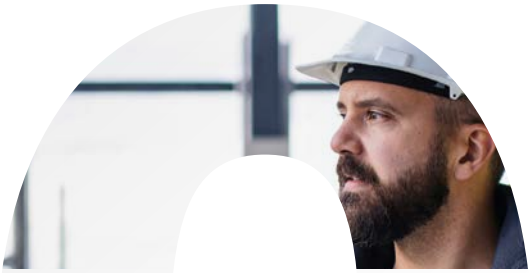
Lighthouse
The Construction Industry Charity
CLUB

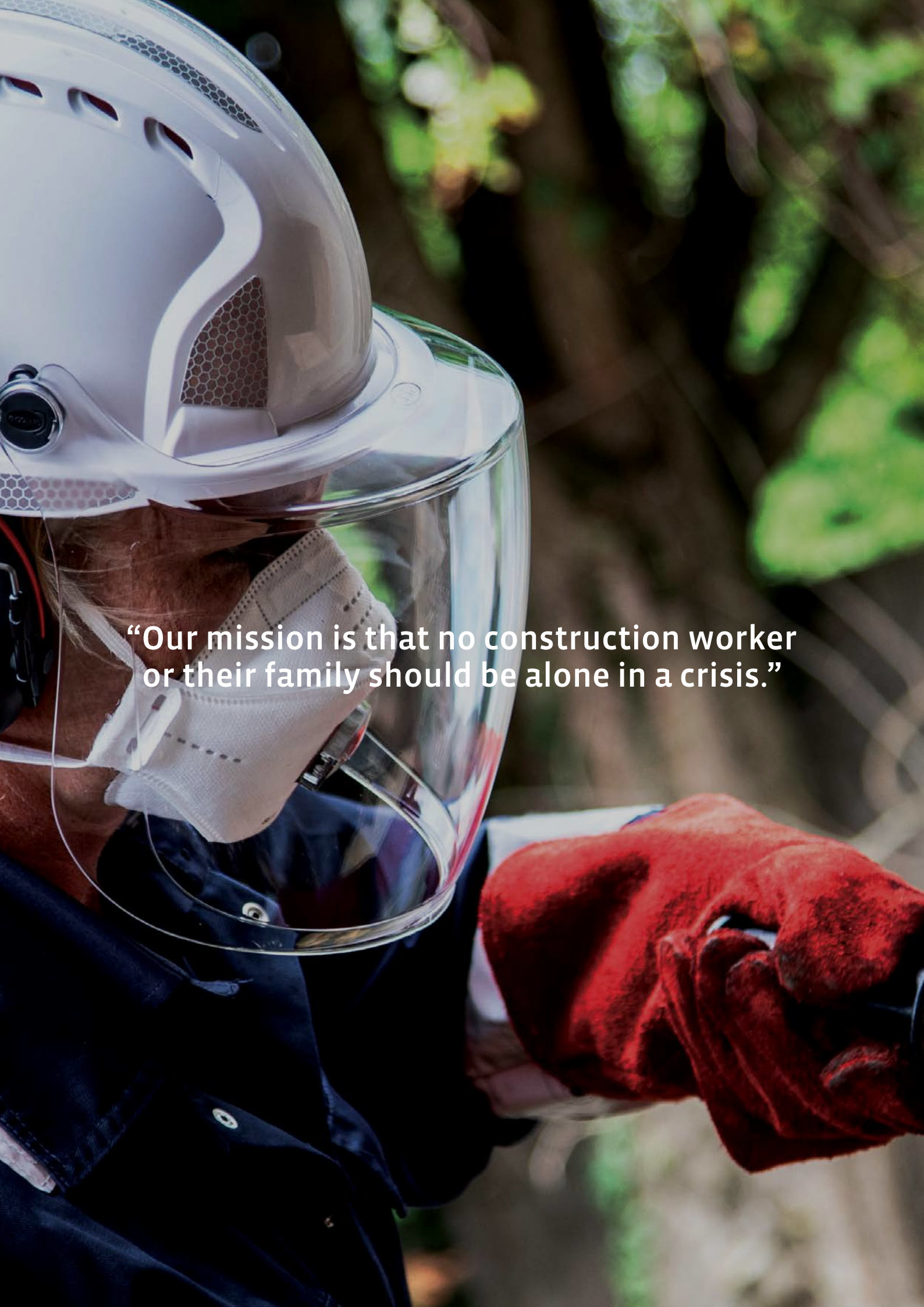


Impact Report




Shining brighter, reaching further


“Our mission is that no construction worker
or their family should be alone in a crisis.”

An Introduction from our Joint Chair of Trustees

Dear supporter,

Welcome to our Impact Report for 2020, our annual opportunity to update you on the impact we are making as a charity, who we've helped and how we spend your donations. This year our report also details the social value of our charitable services and how the work we do impacts on society as a whole.

None of us could ever have predicted the impact that the pandemic would have on us as a charity and the construction community we support. But despite all the challenges we faced and in a year that saw three national lockdowns, we are proud to say that we were able to provide a lifeline to 2264 families in crisis.

The number of calls to our 24/7 helpline that needed multiple interventions due to their complexity increased by 70%. These cases were managed by our professional caseworkers, who provide an expert single point of contact and pull together all the resources and support available for our beneficiaries. They leveraged an amazing £564,000 from 3rd party sources including benefit entitlements before releasing our charitable grants. This has enabled us to deliver more support, to a higher quality and at a lower cost per case.

Our ability to fundraise through events stopped overnight in March 2020 and to try and compensate for this shortfall, we launched our Crisis Appeal the following month and a staggering £503,799 was raised. Whilst we never normally receive public funding, last year's extenuating circumstances saw us receive £100,000 from the Barclays Community Relief Programme and £80,000 from the National Lottery Community Fund. Donations to our crisis appeal meant that we were able to increase and extend the support we could offer to those in need.

Working with our innovation partner, COINS, we were also able to develop our Construction Industry Helpline App. This included adding a geo locator to ensure that users can easily access support in their local area. Another new feature was the ability to access unbiased financial information and advice, vital at a time when financial support is so important.

In response to the restrictions on face to face training, we very quickly augmented all of our wellbeing courses so they could be delivered online. We also made them free of charge and over 1500 people attended courses ranging from coping with stress through to resilience and mindfulness.

In addition to this, our CITB funded Mental Health First Aid Instructor Programme was only delayed for a short period whilst the courses were modified for online delivery. A further 49 instructors were trained bringing the total to 213 by the end of 2020. These instructors then delivered courses to over 1,500 Mental Health First Aiders with over 1,400 people receiving Mental Health Awareness training.

One of the highlights of the year was the launch of a dedicated free phone helpline number for the construction community in the Republic of Ireland. With the support of the Construction Industry Federation, we are now reaching our construction colleagues in Ireland ensuring they can access the same support as their counterparts in the UK.

Sadly, recent research commissioned by us with Glasgow Caledonian University showed that suicides in construction were increasing even before the pandemic. In immediate response to these research findings, we are redoubling our efforts and there's more about this later in this report.

We cannot stress enough that the focus has to be on pulling together collectively as an industry and investing in even more pro-active resources. The findings of the research clearly show that we need different interventions for different occupational groups; what might work for office or managerial level staff may not be relevant for site based operatives.

Throughout this report, you will see that our efforts are already having a significant positive impact on our construction community - often a life changing one. All of this work is only possible with your support and generosity, so we would like to extend a huge thank you to each and every one of you that has supported us in various ways. Our work and your support has never been more important.

Joint Chair of Trustees





Edward Naylor

Lyndsey Gallagher

Our Performance and Key Achievements in 2020

Total spent on charitable services

£1,287,818

Construction Industry Helpline

24/7 Helpline supported
2,264 families in crisis.

1,254
complex cases requiring multiple interventions **managed by our case workers.**

£564,000
of financial support leveraged from external sources.

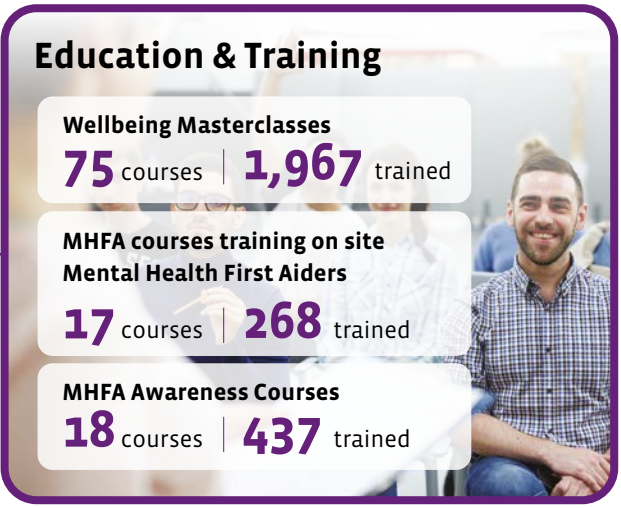
93% of those we helped **would recommend our services** to their colleagues.

152,000
Helpline Cards were **distributed**

689,000
cards are now **in circulation**

Launched
dedicated 24/7 Helpline for Republic of Ireland.

Education & Training



Wellbeing Masterclasses
75 courses | **1,967** trained

MHFA courses training on site
Mental Health First Aiders
17 courses | **268** trained

MHFA Awareness Courses
18 courses | **437** trained

Health and Safety Innovation

£87,000

invested in version 2 of our Construction Industry Helpline App with financial support from our technology partner COINS.



Social Value

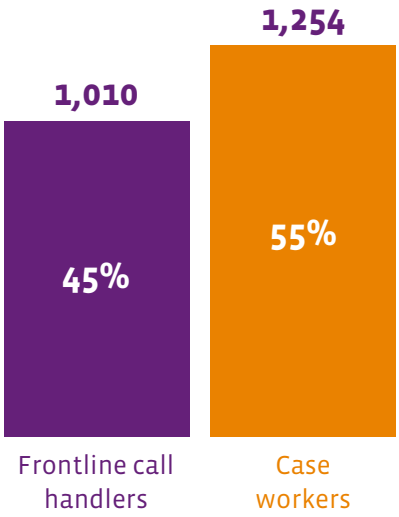
For every £1 Charitable Spend our charity creates £7.48 in Social Value*

*This social value estimation has been carried out against the seven principles of social value reporting developed by Social Value UK and by using the financial proxies provided by the open-source National TOM's (Themes, Outcomes & Measures) framework. This provides a consistent methodology for attributing a financial value to operational activities, including the positive impact our services and resources have on the people we help and support.

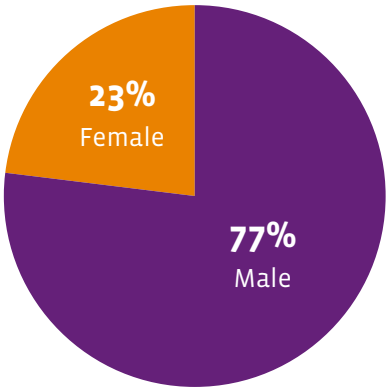
Supporting our Construction Community

Total no of calls from construction families needing support – 2,264

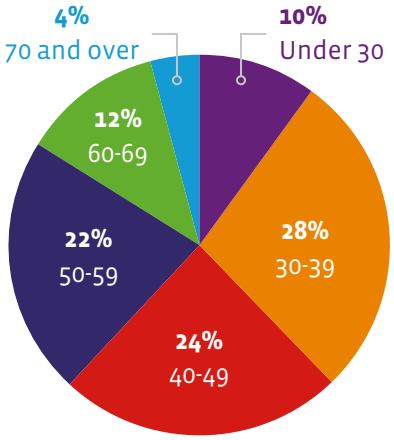
Call Handling



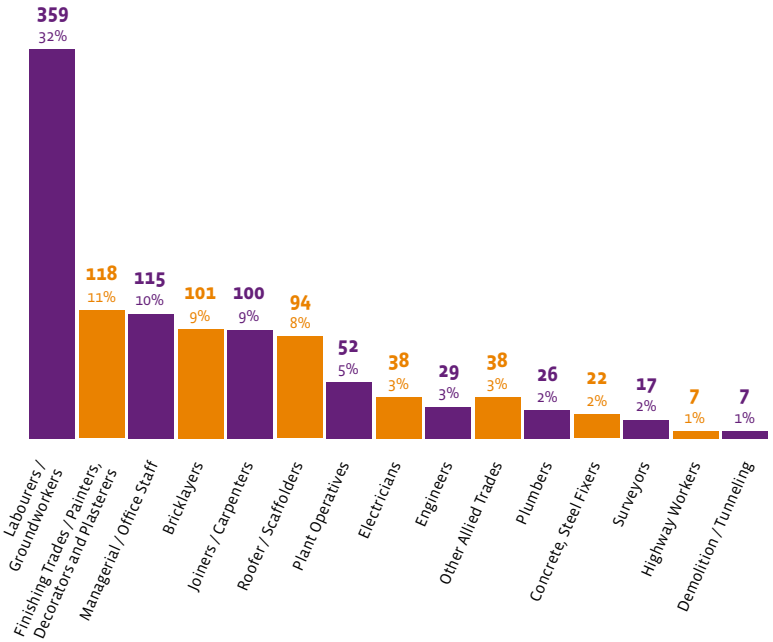
By Gender



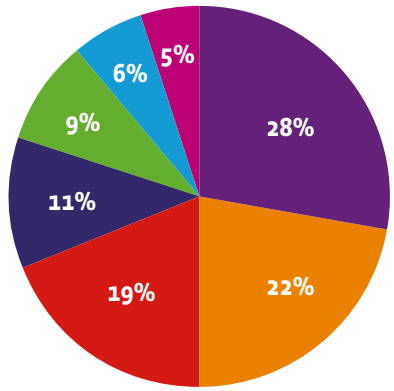
By Age



By Occupation (%)



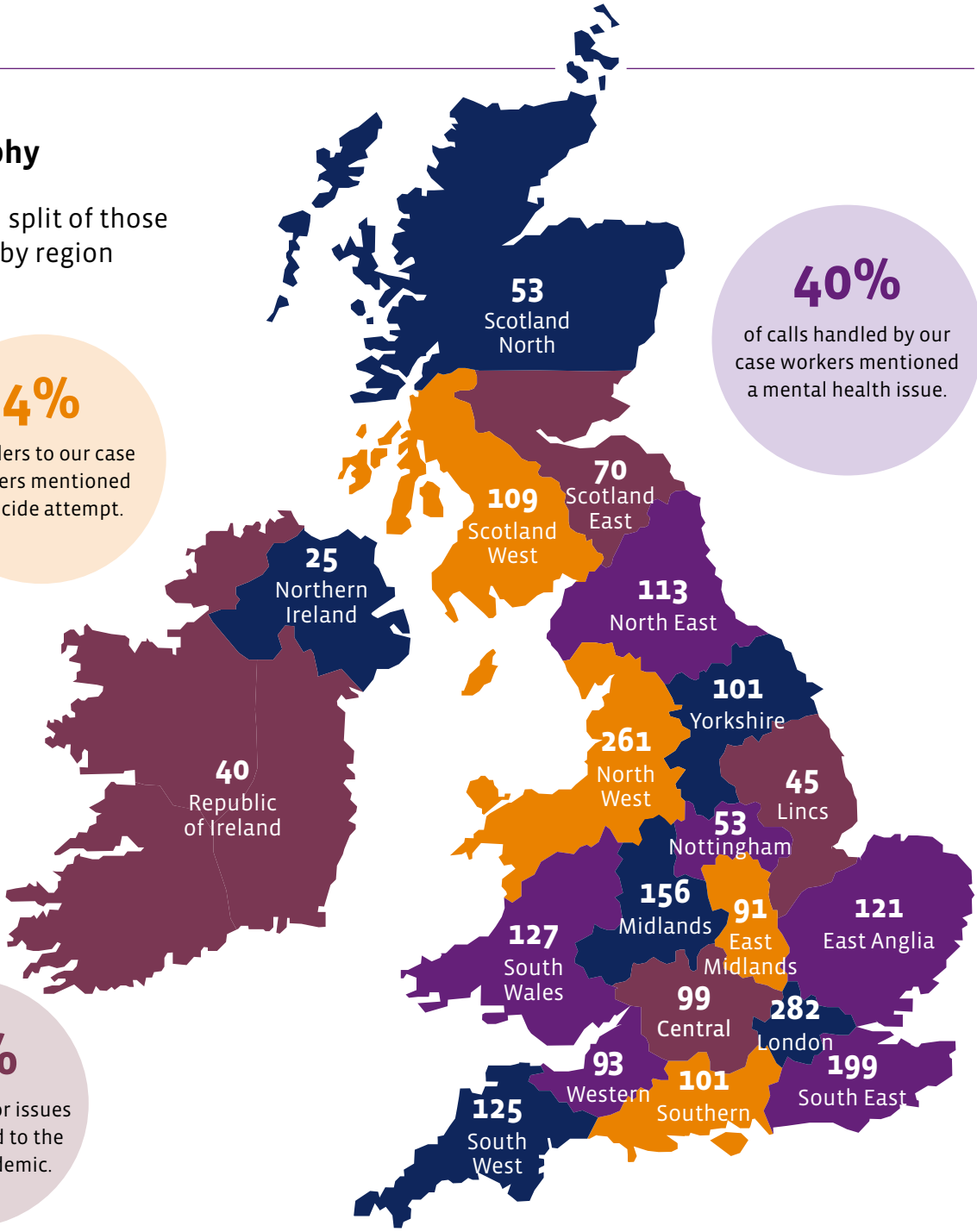
Source of Referral



28% On site posters and helpline cards
22% Turn2Us
19% Employer
11% Citizens Advice
9% Internet Search
6% Local Authority
5% MacMillan

By Geography

Geographical split of those seeking help by region

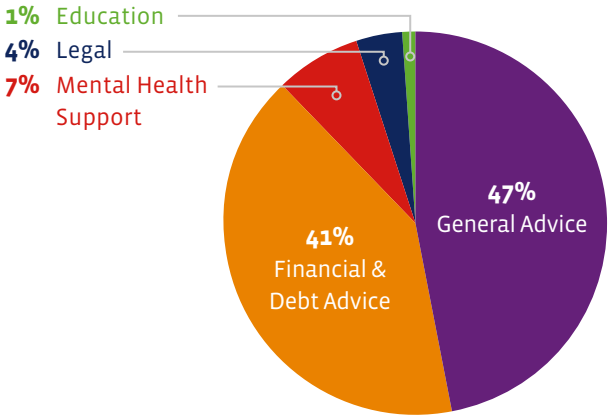


40%
of calls handled by our case workers mentioned a mental health issue.

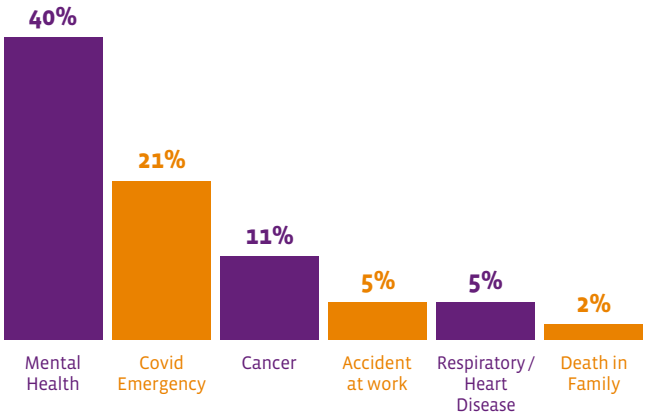
4%
of callers to our case workers mentioned a suicide attempt.

21%
of cases were for issues directly related to the Covid-19 pandemic.

Primary Reason for Contacting the Helpline



Underlying Reasons for Contacting the Helpline



Financial Summary

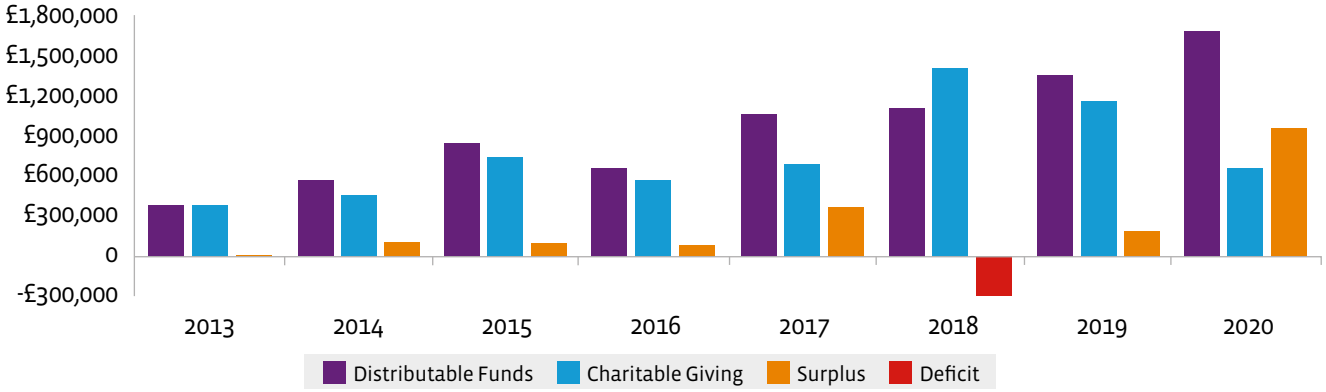
The pandemic and the country lockdown completely decimated the charity's event fundraising plans for FY20. The charity faced a £1,000,000 shortfall due to a reduction in funding coupled with a potential decrease in charitable giving. However, the organisation reacted quickly to this challenge and launched a successful industry wide charity appeal, raising 50% of this shortfall.

In March through to June 2020, our Helpline saw a significant increase in calls and in the majority of cases presented, families were struggling and facing poverty due to loss of income and many were suffering considerable stress, anxiety and depression. As a result, the charity invested heavily in increasing the number of case workers to respond to needs. This initiative has proved extremely beneficial as not only did our charity deliver a higher quality and comprehensive service, the case workers through their knowledge of and access to state and other support systems, leveraged over £500,000 of support from sources outside the charity.

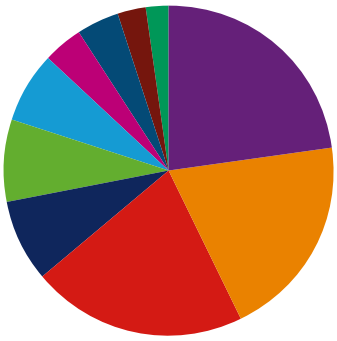
This support would have previously been donated by our charity, thus saving the other 50% of our anticipated shortfall.

Distributable Funds, Charitable Giving and Surplus/Deficit

Distributable Funds = (total Income from all sources) minus (charity operational costs and total expenditure on raising funds)

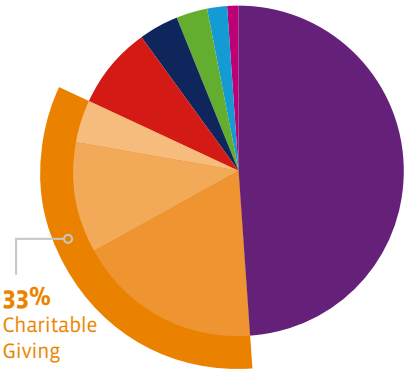


Income Stream



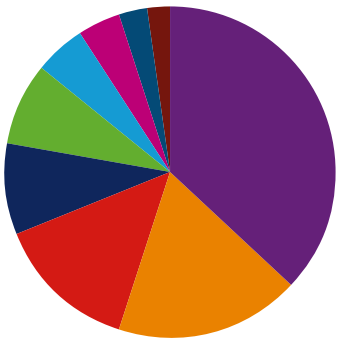
- **23%** Covid Crisis Appeal
- **20%** Corporate Donations
- **21%** Regional Lighthouse Clubs
- **8%** Annual Company Donations
- **8%** Building Mental Health Project
- **7%** Lighthouse Fundraising Days
- **4%** Event Income
- **4%** Individual and General Donations
- **3%** Wellbeing Education
- **2%** Annual Individual Donations

Expediture Stream



- **49%** Retained for Reserves
- **18%** Helpline and Casework
- **11%** Education and Training
- **4%** H&S Innovation
- **8%** Staff Costs
- **4%** Marketing
- **3%** Office Costs
- **2%** Event Fundraising Costs
- **1%** Governance

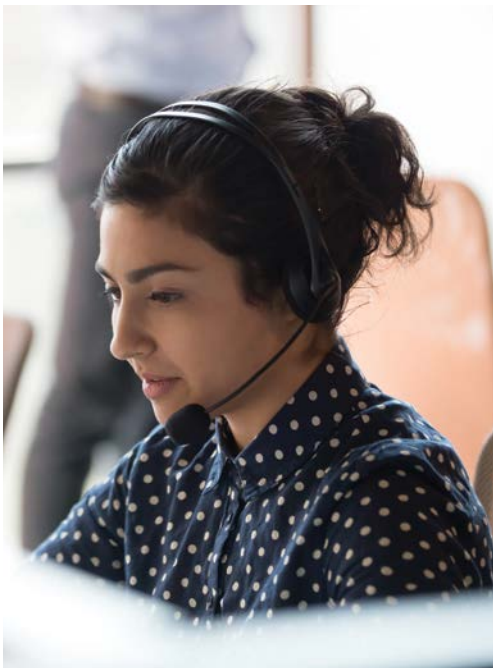
Grant Expediture



- **37%** Daily Living Costs / Food Vouchers
- **18%** Council Tax / Rent Arrears
- **14%** Home Furnishings / Adaptations
- **9%** Bankruptcy / Debt Management
- **8%** White Goods
- **5%** Training
- **4%** Funeral Costs
- **3%** Counselling
- **2%** Clothes

Reaching the Right Support

Our Frontline Support



Our frontline staff play a crucial role in the operation of the Lighthouse Construction Industry Charity and they are the first point of contact with our construction community. A highly trained team provide a 24/7 helpline service, 365 days of the year, taking over 2,000 calls annually and dealing with a vast range of issues. Many people just need a little support and a guidance to help get their lives back on track.

"There could be a number of different reasons why they call the helpline looking for support. It could be providing assistance with training to help someone back into employment before financial problems begin to grow, through to someone at the end of their tether having difficulties with their mental health. Whatever the issue, we are just so pleased they took what is very often a big step and made the call to us rather than to continue to suffer alone, or worse:"

Alyx Johnson, Frontline Support Worker

Our frontline staff are also well supported, working as a team and benefitting from a one-to-one session every month to ensure they are supported as well as they support others!

"It's a great job, there is no-one we can't help and the resources at our fingertips are second to none, yes some of the discussions can be very emotional, but the fact you are taking people to a better place, just through listening and being able to help is incredibly rewarding."



Our Case Workers

This extra layer of professional support, augmenting the excellent work of our frontline staff, means that those people with more complex needs can benefit from having an action plan and ongoing support to take them from the difficult positions they find themselves in now, to a much better place. That support ranges from financial assistance and overcoming loss or bereavement, to mental health and wellbeing issues.

"There are numerous benefits to the work we carry out. An action plan is invaluable to those people who just need extra support to get their lives back on track. Just as importantly we can also help people with coping measures and support to ensure they are in a better place going forward to deal with issues and problems that arise. For those facing mental health issues, for example, six free sessions of telephone counselling can be offered. It's a great job, you feel that you are making a real difference."

Carmen Dorrell, Caseworker

Health and Safety Innovation

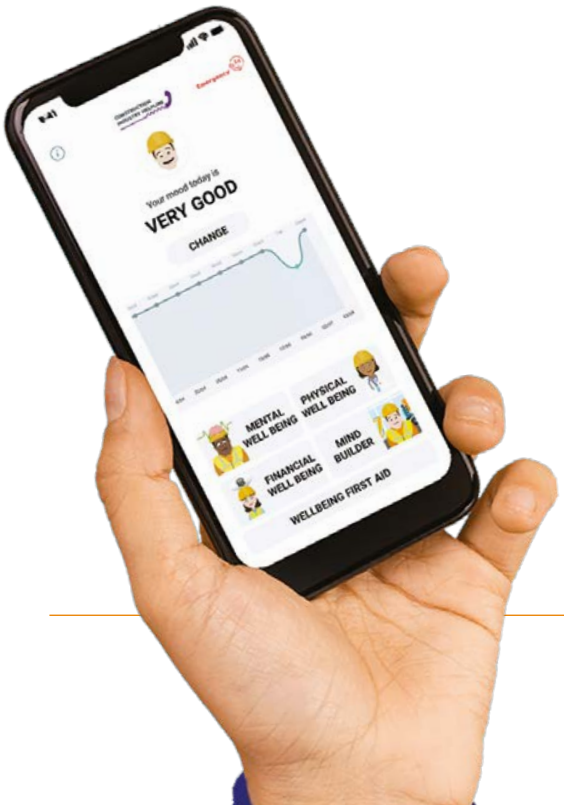
Construction Industry Helpline App

Our Construction Industry Helpline App is the ultimate self help tool in the palm of your hand and provides access to expert support and guidance on a huge variety of wellbeing issues.

The Helpline App complements the support services provided through our 24/7 Construction Industry Helpline and focuses on preventative tools and building resilience in the areas of mental, physical and financial wellbeing. Each section of the app offers advice about a variety of conditions or issues, self- assessment tools, coping strategies and referral pathways to access expert advice and support.

This pro-active support tool ensures that there is another route to help for those who may not feel ready to call the helpline or for those that would like to find out more about a particular issue before reaching out for extra support. The app 'buddy' checks in with the user on a daily basis to check their mood and prompts appropriate interventions, dependent on the responses given.

In our 2019 Impact Report we identified that 62% of emergency financial grants were to help pay for daily living costs including buying food, paying utility bills, and clearing rent arrears and debt. These issues were exacerbated against the backdrop of the Covid-19 pandemic and financial uncertainty and pressures were in turn having a huge impact on the industry's mental health and wellbeing.



In response to these immediate needs, the helpline app was upgraded with 'nudge', a market leading financial wellbeing platform. This ensured that users were able to access free personalised and unbiased information in a simple way and help them manage their money more effectively, boost their financial wellbeing and in turn their overall wellbeing.

The helpline app was also upgraded to include an invaluable built in geolocator which enabled us to signpost users to local support services as well as national helplines relevant to their issue of concern.

Once again we would like to say a huge thank you to the team at COINS who have worked with us to ensure that the app is updated with timely and relevant information, just when the industry needs it the most.

The free Construction Industry Helpline mobile App for Android and iOS is available to download now.

Download on the App Store

GET IT ON Google Play

Key support areas include:

Mental Wellbeing;
covering anxiety, depression, anger, suicidal thoughts, sleep and building resilience.

Physical Wellbeing;
covering aches and pains, nutrition, weight management cancer, alcohol and drug addiction.

Financial Wellbeing;
covering budgeting, debt management, tax and legal advice, retirement planning and emergency financial aid.

coins

Education and Training

Despite the challenges faced in light of the Covid-19 pandemic, our education and training programme went from strength to strength in 2020, In immediate response to the restrictions imposed on our existing face to face training, we augmented all of our wellbeing training and masterclasses so they could be delivered online whilst still remaining interactive and facilitated by fully qualified trainers. We also made them free of charge and added extra courses in response to the problems being presented to our helpline.

Training Delivered in 2020	Courses	Delegates
Wellbeing Masterclasses	75	1.967
MHFA Awareness Courses	18	437
MHFA Mental Health First Aiders	17	268

Masterclasses

Our one hour interactive masterclasses were incredibly popular and proved vital at a time when many people were struggling to cope with the impact of furlough, the pressures of working from home or having to continue to work on vital build projects during the periods of lockdown.

Masterclasses

- Coping with stress
- Balancing Life & Work
- Mindfulness
- Building Resilience
- Meditation
- Meditation Part 2: Practical Session
- Self-Care
- Anxiety
- Covid-19 – coping with change
- At the interview
- Bang on budget
- CV Workshop

MHFA Approved Training

As well as our masterclasses, we also offer the half day MHFA approved Mental Health Awareness and Mental Health First Aid Courses. We are also introducing the Mental Health First aid refresher course to ensure that on site mental health first aiders keep their knowledge and skills up to date so that they can continue to perform this vital role confidently and safely.

So whether you're a site operative, project manager or office based professional, there really is something to suit everyone.

Building Mental Health – a Partnership Approach

The Building Mental Health (BMH) project is an industry wide initiative that started in 2019. Funded by the CITB, the initial aim was to train Mental Health First Aid (MHFA) Instructors to accelerate the national certification of on-site MHFAs. We are delighted to report that the construction industry now has the highest number of mental health first aid instructors of any other vertical industry. There are over 600 company supporters of the BMH Charter and they in turn collaborate to provide freely available best practice information on the BMH website aimed at developing a positive mental health culture within our industry.



one

Sign the Building Mental Health Charter



two

Order a Helpline Pack and promote the free 24/7 Construction Industry Helpline to your colleagues



three

Deliver a 'Tool Box Talk' about mental health and wellbeing in your workplace



four

Offer employees who manage people the opportunity to complete Mental Health First Aid training

five

Ensure you have enough Mental Health First-Aiders trained for your workplace (recommended 1 per 100 employees)

The programme also includes a flexible 5-step framework which focuses on the importance of awareness and pro-active training to support the industry. Our charity has project managed this initiative since its inception thanks to £1.1m funding from the CITB and the project has delivered over 5000 on-site Mental Health First Aiders.

52	Mental Health First Aider Instructors Trained (226 in total)
1,539	Mental Health First Aiders Trained (4232 in total)
4,268	Tool Box Talk Downloads (12,068 in total)
9,955	Visitors to Building Mental Health Portal have accessed free resources and information for their organisation. (29955 in total)
207	Building Mental Health Charter Signatures (607 in total)
1,440	Mental Health Aware Managers Trained (2650 in total)
152,000	Helpline Cards Distributed to our Workforce (689,000 in total)

A View from our Instructors

Christina Greenwood, EDF Energy

"When I was first approached by one of my colleagues about the instructor course, I was adamant it wasn't for me. It took my colleague some time to convince me to think about it, a lot longer for me to make the decision to attend, but only 1 day of the course to change my life. It was a 'light bulb moment' from the very start. At the end of that first day, I knew the course and all it stands for, was me. The course was excellent throughout and day three where people share their stories of their mental health issues and their journey back from some very dark places was incredible.

Since that training our operational site has trained over 340 Mental Health First Aiders and I have been involved in many of those courses. This programme is making a world of difference!"

Emma Feist, FM Conway

"Having just finished the course I can honestly say it is life changing. I had already done the 2 day Mental Health First Aiders course over two years ago and then undertook the training for the youth programme as well. The course changes you and your perspectives and it is really helpful in my role within a HR Department. General Anxiety Disorder (GAD) can often be a reason behind other issues and being able to see the signs and support people has been invaluable.

My company has now trained over 100 people and we are really embedding a positive, supportive approach to mental health and wellbeing throughout the company."

Quotes from Participants

"It was by far the best training course I have ever attended."

"At times it was really tough."

"The course was absolutely brilliant, the best course I have been on."

"The trainers basically get you to unpack your thoughts and emotions and examine them, before repacking them in a better format. It's amazing."

"The first 2 days being the MHFA course itself is invaluable whether you have already done the course or not."

"You view not only mental health, but yourself and your values, completely differently."

"I felt empowered and from the training I have since delivered, the feedback from many of the trained Mental Health First Aiders is very similar."

"It was challenging but worth it."

"It changes you and your view of the world, all for the better."

Achieving Our Mission – A Message from our CEO Bill Hill

We know that the challenges ahead are many and varied and the impact of the Covid -19 pandemic will continue to be far reaching for some time. In our introduction, our joint chair of trustees talk about the recent research highlighting the increase in suicides in construction.



Despite significant interventions and initiatives by the industry and our charity, the number of suicides in construction increased in the four years to 2019 and there is no change in the fact that those in the construction industry are three times more likely to take their own life compared to other sectors. Over 80% of all suicides in the UK are male, 87% of the workforce in construction are male so the suicide rates in our industry are always going to be negatively impacted.

However, the findings also showed differences between certain occupational groups. Those working in non-manual occupations, such as managers and professionals, have seen an overall drop in suicide rates, but there was a marked increase in suicides within the trades, machine operators and our unskilled labour force. Over 50% of this workforce are either self employed, agency workers or on zero hour contracts and are often part of the sub contracted labour force on our construction sites. This suggests that communication about the support services available are simply not getting through to these workers and they are the ones that need us.

The emphasis is clearly on improving the number and variety of pro-active resources available to ensure that situations do not reach crisis point and it is imperative that we work together as an industry to support our construction community.

At the beginning of 2021 we already had ambitious plans on how we were we going to improve our charitable services and provide greater support to our workforce. Those efforts have redoubled since the release of the recent suicide statistics and we're already working on delivering the extra support that is needed.

Help Inside the Hard Hat



Awareness: Help Inside the Hard Hat

Our 'Help Inside the Hard Hat' campaign aims to raise awareness of mental health issues in the industry. We're urging everyone to take time to look inside the hard hat and make sure that you are looking out for your friend or colleague. We want to see our campaign posters and helpline numbers on every site in the UK and Ireland to let people know that there is support available for them. We are making all of the resources completely free to download and share, so whether it's an A4 poster or artwork for site hoardings, we want to urge everyone to get involved and share the message. This campaign complements our existing distribution of Helpline posters and cards.

Local Support: Lighthouse Beacons

We are developing a nationwide network of 'safe places' for our construction community to talk independently from employers in a confidential environment about their issues. This is not a new concept and organisations like Alcoholics Anonymous have been running these for years. Several have now been created independently within construction i.e. 'Man Gang' in the Southampton area and 'Speakers Collective.' Our initiative is not to rename these terrific resources but to qualify them as 'Lighthouse Beacons' ensuring that they have good facilitation and support with signposting for those with difficult issues.

Changing Future Culture: Supporting Apprentices

We are piloting a mental wellbeing support programme with London colleges to instil a positive appreciation of mental wellbeing at the start of a construction career. We are currently providing mental health awareness training to 1000 apprentices and Mental Health First Aid training to 100 tutors. We're also collaborating with the Rainy Day Trust to offer free tool kits and laptops to apprentices that are failing their apprenticeship due to affordability of tools or IT equipment.



Mind Builder citb

Education: Mind Builder

This is a new project with Building Mental Health and Samaritans, funded by the CITB. It will deliver a central hub of high-quality wellbeing assets and learning suitable for all occupational groups. This project will also link up with the Supply Chain School for enhanced learning.

Accessibility: Free Support and Resources for Everyone

We want to make sure that there are no barriers to accessing our charitable services by making them all free, including all of our MHFA England training and Wellbeing Masterclasses. To achieve this objective we need to establish a greater degree of predictable and sustainable income. We realised at the beginning of the pandemic how event focussed we were as a charity and this leaves us and our workforce exposed. So we are concentrating on growing our Company Supporters programme whereby companies commit to an annual donation. As one of our company supporters said to me recently, "Our support is not just a donation, it's an investment in the wellbeing of our workforce and their families."

Your Help, Changing Lives

Our Construction Industry Helpline is available 24/7, every single day of the year and is often the first point of contact for our construction community in crisis. Whether it's listening to someone who is struggling with daily life, making sure that someone has food on the table for their family or providing vital support to someone who has suffered a bereavement, we are always here. Your support, means that we can change lives and here are just a few of the people that, together we have been able to help.

Life After a Loss

A community care worker came to us for help when her partner of 15 years, who had been a groundworker became very ill and passed away suddenly.

They were due to get married but postponed the wedding for a year due to Covid-19 restrictions. But when her partner began to feel unwell and was referred to specialists, he was diagnosed with lung and bone cancer which was a huge shock. During the process of discussing possible treatments with consultants, his condition worsened and he passed away.

His partner was devastated and the shock of the sudden loss was having a severe impact on her mental health and wellbeing. She was struggling to cope with the simplest tasks and was unable to go anywhere and function with any kind of normality. We immediately arranged for her to receive bereavement counselling sessions to help her.

The loss of her partner also had an immediate impact on her financial situation and she was struggling to get support from the Department for Work and Pension. We were able to provide help with the costs of one month's rent, utility bills and provided food shopping for several weeks. We also assisted with funeral costs and helped her to access other benefits such as council tax reduction and income support.

Since our involvement, she has begun a steady journey of recovery and has finished bereavement counselling. She is still receiving aftercare from one of our life coaches and regular calls from one of our case workers to provide extra support.

She often mentions how incredibly grateful she is for our support, especially for organising the bereavement counselling so quickly as she believes it was exactly what she needed at the time.

None of this would have been possible without your support. Thank you.



Support After Trauma

A Contract Manager in the industry for over 20 years approached us after being first on the scene after his son's attempted suicide. He was given immediate support and our case worker also organised for six sessions of specialist counselling with a trauma therapist to provide emotional support. Upon review of his progress after the initial six sessions of therapy it was determined that due to the severity of his trauma that further specialist counselling was needed and we were able to provide all of this support because of your donations.

The beneficiary is still coping with what he witnessed but has told us that he felt extremely well supported through the process and can't thank us enough.

Coping with Cancer

A retired plumber who had been in the trade for over 20 years was recently referred to us by a local cancer charity. He had been diagnosed with a brain tumour with limited life expectancy.

Macmillan had provided a grant of £350 to help with travel costs to and from hospital. He had moved into a new property which had no carpets or flooring, but was unable to afford them for himself.

Thanks to your support, we were able to provide funding and arrange for new carpets and vinyl to be fitted. We also provided a television and stand for him which is helping to make his life more bearable and comfortable whilst completing palliative treatment.



"I couldn't have wished for a more understanding and lovely person to get my life back on track, she was brilliant, thank you."

"I would like to say a massive thank you to all who were involved in supporting me. Words can't explain what this means. Not just making me smile but helping me with a fresh start for me and my daughter. And now, we get a new chapter in life that we didn't think was possible a month ago. You took the stress off my shoulders when I was nearly ready to give up and I'll be forever grateful. Thank you from the bottom of my heart."

"My advisor was just so superb I cannot even explain how much. She was just so understanding and helpful that she almost made me cry. She really helped me to get through this tough time in my life without any judgements which is really appreciated."

"I received some counselling and advice within days of ringing the Lighthouse Charity which has helped me a great deal in personally challenging times. I can't thank you enough, you helped when I needed it most"

And from the team at the Lighthouse Club, we would like to say

a huge thank you to everyone

that supports us in our vital work and helps us
to make a difference to people's lives every day.

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CLUB

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Supported by

www.lighthouseclub.org
www.constructionindustryhelpline.com
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