



**Scottish  
Ambulance  
Service**

University National NHS Board



# Freedom of Information Request

**7<sup>th</sup> October 2024**

## Question

Could you please answer the following questions under the Freedom of Information Act 2000.

Does your organisation provide body armour, stab vests or similar to front-line staff answering 999 and 111 calls?

Does your organisation provide body worn cameras to front-line staff answering 999 and 111 calls?

Does your organisation provide any self-defence courses for front-line staff answering 999 and 111 calls (e.g. Maybo, PST etc.)?

On how many occasions, have front-line staff answering 999 and 111 calls been assaulted physically in the years 2016, 2017, 2018, 2019, 2020, 2021, 2022, 2023 and to date in 2024.

Of those assaulted, how many have required hospital treatment?

## Answer

The Scottish Ambulance Service as a public body is subject to the Freedom of Information Scotland Act 2002 which has been utilised to answer this request. The Scottish Ambulance Service is not responsible for the 111 service, the information below relates to the 999 emergency response service.

Our staff should not have to fear for their safety when treating patients and keeping them safe is of paramount importance to us. The Service has a range of measures in place to help protect staff, known or reported areas where staff have previously faced violence or threatening behaviour are automatically flagged to our crews, who can then request additional support, if required.

### **Does your organisation provide body armour, stab vests or similar to front-line staff answering 999 and 111 calls?**

The Scottish Ambulance Service provides their staff with suitable and sufficient PPE as required by Health and Safety at Work act 1974. We do not provide, nor currently have plans to provide staff with stab protection vests. Any potential risks or risks to staff are regularly reviewed in partnership and the Service will take the appropriate action required in relation to the output of these assessments

### **Does your organisation provide body worn cameras to front-line staff answering 999 and 111 calls?**

Body Worn Cameras are not utilised in the Scottish Ambulance Service



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**Does your organisation provide any self-defence courses for front-line staff answering 999 and 111 calls (e.g. Maybo, PST etc.)?**

Currently staff members receive violence and aggression training; this involves the delivery of conflict resolution training. They are also taught to carry out a full risk assessment when arriving to assist a patient. This is delivered to all clinical staff, both as part of their studies in training to become clinicians and as part of their annual continuing professional development training. In addition, the Police can also accompany Scottish Ambulance Service frontline staff when a crew attends an address which has been flagged because of the risk posed to staff on a previous occasion.

**On how many occasions, have front-line staff answering 999 and 111 calls been assaulted physically in the years 2016, 2017, 2018, 2019, 2020, 2021,2022,2023 and to date in 2024.**

|      | Physical Assault |
|------|------------------|
| 2016 | 236              |
| 2017 | 144              |
| 2018 | 144              |
| 2019 | 173              |
| 2020 | 150              |
| 2021 | 159              |
| 2022 | 155              |
| 2023 | 186              |

**Of those assaulted, how many have required hospital treatment?**

This is not information that we report on. It is for this reason; we have applied the exemption Section 17 of the Freedom of Information Scotland Act 2002 as information not held.