



Impact Report

2023

Beacons

Collaboration

Physical

Emotional

Financial

Changing Lives

Partnerships

#MakeItVisible

Support

Caseworkers

Wellbeing

Academy

Critical Incident Support

Community





Our Charity

We are the only charity 100% dedicated to the emotional, physical and financial wellbeing of our construction community in the UK and Ireland.

We have developed a significant portfolio of services to help deliver the best possible support to our construction workforce and their families.



Our Vision

No construction worker or their family should be alone in a crisis.



Our Mission

To ensure that our construction community can easily access the emotional, physical and financial wellbeing support they need and to develop healthy and sustainable futures for this generation and the next.



Our Funding

We receive no public sector funding and rely on the generosity of the industry to help us to help their own.

An Introduction from our Joint Chair of Trustees

Welcome to our 2023 Impact Report which is our annual opportunity to let you know about the incredible difference your support makes to our construction community. Even during these difficult times, we have been overwhelmed by the generosity of our loyal and dedicated supporters. It is your money which allows the provision of front-line support and proactive initiatives such as #MakeItVisible On-Site to our industry.

Our charity is in the unique position of being able to offer every aspect of emotional, physical and financial wellbeing support to our construction families. No other charity does this and our holistic approach means that we are able to respond quickly to all the needs of the industry, providing immediate support where necessary. The report also outlines some of the strategic collaborations that facilitate sustainable futures, supporting not only this generation, but the next too.

We are delighted to share that for every £1 of charitable spend, we delivered £10.06 of Social Value.

2023 has been a challenging year for both our industry and its people. There have been continued increases in the cost of living, material price rises, unpredictable workloads and labour shortages. All these factors have a significant impact on our construction community and the number of families reaching out for support continues to grow.

Awareness of our charitable services is increasing through our valuable relationships with membership and trade bodies, our construction media, and our supporters. This has meant that last year we were able to provide crucial support to 4435 families in need, almost 30% more people than in 2022.

Our hugely successful #MakeItVisible On-Site initiative brings us into contact with some of our industry's most vulnerable workers, including the trades and contractors. In 2023 we visited 390 sites and engaged with almost 26,000 site operatives across the UK and Ireland. This initiative introduced 139 workers expressing suicidal intent to our team. As a result, we have helped them reach out for support and those suicides have been prevented.

Our Critical Response Service continues to provide vital support to anyone who has witnessed or been affected by a serious or fatal on-site incident. The team creates a 'safe space' for people to share their concerns and can signpost to specialist trauma counsellors if necessary.

In early 2023, we also launched new self-paced eLearning modules as part of our Wellbeing Academy. This latest addition is aimed at equipping workers with the soft skills they need to navigate today's challenges and uncertain times.

On behalf of the Trustees, we would also like to take this opportunity to thank Bill Hill for his many years of distinguished service to our charity. Under Bill's guidance our charity has dramatically increased its activities and support for the industry. Whilst his involvement will reduce, we're delighted that Bill has agreed to take an ongoing role as Honorary Vice President. We're equally delighted that Sarah Bolton, who has similarly been pivotal to many of the positive developments of recent years has agreed to step up into the CEO role. Thank you Bill, and good luck Sarah!

Finally, a heartfelt thank you goes out to our supporters, partners and dedicated staff who have helped our charity make such an enormous difference to so many people. Without you, we cannot deliver the vital services that literally save lives.

Thank you.

Joint Chair of Trustees



Edward Naylor



Lyndsey Gallagher

Our Performance and Key Achievements in 2023

TOTAL CHARITABLE SUPPORT

£3,927,992

includes leveraged and optimised income

Supporting our Construction Community



4,435
calls to 24/7 Helpline



2,435
complex cases managed
by our case workers.



£1,675,309
of financial support
leveraged from
external sources.



5,411
emergency meals
delivered



96% of those
we helped **would**
recommend our services.



252,415
helpline cards
distributed

Wellbeing Academy

MHFA Awareness

54 | **796**
courses | trained

MHFA Full Course

104 | **1,204**
courses | trained

MHFA Refresher

30 | **164**
courses | trained

Managing Mental Health in the Workplace

59 | **501**
courses | trained

Suicide Awareness

27 | **341**
courses | trained

Masterclasses

129 | **420**
courses | trained

Wellbeing Wednesday Meditation

33 | **180**
courses | trained

TOTAL

436 | **3,606**
courses | trained

eLearning

749 modules



£10.06 in Social Value

For every £1 of Charitable Spend our charity creates £10.06 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.

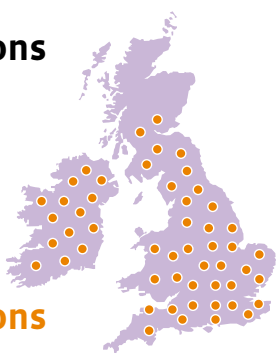
Lighthouse Beacons

By the end of 2023 we had

469

Lighthouse Beacons

A safe space for people to share their issues with likeminded people.



Counselling Support

3,979

Online and face to face sessions delivered.

1,491

Number of people receiving counselling



Critical Incident Support

49

Number of interventions

850

People seen



#MakeItVisible On Site

390

Sites visited

25,801

Workforce engaged

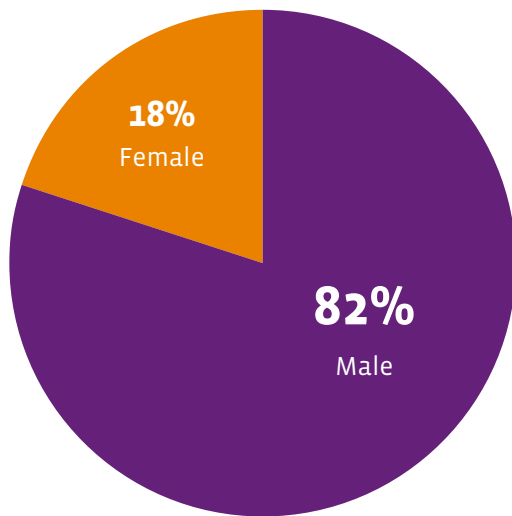
139

Active Rescues

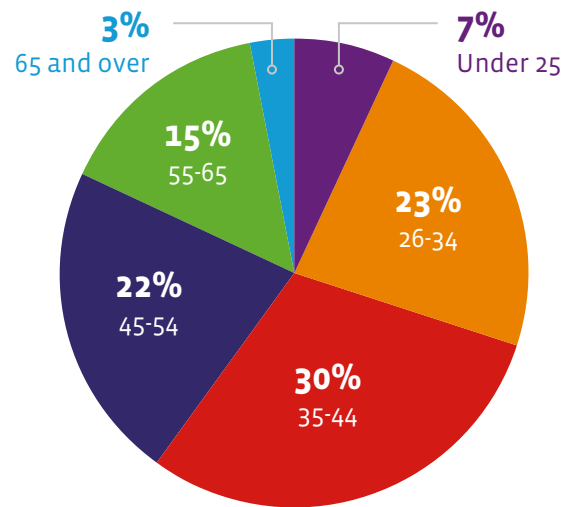
Supporting our Construction Community

We supported 4,435 families

By Gender



By Age

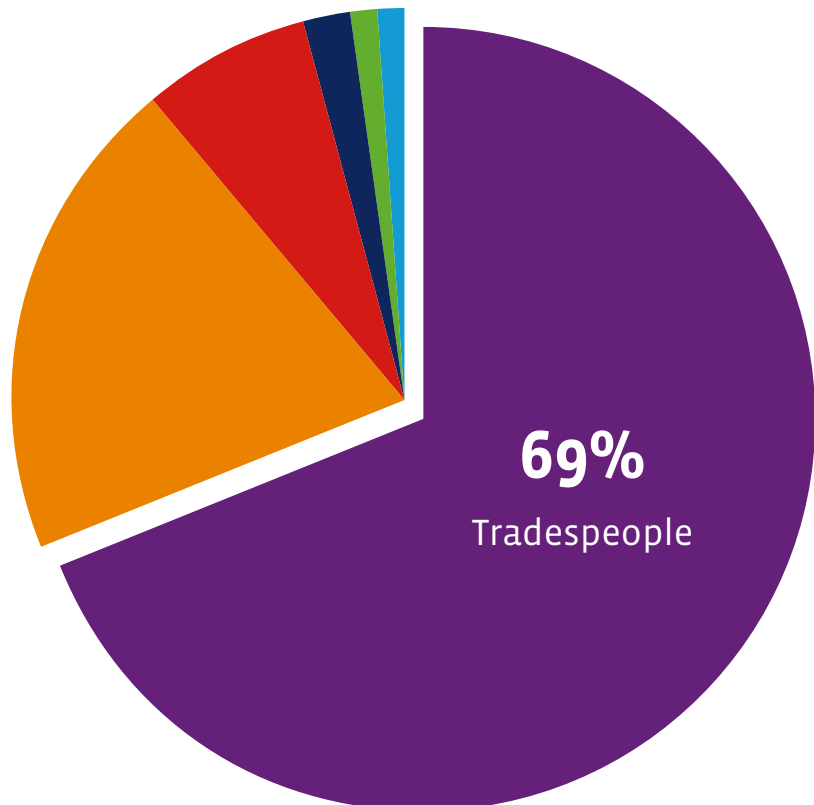


By Occupation (%)

20% Managers
7% Engineers
2% Surveyors
1% Building Suppliers
1% Highway Workers

Tradespeople

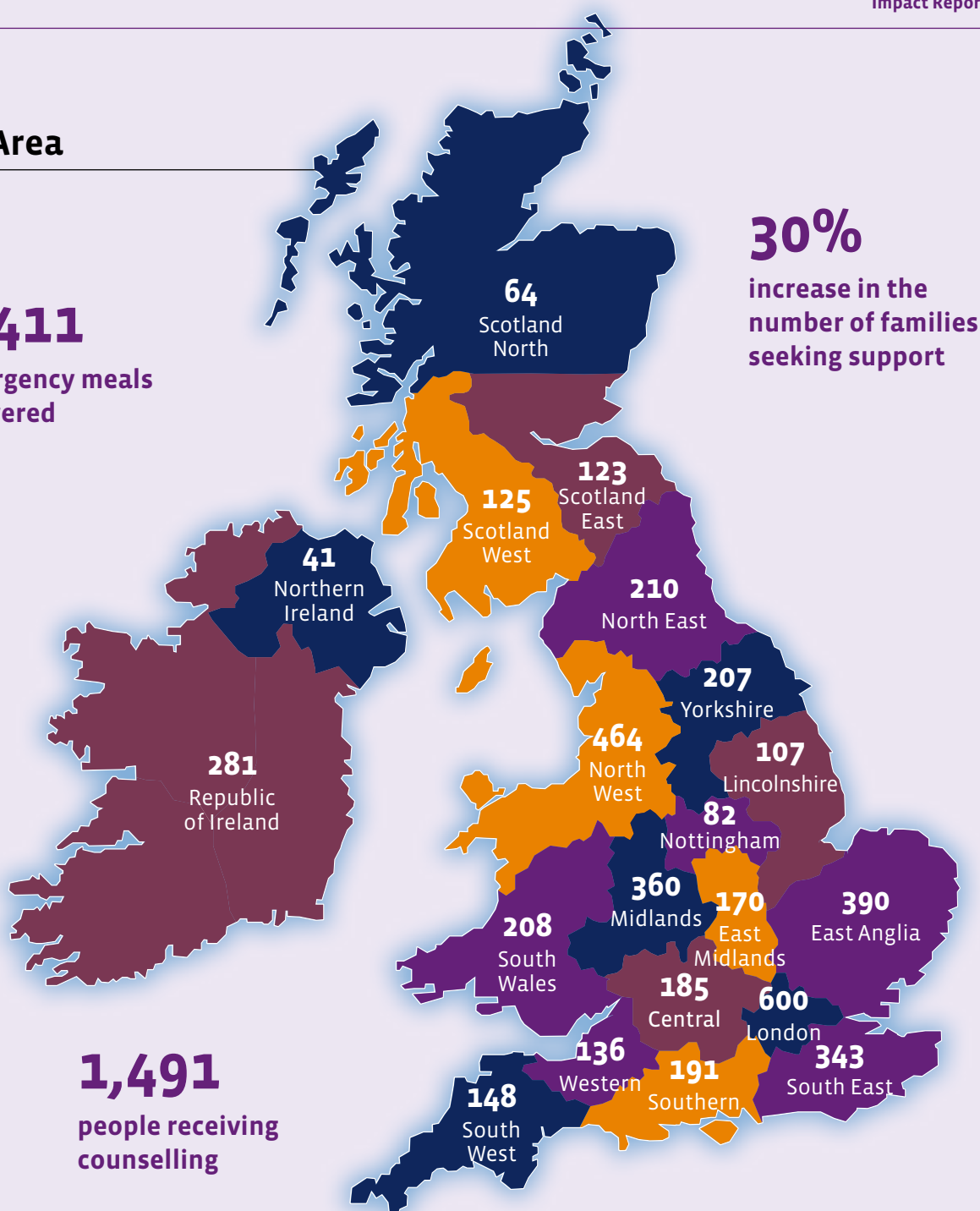
26% Labourers
8% Plant Operators
7% Finishing
6% Carpenters
6% Roofers
5% Bricklayers
5% Electricians
2% Plumbers
2% Concrete and Steel
1% Demolition
1% Welders



By Area

5,411

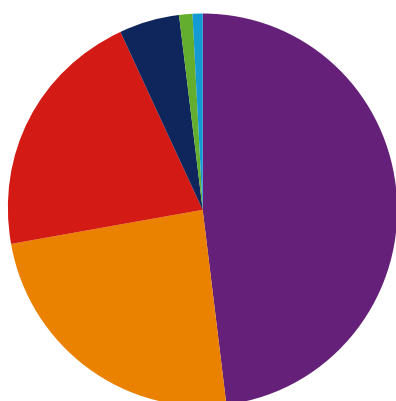
emergency meals
delivered



1,491

people receiving
counselling

Primary Reason for Contacting the Helpline



- 48%** General advice
- 24%** Financial support
- 21%** Health and wellbeing
- 5%** Legal support
- 1%** Tax advice
- 1%** Education

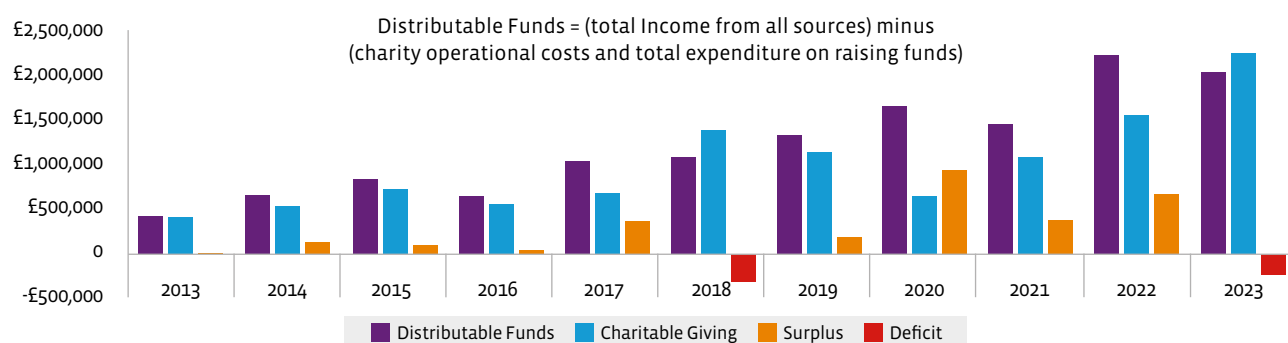
Financial Summary

It was predicted that the growth in demand for our charitable services would exceed our income in 2023 and result in an operational deficit. Despite this the charity has delivered another strong financial performance in 2023, demonstrating its financial and operational robustness over the year.

Total expenditure on the delivery of charitable services grew 46% to £2,265,523 (2022: £1,548,020). This reflected the increase in the volume of calls to our helpline, the provision of on site Critical Incident Support, expansion of our #MakeItVisible on site initiative and the significant growth of our Wellbeing Academy.

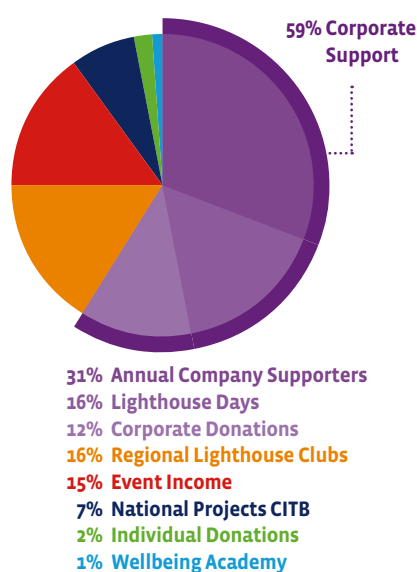
During 2023 the charity experienced a decline in revenue of 9% (£331,673). This was primarily due to an expected 65% decrease (£943,384) in event income following an unprecedented year of events as we caught up after the pandemic. However, it is notable that the annuity income from Company Supporters increased by 22% to £1,031,882 (2022: £807,000).

Distributable Funds, Charitable Giving and Surplus/Deficit

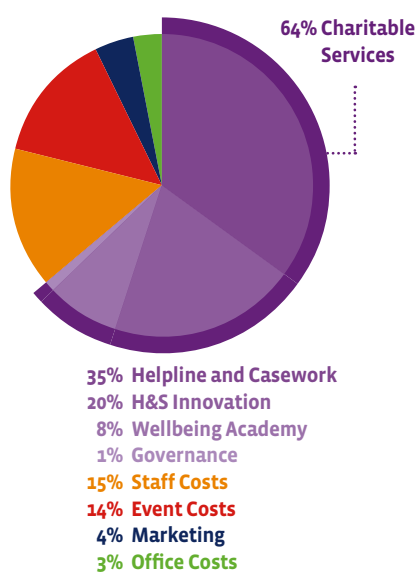


	2022	2023	%
Total Income	£3,687,958	£3,356,285	↓ -9
Distributable Income	£2,219,461	£2,033,603	↓ -8
Charitable Giving	£1,548,020	£2,265,523	↑ 46

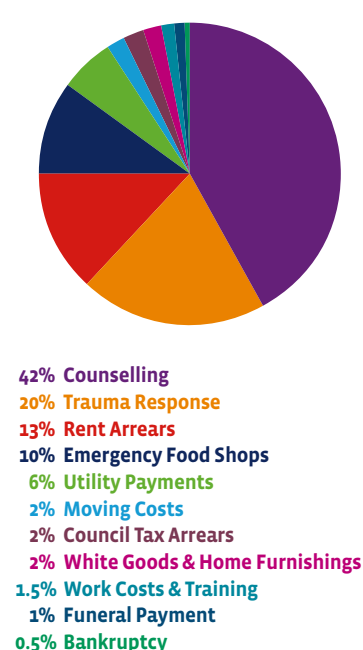
Income Stream



Expenditure Stream



Grant Expenditure



Our Charitable Services



24/7 Construction Industry Helpline

Our 24/7 Construction Industry Helpline offers free and confidential support and advice on a wide variety of wellbeing issues. Our expert helpline advisors provide a listening ear and can signpost to additional support where necessary. Many callers present complex issues that need multiple interventions. These are managed by our caseworkers who specialise in providing holistic support and working with third party organisations to ensure that callers can access all the possible support available.

Live Chat Service

Our live chat service provides real time wellbeing support from our helpline advisors (not automated bots!) If finding a place to talk is difficult then our live chat service offers complete privacy whatever the setting. Whether in the break room, on site or at home, immediate support is available. The service also offers the choice to chat in over 120 languages. Currently available Mon-Fri 9am-6pm.



Self Support

Self Support App

Our free self support app is the ultimate self-help tool in the palm of your hand. Each section offers advice on a variety of conditions and issues, self-assessment tools, coping strategies and referral pathways to access expert advice and support.



MakeItVisible.info

Accessible via desktop and mobile, the portal offers a wealth of wellbeing resources and pathways to support.

Text HARDHAT Service

Our text 'HARDHAT' service meets the needs of those who feel uncomfortable speaking with someone on the telephone or find it difficult to find a place and time to talk. The text service provides one to one support on a range of wellbeing issues and can signpost to further specialist support if needed.



Lighthouse Beacons

Lighthouse Beacons are safe spaces for people to come together and talk in a confidential and supportive environment. They offer an opportunity for people to share problems or issues they have faced or are still facing, with like-minded individuals in a non-judgemental setting. Many of the groups share an interest in a common activity such as sport and the common goal is to break the stigma of talking about emotional wellbeing and to provide hope, safety and support.

#MakeItVisible On Site

Our #MakeItVisible team are reaching out to the frontline trades to let them know about the crucial support services we provide. Visiting construction companies, builders' merchants and hire centres across the UK and Ireland, the #MakeItVisible team share their own personal experiences with challenging mental health situations, giving others the confidence to reach out for support when they need it.



Critical Incident Support

If a site or workplace has an incidence of suicide or accident, the critical response team can provide specialist trauma support. The team coordinates the appropriate level of response to offer immediate support and this is usually delivered on site or in some instances remotely, depending on the circumstances. A follow up visit can signpost to additional support if necessary, including specialist trauma therapy or trauma counselling.



Wellbeing Academy

Better wellbeing for our workers stems from promoting a positive cultural change within our industry. Most of the Wellbeing Academy training is free and easily accessible by everyone in our industry. It embraces every style of learning from self-paced eLearning through to online tutor-led courses and onsite training. The academy also offers a variety of courses to support everyone in our industry from soft skills training, Lighthouse Wellbeing Exclusives and MHFA accredited qualifications.

Lighthouse Beacons

Our Lighthouse Beacons utilise existing support groups and networks to offer safe spaces for people to talk in a confidential and supportive environment with like-minded people. By the end of 2023 we had 469 beacons across the UK and Ireland incorporating both virtual and face to face peer support groups.

Each beacon encourages open conversations in different ways. Some are very structured such as Talk Clubs, where each meeting follows a format where people are given the opportunity to introduce themselves, talk about how they are feeling and then share why they feel that way. An end of session review aims to understand how the group has been able to help.

Other beacons such as ManGang are face to face meetings which adopt a more informal approach over a cup of tea and chatting over any issues that they are facing or have faced. Many of our other beacons are aimed at those with a shared interest or activity such as MenWalkTalk.



Lighthouse Beacons are safe spaces for people to come together and talk in a confidential and supportive environment.

Keeping safe

Before any groups are accepted as part of our network of Lighthouse Beacons we carry out a number of checks to ensure that they are a safe and suitable fit for our community. Working closely with their representatives we ensure that they have the appropriate documented safeguarding processes and resources in place. We encourage all facilitators to be Mental Health First Aid qualified and can offer support with training if needed. We are also able to offer additional support to help with referral pathways through our helpline.

Shining a light

Once we are happy that our community will be safe and feel included, we then share information about new beacons on our website. Individuals are able to search by postcode to find details of their nearest beacon and make contact directly.

As word of the support we offer through our charitable services increases, we are approached by more groups eager to be part of our network. We also identify geographical areas where we would like to increase the availability of beacons and proactively research peer support groups that support our objectives.

“I came to Mangang, one of the Lighthouse Beacons when I was hiding my depression from the world. In just one session with total strangers I felt able to share the darkness that I was living in. It’s an amazing community to reach out to for support and some very wise words. It’s run and attended by ordinary blokes who have their own struggles so you instantly feel as if you’re not alone anymore. If you’re struggling, reach out. It’s ok to not always be ok.” Ciaran



390
SITES VISITED

#MakeItVisible On-Site

Our #MakeItVisible On-Site initiative goes from strength to strength and last year we visited 390 sites and engaged with almost 26,000 site workers. These visits enable us to reach out directly to the trades and ensure that they know about the help available and the many ways that they can access the support they need.



It's vitally important that our message of support is heard at grass roots level, so we made a conscious decision to ensure that our team can share their lived experiences in a down to earth and relatable way. Our team deliver a #MakeItVisible team talk, covering all aspects of wellbeing and the importance of looking out for colleagues and friends. Workers also have the opportunity to talk confidentially to our team about any issues they need support with.

These conversations can have a life changing and life saving impact. During our visits last year, we know that our team spoke with 139 workers who felt so helpless that they were experiencing suicidal thoughts. As a result of opening up to our team, we were able to provide immediate support and put in place interventions to help them manage their issues in a positive way in the future.

25,801
WORKFORCE ENGAGED



Ray Elliott – #MakeItVisible Team Member

Ray is a member of our #MakeItVisible team. He is passionate about improving wellbeing in our industry and has experienced the daily challenges the industry and its people face.

“My journey began in the construction industry after leaving school, where I got an apprenticeship as a bricklayer. Spending most of my time on new build housing sites, I gained firsthand experience of the challenges faced by construction workers.

Earlier in my career, I battled anxiety and depression, reaching a point where I felt suicidal and unable to share my struggles. Fortunately, a family intervention prompting me to seek help which ultimately saved my life.

The effectiveness of the #MakeItVisible visits lies in our personal approach. When we first arrive on site, initial perceptions of why we are there can sometimes mean that we are met with scepticism. But our talks quickly resonate with individuals as they realise that we completely understand and identify with the struggles they face. We mirror the audience, and I know that when I share my own struggles, they are the same experiences shared by many listening. This creates an environment where it's acceptable to talk and that no problem is too large or too small. We reassure people that it's okay to ask for help and we talk about the valuable support the Lighthouse Charity offers and that it is completely free and confidential.

During our visits, we encounter a variety of challenges that workers in our industry face, including the high cost of living, addiction, family pressures and the resulting emotional strain. After our team talk, individuals often open up to us and share their personal experiences. Issues they may not have divulged to even their closest friends or family. I believe this openness is due to the rapport established when we share our own struggles, demonstrating vulnerability and a willingness to discuss our emotions, a rarity in the construction industry.

Sharing our own experiences regularly can be emotionally draining but we have an incredibly supportive team; we always work in pairs, allowing us to debrief and provide mutual support in the van after challenging days.

Several industry specific factors contribute to the troubling statistics in this otherwise great industry. Recently, we've witnessed significant increases in material costs, poorly costed projects, and unrealistic payment terms imposed on the supply chain. These factors undoubtedly create a highly pressurised, stressful environment, affecting everyone involved. Having transitioned into management roles within the industry in recent years, I've experienced pressures from both project management teams and frontline workers. While the industry is known for its adaptability and embrace of new technologies, it seems that over the past decade, there has been a substantial increase in expectations placed on workers.

To help address this, the Lighthouse Charity delivers a holistic approach to wellbeing and as well as reducing the stigma of talking about our emotional wellbeing, we are also focusing on physical and financial wellbeing too. There is more emphasis on topics such as self-care, nutrition, work-life balance, budgeting, and addiction awareness.”

“ The construction industry is unique; it becomes a part of you. I hold a deep appreciation for both the industry itself and the remarkable individuals working within it. ”



Pioneering Partnerships

A career in the construction sector offers a variety of rewarding opportunities, but the industry is experiencing a huge skills shortage. One of the ways that we are helping to address the industry's workforce challenges and bridge the skills gap is by exploring new sources of talent.

A critical element of this includes partnering with new communities and hard to reach groups to proactively support a fully inclusive environment and engage with individuals who may never have considered a career in construction before.

Two such highly successful initiatives include pioneering an innovative programme with Cardiff Prison to reintegrate prisoners into the workforce and an initiative with Lofty Heights Skills Academy in East Anglia to support young NEET (Not in Education, Employment, or Training) individuals.

As well as delivering technical skills, these initiatives also ensure that people acquire the necessary soft skills training needed to cope with today's challenges. Through our Wellbeing Academy, participants can access a diverse portfolio of self-paced eLearning modules offering a range of wellbeing topics that can be completed at a pace that suits individual needs.

These collaborations also give us an opportunity to share our many pathways to additional support which can be accessed at any point in their future careers.

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“This will add value and provide a deeper knowledge on entering the construction industry.”

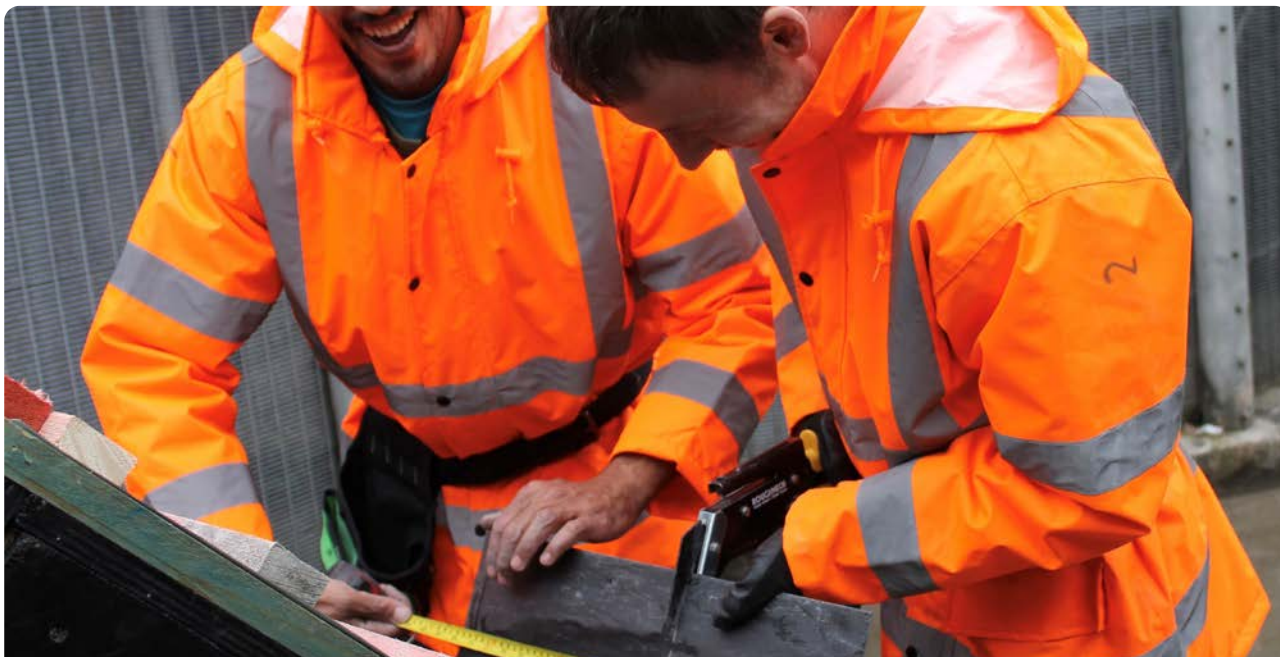
Claire Flowers, Education Manager, Lofty Heights

Lofty Heights Skills Academy – Supporting Young NEET Community

Joining forces with the Suffolk and Norfolk Lofty Heights Skills Academy, we are encouraging young NEET (Not in Education, Employment, or Training) people to choose construction as a career and provide them with access to essential wellbeing training.

Claire Flowers, Education Manager at Lofty Heights, said “We are so pleased to be working with the Lighthouse Charity to provide our NEET young people with the opportunity to complete the bespoke training being offered to those wishing to work in construction. This will add value and provide a deeper knowledge on entering the construction industry”.

Commenting on yet another successful collaboration, Sarah Bolton, Lighthouse Charity CEO added, “This is a crucial time for our young NEET community. Helping them to develop effective social and emotional wellbeing skills will support them in their new environments. This collaboration will also ensure that the next generation are well equipped to navigate the challenges of daily life and in turn, they too can help drive change to support a positive wellbeing culture in the industry.”



Cardiff Prison – Supporting Prisoners and Ex Offenders

The pilot project at Cardiff Prison embraces the support of the Lighthouse Charity, GLA Group and Central Group to offer specialist skills training, soft skills development, and an exciting pathway into the roofing industry. This initiative promises to not only empower prisoners but also changes the construction industry's landscape, bringing new found hope and opportunities.

Sarah Bolton, Lighthouse Charity CEO, articulated the importance of this programme,

“Through this holistic partnership, we can deliver not just the essential vocational skills, we’re also ensuring easy access to vital soft skills training. Many ex-offenders could face societal prejudice and difficulties finding work. This programme will enhance their employability and empower individuals entering the sector to embark on a sustainable career, with the skills to overcome daily challenges.”

The GLA Group, renowned for their expertise in roofing courses, take on the role of mentor, delivering comprehensive training to prisoners with aspirations in the construction industry.

Andy Bird, Director of the GLA Group commented, “GLA realise that it’s not just about teaching people new practical skills to help them when they leave prison, it’s having the skills to deal with the challenges we face on a daily basis. The Lighthouse Charity helps to fill that gap with eLearning courses aimed at understanding and easing the stress and anxiety that life and work can sometimes bring.”

Completing this transformative cycle of support is the Central Group, a roofing and cladding contractor, offering individuals who complete the training an opportunity to pursue a career in the construction industry upon their release.

Central Group commented, “The training and support networks being offered by this partnership are fantastic. They’re tackling the key challenges that ex-offenders face. We share their belief in everyone having the same opportunities to meaningful employment, regardless of their circumstances or background. Given the opportunities the roofing industry can offer, we’re willing and interested in helping ex-offenders secure a role in construction.”

Louise Morgan, Head of Education Skills and Work at Cardiff Prison added, “What an exciting collaboration between the Lighthouse Charity, HMPC, GLA Group and the Central Group. This is an example of working together at its best. By working with partners, we can enhance our curriculum to provide the men in our care with the best education, skills and work opportunities to be successful in their goals and ambitions when they leave custody.”

“The training and support networks being offered by this partnership are fantastic. They’re tackling the key challenges that ex-offenders face.”

Andy Bird, Director, GLA Group

Our Caseworkers

Last year our caseworkers managed 2,435 complex cases, a 23% increase on the previous year. Caseworkers support people who have complex needs including a variety of financial and emotional difficulties, life threatening illnesses, and helping people to overcoming loss or bereavement.



Action Plan

Our caseworkers' priority is to identify any immediate safeguarding issues for each individual or family, which could include finding a 'safe space' for them or providing emergency food deliveries.

Once any immediate needs have been addressed, we are then able to set up an ongoing action plan of support and interventions to get people's lives back on track.

An important aspect of the support we provide is to ensure that people feel equipped with the skills and coping mechanisms to deal with any ongoing or new difficulties they may experience. This in turn gives our construction community a safe and sustainable future.

Your Money – Working Harder

Our caseworkers' collaborative and holistic approach with partner organisations optimises charitable grants and opportunities to match fund. They also ensure that people are accessing any statutory entitlements such as reductions in council tax, help with funeral costs and disability allowances. In 2023 our caseworkers leveraged an amazing £1,675,309 before releasing our charity's funds.

Trusted Referrers

To support these complex cases we have developed relationships with a number of industry relevant charities and foundations that align with the support we offer.

One such example is our relationship with the Electrical Industries Charity, (EIC). Any electricians seeking help from us are asked for their consent to share their information. This removes the need for individual to submit multiple applications for support.

Our caseworkers then work together with the EIC to jointly fulfil all the necessary needs which might include the provision of household items, white goods or counselling. This reciprocal relationship also means that where appropriate we will match fund charitable grants offered by the EIC.

Utilising our network of trusted referrers ensures that we provide the best possible support to our community, whilst optimising efficiency and streamlining decision making for the benefit of everyone.

Caseworkers leveraged
an amazing

£1,675,309

In 2023 we managed

2,435

complex cases



A **23%** increase
on the previous year

“ We really value working with the Lighthouse Charity. It not only enables effective collaboration but extends the support that we offer our industry members. Working with their amazing team is easy: they hold such passion for helping others and align with our missions in so many ways. Together, we are changing lives for the better! We are thankful to be working alongside you in this and thank you for your ongoing cooperation and support. ”

**Grace Ellis, Director of Welfare
Electrical Industries Charity**



Wellbeing Academy – Lighting up learning

Our Wellbeing Academy embraces every style of learning and caters for everyone in our industry. We are constantly augmenting our training to respond to the needs of a diverse and transient workforce and ensure that they have the necessary soft skills to cope with the challenges faced in today's uncertain times. In February 2023 we introduced self-paced eLearning modules to our Wellbeing Academy. This style of learning offers complete flexibility around hectic work and home lives and can be accessed at a pace that suits each individual.

The academy also incorporates a number of courses aimed at empowering individuals, teams and leaders with new knowledge and skills across several topics of wellbeing.

The Suicide Awareness training is just one of these and the course is designed to give people the confidence to start a conversation and help them identify the signs that somebody is experiencing suicidal thoughts. Last year this course was incredibly popular, with 341 people

participating, reflecting the industry's desire to raise awareness and understanding of this difficult and highly sensitive subject.

We are also focused on supporting the industry's 12,000 wellbeing champions and mental health first aiders. This bespoke training ensures that those who bear the emotional weight of the workforce are able to manage their own wellbeing whilst providing continued support to others.

MHFA England Accredited	
MHFA Awareness	
54 courses	796 trained
MHFA Full Course	
104 courses	1,204 trained
MHFA REFRESHER	
30 courses	164 trained
TOTAL	
188 courses	2,164 trained

Wellbeing Wednesday Meditation

33 courses	180 participants
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Mental Health Awareness	
MANAGING MENTAL HEALTH IN THE WORKPLACE	
59 courses	501 trained
SUICIDE AWARENESS	
27 courses	341 trained
TOTAL	
86 courses	842 trained

Masterclasses:

129 courses	420 participants
-----------------------	----------------------------

eLearning	
BANG ON BUDGET	BANTER Vs BULLYING
261	103
MANAGING ANXIETY	MANAGING STRESS
88	84
WORK LIFE BALANCE	MINDFULNESS
5	52
BUILDING RESILIENCE	RESOLVING CONFLICT
67	89
TOTAL	
749 eLearning modules	

In 2023 we delivered: 436 courses → 3,606 participants

Your support, changing lives

Every month in our Beacon newsletter we share the journey of someone who has reached out to us for support during difficult times.

That support comes in many forms and could be as simple as providing a listening ear, ensuring that meals are put on the table, or paying utility bills. Or it may be something longer term, such as providing counselling or helping someone to set up a safe home. We ensure that your money reaches the people that really need it, and whether you're holding a fundraising Lighthouse Day or pledging an annual donation as a Company Supporter, you are making a life changing impact.

Emotional wellbeing challenges

Martyn, a 36-year-old with two decades of experience in the construction industry, started his career at the age of 16 through an apprenticeship, eventually specialising as a painter.

Over the last six years, he has worked at various companies, and has now transitioned into management as a site supervisor at Novus.

In 2014, Martyn began to recognise that something didn't feel right with his mental health, and despite seeking medical advice, the root cause of his struggles remained uncertain. Over the years, his mental health deteriorated further, including personal challenges such as the breakdown of his marriage and a reliance on heavy drinking. As his life reached a low point last year, he feared the potential consequences for his job security.

Fortunately, recognising the urgency of his situation, his employer recommended that he reach out to us for professional support.

Once he had contacted us and shared his struggles, he was referred to a compassionate therapist who proved to be crucial to Martyn's emotional recovery. Having encountered similar stories, the therapist was able to conduct a series of counselling sessions to explore the underlying issues affecting his mental health. Having a better understanding of his challenges, Martyn began the journey towards recovery.

With the support of our team, Martyn successfully weaned himself off medication and learned to openly discuss his mental health challenges. This transformation not only benefitted him personally, but also had a positive ripple effect on his professional life. His peers and colleagues on site now feel comfortable approaching him to discuss their own struggles without fear of judgement.

Having made significant improvement, Martyn now feels confident about moving forward independently. While he no longer requires the immediate support of our team, he finds comfort in knowing that the door remains open for him to seek help should he need it in the future.



Martyn



“ Before I found out about the Lighthouse Charity, my life was falling apart. I couldn’t even afford basic food shopping and every penny I earned went straight to bills and my debt. I was having more and more sleepless nights, and my work performance was suffering. ”

Relationship breakdown and financial struggles

‘Jane’, a 50-year old administrative worker is in full-time employment within the construction industry. Her life took a drastic turn when her husband left the family home.

The emotional turmoil of the relationship breakdown resulted in her neglecting many of her financial responsibilities. This included her fixed-rate mortgage rate coming to an end without her applying for a new product before the required deadline. This resulted in her monthly mortgage payments almost doubling. She had also accumulated arrears including utility bills and her financial situation meant that she was at risk of losing her home. Jane’s poor credit score made it impossible for her to secure a loan and even with a loan, Jane feared that her financial situation would not improve. Struggling to pay the higher mortgage rate and dealing with the emotional stress of her relationship breakdown, she was on a downward spiral with seemingly no way out.

Jane’s daughter then recommended that she contact us for advice and support and we were able to quickly step in and offer crucial assistance. We undertook a comprehensive financial assessment of her current situation to determine the most effective support. We then offered guidance to address her utility arrears, and weekly food shops were arranged to alleviate the immediate financial pressure.

A discussion with financial advisors concluded that clearing arrears and securing a new fixed-rate mortgage would ensure Jane’s financial sustainability, and her mortgage provider confirmed acceptance on to a new fixed-rate

mortgage. Jane is now back in control of her finances with her own budget plan, sleeping better and no longer suffering with anxiety.

“Before I found out about the Lighthouse Charity, my life was falling apart. I couldn’t even afford basic food shopping and every penny I earned went straight to bills and my debt. I was having more and more sleepless nights, and my work performance was suffering. I felt like I was on the verge of a mental breakdown. It was my daughter who came to my rescue, sending me a link to the Lighthouse Charity and the very next day, I plucked up the courage to call the helpline whilst on my way home from work. At the time, my car was sitting in a garage in desperate need of repairs which I couldn’t afford, so it was taking me four hours to get home as I couldn’t afford the bus.

A lovely gentleman answered my call and offered words of comfort, assuring me not to worry. Shortly after, I received a call from my case worker, Graham – a true legend! He understood the struggles I was facing and that I wasn’t even eating properly, so immediately arranged for me to have regular food deliveries. Thanks to the Lighthouse Charity, I was able to get my car back on the road and sort out my new mortgage payments which made everything so much better. Having someone on your side to help you out makes such a big difference.” – Jane



Sudden Loss

The wife of a 44 year old site traffic marshal reached out to us when her husband had a sudden heart attack and sadly died two days later. She was alone dealing with her grief and trying to care for her 11 year old son and was not coping emotionally or financially.

We were able to provide immediate legal assistance as she was struggling to obtain probate. We also helped to pay for funeral costs and this money was returned to us when a relative stepped in to help.

She was still grieving and dealing with the shock of her loss, so we were able to outline all the support available to her and let her know that we would be here for her whenever she was ready.

Our case worker continued with a complete review of her financial circumstances and ensured that she was claiming all the benefits she was entitled to. We reviewed her electricity arrears which had increased significantly and managed the debt with the supplier.

Both the lady and her son have been offered further emotional support should they wish and we have been able to relieve her of further stress and upset during such a difficult time, knowing that she can reach out again whenever she needs.

She has since expressed her profound gratitude for our help with her situation and for being there to support her during such a difficult and traumatic period in her life.

Nathan's cancer journey

In November 2022, we first published the story of Nathan and Amy, and their children Brianna and new born baby Grayson. They were very happy for us to share their journey, both to give hope to others struggling with a cancer diagnosis and treatment and to highlight how important it is to reach out for support during such traumatic times. We've recently received an update from Amy with lots of positive news, so we wanted to share that with you too!

November 2022

Nathan, a 24 year old labourer who had worked in construction for five years was diagnosed with stage 2 testicular cancer. Within months, Nathan's cancer had spread into his abdomen and he urgently needed to start chemotherapy.

This devastating diagnosis coincided with the birth of his second child Grayson, a brother for Brianna. But the joy of welcoming a newborn baby was mixed with the complexities of a tough pregnancy and prenatal depression experienced by his partner Amy.

Both Nathan and his partner Amy were in a very emotional place and couldn't quite believe this was all happening to their young family. Emotionally and financially, this was the darkest time of their lives.

“I couldn't take away the cancer. I just about managed to take care of the whole family, feeling numb but driven” says Amy. “I knew we needed support as everything was too overwhelming. I was recommended to contact the Lighthouse Charity, which has completely changed our lives for the better”

We stepped in to help support the family and take away some of the pressure during this time, including ensuring regular food deliveries were organised and paying off late payments for gas and electric bills. We provided Nathan with a new, more suitable bed that would help him sleep more comfortably during his illness, and managed to make him a priority recipient for a new home that would accommodate their situation better. Nathan was also granted a Discretionary Housing Payment to assist with housing costs, childcare and nursery payments were provided.



Nathan and Amy

Our team made recommendations to the appropriate health services to ensure that Nathan and his family received comprehensive care and regular follow-ups were conducted to monitor progress. They received personalised emotional support with regular one to one sessions aimed at keeping them positive and equipping them with coping strategies during the challenging times they faced.

With all this extra support, Nathan was able to prioritise his health and focus on appointments and treatments and went into remission. More recently another small tumour was found, however the family are remaining extremely positive and awaiting further consultation.

“In such a dark time, we’ve come out stronger and healthier than ever before, all thanks to the Lighthouse Charity. I want to especially thank Carmen Dorrell, our family case worker. Your character and support will have a long-lasting effect on this family. You were on our side of the fight against cancer and the destruction it caused” Amy

Update from the family

Nathan and Amy have recently received the keys to their new two bedroom house and have been busy with the exciting task of decorating it.

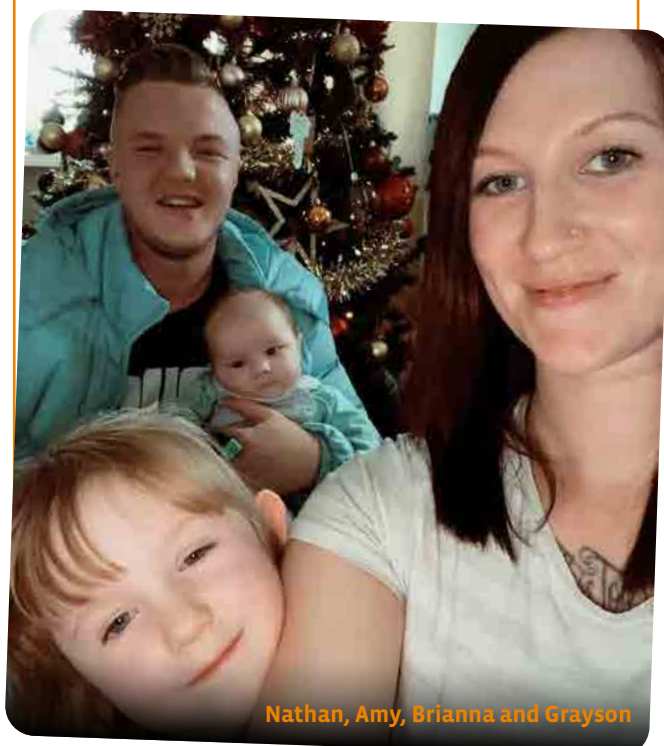
Brianna had a fantastic first day at school and is already thriving. The school has been exceptionally supportive of the family’s situation. Grayson celebrated his first birthday with a wonderful party, creating cherished memories.

Nathan’s health is improving, especially now he’s back to work – albeit temporarily. He has more surgery scheduled to address the lingering issue with the lymph node and it will require several months of recovery, but they’re prepared to face it head-on.

In a significant milestone Nathan successfully passed his driving test and is now eagerly awaiting the arrival of his work van, which will open up new opportunities for him.

Amy said, “Nathan is looking super healthy! He’s happy back at work and preparing for the next surgery. We know he’ll be recovering for a good few months, but that’s ok, we’ll be ready for it.

I did feel a little overwhelmed when everything started getting back to ‘normal’. The numbness started to wear off and it was back to reality. I can’t thank you enough- honestly for supporting us. We wouldn’t have got so far without you.”



Nathan, Amy, Brianna and Grayson

Looking Forward

A message from our CEO, Sarah Bolton

In 2023 we reached more people than ever before; both in terms of the families we supported and the number of individuals and organisations that helped us to share our message of hope and support.

I am now entrusted with the stewardship of our charity's future and tasked with enhancing and expanding upon the significant achievements under the decade long leadership of our retired CEO, Bill Hill

I'm proud and excited to lead a charity that makes such an impact on people's lives and ensuring that we achieve our vision that no construction worker or their family feels alone in a crisis.

Achieving that vision comes with challenges, but those challenges bring out the best in our team, and inspire and motivate us to innovate and adapt our charitable services to meet the needs of our diverse construction community. This includes continuing to foster collaboration with new partners and communities, building on the success of initiatives such as our work with Cardiff Prison, Lofty Heights Skills Academy, and supporting colleges and apprenticeship programmes.

To support our charity's incredible growth, it's vital that we also focus on our own people and processes to ensure that we deliver our services in the most effective and efficient way possible. As we look to the future, we will see continued growth of our proactive and reactive services and we're setting a simple A,B,C of charity priorities.

A – Awareness

Generating greater awareness of our wellbeing services within our construction community.

B – Building and Serving Communities

Engage, inform and develop the communities that support us; Our people, our Regional Lighthouse Clubs, supporters, trade and membership bodies and Lighthouse Beacons

Understand and support the communities that rely on us; Our construction workforce and their families, beneficiaries and collaborative partners.

C – Continuous Process Improvement

Focus on our people and processes to maximise efficiency, economy and effectiveness. Through rigorous evaluation and optimisation, we aim to streamline operations, reduce manual workload, and enhance decision-making capabilities, ultimately driving down costs.

Meeting these priorities will ensure our growth is sustainable whilst we continue to explore more pathways to support our workforce. I would also like to take this opportunity to thank everyone for their continued dedication to our cause. Together we can continue to make a positive impact on our construction community and make a real difference to people's lives.



Sarah Bolton
CEO



IF YOU'RE STRUGGLING, HELP IS HERE!

We are the only charity dedicated to the emotional, physical and financial wellbeing of our construction community in the UK and Ireland

Helpline  **24/7 FREE AND CONFIDENTIAL ADVICE**

UK 0345 605 1956 ROI 1800 939 122

TEXT HARDHAT TO UK 85258 OR ROI 50808



EMOTIONAL WELLBEING COVERING

STRESS

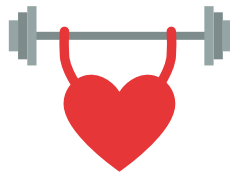
ANXIETY

DEPRESSION

ANGER

LOSS & BEREAVEMENT

SUICIDAL THOUGHTS



PHYSICAL WELLBEING COVERING

ACHES AND PAINS

SLEEP

WEIGHT MANAGEMENT

CANCER SUPPORT

ALCOHOL & DRUG ADDICTION

MENOPAUSE SUPPORT



FINANCIAL WELLBEING COVERING

EMERGENCY FINANCIAL AID

STATUTORY ENTITLEMENT

BUDGETING

DEBT MANAGEMENT

TAX, CIC AND LEGAL ADVICE

RETIREMENT PLANNING

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