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# Welsh Ambulance Services Blue Light Hub Gaming App

**Meet Jack and Kim, our Welsh Ambulance Service mascots, in our free Blue Light Hub app.**

Play exciting games to learn about calling 999 and sending ambulances to help people.

**The better you do, the more rewards you can win!**

- > Expert approved
- > Hwb accredited
- > 4.5 star rating
- > Age 7–12

Scan the QR to download now

**AMBIWLANS**

Fiona Maclean

Patient Experience & Community Involvement Manager



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# Strategic Drivers

**Comisiynydd Plant Cymru**  
Children's Commissioner for Wales  
Listens. Supports. Speaks up.

Hello, my name is Rocío Cifuentes and I'll be the Children's Commissioner for Wales from April 2022 until April 2029.  
It's my job to:  
Support you to find out about your rights.  
Listen to what's important to you.  
Advise you, and those who care for you, if you think you've been treated unfairly.  
Influence others to make sure all children get their rights.  
Speak up for you on important issues.

**KNOW YOUR RIGHTS**

The United Nations Convention on the Rights of the Child, or the UNCR, is a list of rights that all children and young people in Wales and across the world have.

**Article 1:** Everyone under 18 has these rights.

**Article 2:** All children have these rights no matter what. All children should be treated equally.

**Article 3:** Adults should always do what is best for you.

**Article 4:** The Government should make sure that all children and young people get these rights.

**Article 5:** The Government should respect the right of your family to help you know about your rights.

**Article 6:** You have the right to life, to grow up and reach your full potential.

**Article 7:** You have the right to a name and a nationality.

**Article 8:** You have the right to an identity.

**Article 9:** You have the right to live with your parents, if this is what's best for you.

**Article 10:** You have the right to see your family even if they live in a different country.

**Article 11:** You have the right not to be kidnapped or taken out of the country illegally.

**Article 12:** You have the right to be listened to and taken seriously.

**Article 13:** You have the right to find out and share information, and say what you think.

**Article 14:** You have the right to practise your own religion, as long as you're not stopping people from enjoying their rights.

**Article 15:** You have the right to meet with friends and join groups.

**Article 16:** You have the right to privacy.

**Article 17:** You have the right to honest information from the media that you can understand, as long as it's safe.

**Article 18:** You have the right to be brought up by both parents, if possible.

**Article 19:** You have the right to be protected from being hurt or badly treated.

**Article 20:** You have the right to be looked after properly if you can't live with your own family.

**Article 21:** If you can't live with your parents, you have the right to live in the best place for you.

**Article 22:** If you are a refugee, you have the same rights as any other child in the country.

**Article 23:** If you are disabled, you have the right to special care and support so that you can lead a full and independent life.

**Article 24:** You have the right to clean water, healthy food, a clean environment and good healthcare.

**Article 25:** If you're not living with your family, you have the right to a regular check on how you're doing.

**Article 26:** You have the right to support from your family if your family hasn't got enough.

**Article 27:** You have the right to a proper home, clothing, Governments must try to provide this.

**Article 28:** You have the right to an education.

**Article 29:** You have the right to be educated. Education must help you develop to the full.

**Article 30:** You have the right to speak your own language and follow your family's way of life.

**Article 31:** You have the right to relax and play.

**Article 32:** You have the right to be protected from dangerous work.

**Article 33:** You have the right to be protected from drugs, alcohol and tobacco.

**Do you need to talk to us about a problem?**  
Our investigations and Advice service is free and confidential. It's there to help and support children and their families.  
Get in touch to find out how we can help:  
Phone: 0800 801 1000 Email: [advice@childrenscommissioner.wales](mailto:advice@childrenscommissioner.wales)

**A Globally Responsible Wales**

**A Prosperous Wales**

**A Resilient Wales**

**A Healthier Wales**

**A More Equal Wales**

**A Wales of Cohesive Communities**

**A Wales of Vibrant Culture and Thriving Welsh Language**

Rights of the Child in Wales

Well-Being of Future Generations (Wales) Act 2015



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## Educating Future Generations on Responsible 999

### Usage & Emergency Response Protocols

#### Background



Number of  
daily calls  
handled by  
WAST

1800

25% are non-urgent.



999



The Trust teaches **7-11-year-olds** appropriate use of 999 and life-savings skills through face-to-face engagement.

#### Solution

The pandemic prevented direct engagement so in June 2021 we launched



**The Blue Light Hub app** enabling us to continue reaching the audience and deliver essential messages.



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# Blue Light Hub app

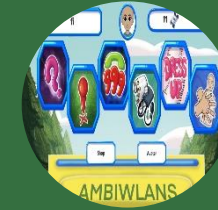




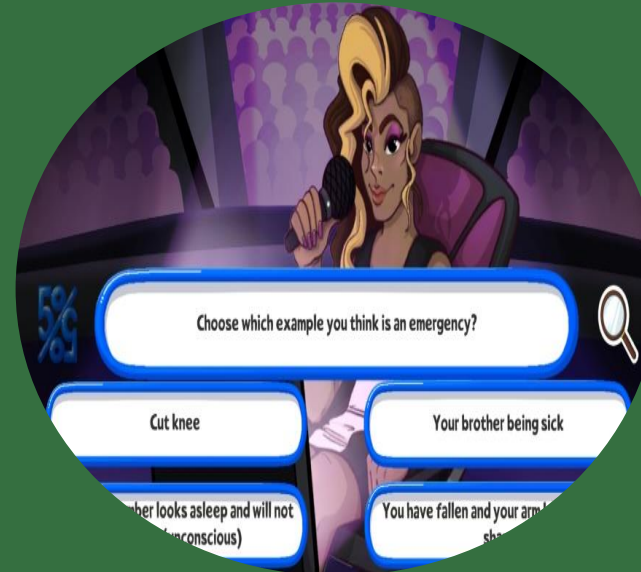


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# Quiz





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# Dispatch



A volunteer of the Welsh Ambulance Service who goes to some types of emergencies in their local area, and helps the patient until an Ambulance arrives





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# 7 Important Checks







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# Dress Up





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# Avator





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### Conclusion

Impact



of app use in 2 weeks significantly improved children's emergency service knowledge.

### Future

Supports continued app development for informed decision making and community resilience.



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# BMJ Open: An evaluation study of the Blue Light Hub app

“When you’re hurt and you need serious help, you call 999.”

Educating children about emergency services and appropriate use of 999.



Diolch yn fawr  
Thank you