

# Meet the team

Sian Betts



**UKHSE**  
TRAINING & CONSULTANCY  
PART OF THE OUTSET GROUP

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## What do you do at UKHSE and how do you support our clients?

The initial plan when I started to work for UKHSE, was that I could help develop training courses and services for the health and social care sector especially with local authorities, which is still a significant part of my role.

As part of the UKHSE team, I support our in-house advisers and external clients with their health and safety training and advice. Our aim being to assist companies with their moral, company and legal compliancy requirements.

Obviously as part of my role, there is that small print, "...and anything else you are asked to do!"



## Give us a brief timeline of your career so far

After leaving school, I spent 20 years working in health and social care environments, with service-user groups from young-persons to older-persons with various impairments and disabilities, eventually managing care units for people with learning disabilities.

After delivering in-house training as part of my roles, I thought that I could maybe do that full-time, so then moved to an adult education college and become a lecturer, eventually managing a business development-training department. After 10 years and being made redundant, I then came to work for UKHSE and the rest is history!

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## What has been your biggest challenge in your role?

That companies tend to put a low importance on aspects such as training when making budget decisions. Similarly, that they do not have time (or sometimes interest) in aspects relating to documentation and reviewing procedures.

It's generally when things go wrong that companies look to these aspects. They don't see that these things are money saving in the long run.

## What do you enjoy most about your job?

I enjoy the delivering training aspect of my role the most, especially when the candidates appear to have gained knowledge or ideas. It's great getting feedback of "that's the best training course I've ever been on!". Also, I'm always learning and it's great when I gain some extra information from the discussions on a course.

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## What do you think sets the Outset Group apart?

That there is a plethora (posh word alert) of knowledge and experience within the company. Also that most people who work here are so damn happy and chirpy!

## When you were young, what did you want to be when you grew up?

When I was about 6 years old, I wanted to be the Six Million Dollar Man (had a few accidents but never got the bionic parts). When I was about 12 years old, I wanted to be a soldier (long story – military boarding school). When I was about 16 years old, I wanted to be a film director (but as my father was disabled and I did not mind a caring role, I went to college and followed a health & care career). Now my ambition is to wake up each morning!



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## What do you wish someone had told you when you started out? Or what piece of advice were you given early on that has stuck with you?

There are the cliché sayings that have stayed with me:

“don’t ask anyone to do anything you wouldn’t do yourself”

“treat others how you would want to be treated yourself”

“if you never do more than your paid for, your never be paid for more than you do”

“an apple a day keeps anyone away, if you throw it hard enough”

But I also wish that someone had told me to cut the “blue wire” and not the “red wire”.

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## Who inspires you most and why?

Humble, honest people who think about others more than they do themselves. The amount of negativity and anger towards others that I see most days, gets me down.

I recently saw an interview with Darryn Frost who disabled the terrorist who was armed with knives (and initially presumed bomb) on London Bridge last year. Not only how he chased him with a narwhal tusk! but how he had no hate for Usman Khan afterwards and was so positive about everyone understanding each other.

He was even protecting the terrorist, who had just killed two people, from members of the public who were kicking Khan in the head when he was on the floor. If only there were more people like that, but I do not know what I would do.

## What do you enjoy doing when you are not working?

Films. I generally watch at least one every day and read books/magazines on the subject. I strive to be knowledgeable enough to be able to bore everyone on the subject (as well as 80's music).



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## What piece of advice would you give someone in business?

It is always important to have a plan, but that plan will probably need to change; adaptability is a key. Also, a company is only as good as its employees, choose wisely and look after them.

## And finally... What is one thing you've learnt during lockdown?

That paint really does dry slowly when you watch it, whereas grass grows quickly when you watch it.



**Sian Betts**

Health & Safety Consultant

[Sian.betts@ukhsetraining.co.uk](mailto:Sian.betts@ukhsetraining.co.uk)

Scan the QR code below to save Sian's contact details

