



Help Inside
the Hard Hat

IMPACT Report 2021

Shining brighter, reaching further

An Introduction from our Joint Chair of Trustees

Dear supporter,

Welcome to our Impact Report for 2021. This annual report provides information about how we have supported people in the construction industry and the positive impact this had on their lives thanks to your generous donations, inspiring fundraising activities and continued support.

2021 was another challenging year due to the pandemic; for the people in our industry and for us as a charity where the number of people who needed our support rose by 23%. However, despite the challenges presented with lockdowns and working restrictions, we are proud to have helped 2,777 construction industry people and their families through our 24/7 helpline services.

Our caseworkers worked tirelessly to support over 1,700 people experiencing a range of complex issues. This included people experiencing severe financial difficulties ranging from rent arrears to struggling to meet daily living costs including paying for food for their families. Our caseworkers managed to leverage a staggering £1,434,199 to support people by ensuring they received the benefits they were entitled to, negotiating with suppliers and match-funding from other organisations to pay for things like adaptations to homes for people injured through accidents.

We introduced counselling services in 2021 to help people with their mental health and wellbeing. Over 200 people accessed these talking therapy services to help with emotional issues including, bereavement, relationship counselling and anger management.

Due to the pandemic we converted all our Mental Health First Aid, Masterclasses and Building Mental Health training to be delivered online. As a result we were able to accelerate our health and wellbeing education and trained over 3,000 of the workforce. We are particularly proud that along with the CITB funded Building Mental Health project we have now trained over 9,000 Mental health First Aiders in our industry.

Looking after our own mental health and others' has never been more important. In the construction industry we still lose two lives to suicide every working day. That's why in May 2021 we launched our 'Help Inside The Hard Hat' campaign to raise awareness of health and wellbeing issues and how to reach out for help. You will see throughout this report how we are working hard to change lives and improve health and wellbeing in the construction industry.

Thank you to everyone who has supported us, whether that's telling someone else about us so we can help them, raising vital funds so that we can offer the services that are needed by people in our industry or supporting us in other ways, thank you. We can't do what we do without you.

Joint Chair of Trustees



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

Edward Naylor



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

Lyndsey Gallagher

Our Performance and Key Achievements in 2021

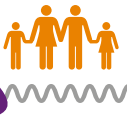
“Our mission is that no construction worker or their family should be alone in a crisis.”

Total spent on charitable services

£2,511,214

(includes leveraged funds)

Construction Industry Helpline



24/7 Helpline supported

2,777 families in crisis.

1,787

complex cases requiring multiple interventions managed by our case workers.



£1,434,199

of financial support leveraged from external sources.



95% of those we helped would recommend our services to their colleagues.

52,775

Helpline Cards were distributed



741,775

cards are now in circulation



Launched



Help Inside The Hard Hat awareness campaign

Education & Training

Wellbeing Masterclasses

109 courses | **971** trained

MHFA courses training on site
Mental Health First Aiders

70 courses | **948** trained

MHFA Awareness Courses

49 courses | **1,052** trained

Mental Health for Managers

25 courses | **292** trained

Health and Safety Innovation

£59,421

Invested in the latest version of our Construction Industry Self-Help App and supporting wellbeing applications.



Social Value



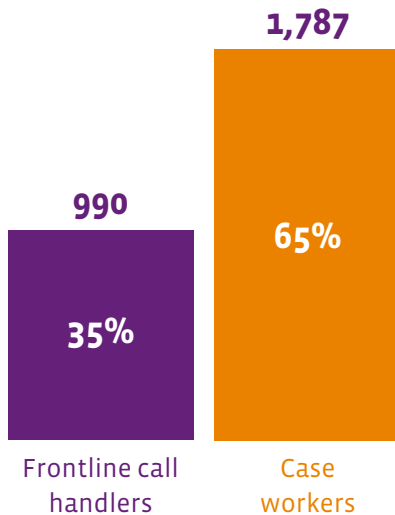
For every £1 Charitable Spend our charity **creates £7.82 in Social Value***

*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.

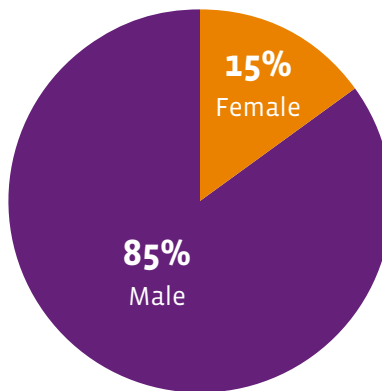
Supporting our Construction Community

Total no of calls from construction families needing support – 2,777

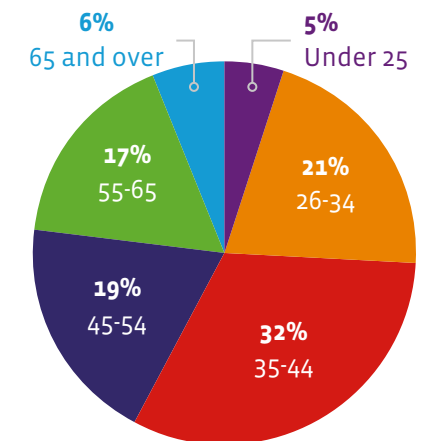
Call Handling



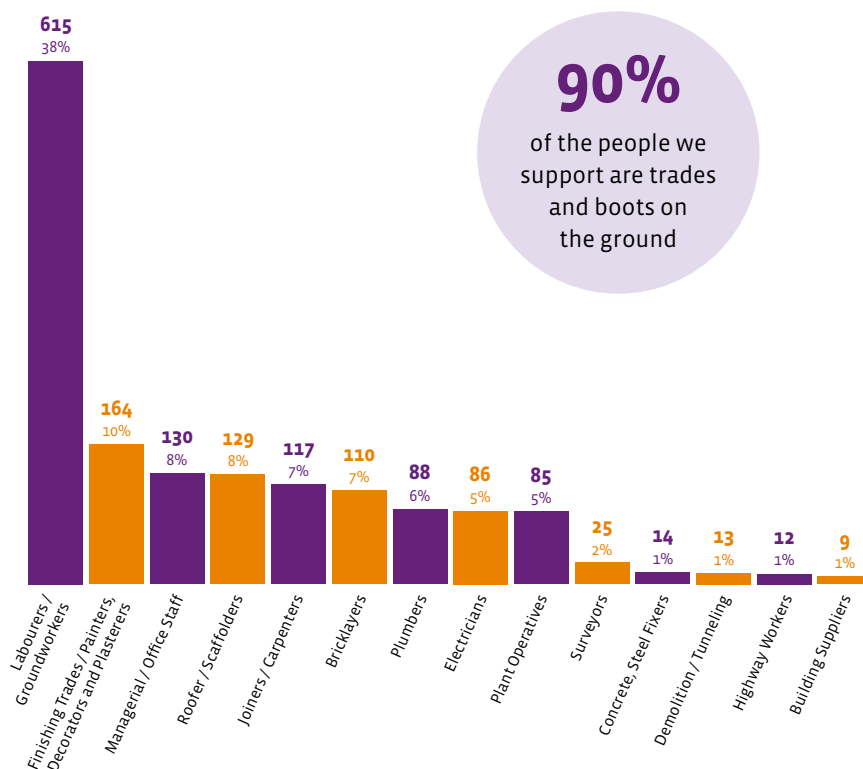
By Gender



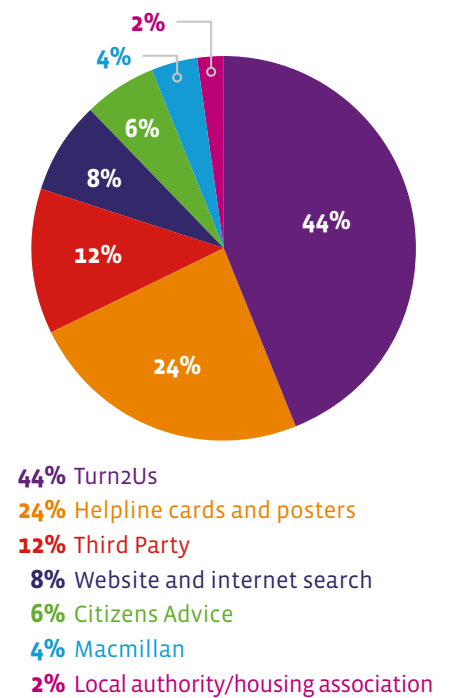
By Age



By Occupation (%)



Source of Referral

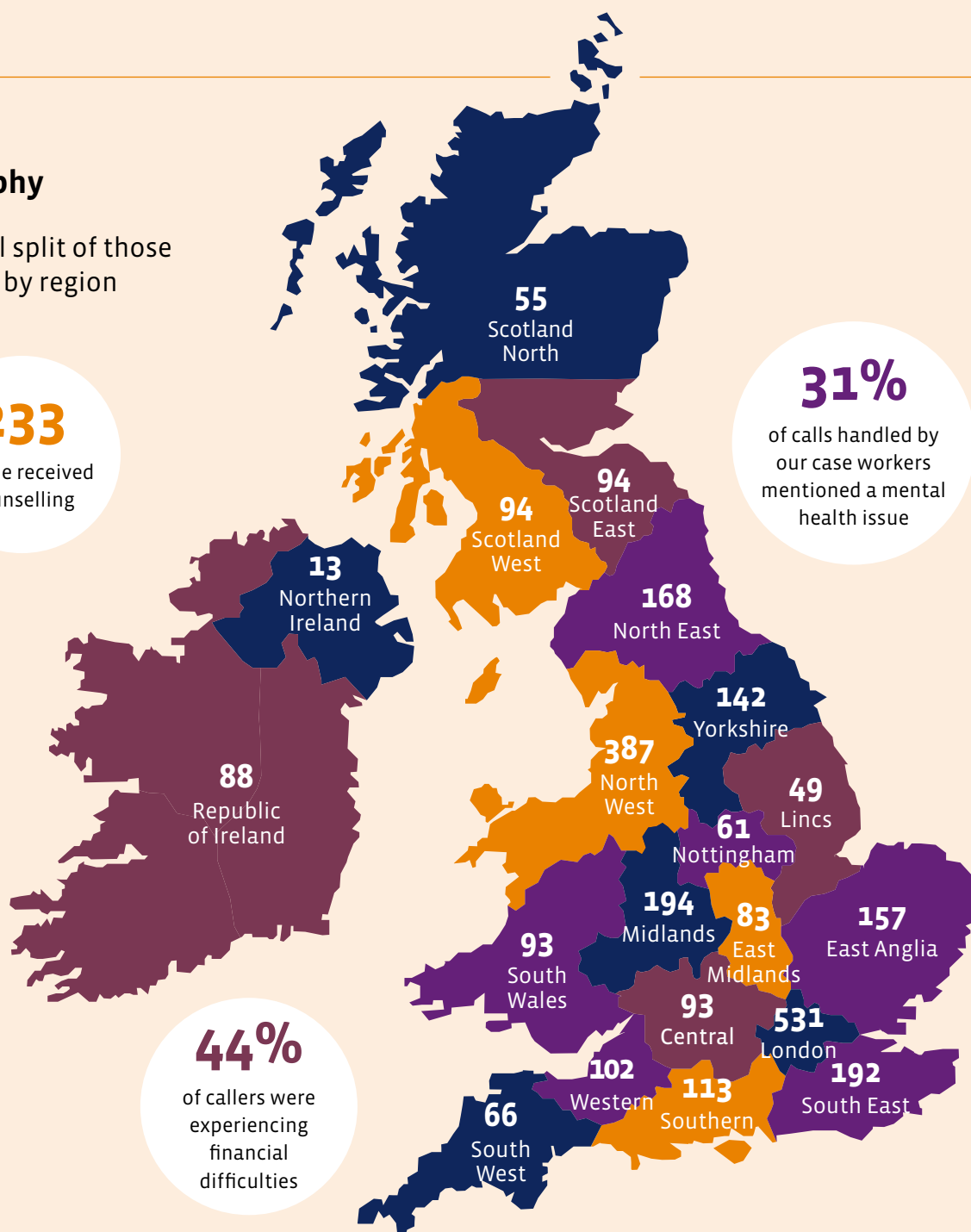


By Geography

Geographical split of those seeking help by region

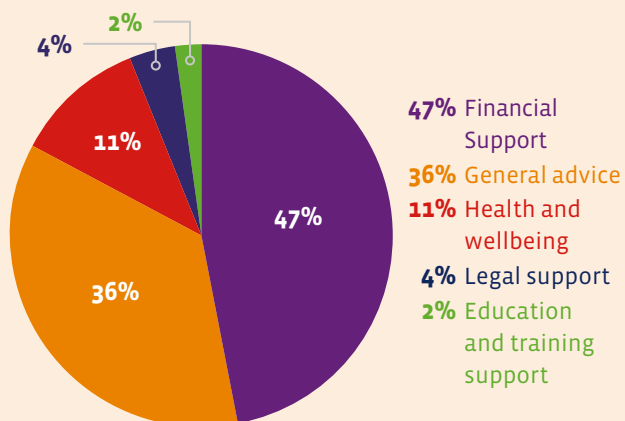
233
people received counselling

31%
of calls handled by our case workers mentioned a mental health issue

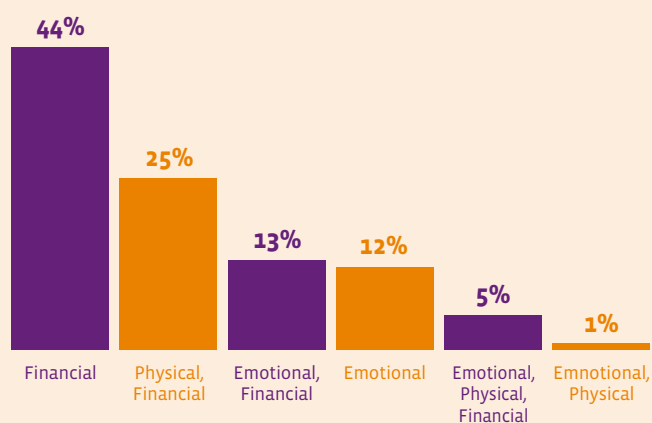


44%
of callers were experiencing financial difficulties

Primary Reason for Contacting the Helpline:



Underlying Reasons for Contacting the Helpline



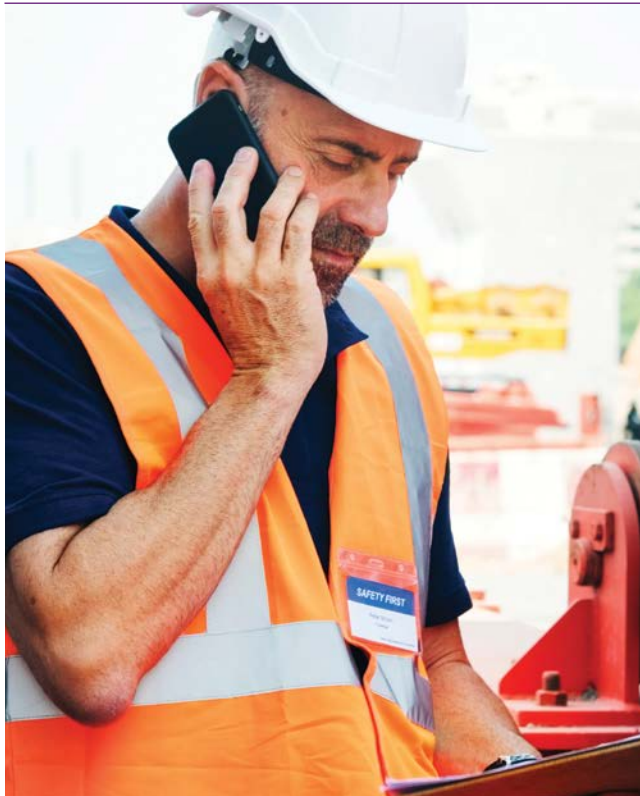
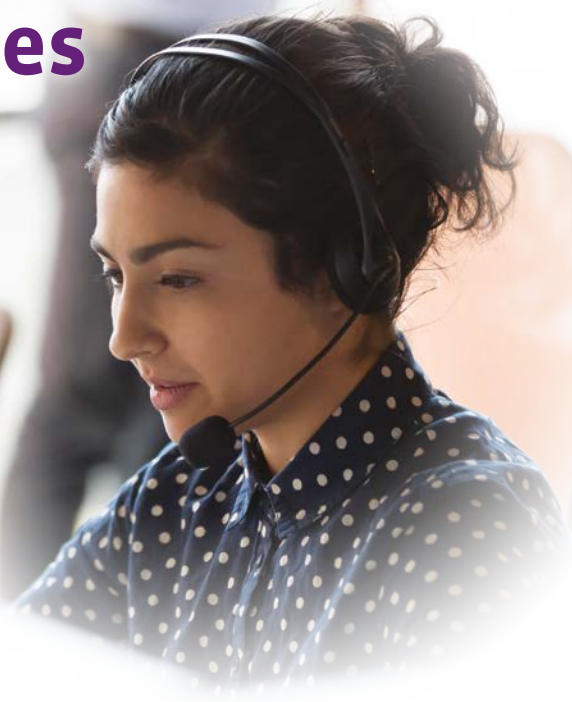
Our Support Services

We provide a 24/7 safety net for all construction workers and their families in the UK and Ireland.

Our free and confidential helpline is available all day, every day. So, whether callers need access to initial information and advice or more specialist support through our case workers, we can start to help straight away.

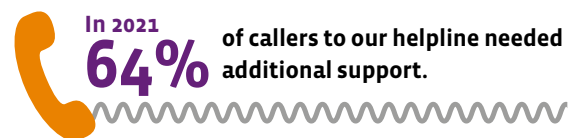
Everyone who works in the construction industry can access our wide range of support services:

- ✓ 24/7 confidential Construction Industry Helpline
- ✓ Text 'HARDHAT' service
- ✓ Construction Industry Self-Support App for wellbeing issues
- ✓ Masterclass training sessions on a range of wellbeing topics
- ✓ Lighthouse Beacons providing a safe place to meet and talk



24/7 Helpline

Our highly trained team of helpline advisors provide a 24/7 service and in 2021 were the first point of contact for over 2,750 construction workers and their families. They use their experience and expertise to reassure every caller, offering them a listening ear while identifying the support they need.



In 2021, 64% of people who called our helpline needed additional support and were referred to our specialist caseworking team. Our caseworkers work with people who are often in crisis and in 2021, financial hardship was a big issue. They worked hard to send emergency food shops, make sure the lights and heating stayed on and ensured people were not evicted from their homes.

New for 2022 Text 'HARDHAT' service

We know people can feel uncomfortable asking for help or finding space to make a private call. This new text service will provide one-to-one support right there and then with free and confidential advice and guidance.



Construction Industry Self-Support App

Over 4,500 people downloaded the app in 2021. It provides support and information for mental, physical and financial wellbeing. Each section offers information, self-assessment tools, coping strategies and ways to access expert advice and support.

We would like to thank the team at COINS for their continued support.

4,500

downloaded
the app
in 2021

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.



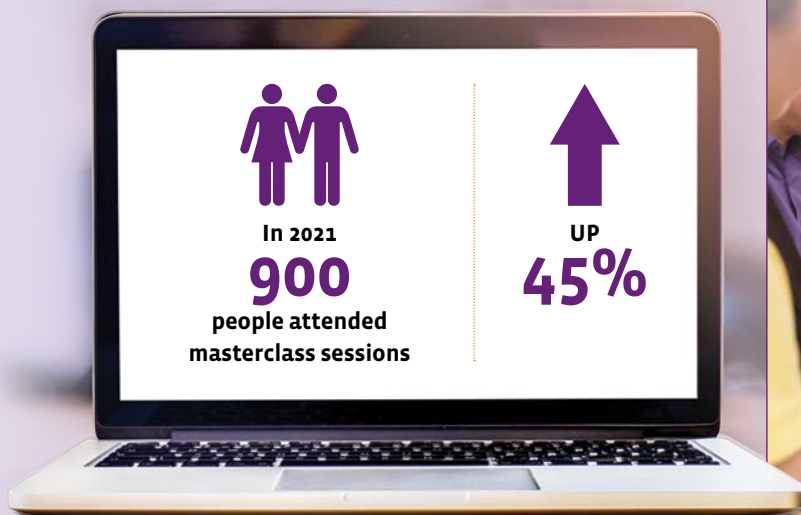
Financial Wellbeing;

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



Masterclasses

These free one hour interactive masterclass sessions were delivered online and facilitated by qualified trainers. Courses included topics such as Coping with Stress, Covid-19 Coping with Change, Mindfulness and Building Resilience. Over 900 people attended masterclass sessions in 2021, a rise of 45% on the year before.



Lighthouse Beacons

By the end of 2021 there were 106 Lighthouse Beacons across the UK and Ireland. These volunteer-led centres provide places for construction industry workers to drop in, meet others and have a chat so that no-one feels alone. Thank you to all the volunteers who make this possible.



Education and Training

Training was a big focus in 2021, particularly health and wellbeing training. As people continued to face challenges during the pandemic and as we started to emerge from it, we saw that more people needed help with their mental health. Over 900 people attended our free masterclasses on topics such as stress, building resilience and coping with Covid. We tripled the number of Mental Health Awareness and Mental Health First Aid training courses which has resulted in another 2,000 people who are now able to support colleagues in the workplace with their mental health.



Training Delivered by our Charity	2021	Grand Total*
MHFA 2 Day courses	70	87
MHFA 2 Day trained	948	1,216

MHFA 1/2 Day courses	49	67
MHFA 1/2 Day trained	1,052	1,489

Masterclasses and other training	2021 Courses	2021 Attended
Work life Balance	11	99
Meditation 2	7	100
Coping with stress	15	157
Meditation	10	133
Resilience	13	128
Mindfulness	11	91
Bang on Budget	10	59
CV Workshop	5	11
Anxiety	7	52
At the Interview	2	6
Self-care	8	44
Coping with Covid	9	43
Toolbox Talk	4	48
Mental Health for Managers	25	292
Total	137	1263

Charity and Building Mental Health	2021	Grand Total*
Instructor courses	6	25
Instructors trained	61	278
MHFA 2 Day courses	323	960
MHFA 2 Day trained	3,288	9,293
MHFA 1 Day courses	20	84
MHFA 1 Day trained	157	716
MHFA 1/2 Day courses	213	547
MHFA 1/2 Day trained	2,115	5,666

Building Mental Health: A Partnership Approach

Building Mental Health (BMH) is a leading industry wide initiative, started in 2019 and funded by CITB, to enable all parts of the construction sector to access mental health support, provide awareness and training. The combination of this initiative and our charity delivery has resulted in over 9,000 trained on-site Mental Health First Aiders in construction. This is the highest of any industry sector.

"I found the course extremely helpful and was able to put some of what I had learnt to use whilst participating in the course during an impromptu conversation with a friend who shared they had had suicidal thoughts a few weeks previously. The MHFA training was incredibly useful and helped me to guide the conversation to understand my friend's current mental health/any next steps. In addition, late Saturday evening one of our daughters' friends deliberately took too many non-prescription drugs whilst his parents were out. The training gave us the courage for my daughter/I to go round to his house to talk to him/his parents which resulted in him going to A&E and receiving help from the CAMHS crisis team. It was an extremely difficult conversation but the training gave me the confidence to face it. I would strongly recommend this course." Quote from delegate

* Grand total is the total number since the programme launched

Help Inside the Hard Hat

In May 2021 we launched our Help Inside the Hard Hat campaign. The aim of the campaign was to get people talking about poor mental health within the construction industry and to let people know how they can reach out for help.

Help Inside the Hard Hat

The campaign aimed to get construction talking and address the perception that construction workers are often seen as being 'hard' on the outside and don't show what's going on 'inside the hard hat'.

The campaign is all about removing the stigma of talking openly about emotional wellbeing and encouraging people to start a conversation. This one simple action could make all the difference to someone and could even save a life.

We created a range of resources including posters and hoardings artwork which share the issues faced by many of our construction colleagues. They provide thought provoking examples about what can happen when people don't feel able to reach out for support. Over 36,500 posters were downloaded along with 100 requests for hoardings artwork.

 **36,500+**
posters already downloaded



SCAN THE
QR CODE TO GET
YOUR POSTERS



Help Inside the Hard Hat on Site

In immediate response to the difficulties with getting our message of support to the trades and subcontracted workforce, we are now taking Help Inside the Hard on the road.



Making a difference to people's lives

We never know when something is going to happen and impact our lives. That's why it is so important to be able to provide our Construction Industry Helpline and make sure that 24/7, we're here when people need us.

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.

"I felt extremely well supported through the process and can't thank Lighthouse Club enough for their support."



Coping with Cancer

A retired plumber who had been in the trade for over 20 years was 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.

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.

Chris' Story

A stark reminder of how quickly things can spiral out of control, with near fatal consequences.

"I want to share the story of why I am still here today and my journey with the Lighthouse Club charity.

It's fair to say I haven't led a charmed existence; from growing up as a kid on the 'at risk' register for abused kids, to being in violent relationships, losing my dad in my teens, and various other family tragedies, the list goes on.

Fast forward to early 2020 and I have a thriving business, providing professional maintenance services to the luxury retail sector. I just bought a lovely new house and was not long back from my bucket list holiday of the northern lights up in the arctic. I had a brilliant team of staff around me, work was going amazingly well. Just for five minutes, all was right with the world...

Then we started hearing about some strange flu in China that was causing delays on materials. I don't think I need to tell you the rest, do I? Almost overnight all our work stopped. I suddenly have staff working from home and then not at all. This was before furlough was even announced. I had an empty office, vans, insurances and wages for my staff that had children to feed and bills to pay. My responsibility amounted to tens of thousands of pounds a month. I literally couldn't believe what was happening and I don't mind admitting that I went to a very dark place very quickly. I just couldn't face losing everything I had built up and was just sick and tired of my lot in life. I had actually gone as far as to plan how I was going to end it.

It was at this moment I got a call from an unknown number. I'm a Company Supporter of the Lighthouse Club and it turned out to be them asking me for my annual donation. It could not have come at a worse time. The lady on the phone sensed my state of mind I think and said to me "Are you alright? Forget I even called for your annual donation, I just want to know you are ok and you are coping?"

Well I cracked up and admitted no, I wasn't coping and that was the first step. She quickly got a case worker to speak with me. I felt overwhelmed that someone cared so much. What resulted was the charity funding a series of counselling sessions for me over a period of months.

I can't tell you what this meant to me as the NHS wait was three months before you could even be assessed. I started the sessions and poured my heart out finding it far easier to talk to a stranger. I didn't want to burden my friends and



family with how bad I was and what some of my thoughts were, or to be honest even disclose some of the true horrors of my past to those that might not know.

I am a very proud person and I've worked very hard to build a life that's far away from where I came from and to keep up the pretence of being strong and successful. I didn't want anyone to see any of the chinks in my armour. But I didn't mind a stranger seeing them and exploring them.

The counselling is certainly the reason I came back fighting. I was able to get the business back on track, become stronger emotionally and understand my own mental health and why I am the way I am, why I behave in certain ways and the reasons behind these behaviours, many of which do stem from the past.

The swift action and support from the Lighthouse Club may have actually saved my life. What a great thing to be able to say. I cannot thank the team at the charity enough for what they have done and for being there when I needed them. They have called many times since to check in on me on a personal level.

The result of all this is that I am now better equipped to cope. I still struggle, but I can recognise the signs more quickly and I know that I can reach out for help whenever I need to. That is why I also wanted to do my bit to say thank you and I am now the voluntary Club Secretary for the Lighthouse Club in the East Midlands, working with a great bunch of like minded people.

I want to let others know that there is always help out there, however big or small you think your problem is, there is always someone at the Lighthouse Club ready to listen."

Tragic Change in Circumstances

A bricklayer who has worked in the industry for three decades, suffered a heart attack which resulted in oxygen starvation. Tragically this in turn has left him with permanent brain damage.

His partner contacted us for support because she was struggling to cope with their sudden change in circumstances and the stress of looking after her partner who is now unable to walk or talk.

Our caseworker was able to put in place an immediate support package which included access to counselling to help her cope with the situation. We also provided support and guidance on their benefit entitlements and supported an application for her partner to receive a powered wheelchair to help improve his mobility.

With our help, she is now managing to cope on a daily basis and has also made contact with local support groups recommended by our case worker. Together they are taking one day at a time.



Seeking Help During Major Illness

A scaffolder, who has been in the industry for over 20 years, reached out to us when he lost his job due to illness and needed financial support for his family.

In February 2020, just prior to the first lockdown, he was admitted into hospital with a leg infection. After further examinations, it was discovered that he needed an emergency quadruple bypass operation within fourteen days. Ten days later, the country went into lockdown and his surgery was delayed.

When he contacted us in 2021, he had just gone through a third unsuccessful bypass and was waiting for his next operation date.

He is a single parent of two children renting a flat with only two bedrooms so he was sleeping on the sofa to allow his children to have a room each. We were able to support him and purchased an orthopaedic bed and mattress to make life more comfortable.

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.

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.

Iain's Story

Iain has been in the trade for 25 years and started out as an apprentice. In December 2020 he had been out sledging with his daughters Holly and Casey, Iain shares his story about what happened next.

“When we got home, I lit the coal fire to get everyone warmed up. When the fire had died down, we went out to the hot tub in the back garden. We’d been there for about an hour when Casey decided to get out and go inside.

As she got out, I noticed the hot tub lights were flickering. Casey opened the back doors and a massive plume of black smoke came out. I ran into the house, but it was pure black with smoke, the electrics had tripped so the house was in darkness. The only thing you could see was fire. I sent the kids to the top of the garden and had to go in and save the dog. As soon as I saw the fire, I knew I couldn’t fight it – it was far too big. I got everyone out, we were all in our swim gear, snow on the ground, and then the windows blew. We went to our neighbours and watched the house go up in flames. It was awful but at least we all got out safely.

I contacted my insurance company and then had more devastating news. My home insurance had just lapsed. I was on my own.

A structural engineer checked the house and deemed it safe to rebuild, but it would need stripping back to the bare bones. We were lucky the windows blew out because that meant



that the heat had gone out and up. I decided to swap the layout of the house round. I didn’t want Holly and Casey coming in and saying, “That’s where the fire was”, I wanted it to look different. I promised them I would rebuild and that we’d be back in by Christmas 2021.”

That promise was kept with a huge amount of help from the Lighthouse Construction Industry Charity and their supporters. The biggest challenge was the roof. Iain had been let down three times by roofers who said they’d come but then never turned up.

Lighthouse Charity partner, Carey Group, arranged for scaffolding to be erected which was fundamental to getting the roofing completed and something that Iain simply wouldn’t have been able to afford. Gallagher

Group, another staunch supporter of the charity, supplied all the plasterboard for the rebuild. The charity funded the cost of a new kitchen.

“I was visited by Mark Everett, a Lighthouse volunteer and former charity Trustee who supported me through the initial stages and later by Andy Stevens, a Lighthouse Charity Ambassador and tradesman himself who really understood the magnitude of the work that had been done. I want to say a massive thank you to the Lighthouse Club, my kids are my world, everything I do is for them, I just wouldn’t have been able to have kept my promise to Holly and Casey without their help.”

“I want to say a massive thank you to the Lighthouse Club, my kids are my world, everything I do is for them, I just wouldn’t have been able to have kept my promise to Holly and Casey without their help.”

Financial Summary

The charity delivered a year of strong financial performance in 2021. This demonstrated its financial and operational robustness over a period of increased need for its services and in the face of a pandemic and inability to stage fundraising events.

Description	FY20	FY21	%
Total Income	£2,164,221	£2,282,944	➔ 5
Distributable Income	£1,811,826	£1,486,922	↓ -18
Charitable Giving	£749,568	£1,107,549	↑ 48

During the year the charity made a strategic decision to reduce the reliance on significant but largely unpredictable event income and invested heavily on initiatives to drive annual company donations. This initiative has been very successful, and Company Supporters now make up nearly 20% of our annual income. This type of annuity income helps the charity plan and invest in its charitable services and keep services free for all workers in the industry.

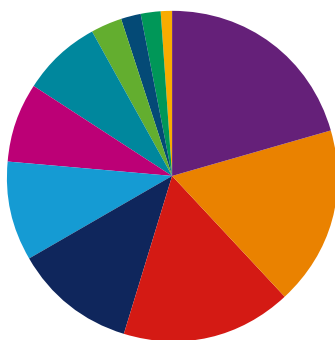
In 2021, the number of families we supported increased by 23%. We created many proactive wellbeing education projects and expanded the free services we deliver and more than doubled our direct and leveraged charitable giving to our beneficiaries.

Distributable Funds, Charitable Giving and Surplus/Deficit

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

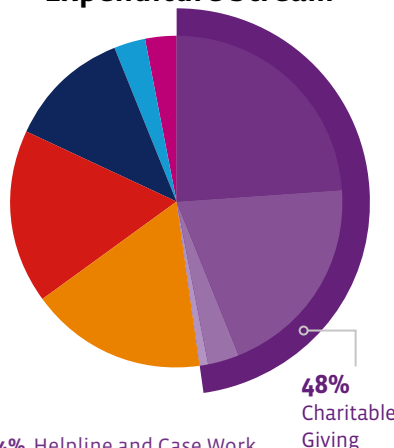


Income Stream



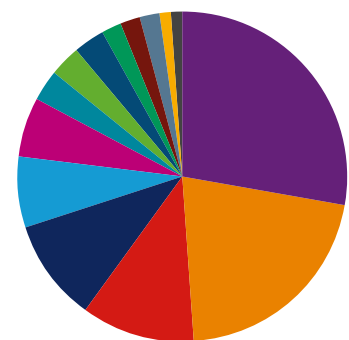
- 21% Event Income
- 18% Annual Company Supporters
- 17% Corporate Donations
- 12% CITB - Building Mental Health
- 10% Lighthouse Fundraising Days
- 8% Regional Lighthouse Clubs
- 8% Wellbeing Education
- 3% Annual Individual Donations
- 2% Covid Crisis Appeal
- 1% Individual and General Donations

Expenditure Stream



- 24% Helpline and Case Work
- 20% Education and Training
- 3% H&S Innovation
- 1% Governance
- 17% Retained for Reserves
- 17% Event Fundraising Costs
- 12% Staff Costs
- 3% Office Costs
- 3% Marketing

Grant Expenditure



- 28% Counselling
- 21% Food vouchers
- 11% Rent arrears
- 10% Daily living costs
- 7% Home furnishings
- 6% White goods
- 3% Training in construction
- 3% Bankruptcy
- 3% Home adaptations
- 2% Moving costs
- 2% Patient health questionnaires
- 2% Council Tax arrears
- 1% Work costs
- 1% Funeral payments

Looking Forward – A Message from our CEO Bill Hill

The challenges in 2021 were many and varied but despite this we were able to have a truly positive impact on so many people's lives; whether that's help and advice from our helpline, specific and tailored support from our caseworkers or learning new skills to improve their health and wellbeing through our training.

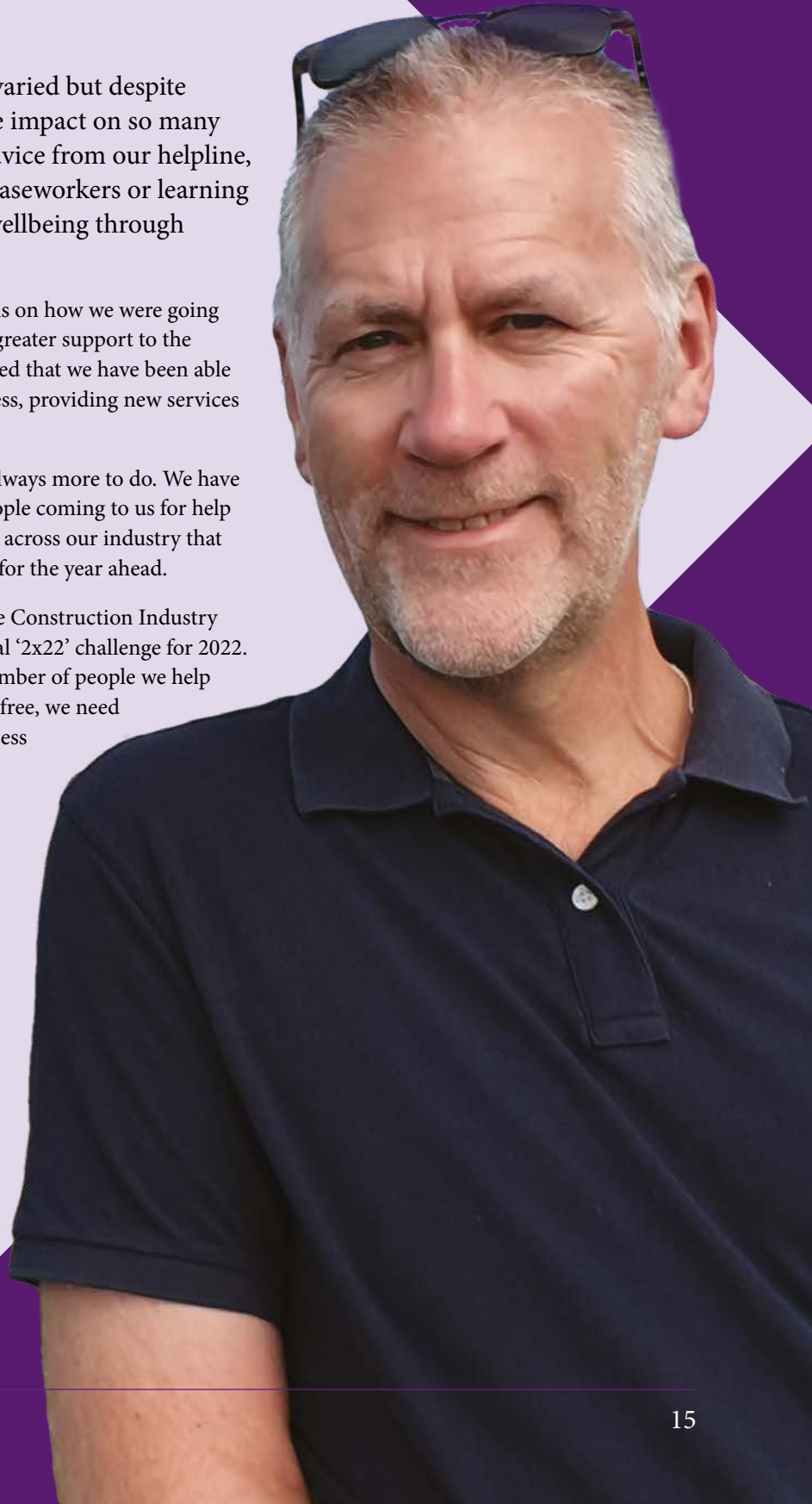
At the beginning of 2021 we had ambitious plans on how we were going to improve our charitable services and provide greater support to the construction industry workforce and I am pleased that we have been able to achieve much of this, driving greater awareness, providing new services and working closely with partner organisations.

While we have achieved a lot, we know there's always more to do. We have seen a tremendous growth in the number of people coming to us for help in 2021 but we know that there are more people across our industry that need our help and this continues to drive us on for the year ahead.

We're nothing if not ambitious at the Lighthouse Construction Industry Charity and we have set ourselves an aspirational '2x22' challenge for 2022. In other words, we are looking to double the number of people we help and to ensure all our charitable services remain free, we need to double our income. We will build on the success of Help Inside the Hard Hat, work closer than ever with companies to reach their workforce through their supply chains, and increase awareness through a number of key initiatives.

We don't see this as Mission: Impossible but **Mission: Possible** because we believe that

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





Help Inside the Hard Hat



IF YOU'RE STRUGGLING, HELP IS HERE!

The **Lighthouse Construction Industry Charity** is the only charity dedicated to providing professional support for construction workers and their families struggling with **Emotional, Physical** or **Financial** issues.

We give information, advice and guidance and if required telephone counselling on:



EMOTIONAL WELLBEING COVERING

STRESS

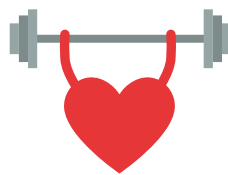
ANXIETY

DEPRESSION

ANGER

SLEEP

SUICIDAL THOUGHTS



PHYSICAL WELLBEING COVERING

OCCUPATIONAL HEALTH

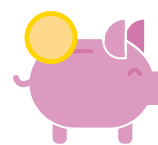
ACHES AND PAINS

NUTRITION

WEIGHT MANAGEMENT

CANCER SUPPORT

ALCOHOL AND DRUG ADDICTION



FINANCIAL WELLBEING COVERING

EMERGENCY FINANCIAL AID

STATE BENEFIT ENTITLEMENT

BUDGETING

DEBT MANAGEMENT

TAX, CIC AND LEGAL ADVICE

RETIREMENT PLANNING



We also provide **FREE** online interactive training sessions on Building Resilience, Managing Stress, Work Life Balance, Mental Health Awareness and many more.

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