

# Case Study:

# Hackney

## From Compliance to Confidence

### Client

Hackney Council – serving **280,000 residents** with **3,546 staff**.

### Mission

Make Hackney “a place for everyone” where residents can lead healthy, successful lives.

### Challenge

The Council wanted to go **beyond compliance** – giving staff the confidence to deliver essential life-saving skills and ensuring they could respond effectively in emergencies.

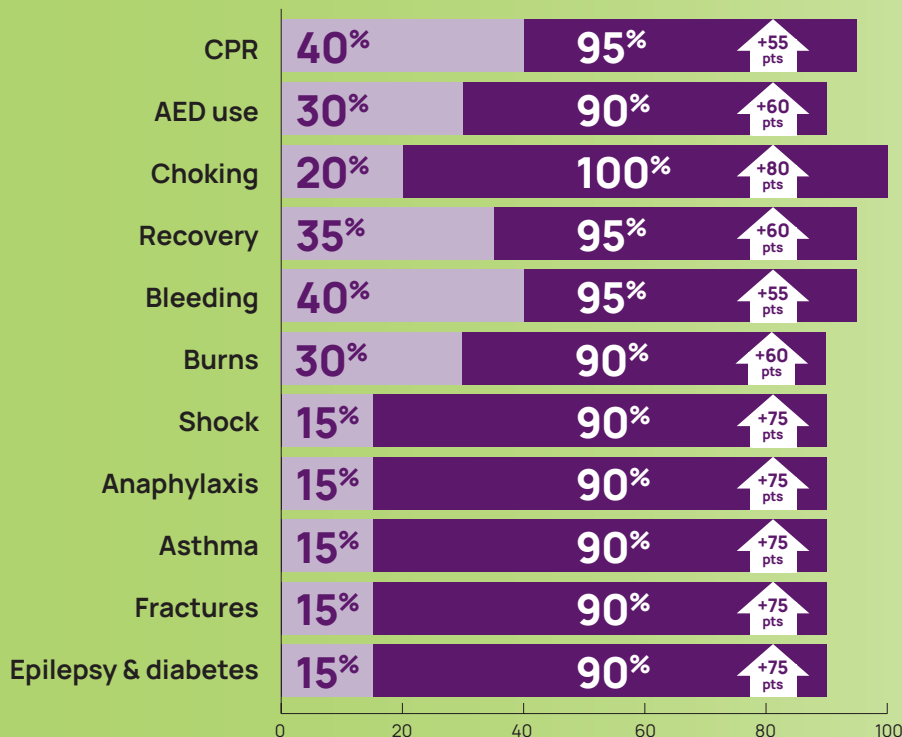
### Solution

- Programme: First Aid at Work – QNUK Level 3 Award (RQF, 3 days in person)
- Training style: Hands-on, engaging, rolling programme across departments

“ This training has given me the confidence to stay calm and take action in an emergency. ”  
- Aisha



## Results – Confidence Before vs After



After 3 days, 9 in 10 staff were confident in every life-saving skill.

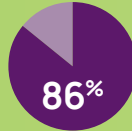
## Impact



### Safer workplaces



+40% rise in safety perception



86% feel “much safer” or “significantly safer”

“ Confidence to deal in a time when you will panic. ”  
- Samuel

### Trainer delivery



Excellent (29% Very good)



Engaging, relevant sessions

“ Excellent – made the training enjoyable, memorable, and relevant. ”  
- Fatima

### Advocacy & Value



passed



said relevant



would recommend

“ Even if you’re unlikely to ever use it, the one time you need it a life could be saved. ”  
- James

“ Practical life skills I can take throughout my life. ”  
- Maria

## Conclusion

In just 3 days Hackney achieved:



Up to 80pts confidence increases across all skills



Up to 100pts confidence levels post-training



A safer, more prepared workforce serving the community

Hackney Council continues to embed a culture of safety, confidence, and care – living its values of being **Inclusive, Proactive, and Proud.**