

CASE STUDY

Fire Safety Training Williamsburgh Housing Association



Housing H&S Compliance UK Ltd are delighted to have been working with Williamsburgh Housing Association to deliver a bespoke package of fire safety training. Here, our case study shows how we have worked together with the association to tailor a training solution that meets their exact needs.

Training for Fire Wardens

Williamsburgh Housing Association first approached Housing H&S Compliance UK Ltd in December 2022 to discuss the possible delivery of fire warden training for a number of their staff who held roles that ensured the safety of staff when working in the office, including during fire evacuation scenarios.

After careful liaison with our fire safety trainer, Ian Robertson, we identified that our 'IFSM Accredited Introduction to Fire Safety & Fire Warden Duties (Scotland)' would fit the bill perfectly.

The half day training session, which provides a wide range of information to raise awareness of fire safety, including the causes of fire in the workplace, the types and uses for fire extinguishers and how to respond to a fire, sets out the key duties of fire wardens within the workplace and looks at human behaviour and how this affects evacuations and employee safety.



Fantastic feedback was received, including:
'very engaging, interesting content and very well presented'

The training was delivered on-site at the Williamsburgh offices by **Ian Robertson, our fire safety specialist and trainer for Scotland** and was attended by 14 of the association's staff.



The HHSC Learning Hub is the dedicated website for training-related services provided by Housing H&S Compliance UK Ltd, one of the leading specialist health and safety consultancy and training companies providing UK-wide safety and tenant/resident safety services.

We are becoming increasingly well known for delivering top quality, professional training and our feedback and testimonials really do speak for themselves. Our trainers are hand-picked for their subject-matter knowledge and experience as well as their understanding from working in, or with, social housing providers.

Pop over to our website to see our training and testimonials: www.hhsc-learning.com

E-learning: Fire Safety Basics

As part of their commitment to training, Williamsburgh Housing Association also wished to roll out fire safety awareness training to all of their employees; this was required to be easily accessible and contain relevant, sector-focused content. Our fire safety basics e-learning courses are available for England/Wales and for Scotland and ensure that the legislation, statistics and other key information is bang up to date. We worked alongside **Lisa Reynolds, Head of Property Services** at Williamsburgh Housing Association to ensure that the course was suitable for the needs of staff within the organisation.

Because we are able to write our own e-learning courses with an innovative 'authoring tool' we were able to make the course bespoke to WHA and include information relevant to them – we even added their own logo and a welcome slide for staff to see when they logged on!

The course is really easy for delegates to access, with a dedicated link and the ability to set their own password, they can save the course and return to it later if they wish. Interactive with 'mini quizzes' all the way through, the course tests what they have learned through a short assessment at the end which requires an 80% pass rate; once completed learners can download their own certificate.

As part of the e-learning delivery, we kept Lisa up to date with the progress of all of the learners. Our dedicated business support associate, Louise, was able to generate a two-weekly report for easy oversight of those who had completed the learning, their pass rate results and identification of those staff who had yet to start/complete the training. We also provided certificates for the association's record-keeping.

Here's what Lisa Reynolds, Head of Property Services had to say about the e-learning course and the overall experience of working with Housing H&S Compliance to deliver two very different ways of learning for the Williamsburgh Housing Association staff:

I had previously engaged with the Housing H&S Compliance Team in the sector and also recently worked with Ian Robertson who carried out a Fire Risk Assessment on the office building. Being aware of the extent of the knowledge in the Housing H&S Compliance Team, we approached them with confidence they could advise appropriate levels and content for Fire Warden/Fire Safety Training. This resulted in the combination of Ian delivering Fire Warden training and the whole Staff group undertaking Fire Safety E-learning training.

The Staff group found the training for Fire Wardens really engaging, with discussion and questions being encouraged in both sessions. The E-learning course was completed by all Staff, and has raised awareness of hazards in the workplace, contributing to a more positive H&S culture. Training led to internal actions including updated evacuation processes being developed and communicated and we are now more confident Staff have a raised awareness of the risk and potential consequences of fire.

The Fire Safety Training module is now part of our Induction pack for new Staff members and will also now be carried out by all Staff as part of our annual H&S training schedule.

We are already working with the Housing H&S Compliance Team on the area of damp and mould awareness, aiming to add bespoke areas to the existing course and roll out to all Staff in the Autumn.

Going forward, we look forward to continuing to work with the team, having also joined the Social Housing Safety Network Scotland.