



Lighthouse
The Construction Industry Charity
CLUB

Impact Report 2019

Shining brighter, reaching further

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

Introduction

Dear supporters,

Welcome to our Impact Report for 2019. This is our annual opportunity to update you on the work we are doing and the impact that we are making as a charity. At the time of writing this report we are in the grip of a global pandemic that is affecting everyone. As a result, the urgent need for our charitable services to the construction sector is at an all time high, while our ability to fundraise through national and regional events has ceased for the foreseeable future. Putting the current situation aside the results presented in this report only relate to our activities in 2019.

During 2019 our charity adopted the mission that 'no construction worker or their family should be alone in a crisis'. We are constantly striving to develop reactive and proactive support services to meet the demanding and changing needs of our construction community.

Our 24/7 Construction Industry Helpline is the backbone to our reactive support. During the year, 2,615 cases were presented to our helpline. This is an increase of over 57% on the previous year. We also augmented the provision of our helpline support services with the introduction of professional case workers and there is more information about this within the report.

Our free Construction Industry Helpline App is a proactive self-help tool that provides information, advice and guidance on a range of issues within the topics of mental, physical and financial wellbeing. It has been widely acclaimed by the industry and has been downloaded over 20,000 times. The app was developed thanks to the considerable input of COINS, a major software provider to construction and a significant upgrade to the app was launched in May 2020.

We lose two construction workers every working day to suicide and 20% of all work-related absence is due to stress, anxiety and depression. Education and training are key as we tackle the significant mental health issues in our industry. For the first time in our charity history we have managed a nationwide project on behalf of the Construction Industry Training Board called Building Mental Health. We were targeted to train 288 Mental Health First Aid (MHFA) Instructors in our industry by December 2020. So far, we have project managed 174 MHFA instructors through the programme and we were on schedule to meet our target before the pandemic emergency. This has postponed the project for six months. However, the instructors that have been certified so far have managed to train 2,693 on-site Mental Health First Aiders.

The combination of a 24/7 Helpline, a self-help app and the introduction of on-site mental health first aiders goes a long way to fulfilling our mission to ensure no construction worker or their family are alone in a crisis.

Our much needed and urgent charitable work is underpinned by the generous support and fundraising efforts of our 21 volunteer led Regional Lighthouse Clubs and the construction community in the UK and Ireland to whom, as always, we are eternally grateful.



A handwritten signature in black ink, appearing to read 'E Naylor'.

Edward Naylor



A handwritten signature in black ink, appearing to read 'Lyndsey Gallagher'.

Lyndsey Gallagher

Joint Chair of Trustees

Our impact in 2019

Total Spent on Charitable Services

£1,221,226



Charitable Giving to Support Families

£723,607

Our 24/7 Construction Industry Helpline and complementary app provide a myriad of support services addressing physical, mental and financial wellbeing issues.



Education and Training

£416,372

Our education and training programme continued to grow beyond expectations in 2019. This has been achieved through the delivery of front end pro-active training and resources through the industry's Building Mental Health programme and with ongoing funding for training from the CITB.



Health and Safety Innovation

£81,287

Our free Construction Industry Helpline App is a preventative tool that complements our 24/7 Construction Industry Helpline. The app has been downloaded over 20,000 times and has recently been upgraded with some fantastic new features offering even more information, advice and guidance for those seeking help.



Helpline and wellbeing

Last year we were able to help 953 more families than in 2018 because of your support.

Cases presented to the Construction Industry Helpline

2019	2,615
2018	1,662
2017	1,524

**UP
57%**

Charitable support services delivered to families

2019	£723,607
2018	£1,229,288
2017	£736,625

**DOWN
41%**

Families needing financial assistance

2019	445
2018	629
2017	449

**DOWN
21%**

Families receiving advice on welfare and mental wellbeing

2019	2,170
2018	1,033
2017	1,075

**UP
110%**

Case Management – making your money work harder

The introduction of professional case workers has made a significant difference to the efficiency, economy and quality of our support. This means that we have provided more enhanced support to families in need at a lower cost per case which is evidenced in the 62.5% reduction in average cost per case compared to 2018.

Cases handled by front line call handlers

44%

Cases managed by professional case workers

56%

Average cost per case

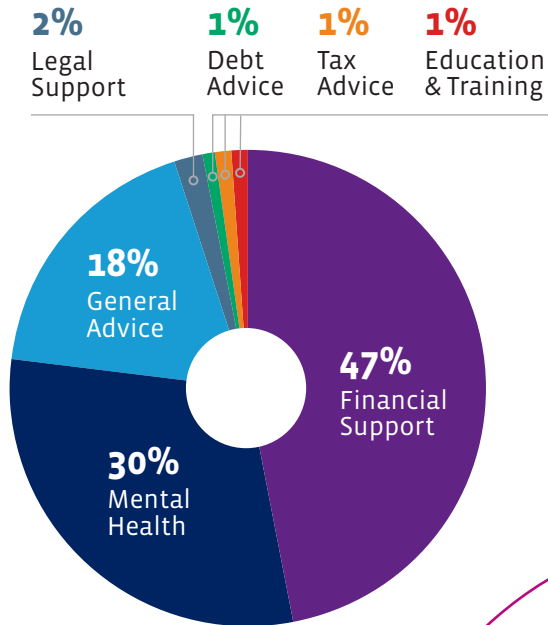
2017
£483

2018
£739

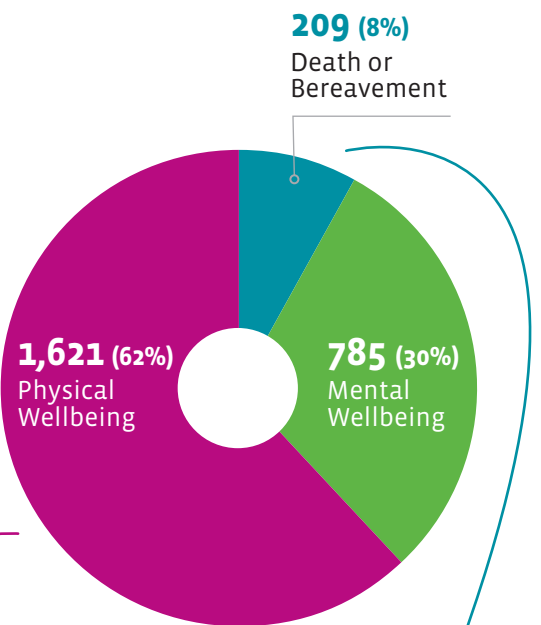
2019
£277

Reasons for seeking support

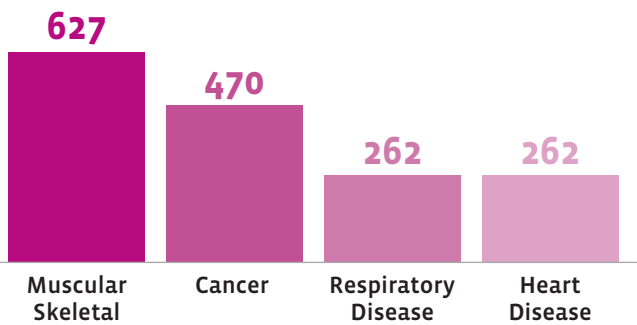
Primary reason for contacting the helpline



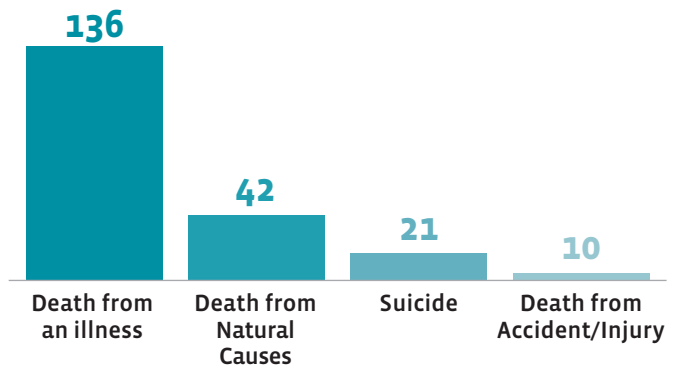
Underlying reasons for contacting the helpline



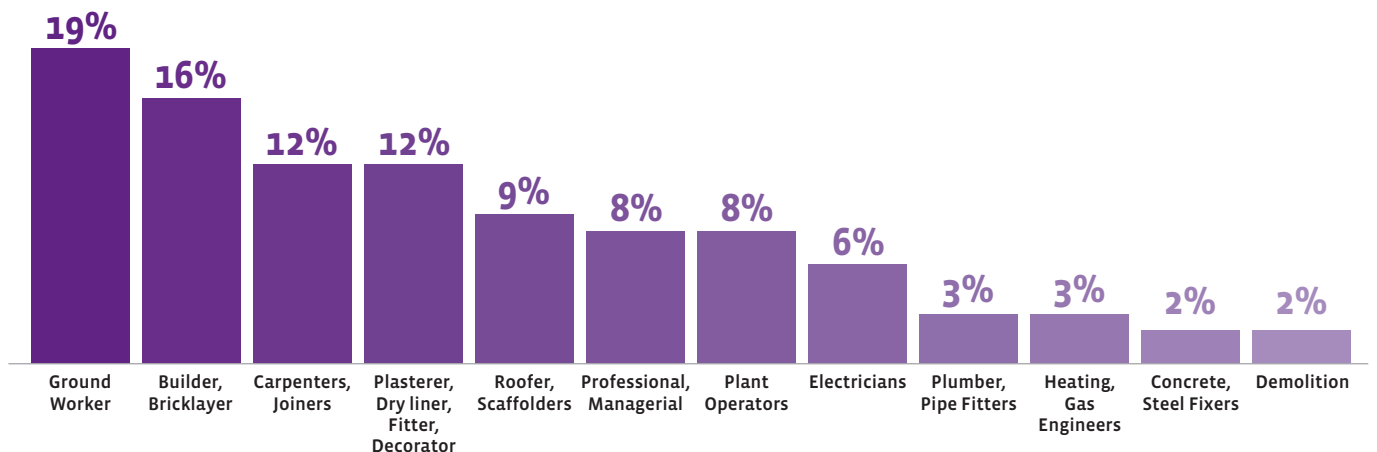
Of the 1,621 physical wellbeing cases, reasons for seeking support were;



Of the 209 cases reporting a death or bereavement, the cause was:

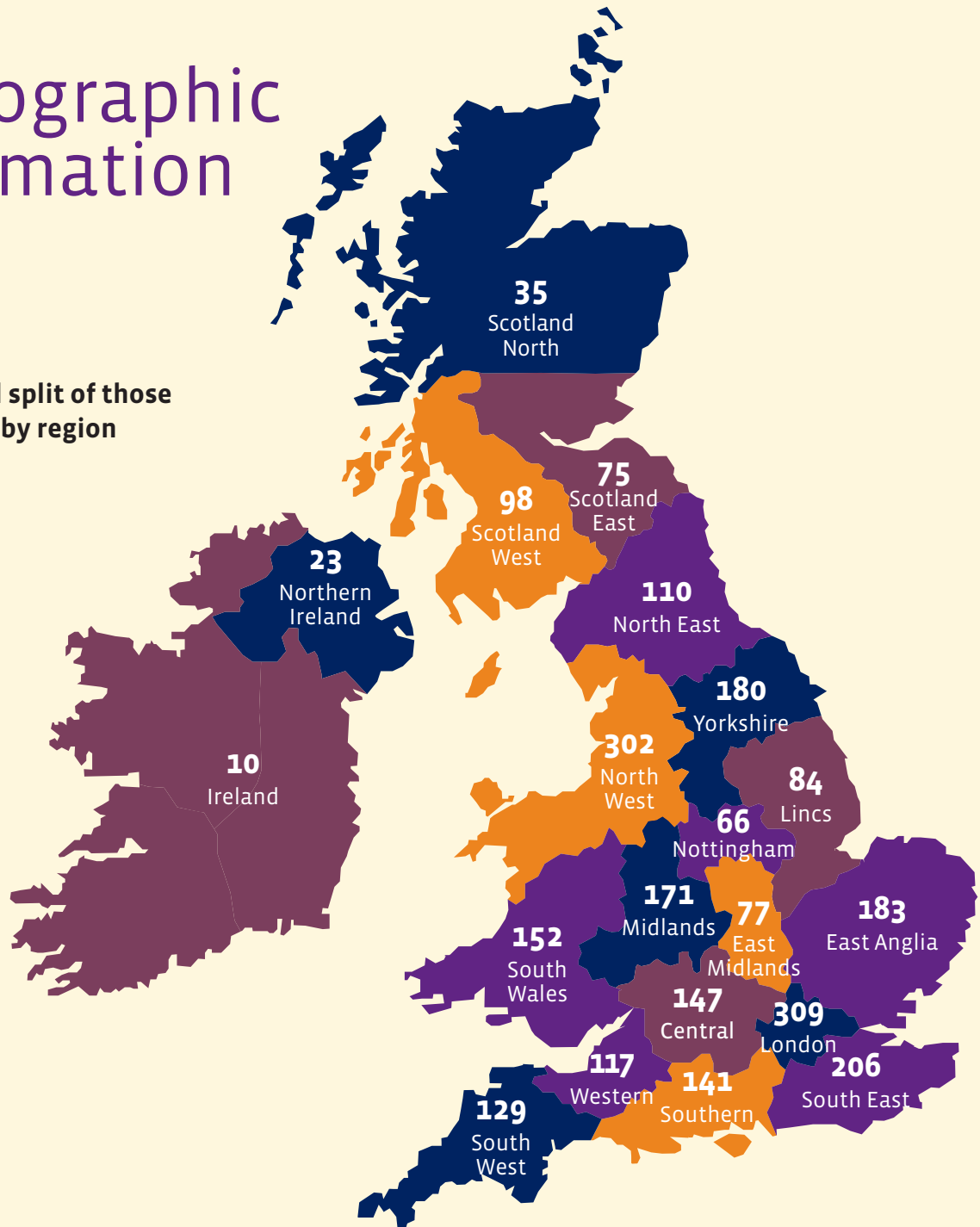


Occupational groups seeking assistance

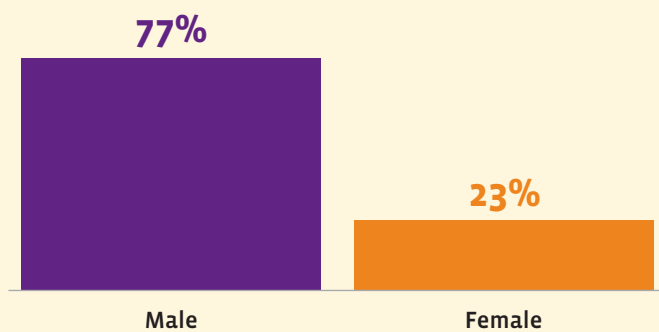


Demographic information

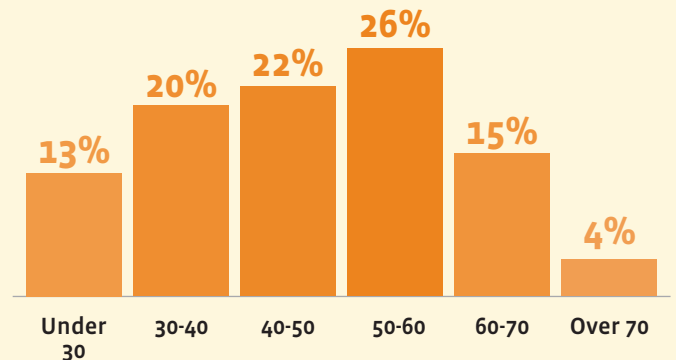
Geographical split of those seeking help by region



% of those seeking help by gender



% of those seeking help by age





Our case workers

Last year we augmented the provision of our helpline support services with the introduction of professional case workers. The role of the case worker is to manage some of the more complex situations presented and to harness all the available government and local support for our beneficiaries before releasing our charitable funds. This strategy has proved extremely beneficial and we can now deliver more support, to a higher quality and at a lower overall cost per case to the charity.

Currently, around 50% of the calls presented to our 24/7 helpline can be managed through the helpline team who are all trained in mental health first aid and can provide information, advice and guidance on a variety of wellbeing issues. But if a caller has complex needs and multiple interventions are needed then they will be referred to a case worker.

The case worker works with the callers to identify all the possible areas of need and develops an action plan to ensure that they receive the package of care that they need in order to improve their situation.

This could range from debt advice and helping them reschedule debt by working with the relevant parties, through to getting them access to free legal advice on a given subject to ensure the individual knows their rights.

For those that are struggling with mental health issues, we are able to offer six free sessions of professional telephone counselling.

Many people have been struggling to cope financially for some time before they contact us for support and we can provide emergency financial aid to help workers and their families buy food and pay their utility bills. The case worker will also contact other organisations and charities that can either match fund our charitable giving or provide other essential support services, such as help with housing needs. Often, the beneficiary is unaware of all their state benefit entitlement and the case worker can provide this information and help with completing the necessary application forms.

// We can now deliver more support, to a higher quality and at a lower overall cost per case to the charity. //

For many of our callers, they have taken a huge step in reaching out for support, so the ability to work with them on a one to one basis is critical.

It ensures a personal approach and ensures that they receive access to all of the possible support that is available. As well as help with resolving the initial problem the case worker also helps individuals and families look to the future and help to implement better coping mechanisms, be that with mental health and wellbeing support or managing financially as a result of illness, injury or bereavement.

Matthew's Story

Matthew had been a scaffolder for ten years but suffered acute physical and mental health issues as a result of an accident whilst in his work's vehicle. He sustained serious head and internal injuries and permanent damage to his retina. To date he is still unable to work and is receiving ongoing physiotherapy sessions.

Because of the physical and emotional impact of the accident, the relationship with his partner broke down and the family home was lost. The breakdown of the relationship was so serious, he was given emergency custody of his two children aged two and four and had to leave the area, which in turn cut him off from his friends and support network. Their only option was to go into a homeless shelter to stay safe. It was whilst Matthew and his children were staying at the shelter that he contacted us for help.

His situation was classified as a serious safeguarding issue and he was immediately contacted by one of our case workers who organised emergency temporary accommodation as an interim measure to offer a degree of normality and stability for him and his children.

The case worker organised accommodation with a local housing association in a two-bed home. The house was unfurnished and without the basics that the family needed. We paid a deposit to secure the accommodation and provided essential items such as a sofa, basic furniture, beds, white goods and kitchenware. We also made sure that the children received gifts at Christmas.

Although Matthew is still unable to work, we are delighted to report that the outcome has been a positive one. The family now feels settled and the children are happy again and growing in confidence.

Matthew, *"My situation caused me considerable mental health issues but things have improved immensely. I can now look to the future without constantly thinking about what we have been through, especially the children. I found it very difficult to trust people as a result of my experience, but my case worker really helped with all of my problems and talked me through everything that was happening to help us feel safe and secure. I will always be grateful for the Lighthouse Club's help and support. When things were at their worst and there was no one else to turn to, they were there for me"*

How your help changes lives

A SUICIDE PREVENTED

The following conversation was relayed to us by one of our industry's mental health first aiders. We have preserved the anonymity of those concerned but felt that the story was so strong, we had to share it. It highlights the huge difference that just one person can make by listening and supporting someone who felt that they had nowhere to turn and that their life was no longer worth living.

This is the story as told by the trainer.

The situation I was presented with was seeing a 30 year old construction ground worker on site who said that they felt 'down' and had 'had enough'. He had just been made redundant and although this is common in the construction industry, problems and changes at home coincided with the job loss.

He had split from his girlfriend, who was the mother of one of his children six weeks prior to losing his job. He had moved out of their shared home and as a result only had work lodgings whilst working away from home. He also had two children with a previous partner.

He was now about to become homeless and jobless with no family to support him. He had a poor credit rating so was unable to rent somewhere to live and was feeling homesick.

He talked about life not being worth living anymore and "how construction sites are dangerous at the best of times, let alone when you feel like this" which I took to be a reference to potential self-harm or at least a cry for help. He admitted to thoughts of suicide but said the thought of leaving his children had so far prevented him from taking his own life.

I had previously given him the phone number for the Construction Industry Helpline but when I met with him the next day, he had not called and was now at a point where he could not move forward or make a decision.

He was trying to sort out too many things at once and he needed help prioritising his problems. Together, we wrote a priority action list, putting his housing needs and requirement for urgent GP input at the top. I then encouraged him to call the Construction Industry Helpline from my office as his 'one major step for the day' to achieve. He said he had nothing else to lose and called.

He was on the phone for 30 minutes and allowed me to listen to the conversation so I can appreciate how he felt that he was being listened to. They clearly understood the difficult and often chaotic lives led by construction workers and none of his issues were new to them. When he came off the phone, he smiled and said, "someone is actually helping".

By the end of the call he had been referred for counselling, been given scheduled call back times so they could keep in touch to ensure his safety and arranged a phone appointment to discuss financial support.

This story had a positive ending, but sadly, for many of our construction colleagues, circumstances just like this end in tragedy.

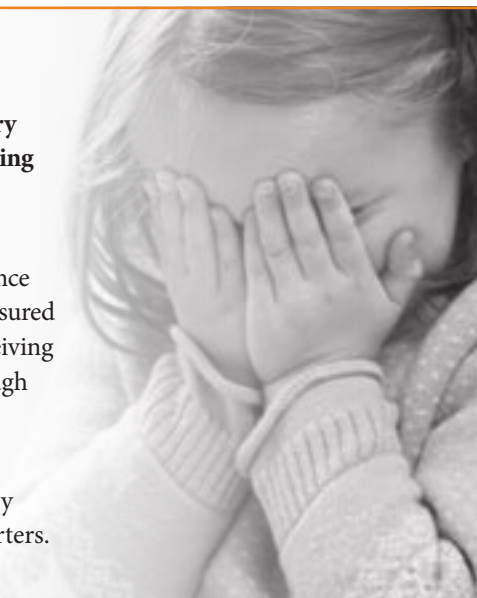
Just one small step can make all the difference. Join us in our mission to ensure that no worker feels alone in a crisis. Take the time to talk, ask if someone is ok and if you think they need extra help, we are here 24/7 every single day of the year.

WHEN TRAGEDY STRIKES

We are currently supporting the family of a gentleman who worked in the construction industry as an external cladder for 20 years. The family were already in debt and the news that he was being laid off due to site closure was just too much to take. He took his own life in the family home. He leaves behind a grieving wife and three children under the age of five.

A case worker was put in place immediately to support the family with emergency financial assistance to buy food and pay utility bills. We also cleared their rent arrears to prevent homelessness and ensured access to much needed emotional support. We are still working with the family and they are receiving specialist trauma focused counselling. Working with mum, we are supporting the children through these difficult times with activities including creating artwork and memory boxes so that they can remember daddy and make him special presents.

We all had lumps in our throats when we received a photo of the children holding a poster they had drawn to say thank you to us. That thank you belongs to each and every one of our supporters.



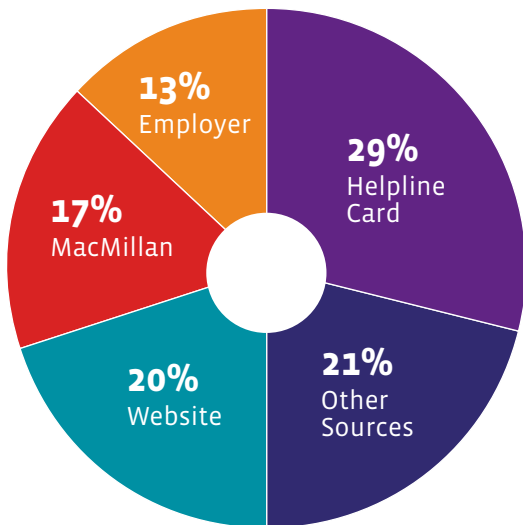
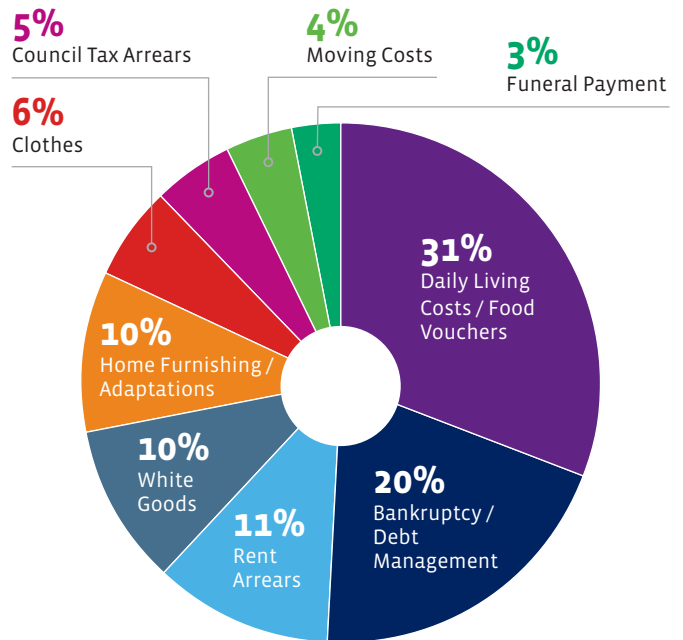
Helpline and wellbeing – Grant expenditure and referrals

With over 50% of the construction workforce either self-employed, agency workers or on zero hour contracts it's not surprising that one of the biggest factors affecting wellbeing is job security.

Many of these workers live from one pay day to another without any kind of financial contingency, which means that if things go wrong, the situation quickly spirals out of control. 62% of our emergency financial grants are to help pay for daily living costs including buying food, paying utility bills, and clearing rent arrears and debt.

Grant Expenditure >

At the time of writing this report we are creating a free and accessible education programme to help our workforce develop better budget management skills. This will provide pro-active support, so that situations do not escalate to crisis point. Progress to date has included a section of the helpline app dedicated to financial and budget management including access to expert advice and guidance. We've also introduced case workers who can draw on all the possible resources available for individuals and families to help maintain their financial stability. But we know more needs to be done and we will continue to work with the industry and other relevant support agencies to ensure that our workers have the safety net they need and deserve.



< Source of referral

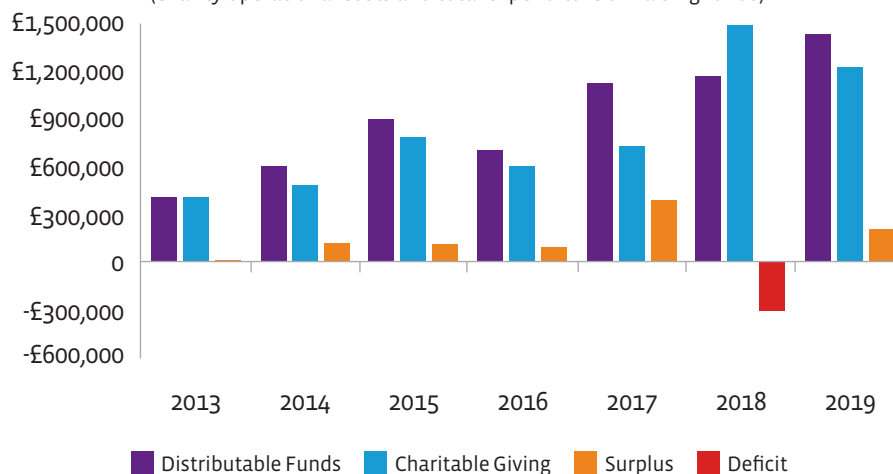
One of our objectives is to ensure that every one of our 2.4 million construction workers knows our helpline number. To date, we have distributed over 537,000 helpline cards.

Financial summary

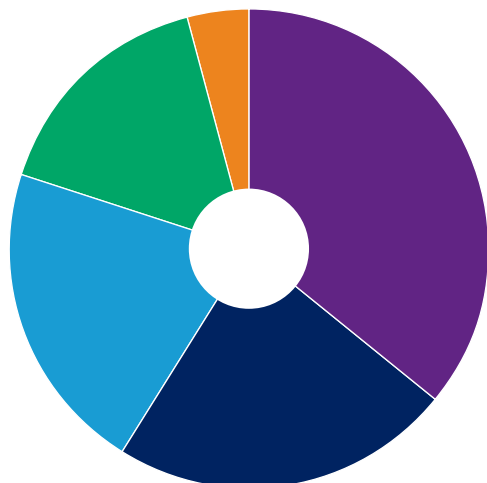
In 2019 the charity delivered a modest total income growth of 2%. This is primarily due to increases in donations and also income received from the Building Mental Health Project, which compensated for a decrease in event income. However, the total net income after expenditure on raising funds increased by 22% compared to 2018. Whilst the number of families helped leapt by 57% to 2,615, the total charitable giving dropped 18% compared to 2018, due to the efficiencies of introducing professional case workers who are ensuring that all other sources of support are harnessed before releasing charity funds.

Distributable Funds, Charitable Giving and Surplus/Deficit

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

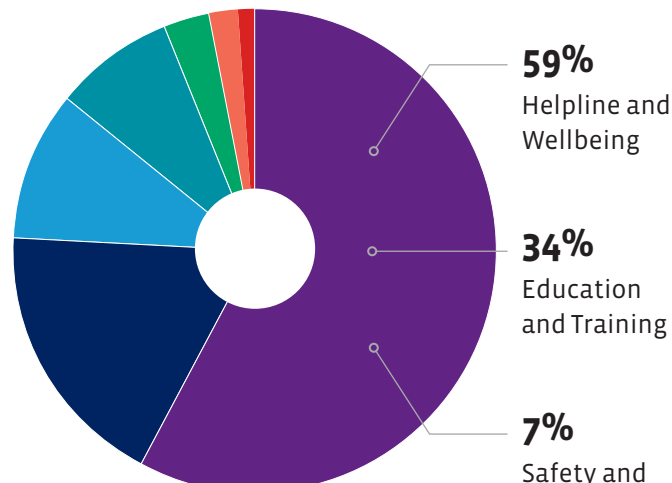


Total Income from all Sources £2,102,636



- 36%** Corporate Donations
- 23%** Event Income
- 21%** Building Mental Health and Education
- 16%** Regional Lighthouse Clubs
- 4%** Individual Donations

How did we spend the income generated?



- 59%** Helpline and Wellbeing
- 34%** Education and Training
- 7%** Safety and Innovation
- 58%** Charitable Giving and Support
- 18%** Event Fundraising Costs
- 10%** Retained for Reserves
- 8%** Staff Costs
- 8%** Office Costs
- 3%** Marketing
- 1%** Governance Costs

Education and training

Our Training Programme

A crucial element of our strategy to pro-actively support the industry's mental wellbeing is to ensure the widespread availability of construction focussed training programmes. In 2019 we were delighted to launch our ambitious training programme which includes a huge variety of both free and heavily subsidised courses that ensure organisations have a robust wellbeing strategy to support every employee, from the boots on the ground workforce through to senior management.

Benefits of Mental Health and Wellbeing Training

- Build employees' confidence to have open conversations and break the stigma.
- Encourage people to access support early, for a faster recovery.
- Empower those with a long term mental health issue or disability to thrive in work.
- Promote a mentally healthy environment, stopping preventable issues and allowing people to thrive and become more productive.
- Embed a long term positive culture across the whole organisation, so that employees recognise their mental and physical health are supported as equal parts of the whole person.

An Introduction to Mental Health and Wellbeing - Free Courses



Toolbox Talks

With content tailored to your organisation's needs, these are ideally positioned to accompany on-site health and safety briefings to ensure that there is an awareness of the help and resources available to workers.



Lunch and Learn Wellbeing Sessions

As part of our charitable giving we have delivered a series of completely free one hour wellbeing workshops for both individuals and organisations. Originally intended to be delivered on a face to face basis, we were able to respond quickly to the needs of the industry in light of the COVID-19 pandemic and the courses are now delivered online whilst still maintaining an interactive environment.

Most of these are also CPD accredited ensuring that learning is pro-active and contributes positively to career and professional development.



Sessions include: Coping with stress, Work-life balance, Mindfulness, Resilience, Meditation, Resilience, Money Management and Employability.



Intermediate Training – subsidised courses

We are a CITB approved training organisation (ATO) which means that our courses are delivered to a defined and industry-agreed training standard and give you a formal qualification. We are also able to offer these courses at heavily subsidised rates as part of our charitable services to the industry.



Mental Health Awareness – **1/2 day**

Mental Health First Aider – **two day**

Mental Health First Aider refresher* – **1/2 day**

Mental Health for Managers – **one day**

If you are CITB registered and book a MHFA approved course through us, we will reclaim a levy for you. (*£15 refresher, £30 half day or £70 for two day)



Advanced Training

Last year we were extremely proud to report that our charity was chosen to manage a two year £1.1M CITB funded project to train 288 construction focussed mental health first aid instructors for the industry. By the end of 2019 we had trained 174 instructors and the project is still ongoing. We were on schedule to meet our target during 2020, but regrettably the COVID-19 pandemic has meant that the project completion has been postponed for six months. Despite this, we are delighted to share the news that the instructors certified so far, have in turn trained 2,693 on-site Mental Health First Aiders who can now provide that vital support when it is needed most.



Building Mental Health

The creation of the 'Building Mental Health' online portal gives companies access to completely free information and best practice guidance so that they can develop a positive mental health culture within their organisation. The portal includes a 'five step plan to better mental health', as well as access to free resources including videos, a tool box talk and information about how to access mental health training.



The Building Mental Health Five Step Framework

1. Commit to making a difference by signing the charter.
2. Introduce a helpline if you haven't already got an employee assistance programme.
3. Deliver a mental health tool box talk.
4. Deliver mental health training.
5. Ensure you have enough Mental Health First Aiders for your place of work.



Mental Health Milestones

Over **20,000** users have accessed the Building Mental Health portal.

400 Mental Health Charter signatures.

537,000 helpline cards distributed to our workforce.

Over **7,800** downloads of our tool box talk.

Trained:

174 Mental Health First Aid Instructors.

2,693 Mental Health First Aiders (full 2 day MHFA course).

1,210 people attended half day MHFA training.

Health and safety innovation

Our feature rich Construction Industry Helpline App has been recently upgraded to include even more support for our construction workforce.

The completely free app is a preventative tool and provides pro-active support to those who may not feel comfortable talking to someone in the first instance. We know that taking the first step in seeking help or understanding why you're feeling the way you do can be daunting. The app offers people self-learning and coping strategies so that they can help themselves or if necessary, take the next step in seeking professional help.

Focussing on building resilience in the areas of mental, physical, and financial wellbeing, the app complements our 24/7 Construction Industry Helpline.

Each section offers learnings about a variety of conditions and issues, self-assessment tools, coping strategies and referral pathways to access a portal of resources on a vast array of topics to bring them together in one application. Importantly, the built in geolocator signposts users to organisations that can offer specialist support in their locality as well as national support services.

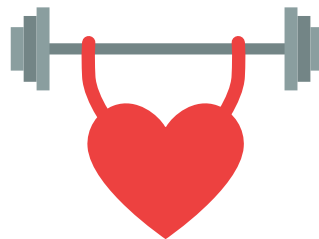


The Three Pillars of Support



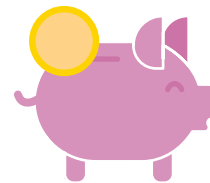
Mental Wellbeing;

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.

A huge thank you is extended to the team at COINS who have worked so hard to ensure that we can provide this vital wellbeing tool to support our construction workforce.

// Collaborating with the Lighthouse Construction Industry Charity in developing this important app has been a privilege. It is our way of giving something back to the industry that we are passionate about helping. It is a tool that we hope will be a great help to both construction workers and their families when they need it the most. //

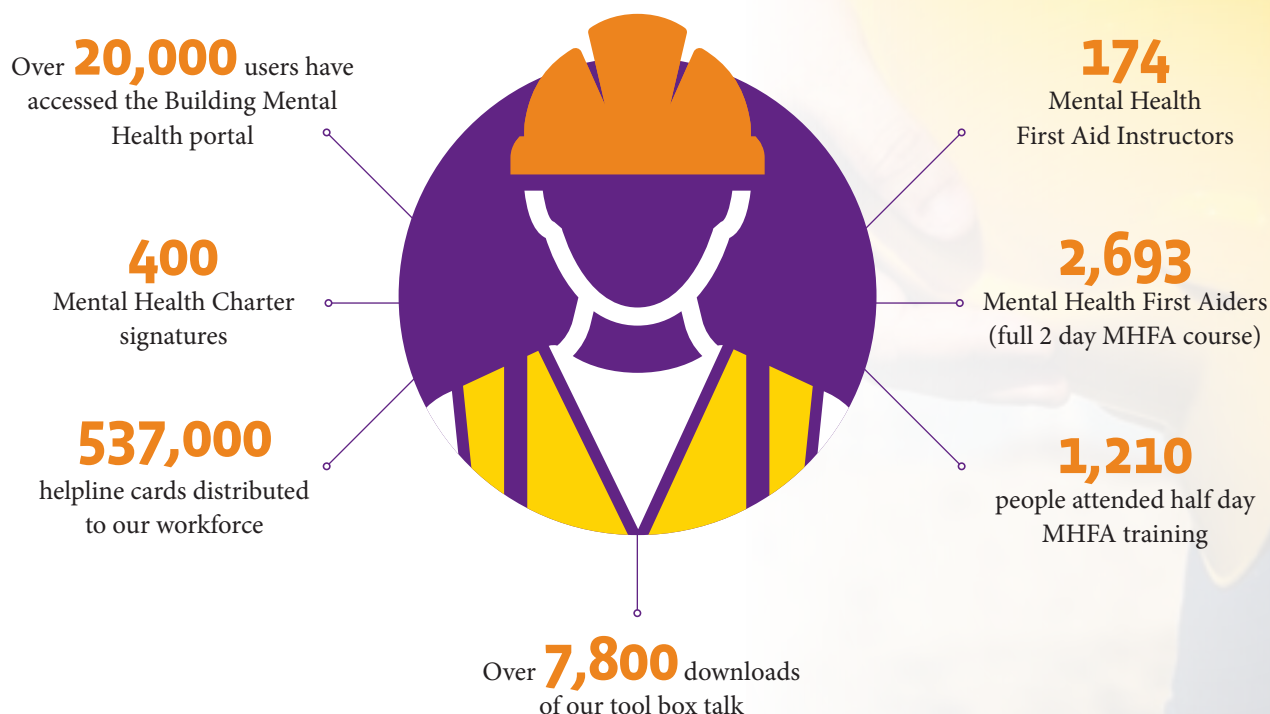
Robert Brown, COINS CEO

The **FREE** Construction Industry Helpline mobile App for Android and iOS is available to **DOWNLOAD NOW**

NO WORKER SHOULD BE ALONE IN A CRISIS – ACHIEVING OUR MISSION

In 2019, your support helped us make a difference to 2,615 construction families in crisis, providing them with a lifeline when they needed it most and helping them plan for the future.

Once again, a huge thank you goes out to all our volunteer Regional Lighthouse Clubs, Company Supporters, Lighthouse Day participants, partners and everyone that gets involved to ensure that we achieve our mission that ‘no construction worker or their family should be alone in a crisis.’



Building for the future

As a charity we are already driving significant change through our industry and we will continue to focus on ensuring all our support is widely and freely available for our construction community.

We will achieve this by:

- Offering free wellbeing training to the industry to support a positive mental health agenda.
- Ensuring our 2.4 million construction workers are aware of the support available through our 24/7 Construction Industry Helpline and supporting app.
- Providing free and accessible mental health and wellbeing resources through the Building Mental Health portal.
- Increasing the resources available to support the identified needs of the industry, e.g information for workers on better budget management.
- Increasing engagement through our Company Supporters Programme to provide a predictable and sustainable source of income.
- Nurturing the growth of our Regional Lighthouse Clubs.



Construction
Industry Helpline
0345 605 1956
1800 939 122

Building
Mental
Health **m**

Supported by



www.lighthouseclub.org
www.constructionindustryhelpline.com
www.buildingmentalhealth.net

National office:

Email info@lighthouseclub.org

Tel 0345 609 1956



Registered Address: Lighthouse Construction Industry Charity, National Office, Suffolk Enterprise Centre, Felaw Maltings, 44 Felaw Street, Ipswich, Suffolk, IP2 8SJ. UK Charity Registration Number 1149488
ROI Charity Registration Number 20200334 Company Registration Number 08244118