally abusive and said things like "F*cking P*k!" (the driver happened to be Ethiopian). The driver called Centre Comm via the Code Red button. The passenger got off the bus before the police arrived.

Bus driver abuse, 2014, Victoria

Taxi drivers

According to the Met Police, 3,069 London Taxi and mini cab drivers in London have been victims of violence over the last three years.¹⁸ However, those figures do not differentiate between whether the victim was working at the time of the offence or whether the offence occurred outside of their occupation i.e. the victim was assaulted in a pub, but has the occupation of a taxi driver.

Out of the 3,069 cases of violence, 480 had the "Occupation Relevant to Offence" field set to 'yes' during the time of reporting.¹⁹ This means that the recording officer thought that the crime had something to do with the occupation of the victim i.e. the victim was attacked while at work in their taxi. For the purposes of this report, we will use the latter 480 figure.

16. The four UK bus companies approached were: Arriva, Go Ahead, National Express and Stage Coach on 5th August 2014

17. Information provided by Arriva directly to Roger Evans in 2014, on file

18. FOI data provided by the Met police to Roger Evans in 2014, on file

19. Ibid

	London Taxi drivers	Mini cab drivers	Private Hire Operator	Total
2011/12	122	53	0	175
2012/13	106	55	0	161
2013/14	103	41	0	144

The national picture

The National Private Hire Association reports attacks on cab drivers with knives, guns, baseball bats, a hammer, a fire extinguisher, and even a wheelie bin. Drivers have reportedly been set on fire and run over by their own vehicles.²⁰

Although the association does not hold full figures on incidents, it reports that 65 hackney and private hire drivers have been murdered in the last 20 years.²¹ The organisation has been campaigning to get CCTV fitted inside vehicles.

Research by the Department of Transport on personal security issues echoes this, finding that, on average, three drivers a year are unlawfully killed.²²

I was attacked back in February this year after picking up a young couple on Camden High Street. My first impressions told me that they'd had a bit to drink. I'd driven 100 yards down a one-way system with them when the man asked me to turn right. He became insistent despite the fact that it was in the wrong direction and it was not possible to turn off in the first place. He got more and more abusive and repeatedly called me names such as f*cking d*ckhead. I suggested to them that it would be best if we end the journey and they get another cab. As I pulled over, left the cab, and opened the back door to let them out, the guy pushed me aggressively. I stumbled backwards and fell onto the kerb, breaking my thigh bone. My artificial hip made things even worse. The couple just walked off whilst I was lying in the middle of the road shouting for help. Eventually, a passer-by called the ambulance for me. I was off work for three months and lost about £7k in income.

Graham Brinkhurst, London Taxi driver for 16 years

EMERGENCY SERVICES

Ambulance crews

Despite Londoners relying on paramedics and Ambulance services in times of medical emergency, 4,017 responders have been attacked or abused in the last three years working out to more than three a day.²³ Four in ten (39%) of these incidents are physical assaults, which have risen by 23% in the past year, with 582 reported incidents.²⁴

	Assault	Abuse	Total
2011	541	894	1,435
2012	446	805	1,251
2013	582	749	1,331

20. Westminster Hall debate on private hire and Hackney Carriage vehicles by Richard Fuller MP <http://www.theyworkforyou.com/debates/?id=2012-02-29b.399.0&s=%28taxi%29+speaker%3A24787#g399.2> Last accessed 09/09/14

21. Information provided by the National Private Hire Association directly to Roger Evans in 2014, on file

22. Westminster Hall debate on private hire and Hackney Carriage vehicles by Richard Fuller MP <http://www.theyworkforyou.com/debates/?id=2012-02-29b.399.0&s=%28taxi%29+speaker%3A24787#g399.2> Last accessed 09/09/14

23. FOI data provided by the London Ambulance Service directly to Roger Evans in 2014, on file

24. Ibid

The most common recorded incidents include physical assault by a patient or third party, verbal abuse, antisocial behaviour and being spat on.²⁵

The national picture

Across the UK, this report has identified an additional 7,319 assaults on frontline ambulance crew over the past three years, working out at six incidents every day.²⁶ Three in ten of these incidents (2,273) are physical attacks.²⁷

	2011/12	2012/13	2013/14	Total
North West Ambulance Service	678 (276 physical attacks)	609 (246 physical attacks)	739 (367 physical attacks)	2,026
South Western Ambulance Service	481 (115 physical attacks)	510 (93 physical attacks)	738 (129 physical attacks)	1,729
West Midlands Ambulance Service	573 (206 physical attacks)	451 (159 physical attacks)	448 (205 physical attacks)	1,472
East Midlands Ambulance Service	315 (93 physical attacks)	465 (90 physical attacks)	572 (131 physical attacks)	1,352
Yorkshire Ambulance Service	178 (49 physical attacks)	168 (58 physical attacks)	122 (86 physical attacks)	468
South East Coast Ambulance Service	104	86	82	272
TOTAL	2,329	2,289	2,701	7,319

Further information from East Midlands Ambulance Service shows the most common violent incidents being: Directed swearing and intimidation by patient either drunk or intoxicated through drugs, sexual innuendo, sexual abuse or sexual intimidation, and intentional physical assaults e.g. scratching and spitting.²⁸

Meanwhile, Yorkshire Ambulance Service lists the most common types of physical assault as: punching, kicking, grabbing, spitting and slapping.²⁹

Over the last three years, North West Ambulance Service staff have been subjected to 53 cases of sexual attack or abuse, 25 threats of assault with a knife or other weapon and 21 instances of racial abuse.³⁰

25. Ibid

26. FOI data provided by six ambulance Trusts directly to Roger Evans in 2014. The Trusts were: South East Coast, South Western, West Midlands, East Midlands, Yorkshire and North West Ambulance Services, on file

27. Ibid

28. FOI data provided by East Midlands Ambulance service directly to Roger Evans in 2014, on file

29. FOI data provided by Yorkshire Ambulance service directly to Roger Evans in 2014, on file

30. FOI data provided by North West Ambulance service directly to Roger Evans in 2014, on file

Police officers

The Met police advised that they do not hold information on attacks against their officers, however data from the Home Office shows 22,056 police officers and 1,077 Police Community Support Officers (PCSOs) have been attacked while on duty in the last three years – working out at over 20 officers attacked daily in England and Wales.³¹

	2010/11	2011/12	2012/13	Total
Police officer	7,904	7,504	6,648	22,056
PCSO	439	372	266	1,077

Firefighters

Despite the number of attacks on London's firefighters sitting sharply in contrast to police and ambulance crews - a total of 49 incidents in the last three years - they have gone up 16-fold; 2011: 2, 2012: 15 2013: 32.³²

THE COST OF VIOLENCE IN THE WORKPLACE

*“He called me a f*cking d*ckhead and pushed me aggressively... I was off work for 3 months with a broken thigh bone.”*

- Attack on Graham Brinkhurst, London Taxi driver, Camden 2014

The costs associated with attacks on frontline workers - be it sick leave or treatments and therapies - are draining our transport, health and emergency service sectors out of millions of pounds every year, and can have a devastating impact on traders such as Taxi drivers.

Transport workers

Transport for London (TfL) estimates the cost of violence in the workplace to be £2.2m per year.³³ This includes: Direct costs - such as staff absences; investigative costs such as court attendance, counselling and trauma services; and indirect related costs such as staff performance, staff turnover and attendance rates. Meanwhile, the London Taxi driver who was attacked by a young couple in Camden, had to take three months off work because of his injuries and lost about £7k in income over this time.

Health workers

Physical violence against employees costs the NHS an estimated £60.5m a year.³⁴ Meanwhile, the cost of just one sick day for a staff nurse who is attacked and injured on duty is £304.57.³⁵

Emergency services workers

The London Ambulance Service (LAS) estimates that an average lost day of work for their staff costs £231. With 633 days a year lost to assault, this costs the LAS an estimated £125,700.³⁶

31. FOI data provided by the Home Office directly to Roger Evans AM in August 2014, on file. Data includes assaults which result in serious injury, minor injury, no injury as well as verbal threats and attempts of assaults

32. FOI data provided by the London Fire Brigade directly to Roger Evans in 2014

33. Information provided by TfL directly to Roger Evans in 2014, on file

34. NHS employers must protect staff from violent assaults, http://www.rcn.org.uk/newsevents/press_releases/uk/nhs_employers_must_protect_staff_from_violent_assaults Last accessed 08/09/2014

35. FOI data provided by the University College Hospitals Trust directly to Roger Evans AM in June 2014, on file. Figure based on a band 6 nurse, working a 12 hour shift)

36. Paramedics in Peril, www.glaconservatives.co.uk/pip Last accessed 08/09/2014

EXISTING SECURITY MEASURES

Below is a snapshot of the wide-ranging existing preventative and evidence-gathering measures which help protect people who work on the frontline across the health, transport and emergency service sectors.

Transport

'Code Red' button and alarms

In the event of an emergency, bus drivers have the ability to press a 'Code Red' button which opens a channel to a command and control centre. If necessary, the operator then calls for police assistance.

According to one bus driver employed by TfL, pressing the Code Red button gives a limited measure of reassurance during an emergency, as it can often take a few minutes for police to arrive at the scene - if they arrive at all.

"Some of the people that cause problems on buses are repeat offenders and they know that there is a window of opportunity to escape because the police rarely respond within say eight minutes of the red button being pressed. I have had instances say on a Saturday night, when the police never responded at all, as of course it is a busy night for them. The problem went away on that occasion as other passengers dealt with the offender."

Drivers also have the option of using an assault alarm which is fitted on buses within the cab area. It makes a loud noise, but does not connect to a call centre, rather relying on the public to obtain help.

"The assault alarm is far more reassuring as the loud noise it makes is more disconcerting for an offender than pressing the Code Red button, but as a night driver, I would be reluctant to press that button as it would cause a great nuisance to local residents. The alarm makes you reliant on random help such as a member of public calling the police."

Assault screens

London's buses and taxi vehicles have see-through assault screens, separating the driver from the public, and providing limited protection in the event of a violent incident.

CCTV and prosecutions through partnerships

The "Workplace Violence Unit", a partnership between TfL and the Met police, supports the investigation and prosecution of assaults on staff and improves the standards of victim support.

The "Bus Tag Unit" is a dedicated CCTV investigation team in the Met Police Safer Transport Command. Working in partnership with TfL, the bus operating companies and other police units, it focuses on effective use of on-bus CCTV, cutting bus related crime, and bringing perpetrators to justice.

Hospitals (A&Es and Urgent Care Centres)

Public space design

In 2011, the Department of Health commissioned the Design Council and London based design consultancy, PearsonLloyd, to pioneer a new design based approach to reducing violent and aggressive incidents in A&Es. They came up with a two-pronged solution: 'The Guidance project' which guides patients through the department with clearly legible information such as signage, graphics and leaflets, so that patients know what to expect; and the 'People Project' which focuses on reflection and coaching provision to ensure staff can better understand and deal with the causes and outcomes of patient frustration.^{37 38}

37. Violence in A&E: The zero tolerance myth, <http://m.hs.jco.uk/5070168.article> Last accessed 08/09/2014

38. Veronica Simpson on how design is making hospitals safer, <http://www.designcurial.com/news/figure-it-out-4174634> Last accessed 08/09/2014

In 2013, ESRO and Frontier Economics compared the newly designed A&Es with two hospitals where no intervention had been made. In each hospital that completed the £88,000 intervention, there was a 50 per cent drop in threatening body language and aggressive behaviour, 75 per cent of patients reporting that improved signage had reduced their frustration, and furthermore, hard data shows that for every £1 spent, £3 was generated in cost benefits (such as reductions in staff absentees and improved staff retention).³⁹

CCTV and security guards

Neither the Department of Health nor the NHS Protect holds data on the number of trusts that have CCTV in their A&E departments and Urgent Care Centres. However, responses from three of the six London hospital trusts with such emergency departments mentioned in this report say they have CCTV in A&E departments and Urgent Care Centres which record footage of violent incidents against patient-facing staff.⁴⁰ All three trusts also confirmed having security guards - trained in conflict resolution - on duty in their A&E departments and Urgent Care Centres. However, this report has found security guards are themselves amongst the most commonly affected staff when it comes to violence, along with doctors, nurses and administrative staff such as receptionists.

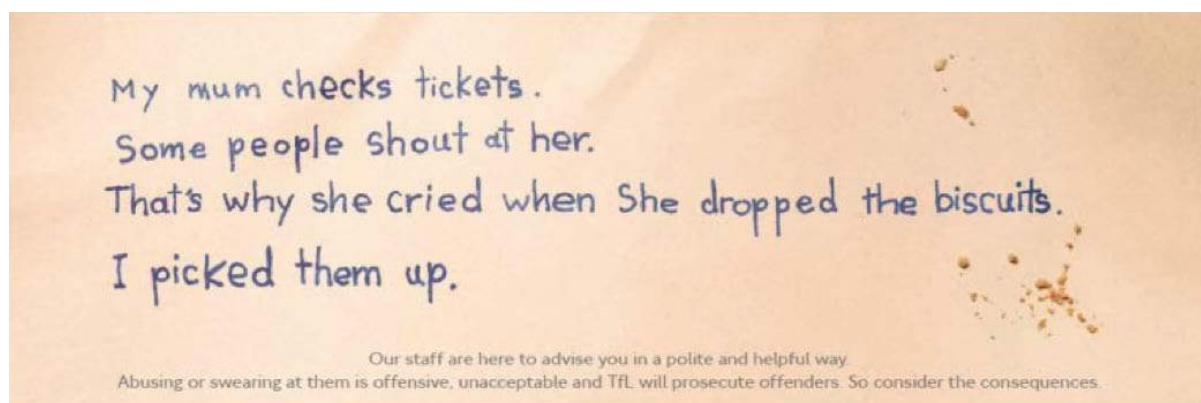
In 2009/10, the Welsh Assembly piloted CCTV at four A&E departments in Wales.⁴¹ The project was the first of its kind in the UK to place cameras and recording equipment in general and treatment areas. The trial at Ysbyty Gwynedd in Bangor led to prosecutions pending against two people whose behaviour had been monitored and captured on camera. Staff were also reportedly more confident in the workplace.⁴²

ASBOs

In 2011, the Manchester Royal Infirmary (MRI) was successful in securing Anti-Social Behaviour Orders (ASBOs) to tackle violence, including against an aggressive man who turned up to the A&E more than 200 times.⁴³

Posters and information campaigns

Posters warning people not to behave aggressively towards staff are common in many organisations, including A&Es and train stations.



MAYOR OF LONDON



(Example poster provided by TfL in 2014)

39. Ibid

40. FOI responses provided directly to Roger Evans by three hospital trusts: University College London Hospitals Trust, Kings College Hospital Trust and the Hillingdon Hospitals NHS Foundations Trust, on file

41. CCTV pilot project for A&E departments, <http://www.procurement.wales.nhs.uk/20798> Last accessed 08/09/2014

42. CCTV cameras in Ysbyty Gwynedd's A&E deter violent behaviour, <http://www.dailypost.co.uk/news/north-wales-news/cctv-cameras-ysbyty-gwynedds-ae-2757314> Last accessed 08/09/2014

43. Manchester hospital wins ASBOs to protect A&E staff, <http://www.bbc.co.uk/news/uk-england-manchester-12806325> 08/09/2014

Ambulances

Dangerous Residences List

The LAS notes dangerous residences in a private database which helps frontline crews to prepare in advance of responding to potentially violent patients. This may include wearing a stab-proof vest or teaming up with police officers for the visit. In 2013, the list included 390 residences across London, with 226 classed as 'serious' and requiring the need for police assistance.⁴⁴

Information campaigns

In the past the LAS, and the National Health Service (NHS) as a whole, have provided information campaigns to help prevent violence, such as their "No Excuse" campaign that reminded the public to treat first responders with respect and that prosecutions for violence against them have increased.

RECOMMENDATIONS

Whilst it is clear that a wide range of preventative and evidence-gathering measures exist to help keep frontline workers safe, the fact remains that too many of our essential workers are suffering from physical violence and abuse and more needs to be done to stop this. The evidence in this report shows there are an especially high number of attacks on staff that are mobile and work alone such as bus and taxi drivers, frontline ambulance crew and staff in train and tube stations.

There are some gaps, which if filled, could help bolster the security and protection of these people. For example, the bus driver who was attacked in Aldwych may have limited protection from a transparent assault screen, an assault alarm which purely relies on the public to respond, and the deterrent effects of CCTV cameras, but he was still racially abused and physically attacked as he was doing checks on the outside of his bus at the end of his route.

Similarly, whilst the taxi driver - who was attacked in Camden - had the protection of a see-through assault screen, he was aggressively pushed onto the pavement once he left his vehicle.

This report specifically advocates an increased use in affordable technology, which would help bolster the security and protection of frontline workers – especially those who are mobile or may work alone. It does not claim to have the answer for every type of worker affected by violence.

Real time GPS panic buttons

There are convenient and easy-to-use technologies on the market which can effectively monitor the safety of individual employees and raise the alarm in the event of an emergency. These could especially benefit mobile frontline staff such as people working in overground and train stations, and staff who work alone such as London Taxi drivers.

In particular, wearable safety and tracking devices can locate a member of staff and send alerts in the event of an emergency. The kit can be clipped on to a belt, communicates over 2G or 3G, and tracks location in real time via GPS. If an employee falls down or becomes unconscious, the device senses it automatically and can call for help by texting or emailing an alert back to the control room. Alternatively, the wearer can pull a latch or push a silent button to call for help, upon which details, including the location of the person, is emailed or texted to the alarm centre, who can then escalate it to the emergency services.

Similar 'panic button' technology is already being used in hotels in New York City to protect housekeepers from abuse, as well as by overnight bus drivers in Buenos Aires.⁴⁵

44. Paramedics in Peril. www.glaconservatives.co.uk/pip Last accessed 08/09/2014

45. For New York hotel staff, panic buttons and big raises, http://www.nytimes.com/2012/02/08/nyregion/city-hotel-workers-to-be-issued-panic-buttons.html?_r=2& and To combat crime, panic buttons installed in buses from Buenos Aires, <http://m24digital.com/en/2010/10/05/to-combat-crime-panic-buttons-installed-in-buses-from-buenos-aires/> Last accessed 08/09/14

Before any significant investment is made, the workability of this technology should be trialled. A pilot of 100 devices, equally distributed between appropriate staff such as taxi drivers and workers at train and London tube stations, including all hardware and yearly service plans, would cost approximately £33,715.⁴⁶

Body-worn cameras

This is the second report as part of Roger Evans' sustained campaign to protect frontline workers from attack while on duty. The first report, *'Paramedics in Peril'*, recommended a trial of 100 body-worn cameras for frontline Ambulance crew and a further 100 on-vehicle CCTV cameras for Ambulances.

The cost of a rollout of 100 body-worn cameras, with similar technology to those used by Staffordshire police, would be £66,000 – approximately half the average annual cost of sick days due to assault.⁴⁷

With one or more cameras available in each of the LAS's 70 ambulance stations, many of the dangerous call-outs would have surveillance available. Other distributions of the camera technology should also be trialled to fully test the viability of the technology in myriad circumstances, such as crews stationed at busy times on high streets, or during large public events in London.

If the pilot were to prove successful, 100 on-vehicle CCTV systems should be tested on ambulances. Using a similar pricing structure to East Midlands Ambulance Service, a trial of 100 vehicles would cost about £40,000 - less than a third of the total yearly sick bill due to assault.

The total cost of the 200 CCTV camera pilot would be an estimated £106,000 – less than just one year of the annual £125,700 sick bill caused by violence. This report expects that both the wearable GPS devices, body and vehicle cameras would pay for themselves through the time saved in prosecution cases and by acting as a visible deterrent in the first instance.

Measures for a calmer environment

There are a suite of simple and affordable ideas which can be implemented to reduce violence and aggression such as improving the design of public spaces, as demonstrated by the Department of Health's pioneering A&E scheme.

In the case of A&Es, this report advocates building further on that work. As well as guiding patients through clear information and coaching staff on the causes of patient frustration, there should also be a greater emphasis on making the environment calmer e.g. through playing music in public spaces. This principle could also be extended to other sectors.

In the late 1990s and early 2000s, various UK railway and tube stations – including the Metro system in Tyne and Wear (1997) and the District Line's Elm Park (2003) - began playing classical music through speakers. The recordings of Mozart, Bach and Pavarotti led to a 33% reduction in robberies, 25% drop in attacks on staff and 37% reduction in vandalism.^{48 49}

Research shows music can lower blood pressure, reduce anxiety and induce relaxation.^{50 51} Classical music in particular can produce a calming effect by releasing pleasure-inducing dopamine and inhibiting the release of stress hormones, which helps generate a pleasant mood.⁵² A study in 2007, in which surgeon Dr Claudius Conrad treated post-operative patients to Mozart sonatas, resulted in the patients responding

46. Quote provided by manufacturers directly to Roger Evans in May 2014, on file

47. Paramedics In Peril, www.glaconservatives.co.uk/pip Last accessed 08/09/14

48. Mind the Bach: Classical music on the Underground, <http://www.independent.co.uk/arts-entertainment/music/features/mind-the-bach-classical-music-on-the-underground-800483.html> Last accessed 08/09/14

49. How does the brain respond to classical music? <http://www.livestrong.com/article/156814-how-does-the-brain-respond-to-classical-music/> Last accessed 08/09/14

50. The power of music to reduce stress, <http://psychcentral.com/lib/the-power-of-music-to-reduce-stress/000930>

51. How does the brain respond to classical music? <http://www.livestrong.com/article/156814-how-does-the-brain-respond-to-classical-music/> Last accessed 08/09/14

52. How does the brain respond to classical music? 23/06/2010 <http://www.livestrong.com/article/156814-how-does-the-brain-respond-to-classical-music/>

with a reduced need for pain medication, lower blood pressure and lower levels of stress hormones.⁵³

This report recommends that measures to provide a calmer environment, such as playing music, are gradually introduced in London's A&E departments and Urgent Care Centres. A one-year pilot across five London emergency and urgent care departments, would complement the progress being made on building design and would further improve the environment for staff, patients and visitors. Similarly, these measures should be expanded to all tube and train stations across the Capital.

53. Ibid

SUMMARY OF RECOMMENDATIONS

1. TfL should conduct a one-year long pilot of 100 wearable real-time GPS panic button devices on appropriate frontline workers at a cost of £33,715, including all hardware and service plans. This has the potential to reduce the annual £2.2m cost of workplace violence to TfL by deterring attacks and getting help to the victim quicker. Priority should be given to workers who are mobile or work alone, such as those in overground and train stations as well as bus and taxi drivers.⁵⁴
2. The LAS should trail 100 body-worn cameras for frontline crews and a further 100 on-vehicle CCTV cameras for their ambulances. The estimated £106,000 cost would equate to less than just one year of the annual £125,700 sick bill caused by violence.
3. As part of its work on hospital building design and improving the patient experience, the Department of Health should place a greater priority on making the environment calmer, through simple and affordable measures such as playing music. A one-year pilot of classical music across five London emergency and urgent care departments would further improve the environment for staff, patients and visitors by reducing violent incidents. Similarly, these measures should be expanded to all tube and train stations across the Capital.

⁵⁴. Note: While this report calls on TfL to initially fund wearable GPS panic buttons for Taxi drivers as part of the initial pilot, there is no reason why alternative sources of funding should not be looked at, e.g. the Met police, if the trial is successful.



FEEDBACK

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