

RDG Guidance Note: Approaches to Increasing the Adoption of Body Worn Video

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About this document

Explanatory Note

The Rail Delivery Group is not a regulatory body and compliance with Guidance Notes or Approved Codes of Practice is not mandatory; they reflect good practice and are advisory only. Users are recommended to evaluate the guidance against their own arrangements in a structured and systematic way, noting that parts of the guidance may not be appropriate to their operations. It is recommended that this process of evaluation and any subsequent decision to adopt (or not adopt) elements of the guidance should be documented. Compliance with any or all of the contents herein, is entirely at an organisation's own discretion.

Other Guidance Notes or Approved Codes of Practice are available on the [Rail Delivery Group \(RDG\) website](#).

Issue Record

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1 Exec Summary

This guide outlines key steps that should be taken to increase utilisation of BWV within organisations. It is based on the findings and recommendations of the joint RDG/BTP project that researched why some front-line staff in parts of the rail industry are reluctant to use BWV.

| Body Worn Video Implementation Guide Core Headlines | |
|---|--|
| 1  | Communication with your frontline colleagues <ul style="list-style-type: none">• Gather feedback from frontline colleagues via working groups/surveys to understand barriers to adoption, including wearability, culture, and technological issues.• Then work together to address them. |
| 2  | Dedicated and robust policy to BWV <ul style="list-style-type: none">• To have a robust policy that is adhered by all, regardless of seniority.• It should cover usage, storage of recordings, access, and control of footage is necessary.• This policy then needs to be included with BWV training so that it can allay any mistrust with how footage will be used. |
| 3  | Leadership support <p>To demonstrate senior leadership support:</p> <ul style="list-style-type: none">• Writing to front line staff• Wearing BWV when out and about• Engaging with front-line staff about BWV and demonstrating misuse of footage by managers won't be tolerated. |
| 4  | Local TU support <ul style="list-style-type: none">• Engage with local union representatives so that they can support in the further adoption of BWV in an organisation. |
| 5  | Delivery plan <p>In order to decide the next steps, there needs to be clarity on what one of the three approaches are for the organisation in regard to BWV adoption.</p> <p>For one or more roles:</p> <ul style="list-style-type: none">• Remain voluntary.• Make it part of essential kit.• Make it a mandatory component of PPE. |

- Once the approach is decided it is important to address privacy and ethical concerns, to ensure we consider and develop employee buy-in, technical specifications, and a deployment strategy.
- Create comprehensive training and awareness materials to address concerns and myths about the technology and the purpose behind the technology. For Example, the RDG national engagement video and social media clips can be used.
- Measure the usage of BWV in your organisation. The base statistic to use would be the numbers of units undocked each day, which could be broken down in various ways e.g. location, shift. However, an equally important figure to get would be number of activations as this would indicate the actual usage.

2 Purpose and Background

2.1 Purpose

The purpose of this document is to provide national guidance to train operating companies (TOCs) which are currently considering further adoption of BWV to all or more relevant parts of your workforce / organisation, and to highlight good practice across the industry.

2.2 Background

A joint Rail Delivery Group (RDG) and British Transport Police (BTP) two-year project was initiated in April 2021. Focused on encouraging greater use of body worn video (BWV) across the rail industry to support staff, passengers and public safety. Many operators have been using BWV for several years, with others more recently rolling out the technology.

The adoption of body worn video is a step forward to protecting employees from violence in the workplace or capturing evidence that can be used as evidence for convictions. Employers have a legal duty under health and safety legislation to provide a safe place of work for their employees.

Data collated from Operators has shown a steady rise in units being signed out on a daily basis, which indicates that staff confidence is increasing with awareness and encouragement. But to further accelerate the adoption of BWV, the project has outlined some recommendations that organisations can make.

2.3 Current landscape

Table 1

Percentage of TOCs/NR that have BWV



Estimated current daily usage of all BWV units on rail network

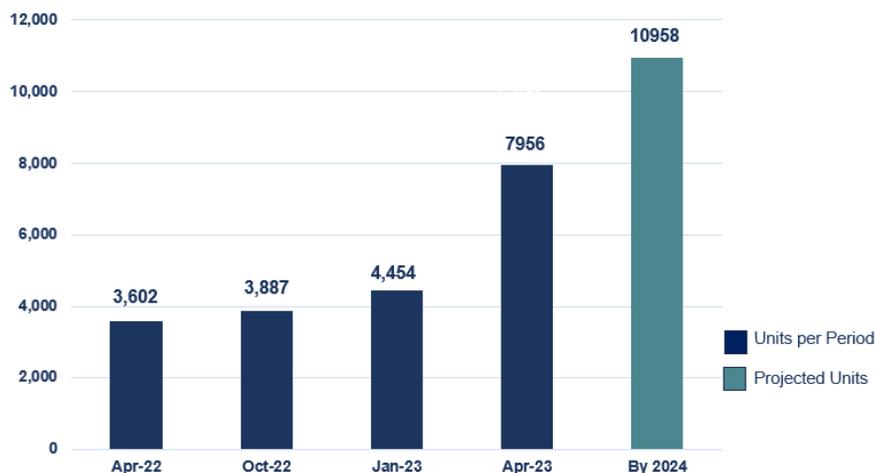


26 out of 28 rail companies currently practise or plan to roll out BWV. Network Rail is also one of the organisations currently using BWVs.

The figures below include all TOC employees, and any agency staff that they use. It doesn't include figures for Network Rail at this time. The daily usage figure had to be estimated because there are over 20 different makes and models of BWV in use within the rail industry. Which in turn means that there are different back-end software solutions that report in different ways.

Table 2

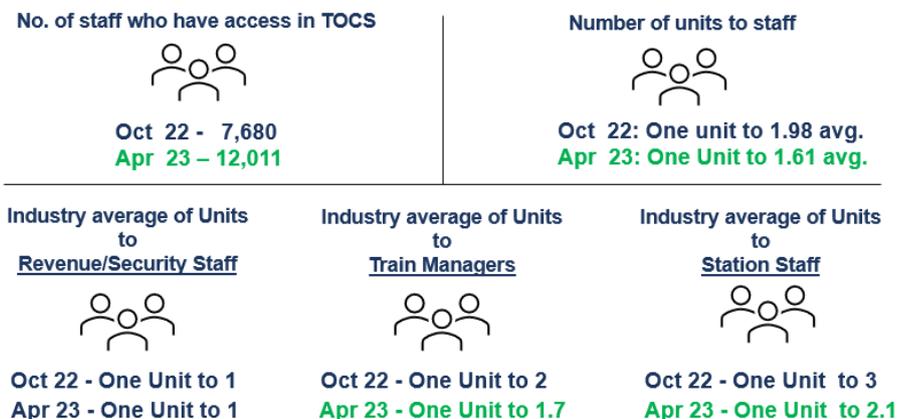
BWV units on the rail network



It is suspected the increase in the number of units is due to organisations recognising the effectiveness of BWVs in preventing assaults or if one does occur that it will speed up any possible conviction.

Table 3

Users of BWVs



Revenue and Security staff are traditionally seen as high-risk roles and so for most organisations the use of BWV is seen as “essential kit”. They generally have access to one unit each and in some cases they are personally issued.

According to a [study by RSSB](#) in 2019, station staff face some of the highest levels of work-related incidents. However, they have limited access to body-worn cameras (BWV), and their use is often voluntary for most organisations. Station staff commonly choose not to wear BWV because they work in groups and believe that CCTV cameras provide adequate security and evidence if needed. However, CCTV

cameras do not capture audio and may not be positioned to capture the staff's location accurately. As a result, in the criminal justice system, there is an increasing tendency not to prosecute cases if there is no BWV evidence available.

Demonstrated in Table 3, there are now some organisations making BWV available to caterers, cleaners, line managers at special events and even drivers. This is testament to the known benefits of BWVs.

2.4 Cambridge University National Research 2022/23

To gain a deeper comprehension of the perspectives of front line employees, the project collaborated with Cambridge University for research. The insights from their prior investigation on [BWV in railway settings](#) have been extremely valuable in advancing the adoption of BWVs, particularly the critical statistic that wearing BWV reduces the likelihood of assault by nearly 50%.

Cambridge University carried out a National Staff Survey on BWV, conducted by Dr Barak Ariel of Cambridge University, which has proven to be the largest review of its kind worldwide with almost 900 respondents. The result, now fully validated, highlight a positive response from frontline staff towards their use.

Headlines include:

- Nearly all members of staff believe that body-worn cameras should be adopted by all Train Operating Companies and Network Rail.
- More than 80% believe body-worn cameras protect members of staff against false allegations of misconduct; nearly 60% report that a BWV makes them feel safe.
- 8 out of 10 members of staff think the equipment is easy to use, yet most complain that their uniforms do not have a dedicated slot that holds the camera firmly on body.

Most recent research by Cambridge found that there is a **27.7% decrease in the assault rate per 100 employees**, a 30.5% decrease in low-level injuries, and a similar decrease (30.7%) for more severe injuries over a period of time when organisations first introduced BWV (based on 13 TOCs data). The evidence provides a nuanced understanding of how BWVs may be a valuable instrument for enhancing the effectiveness and accountability of non-police security personnel and suggests policymakers should consider instituting BWVs for non-police security personnel as a standard practise.

3 Learnings from other industries

3.1 Background

From December 2022 to February 2023, the project team convened with several organisations to investigate sharing best practices and acquiring lessons learned from organisations, both within and outside of the rail industry. The aim was to shape our direction and approach to body worn video using lessons learnt.

3.2 Police - The National Police Chiefs Council (NPCC), British Transport Police (BTP), Metropolitan (MET)

Body worn video is now extensively used by Police Forces across the UK, including the Rail Industry Police Force, British Transport Police (BTP). Policing Organisations across UK hold additional Police Powers when conducting their daily duties and each Police Force have strict guidelines about data protection and retention ensuring BWV remains lawful, proportionate and justified.

The [NPCC guidance](#) underpinned and supports the lawful basis of recording for policing purposes. The guidance reflects lessons learned over the past 15 years since BWV first arrived within Policing in England and Wales. The document has been developed in consultation with the Home Office, the Crown Prosecution Service (CPS), the College of Policing and every UK regional and national police force.

| Core Headlines | |
|----------------|---|
| 1 | Creating a culture where frontline officers feel the technology benefits them and is there to support their role. (Through sharing case studies / positive justice outcomes). |
| 2 | Ensure there is a supportive and progressive management team leading change. Support from Governance groups. |
| 3 | Robust BWV policy and guidelines for workforce is indispensable. Purpose to view the footage and post-incident is secure, encrypted and auditable. |
| 4 | Adapting the attitudes of the workforce will take time, and there should be a period of transition to allow for the embedding of BWV. |
| 5 | Comm message: BWV is part of personal safety equipment/safety essential and to collect evidence for you / your purpose. |

3.3 Health care - National Health Service (NHS), The Royal College of Nursing (RCN), South Western Ambulance Service NHS Foundation Trust.

In recent years, the NHS have expanded the number of public facing roles within their Health Care that use BWV as they found A&E clinical staff, paramedics and ambulance crew and many other roles were experiencing a high level of physical staff assaults. The introduction of the cameras comes alongside data that 3,569 ambulance staff were physically assaulted by the public last year – 30% more than five years ago (NHS, 2021).

Work related violence is a significant occupational hazard for nursing and midwifery staff. The RCN's survey of its membership in 2017 found that over a quarter of all nursing respondents working in the NHS stated they had experienced physical abuse in the previous 12 months. NHS Staff Survey's from the four countries that make up the UK, continue to show high levels of both verbal and physical abuse towards NHS Staff. We also know that nursing and midwifery staff with one or more protected characteristics are more likely to experience work related violence.

The Royal College of Nursing (RCN) acknowledges body worn cameras are increasingly being used in health and care settings, including clinical areas, as a measure to prevent the risk of violence and aggression occurring to patients, service users and the nursing workforce. They acknowledge that the views of healthcare professionals and members on the use of body worn cameras in health and care settings are diverse and recognises that there is limited evidence on their effectiveness and acceptability by both patients and staff in the health care environment.

There are currently four studies/pilots on the use of body worn cameras which have taken place and are in various stages of evaluation. This includes a trial involving all 10 ambulance trusts in England, The Northern Ireland Ambulance Service HSC Trust, The Southern Health and Social Care Trust, Mental Health In-Patient Unit and a project led by researchers at the Institute of Psychiatry, Psychology & Neuroscience, King's College London and clinicians at South London and Maudsley NHS Foundation Trust. A full position statement on the use of body worn cameras within health and care environments will be published later in 2023.

Over a two-year trial of Body-Worn Video (BWV) technology, the South Western Ambulance Service has reported a 30% decrease in staff assaults. The Trust has implemented strict privacy policies for access to the footage and has encouraged staff to report incidents using their Incident Reporting System, Datix. The reporting form includes a confirmation of the availability of BWV footage and asks for the staff member's consent to view it, which has helped to build trust with management. The footage is audited and stored securely with limited access granted to a selected few to maintain confidentiality.

Core Headlines

- 1 Implementing a culture shift and change can be a challenging process that requires time to embed into the frontline of the organization.
- 2 A multi-pronged approach is necessary to ensure consistent support from leaders and governance when implementing new technology. It's essential to have a strong business case that highlights the benefits and ROI of the technology.
- 3 Embedding Body-Worn Video (BWV) training for new starters and team leaders' commitment to supporting their colleagues are critical factors in the successful deployment of new technology.
- 4 The use of 'dummy' units during training can be beneficial in helping staff become familiar with the technology, allowing them to practice in a safe environment without fear of making mistakes.
- 5 Ongoing support, including the establishment of a dedicated BWV role within the organization, and a communication channel such as a dedicated email address for inquiries and support, can be crucial in helping to bust myths and address concerns. It's important to provide the necessary resources and training to help staff adapt to the new technology, and ongoing communication and support will help ensure a successful implementation.

3.4 Aviation - Civil Aviation Authority, Safety and Airspace Regulation Group

Although BWV has been increasingly used by law enforcement and other transport

industries, its adoption in the aviation industry has been relatively limited. One reason for this is the potential privacy concerns that BWV raises for passengers. The intimate setting of an aircraft cabin makes it difficult to guarantee that passengers' privacy will not be violated by recording devices. Additionally, the recording of passengers' conversations, actions, or personal belongings may raise legal and ethical questions about data protection and individual rights to privacy. Additionally, there is a safety risk associated with the lack of law enforcement officers who can quickly respond and call for backup when a flight is thousands of feet in the air.

As such, the aviation industry continues to prioritise the development and implementation of strategies and technologies to mitigate these risks and ensure the safety and well-being of cabin crew members. One way in which the aviation industry addresses the risks of unruly or violent passengers is by providing training to cabin crew members on restraint tactics. These tactics may involve physical restraint, such as the use of handcuffs or flexicuffs, or non-physical techniques, such as verbal de-escalation and conflict resolution.

Moreover, cabin crew members may also receive training on how to use specialised equipment, such as restraint kits to manage violent or threatening passengers. However, the use of such equipment is typically only considered as a last resort and is subject to strict regulations and guidelines.

4 Approach across the Rail Industry

4.1 High Level approaches to increase adoption

As part of the project each of the organisations were visited and discussions held about what their current approach to BWV adoption was, levels of training/communications, the barriers presented, the sharing of best practice and how they could achieve greater adoption.

It was established that there are three approaches available to increasing BWV usage, as outlined in the table below. Some organisations are already adopting a combination of them depending on the role of the user.

| Type of use | The approach | Points to consider |
|---|--|--|
| Mandatory component of PPE or Contract of work process | <ul style="list-style-type: none"> Mandatory components of Personal Protective Equipment (PPE). Under: <ul style="list-style-type: none"> Health and Safety at Work etc Act 1974. Personal Protective Equipment (PPE) at Work Regulations. Contract of work Terms & Conditions / | <ul style="list-style-type: none"> PPE is a last resort in protecting workers against health and / or safety risks. Employers must use other reasonably practicable control measures to mitigate the risks if they are available before resorting to PPE. Complying with the Regulations. Ensure your supplier meets the obligations of manufacturers standards, 'essential health and safety requirements'. An assessment should be carried out to identify PPE requirements to determine whether or not the proposed PPE is suitable. This should consider any risks not avoided by other means, the characteristics of the PPE required to eliminate the risks, and a comparison with the characteristics of the PPE. Number of units available to each individual assigned the equipment by PPE - PPER 1992 places a duty on every employer in Great Britain to ensure that suitable PPE is provided to 'employees' who may be exposed to a risk to their health or safety while at work once |

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| | <p>company policy decision.</p> | <p>considered part of PPE.</p> <ul style="list-style-type: none"> • Recommend for organisations to have 10% excess BWVs to be available and of working reliability otherwise staff could refuse to work if the BWV was unavailable or not working. Alternatively, as part of policy: if in teams, as a minimum half of the team should be equipped with a BWV. Where teams are separated (i.e., during station searches or whilst on front and rear carriages of the train) then team members must ensure sufficient body worn video coverage for the areas they are operating. • Employers must also provide information, instruction and training for users so that they are aware of the risks it is designed to minimise and the way it should be used. • As part of PPE Regulations, all workers must use the PPE properly following training and instructions. • BWV Activations: an increase in users will increase the need for the administration of the footage. There are requirements under the BWV Policy for auditing and control to ensure compliance with GDPR, as well as requirements for ringfencing and managing footage deletion. • This approach can be applied for higher risk roles e.g. where data has shown there is a higher risk of their role being subject to assault/abuse (hybrid approach). • Ensure battery life and adequate charging facilities are in place for colleagues to be able to use throughout their shift. <p>Changes to employees Terms & Conditions: Making changes to the terms and conditions of an employee's contract can be a sensitive issue and needs to be handled with care.</p> <ul style="list-style-type: none"> • Review the existing employment contract: Before making any changes, review the employee's current contract to ensure that any changes you make are consistent with the existing terms and conditions. • Full Consultation with the employee / Unions: You should discuss any proposed changes with Railway Unions to get their input and to explain the reasons for the proposed changes. This will also give them an opportunity to ask questions and express any concerns they may have. • Provide written notification: Once you have agreed on the proposed changes, provide written notification to the employee. This should outline the specific changes being made and the effective date of the changes. • Obtain agreement: Ask the employee to sign a document acknowledging that they have received the notification and that they agree to the changes. If the employee does not agree to the changes, you may need to negotiate or consider alternative options. • Update the contract: Once the employee has agreed to the changes, update their employment contract to reflect the new terms and conditions and communicate changes to all relevant parties. <p>It's important to note that any changes to an employee's contract should be made in accordance with relevant laws and regulations, and you should seek legal advice if necessary.</p> <p>Pros:</p> <ul style="list-style-type: none"> • Research (2019) has shown wearing a BWV can reduce the likelihood of staff assault, with more employees wearing BWV as part of their PPE, we will likely see a higher reduction in staff assaults overall. |
|--|---------------------------------|--|

| | | |
|---|---|---|
| | | <ul style="list-style-type: none"> • Increased accountability: When workers are mandated to wear BWV cameras, they may be more likely to adhere to professional standards and best practices. • Improved investigations: with more colleagues capturing footage of an incident, this will provide valuable video evidence that can be used in investigations and legal proceedings against an offender. <p>Cons:</p> <ul style="list-style-type: none"> • Cost of increasing units: To compile with regulations, organisations where necessary, will need to increase the number of BWV available to each individual assigned the equipment, ensuring there are enough for staff to carry out their work. • PPE could cause more reluctance to wear them as they are seemingly 'forced to wear it', but the users could choose not to activate them. (unless there is a requirement for them to use it at certain and reasonable interactions outlined within policy). This could lead to more avenues of conflict between staff and managers if BWVs are not worn. • Impact on trust: If roll out is not carefully considered, requiring body worn video cameras can have unintended consequences, such as negatively impacting the trust of staff. Some individuals may feel uncomfortable by the presence of cameras, which could undermine relationships. • Battery life / not complying with regulation: If the technology is not charged or not suitable for use, employees may decline to work since they will not have functional PPE, unless there are other methods in place that have been appropriately managed and are equally or more efficient in mitigating the risk. |
| <p>Part of essential kit / Risk assessment</p> | <ul style="list-style-type: none"> • Part of <u>essential equipment</u>. • Risk assessment of roles and activity. | <ul style="list-style-type: none"> • Ensure that all people using, supervising or managing the use of the equipment are provided with adequate, clear instructions on use. • Employees are expected for the equipment to be worn at all times <u>where available</u>. • Part of wider considerations eg training / contacting police etc. • Applied in roles where a degree of confrontation is likely and interaction with passengers is common. • Applied in areas (e.g., specific stations or areas of a station, specific train routes and/or routes times/days where the data has shown the risk of a staff member being assaulted/abused is high(er). • Non-compliance should be dealt with under learning and understanding, post incident review, BTP help and additional training where required. <p>Pros:</p> <ul style="list-style-type: none"> • Staff buy-in: colleagues could be more likely to comply with essential equipment approach, than mandating via PPE due to the abrupt message mandating can have. • Potential cost savings: by making body worn video cameras part of essential equipment, rather than PPE, organisations can potentially save money on equipment purchases and maintenance costs by sharing of units. However, sometimes personal issue cameras allow better and easier evidence management. The equipment tends to be better taken care of if it is personal issue and reduces the opportunity to not take one. <p>Cons:</p> <ul style="list-style-type: none"> • Staff may perceive it as an additional burden or requirement. • Some staff may be uncomfortable with the idea of being recorded, which could affect their morale and job satisfaction. |

| | | |
|-------------------------|--|---|
| | | <ul style="list-style-type: none"> • Effectiveness in reducing workplace violence and aggression may not be guaranteed, and other measures will also be needed to manage risk, such as up to date training on the use. • Logistical challenges associated with implementing a body worn video camera program, such as ensuring that all staff receive adequate training and support, managing equipment maintenance and repairs, and ensuring that video footage is stored securely and can be accessed when needed. |
| <p>Voluntary</p> | <ul style="list-style-type: none"> • Encourage use via awareness comms and case studies. Encouraging roles to assess their need and risk for BWV. | <ul style="list-style-type: none"> • Applied to all other customer facing roles that do not fall into the above categories, or overall approach, depending on BWV availability. • Staff still need adequate and robust training, along with a clear and functional BWV policy. <p>Pros:</p> <ul style="list-style-type: none"> • Empowerment: Voluntary use of BWV cameras can help staff feel more empowered to use them, as they have the freedom to choose when and how to use them. This can lead to increased adoption rates and more effective use of the cameras. • Trust: Allowing colleagues the decision to wear a body worn video or not. When managers choose to wear BWV cameras voluntarily, this can demonstrate a commitment to transparency, accountability, and fairness. This can help build trust between managers and employees, as well as with the public. • Flexibility: Voluntary use of BWV cameras can provide flexibility for staff who may not need or want to wear them all the time. For example, staff may choose to wear them in high-risk situations but not during routine tasks. <p>Cons:</p> <ul style="list-style-type: none"> • Safety concerns: If voluntary use of BWV cameras is not accompanied by other measures to keep staff safe, there is a risk that staff could be put in danger if they choose not to wear the cameras. This could lead to an increased number of workplace violence and aggression incidents. • Legal compliance: There is a risk of failing to comply with the duty of care under the Health and Safety at Work Act if other measures are not introduced to keep staff safe. For example, conflict avoidance training should be provided to staff as part of a wider strategy to manage risk. • Inconsistent usage: Voluntary use of BWV cameras may lead to inconsistent usage across the organisation. Some staff may choose not to wear them, which could lead to gaps in coverage or inconsistent enforcement of policies. |

4.2 The difference between PPE and essential kit:

The difference between making BWV a mandatory component of Personal Protective Equipment (PPE) and making it part of safety essential for certain roles lies in the purpose of the respective requirements.

When BWV is made mandatory as a component of PPE, it is treated as equipment that is required to be worn by all individuals in specific job roles to protect them from physical harm or violence. If BWV is considered to be a critical component of the PPE

it may be mandated to workers who face a high risk of physical harm, such as REO’s, station, gateline or security personnel. PPE is defined in the PPER 1992 as ‘all equipment (including clothing affording protection against the weather) which is intended to be worn or held by a person at work and which protects the person against one or more risks to that person’s health or safety, and any addition or accessory designed to meet that objective’.

When BWV is made part of essential kit for certain roles, it is treated as a tool that helps individuals to manage and mitigate risks that they may face in their roles. In this context, BWV may be recommended for certain job roles, but not necessarily as a component of PPE. For example, on board crew may be required to carry BWV to manage unruly passengers or to provide evidence in case of legal disputes, but it may not be considered a mandatory component of their PPE ensemble (wear when available to you).

Overall, the decision to make BWV mandatory as a component of PPE or to make it part of essential kit depends on the specific safety risks and requirements of the job role in question. Each organisation will have tailored arrangements within their terms and conditions with their workforce, it is necessary therefore to review and consider the current landscape of your organisation in terms of the desired outcome from implementation of BWV.

The BWV should be used in accordance with the following National Legislation and Guidance:

| | | | |
|------------------------------------|---------------------------------|--|---|
| General Data Protection Regulation | Human Rights Act 1998 | Protection of Freedoms Act 2012 | Surveillance Camera Commissioners Codes of Practice |
| Data protection Act 2018 | Freedom of Information Act 2000 | Information Commissioners CCTV Codes of Practice | British Standards BS 8593:2017 |

4.3 Roles that are recommended to have access to a BWV

All customer facing roles where there is a close interaction with members of the public should have access to BWV daily when carrying out their duties. BWV does not replace existing training and core de-escalation skills but acts as an aid to help de-escalate a potential violence situation and to capture video and sound of an interaction.

It is recommended that further consideration/assessment for giving access to BWV for the following:

- Any role which requires Lone Working.
- Public-facing roles: Employees who interact frequently with members of the public, such as REO’s, security personnel, or customer service representatives, are more likely to encounter situations where the use of body worn video is necessary.
- Roles which involve crime prevention or detention.
- Roles which involve safeguarding.

- Roles, including managers, who are required on-call or to partake on event days.
- Other non-public-facing roles who might encounter violence, such as Drivers, Catering staff and Cleaners.

It is important for agency staff, such as private security to adhere to the guidance and agree a robust process for sharing required footage with the British Transport Police (BTP) if they use their own body-worn cameras.

Key factors to consider when assessing which roles in an organisation should have access to BWV:

- Risk of violence: Employees who work in high-risk environments, such as gate line, may face a higher risk of violence, making body worn video technology a key tool to enhance their safety.
- Regulatory requirements: Some organisations may have regulatory requirements that mandate the use of body worn video technology in certain roles.
- Incident history: Reviewing incident reports can help identify roles that have historically been associated with a higher risk of incidents that could benefit from the use of body worn video technology.

By assessing which roles are at high risk, companies can prioritise the deployment of body worn video technology to those roles where it is most needed, maximising the benefits of the technology while minimising the impact on employees who need it most.

5 Recommendations to increasing usage

As part of the best practice identified during the project, below are the main recommendations, regardless of the approach, to increase adoption:

a. Have a dedicated and robust policy for the use of BWV

All rail organisations that use BWV should have clearly documented and readily available policy on the storage, access and control of BWV footage. This ensures that the privacy of individuals captured on the video is protected, and that the data collected is stored securely and in compliance with relevant laws and regulations.. For further information on points for assessment when creating or reviewing your policy, please refer to the national [Body Worn Video Use Guidance Note](#). The involvement of frontline colleagues when creating a new or refreshing policy is important to ensure measures are fit for purpose, as well as building the awareness of why and how BWV is being used helps to minimise myths and barriers.

b. Training

All staff who are identified as BWV wearers and their line managers, should receive training prior to commencing using BWV equipment. Further detail of training, please refer to the national [Body Worn Video Use Guidance Note](#).

It should include why your organisation is implementing BWVs, the safety benefits and acceptable reasons for activation helps to keep our colleagues safe, and crucially they should be informed of the policy so that their fears can be allayed of any misuse of footage or that they will be spied upon.

For greater cultural change it is imperative that BWV is used as part of new starter training and conflict resolution courses, where practical demonstration BWV should take place.

Key Messages to promote about the BWV should include:

- They can be used to deter workplace violence, and reduce the likelihood of a staff assault by up to 50% ([University of Cambridge, 2019](#)).
- They capture evidence of any incidents, supports staff in justice outcomes and provide employers with an efficient way to maintain staff safety.
- BWV can also help reduce the amount of time spent investigating workplace incidents, and provide a better understanding of the circumstances surrounding an incident.
- Less staff assaults resulting in a potential decrease in sick time taken by work-related violence injuries and wellbeing needs.
- Increase in staff confidence, by equipping colleagues with technology to keep them safe.
- Improved customer and staff behaviour. BWV in general improves the behaviour of everyone involved in a situation. This results in less opportunities for aggression to take place.
- More than 80% believe body-worn cameras protect members of staff against false allegations of misconduct; nearly 60% report that BWV makes them feel safe.
- Your own organisation success rates and real examples of where the technology has helped front-line staff.
- If you have positive take up, to include the stats on usage and activations.
- Detail the stats of work related violence that occurs and why it is important to use BWV.

C. Awareness material available for industry

The project has produced awareness materials in the form of an industry video, social media clips and a digital flyer to raise awareness of the benefits of BWV and addressing core concerns and myths. The main 5-minute video is designed to be embedded into existing training, followed by social media clips and the flyer to bring wider organisation recognition to why staff wear BWV. They are recommended to be used as part of training.

We encourage public awareness messaging to inform customers that BWV is used on the rail network and their rights to any GDPR concerns.

For a copy of the communication material, please contact the [RDG Policing & Security Team](#).

d. The voice of frontline colleagues

Bespoke engagement sessions throughout 2022/23 found that there are three core barriers for staff using BWV:

- **Wearability**, how easy it is to wear the technology, is the BWV uncomfortable or sits correctly to ensure maximum footage is captured. One TOC overcame this issue by trial various bags with staff so that they could have a product that could comfortably have the BWV attached. Others have purchase new uniform with dedicated slots for BWVs or have different attachment methods e.g. clips/lanyards.
- **Culture**, do colleagues feel they are supported by management when reporting an incident of work-related violence, are there internal pressure by other colleagues or the wearer themselves, that they do not want their behaviour to be recorded out of fear of being disciplined, do colleagues have concerns around privacy and access to the footage. Is there a culture of mistrust between staff and managers. What is your local-relationship with the rail unions. Consider if there are any contractual agreements that require additional payment for using BWV.
- **Technological issues**, how easy is the technology itself to use, are colleagues provided with enough training and knowledge of how and when to use BWV correctly. Is the technology difficult to navigate in terms of recording, signing in, docking, uploading data or does it not hold a charge long enough for a shift. For most TOCs this has meant having to upgrade BWVs to brand new units.

It is important for organisations to understand which of these barriers are impacting uptake and actively address these to ensure staff are confident in using the technology. Organisation Workplace Steering Groups should be utilised to gather such feedback and work to create a further action plan to address concerns in partnership with the bespoke engagement sessions findings by the project (conducted in 2022/23).

e. To demonstrate senior leadership support

TOCs that have achieved greater success in implementing body worn video (BWV) typically have senior leadership who are supportive of BWV and encourage other managers to promote their use. This may involve actions such as communicating with front-line staff, wearing BWV when interacting with staff, discussing BWV policies and procedures, and demonstrating that policy violations by managers will not be tolerated.

f. Engage with local union representatives

Engaging with local union representatives is important for promoting the adoption of BWV in an organisation. It involves sharing information about the benefits of BWV, involving them in the development of policies and procedures, and incorporating their input. This can build support for BWV and create a culture of safety and security.

g. Campaigns to wear BWVs at particular times

Encouraging the use within departments with low uptake could involve campaigns aimed at promoting their use during certain times of the day, for example evening shifts, to increase staff familiarity and comfort with wearing the equipment.

h. Measuring the usage of BWV in your organisation

To effectively monitor and understand the usage of the uptake within an organisation, it is important to utilise the reporting tools provided with the equipment. These tools can provide valuable data on the number of BWV units that are undocked each day, as well as other metrics such as location and shift.

However, simply tracking the number of undocked units may not provide a complete picture of BWV usage across the company. It is equally important to track the number of activations, which refers to the number of times that the equipment is being used. This can provide a more accurate measure of how frequently staff are utilising BWV in their day-to-day work.

i. Deployment strategy

Develop a clear strategy for deploying the technology, including how it will be integrated with your other systems, who will be responsible for managing and maintaining the equipment, and how the data will be analysed and used. For Industry examples, please contact the [Policing & Security Team](#) at RDG.

j. BWVs to locations that are likely to use them more

In some instances where anticipated take up has not been realised, it can best to re-deploy the units to another part of the business where there will be greater demand or higher risk. This is particularly true if the organisation has a limit of BWVs available.

6 Longer term savings

Body-worn video offers numerous benefits, by recording incidents it provides valuable evidence that can be used to defend against false or exaggerated claims, reducing the likelihood and cost of legal claims. It can help create a safer and more accountable work environment, improving overall safety culture and resulting in long-term cost savings due to reduced accidents and injuries. Additionally, employees who feel safer and more secure may be more productive and less likely to take time off due to stress or injury, leading to improved productivity and cost savings.

6.1 Longer term savings

- **Fewer legal claims:** By capturing incidents on video, body worn video technology can provide valuable evidence that can help defend against false or exaggerated claims, reducing the likelihood and cost of legal claims.

- Improved safety culture: The use of body worn video technology can help create a safer and more accountable work environment, reducing the likelihood of incidents and improving overall safety culture, which can result in long-term cost savings due to reduced accidents and injuries.
- Improved productivity: Employees who feel safer and more secure may be more productive and less likely to take time off due to stress or injury, resulting in improved productivity and cost savings.

7 Summary

The future of body-worn video is promising, as this technology has become increasingly important across industries, including Law Enforcement, Healthcare, Fire and Rescue Services and the Rail industry. With the advancements in technology, body-worn cameras are becoming smaller and lightweight. This means that they will be more comfortable to wear and able to record high-quality video and audio for longer periods of time. Overall, we can expect to see continued innovation and adoption of this technology in various fields in the years to come.

In addition to the advancements in technology, there are several recommendations for the future of body-worn video, to ensure that appropriate policies and guidelines are in place to govern the use of this technology.

It is particularly important for organisations to consider how they are going to further embed adoption of this technology. This includes determining which personnel are required to wear cameras, what types of situations require the use of a camera, and how footage will be reviewed and analysed. By addressing these issues, the future of body worn video can continue to evolve in a positive and responsible manner.

8 References

1. RDG National Guidance, Technical Requirements, 2022

[<https://www.raildeliverygroup.com/our-services/cop-guidance.html#New-Technology>]

This document outlines the national guidelines and policies for the use of body worn video (BWV) in the workplace. It includes information on the benefits of BWV, how to implement it in an organisation, and best practices for its use.

2. Cambridge Report, 2019

[<https://journals.sagepub.com/doi/full/10.1177/0734016818814889>]

This report, produced by researchers at Cambridge University, investigated the use of BWV on railways and provided valuable data on its effectiveness in reducing the chances of assault. It was a key reference for the adoption of BWV in the industry.

3. Cambridge Report, 2023

[To be Published December 2023]

This report, produced by researchers at Cambridge University, evaluates the enduring effects of BWV on the UK Rail Industry and delves into the perspectives of frontline workers.

4. Comms Resources, Videos and Social Clips, 2022

[<https://vimeo.com/774246041/2e91c463f1>]

These resources include videos and clips that showcase the benefits of BWV and its use in various industries. They can be used to promote awareness and support for the adoption of BWV, as well as to train staff on its proper use and best practices. For further comms material, contact the [Policing & Security Team](#) at RDG.

5. Further Information, Regulations & GDPR

- **Personal protective equipment (PPE) at work regulations from 6 April 2022**
[<https://www.hse.gov.uk/ppe/ppe-regulations-2022.htm>]
- **Obligations of manufacturers: Regulation 2016/425 and the Personal Protective Equipment (Enforcement) Regulations 2018: Great Britain**
[<https://www.gov.uk/government/publications/personal-protective-equipment-enforcement-regulations-2018/regulation-2016425-and-the-personal-protective-equipment-enforcement-regulations-2018-great-britain>]
- **Information Commissioners Body Worn Video**
[<https://ico.org.uk/for-organisations/guide-to-data-protection/key-dp-themes/guidance-on-video-surveillance-including-cctv/additional-considerations-for-technologies-other-than-cctv/#bwv>]
- **Surveillance Camera Code of Practice**
[<https://www.gov.uk/government/publications/update-to-surveillance-camera-code>]