

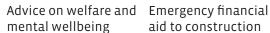
IMPACT REPORT 2017

Shining brighter, reaching further

Construction Industry Helpline

Our Construction Industry Helpline provides a 24/7 safety net for all construction workers and their families in the UK and Ireland and provides:







aid to construction families in crisis



Support on legal, tax and debt management matters

Construction Industry Helpline Our packs provide information even more about now how to reach out for help in times of As well as providing information about our own 24/7 helpline, we've now included contact details for other charities that can offer advice and guidance on a range of

issues varying from mental health, cancer and bereavement support.

Time to CHANGE 0345 605 1956 relate Construction • 0345 605 1956 Construction

In addition to this, the posters and cards also provide contact information for specialist professional institutions that can also offer help.

The packs will provide your workforce with handy wallet-sized Construction Industry Helpline cards, as well as A2 posters for you to display at your site or place of work. There are nine packs in total, so you can choose a pack size which suits your organisation.

The helpline provides a completely and confidential employee assistance programme for all construction workers and their families in the UK and Ireland and provides advice on welfare and mental wellbeing, emergency financial aid and support on legal, tax and debt management matters.

In response to the serious issue of poor mental health in construction, we've also augmented our helpline services to fully support callers suffering from mental health issues such as stress, anxiety and depression.

Help us reach every one of our 2.1 million construction workers so that they know where to turn to in times of need and order your helpline pack today.

How to get your Construction **Industry Helpline Pack**

If your construction site is registered with the Considerate Constructors Scheme

- 0800 783 1423
- □ enquiries@ccscheme.org.uk
- www.ccscheme.org.uk/products

If you are not a member of the **Considerate Constructors Scheme**

- 0345 609 1956
- info@lighthouseclub.org
- www.constructionindustryhelpline. com/products





www.constructionindustryhelpline.com

Introduction from Chairman of Trustees



Dear Lighthouse Club Supporters

Welcome to our Impact Report for 2017. This is our annual opportunity to update you on the work we are doing and on the impact that we are making as a charity. In summary, in 2017 we saw an upward trend in the

number of cases we dealt with and we know that the same can be said for 2018 as we see an everincreasing caseload of people that need our help.

In 2017, 1524 cases were presented to our Construction Industry Helpline, an increase of over 13% on the previous year. 449 of these calls were for emergency financial aid and our charitable giving amounted to £736,625, an increase of 22% over the previous year.

The remaining 1075 calls were from people seeking information, guidance and advice on a variety of issues including mental health and wellbeing, debt management and tax and legal matters.

On the positive side these figures show that we are reaching out to more construction workers and their families, but it also means that too many of our construction families find themselves in desperate situations.

However, our objective to be on the radar of every one of our 2.1 million construction workers has a long way to go. There is information on the opposite page about how you can get involved to help us achieve that.

Our updated Construction Industry Helpline cards and posters now include a variety of additional charity and institutional helplines that offer specialist support in areas such as bereavement, cancer care and financial advice. By working together, we are trying to ensure that our workforce has access to all the support that is available to them.

'Lighthouse Day', our campaign to get companies to take just one day to help their own, continues to be successful and last year 43 companies completed tough mudders, office quizzes, race nights, New Year's Eve fireworks spectaculars and much more to raise £151,295. We would like to think that many

more companies will participate in our Lighthouse Day campaign.

For the first time last year we introduced regional forums for our 21 Regional Clubs, which offered an opportunity for everyone to share expertise and ensure that we are providing the best support from our HQ in Ipswich. Our Regional Clubs raised an amazing £366,502 last year and I would like to personally thank all our volunteers for their continued dedication and support. Our volunteer Welfare Visitors are the cornerstone of our Charity and if you or anyone you know would like to become a Welfare Visitor we would be delighted to hear from you.

Poor mental health is a serious issue within the industry and with two construction workers taking their lives every day, we need to act now. That's why we are supporting the development of buildingmentalhealth.net, an online portal that shares thinking and best practice from industry leaders and allows free access to a variety of resources to help deliver a positive mental health culture in your organisation. There is more information about this on pages 8 and 9.

We've recently launched our 'Save a Life' campaign asking companies to commit to making an annual donation so that we have predictable funding. This will mean that we can plan and grow our vital charitable work and ensure our 24/7 Construction Industry Helpline continues to deliver the emergency financial and practical support that our construction workforce and their families so badly need.

Our 'Your help, changing lives' feature highlights just how much difference your support makes to construction families in need, so a huge thank you goes out to everyone that has contributed so generously. As our caseload increases, so will the demands on the charity's finances so we will need your support more than ever. I am supremely confident that you personally and the whole industry will be with us every step of the way.

Cormac MacCrannChairman of Trustees

Our impact in 2017

In 2017, our charity received 1524 new cases for support and a total of £736,625 of emergency financial support was provided to 449 construction families in need. The remaining 1075 cases were supported with mental health and wellbeing advice, debt management, taxation support and legal assistance.

Cases presented to the construction industry helpline

Charitable support services delivered to 449 families



2017 **1524** 2016 **1345**



2017 **£736,625** 2016 **£602,314**



Families needing financial assistance



2017 **449** 2016 **313**



Families receiving advice on welfare and mental wellbeing



2017 **1075** 2016 **1032**



Our Construction Industry Helpline is the employee assistance programme for everyone in construction and the first point of contact for those seeking support.

As well as offering financial and emotional support, the helpline offers practical help such as supporting people returning to work after an illness or injury or if they can no longer carry on with their existing role, signpost them to re-training so they can remain within the construction industry.

To support the increased demand for mental health support the helpline has developed services to ensure that we meet these needs. Call Handlers are trained in mental health first aid and will ask a series of questions concerning the applicant's specific situation. These follow the seven areas of need to determine whether the applicant would benefit from additional advice and support from a mental health expert, so that they can be signposted to the relevant service for additional support.

Charitable giving

Of the 449 families that received financial support, more than 50% of the applicants were over the age of 50.

Top three reported accidents

Sprains, breaks and ruptures



Brain and head injuries





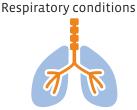
Top three reported illnesses and cause of death

Cancer



Mental health 🗲





69% of our beneficiaries anticipated being unable to work for more than 12 months because of their injury or illness. >>

Top three occupational groups seeking assistance

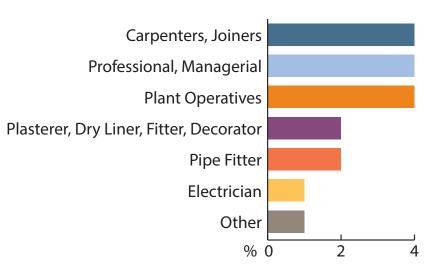
Builder, brick layer

Ground worker

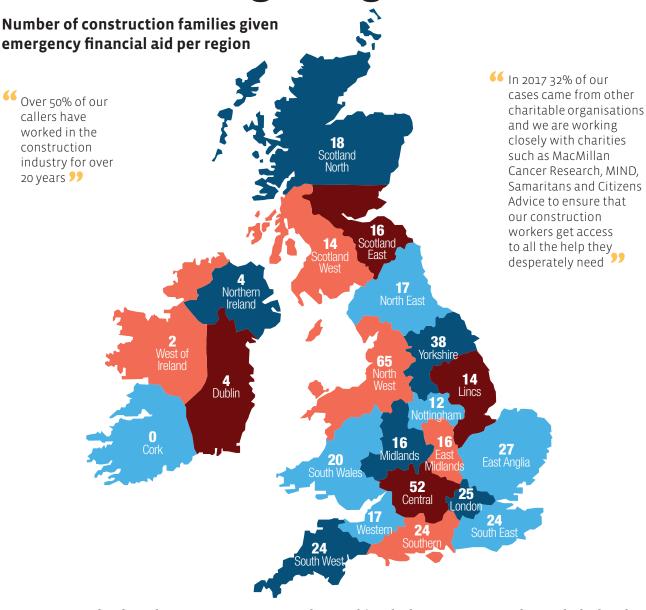


Roofers, scaffolders

66 For the second consecutive year, builders, bricklayers and groundworkers remain in the top two occupational groups seeking financial assistance. ""



Charitable giving



Source of referral



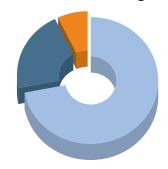
54% Direct to charity

14%

Other charitable organisations

Welfare Visitors

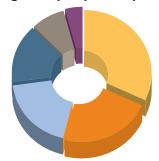
Reasons for seeking help



Illness

Accident Death or bereavement

Ages of people helped



50-59

60-69

40-49

30-39

Over 70

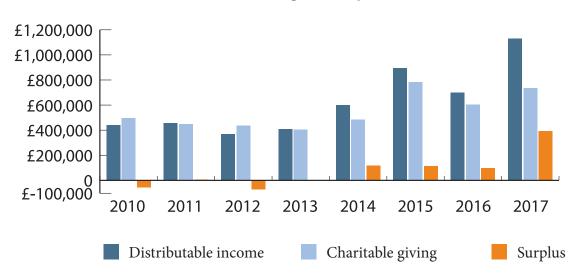
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Financial summary

Once again, the charity delivered a strong financial performance in 2017 and we would like to take this opportunity to thank all the companies and individuals that supported us so generously.

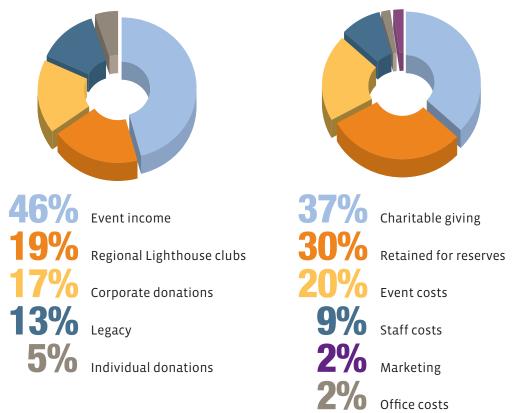
The total distributable funds generated after event and overhead costs was £1,127964 and with £736,625 of charitable giving, a surplus of £391,339 was created and taken into reserves for future distribution.

Distributable Income, Charitable Giving and Surplus/Deficit



Sources of our £1,969,851 of income

How did we spend the income generated?



The full audited accounts for 2017 and previous years can be found on our website www.lighthouseclub.org

Your help, changing lives

Here is how your money is helping to make a difference to our construction workforce and their families. Thank you for your ongoing support.



Jamie Thompson

James or Jamie, as he likes to be called is a 49-year-old general builder who spent most of his working life building and maintaining properties. In 2013 he started to experience twitches and pains in his hands and arms, but he put this down to stress and continued working as normal. Later in 2013 Jamie was walking to collect his daughters when his legs gave way and he fell to the floor. It was then that Jamie realised something was wrong and booked a doctor's appointment. The doctor sent Jamie for tests and it was initially thought that he had carpel tunnel syndrome. But the ongoing loss of use of both his legs and hands was starting to have a major impact.

After several months of really struggling to get around and manage his business and with no proper diagnosis from the hospital, Sarah, his partner suggested that they book a private consultation which was in October 2014. Jamie says, "As soon as the consultant shook my hand, he suspected what was wrong and after further investigations I was given the devastating news that I had motor neurone disease and that my life expectancy was three years".

Jamie does not remember much of that day, but he does remember having to walk down the corridor to Sarah who had been waiting outside for him and tell her the news. "It was the longest walk of my life".

He had to stop work two months later and since that day his condition has worsened. He is now severely disabled, permanently uses a motorised wheelchair and must always be accompanied in case he falls out. He also has very limited use of his hands and is unable to lay down without being connected to oxygen.

In 2015 and after much soul searching, Jamie and Sarah decided to try for a baby. This was a difficult decision but they felt that had seen so much tragedy they simply wanted

to bring some joy to their lives. Jamie already has two daughters, Kiya and Amber from a previous relationship who he and Sarah have a very strong relationship with, but Sarah had never had a child and the plan had always been to start a family together.

Two years ago, their son Ollie was born and Jamie says, "If it wasn't for my family, I truly believe I would have given up on life and it's them that keeps me going".

As well as providing financial support with daily household costs, the Lighthouse Club Charity also provided additional funding and engaged the help of Band of Builders. Band of Builders are a charitable organisation that carries out projects and adaptations to help tradespeople and their families and they will overhaul the garden and the kitchen of the family home. The alterations will allow Jamie access to the garden and make the family home safer for him.

Sarah added, "We are unable to go out to nice places and eat out together, two things we enjoyed more than anything prior to this awful, cruel disease taking its toll. A new kitchen with more space and the flexibility to throw the doors open and eat outside as a family will mean Jamie can maybe come and keep me company when I cook and we can talk about our day. While this horrible illness is going nowhere, as a family we now have something to look forward to and enjoy together long term, which will make Jamie's time left with us all much happier."

Jamie and Sarah added, "We heard about the Lighthouse Club Charity through our local hospice. We have never asked for help before, we've always just gone through life trying to make the best of everything and still do, but the money that the Lighthouse Club Charity has given us has made an enormous difference to us. It is taking a lot of the stress and worry away from everyday life and means that we can focus on family life. Thank you from us all".

James Kelly

On the 14th October 2016 whilst working as a roofer, James had a serious fall at work. He slipped and was left hanging on to cast iron guttering by his fingertips until it gave way and he fell over 30ft to the ground breaking his hip, pelvis and a bone in his lower back resulting in life changing injuries.

The accident left him in hospital for 13 days but James drew strength from his children and their strength of character gave him the motivation to get on his feet again.

Only the week before, James was watching his children Caitlin, eleven and John Henry, nine, win silver medals in a European karate kumite individual finals.

Was an amazing respite and gave me the chance to focus on my rehabilitation. Without the help from the Lighthouse Club Charity I wouldn't be where I am now, nor would my children.

After James left hospital, there were still numerous setbacks and many long painful days. Supporting the family financially soon became a major issue. James daughter Caitlin was working towards her 1st Dan black belt and the extra expense of training and household bills were

stacking up which was taking its toll on James. He was at his lowest point with mounting debts, no money coming in and feeling as if he had nowhere to turn to when he heard about our charity.

James made contact with us and Welfare Visitor, Mark Everett visited James in his home. James describes Mark as a 'real gent' and says that the emotional lift he felt when Mark visited was immense. At last, James felt hope that someone out there was willing to listen to him and look at ways to help him through his darkest days.

We were able to help James by providing him a lump sum payment and a monthly grant which has helped him and his children immensely by bringing a degree of normality back into their lives.

James said, "The support I received was an amazing respite and gave me the chance to focus on my rehabilitation. Without the help from the Lighthouse Club Charity I wouldn't be where I am now, nor would my children."

As a result of the accident James has been diagnosed with post-traumatic stress disorder (PTSD) and is now participating in counselling sessions which he is confident will get him back to the person he used to be before the accident.

Once James is back on his feet, he hopes to be able to give something back to the charity and do some voluntary work. We're sure he would make a very valuable member to our volunteer network supporting people like himself



and offering them hope and reassurance when every other door appears to be firmly shut.

James added, "Caitlin achieved her 1st Dan and won the British Karate Federation International Open as did John

Henry. Both have been put into the Elite Squad and have the opportunity to go to Umag in Croatia for WKF training camp and to train for the World Youth Cup. There's a lot of hard work involved to be able to stay in CEK Elite Squad and fingers crossed they will be selected for the European championship

children and from me I'd like to say a huge thank you to everyone at the Lighthouse Charity for being there for us when we had nowhere to turn and thank you for keeping my kids dreams alive.

later in the year. My children are my world and that's what keeps me going through my darkest moments, their positivity and motivation to be the best that they can be is an inspiration to us all.

On behalf of my children and from me I'd like to say a huge thank you to everyone at the Lighthouse Charity for being there for us when we had nowhere to turn and thank you for keeping my kids dreams alive".

We'd like to wish James, Caitlin and John Henry all the very best and if you'd like to support Caitlin and John Henry in their quest to become world champions, then James would be delighted to hear from you. He can be contacted at wkicontracts@yahoo.co.uk

Building a positive mental health culture in your organisation

Every working day, two construction workers take their own life.



Yes, you read that statistic correctly. And nearly 400,000 man-days are lost every year due to poor mental health. Every company has a moral obligation to embrace and develop a culture to improve the industry's mental health and our work is just beginning.

Recent research has put the mental health of our industry as a high priority. The problem seems to be that many feel that the subject matter is too complex and either don't know how to start a programme of education or in some cases are concerned that they will be overwhelmed by the issues that may arise.

The Considerate Constructor Scheme has already instigated a points structure to recognise the importance of good mental health on site and it can be expected that in future, all client tenders will require evidence of initiatives

relating to improving mental health. There is even talk of legislation to govern the number of Mental Health First Aiders in proportion to the number of workers on larger sites. If that's not convincing enough,

the potential productivity gains to be made by reducing the number of days off work due to stress, anxiety or depression gives a sound commercial imperative. There's a wealth of knowledge and experience out there, but it can be difficult to pull all the information that you want together. So how can you get started?

With support from our industry experts, we have developed an online portal of information about mental health, www.buildingmentalhealth.net to help you start and develop the process of building a positive mental health culture in your organisation. The contributors are simply a group of volunteers who have shared their industry knowledge and experience and pooled together the latest thinking and best practice. From tool box talks that you can download through to advice on how to access mental health training, all the information is free of charge, copyright free and can be tailored to your needs.

With support from our industry experts, we have developed an online portal of information about mental health:

www.buildingmentalhealth.net

5 steps to better mental health

Step 1:

Senior management commitment. To undertake an improvement project of this nature it is essential to demonstrate a commitment to improve the welfare of the workforce.

Best Practice – Senior Management should sign a charter of improvement and make this public for all to see.



Step 2. Adopt an Employee Assistance Programme (EAP). There are many schemes offering a range of benefits for employees and most offer a confidential helpline to discuss mental health issues and offer counselling. If individuals are

introduced at an early stage, the outcomes are very positive. Clearly communicate what you EAP scheme offers, it's pointless having a great scheme if nobody knows about it. If you don't have the resources to introduce your own EAP scheme then order some Construction Industry Helpline cards and posters from



the Lighthouse Construction Industry

Charity or the Considerate Construction Scheme. As well as communicating the charity's 24/7 helpline number, the packs also provide a list of other helpline numbers for issues including bereavement, relationships, cancer support and financial advice.

Best Practice – Consolidate your EAP information – When working on a site with multiple subcontractors, get all the company's EAP scheme information onto one card. If you don't have a scheme, publicise the Construction Industry Helpline.

Step 3. Prepare a 'Tool Box' talk to raise awareness of good mental health.

The presentation needs to be under one hour long and should be interactive. Our objective is to get our workforce to talk to each other and recognize when somebody is struggling.



Best Practice – Deliver your 'Tool Box talk' to all your employees and subcontractors. There is also a self-paced online course available through the Considerate Constructors Scheme.

Step 4. In-depth mental health training for people managers. This training is often a half day course and not only helps identify the signs and symptoms of mental illness but also gives training on how to handle the conversation and where to signpost for help.

Best Practice – Many organisations offer this training but the only one accredited by the CITB is the Mental Health First Aid England course. Companies registered for the levy can claim back the material costs.

Step 5. Mental Health First Aiders. At some point in the future there may

well be legislation to ensure a set number of Mental Health First Aiders on site in proportion to the number of workers. A ratio of one Mental Health First Aider to every one hundred workers has been suggested.



Best Practice – The Mental Health First Aid England two-day intensive course is currently the only course accredited by the CITB. The industry recognises that if there is a huge uptake in this initiative then there will be a shortage of training courses but the good news is that the CITB are ready to respond and there may be announcements of an accelerated programme being released soon.

If you can complete the above steps then you will have a robust mental health programme. But, there is always room for improvement and the best practice here is to share your knowledge and experiences and look out for other company's best practice. Again, the Considerate Constructor Scheme offers free access to their best practice hub and have a range of case studies on this subject.

It is vitally important that, as an industry we all do something to improve the mental health of our workforce. Let's shoulder this moral responsibility and start making a difference today.



More detailed information about building positive mental health in your organisation can be found at: www.BuildingMentalHealth.net

A day in the life of our Construction Industry Helpline

Last year our Construction Industry Helpline dealt with 1524 requests for help from construction families in need.

Julie Hyde is the Lighthouse Club Charity's Welfare Manager and along with one of our Helpline Case Handler, Adrianne, they tell us a bit more about the variety of calls received and how, with your help, we have been able to make a difference.

Julie Hyde

Welfare Manager

"Our 24/7 confidential helpline provides access to a portfolio of support services for all construction workers and their families in the UK and Ireland. The helpline is constantly evolving to meet the needs of those who need our support and we know that to really help, we need to do more than just provide financial assistance. Mental health and wellbeing is a major issue within the construction industry, so all our case handlers are trained in mental health first aid. In a recent questionnaire to our beneficiaries, we asked them to tell us if they are or had experienced signs of stress and anxiety because of their accident, injury or illness. Over 80% of respondents said that they experienced an emotion linked with mental health It's important to stress the confidentiality of the helpline, for many, this may be the first time they have spoken to someone and we realise that taking that first step isn't always easy."

Adrianne

Helpline Case Handler

"Here, at the Construction Industry Helpline we receive a huge variety of calls. We are usually the first port of call for people who are seeking support and who are working, or have worked in the construction industry. Obviously there are many issues that can arise following life changing accidents or illnesses.

Financial aid is requested for a variety of reasons. Some call in for assistance with day to day living costs and some need financial support to assist them through a period of illness where they may incur additional costs such as travelling to hospitals for appointments and treatments. This is where we can step in to consider either a monthly grant or a one off lump sum to help during a financial crisis. We also offer a wide variety of mental health and wellbeing interventions and support.

We recently helped a Muslim gentleman who needed help paying for his funeral, as he had no living relatives. He had been diagnosed with cancer and had been told he had little time left. Due to his faith the application process needed to be progressed quickly because he would need to be buried within 24 hours following his passing. We helped the gentleman complete the application over the phone and then it was sent to our welfare team for approval. This meant that he was able to plan and pay for his own funeral which took a huge weight off his shoulders during his last weeks.

When discussing financial help with a caller, we use a system called the seven areas of need which allows us to gauge what type of support people may need. Many of the cases initially present themselves as needing financial support, but when we start to discuss their circumstances in more detail, we often find out that the caller is under huge amounts of stress because of their financial situation and that they could benefit from receiving additional legal / tax advice or wellbeing counselling.

Something that we hear a lot is that people have spoken to their GP about their problems but that support isn't quickly available due to long waiting lists. We are in a position to offer quick access to up to six sessions of telephone counselling.

Recently, we set up counselling for a family following a traumatic event which left the father/husband paralysed. One family member witnessed the event and the accident affected the whole family. We were able to pay for counselling so the family could attend the sessions together. For callers that need support with very specific mental health issues we can access specialist charities such as the Samaritans and Mind. We can also signpost people to local befriending services or organisations dealing with specific mental health disorders.

In the past few weeks we were asked for urgent help when a construction worker attempted to take his own life whilst on a construction site. His colleagues witnessed the incident and were obviously very distressed and upset by what they had seen. We were able to arrange for the Samaritans to hold open sessions for everyone on site to offer one to one support and coping mechanisms to deal with what they witnessed. We were also able to refer the organisation involved to a local training provider who offer mental health first aid training This training provides individuals with the skills needed to offer first hand support to those who may be experiencing mental health and wellbeing issues.

Each day is different on the helpline, but something that we pride ourselves on and something that personally gives me immense job satisfaction is knowing that we will always find a way to help".





www.constructionindustryhelpline.com

How to support us

Every single person and organisation that supports us makes a huge difference to the lives of our construction families in need. Whether it's donating time and resources or organising fundraising for us, here's how you can get involved.



Help us achieve our mission of getting one of our helpline cards into the hands of every one of our 2.1 million construction workers in the UK and Ireland. All of our financial and welfare support services are completely free but we need your support to help us continue these vital services. So, when you order your helpline pack, you'll also be pledging to hold a Lighthouse Day, where you take just one day...to help your own.



Keep up to date with all the news in your area and all our great fundraising stories.



If you would like to make a regular donation to support our charity then sign up to become a Lighthouse Individual Supporter.



Set up an annual donation and become a regular supporter for the opportunity to become a Lighthouse Champion!



If your company makes a donation of £10,000 or more we'll make sure you join our fantastic Wall of Fame!



Find out more at: www.lighthouseclub.org/support-us



The Construction Industry
Helpline provides a 24/7
safety net for all construction
workers and their families

- Advice on welfare and mental wellbeing
- Emergency financial aid
- Support on legal, tax and debt management matters

CONSTRUCTION INDUSTRY HELPLINE 0345 605 1956

CONFIDENTIAL 24/7 SUPPORT





Confidential 24/7 helpline available to the industry's workforce and their families

0345 605 1956



EXPERT ADVICE AND SUPPORT IS JUST A PHONE CALL AWAY



Emotional support 24/7



116 123

Cancer advice & support



0808 808 0000

Prostate cancer support



0800 074 8383

Financial support



0808 802 2000

Relationship support



03001001234

Bereavement support



omewsere to turn when someone wes

0808 808 1677

Mental health support



03001233393



Construction Industry Helpline 1956



Shining brighter, reaching further

We are constantly striving to ensure that we develop our support services to meet the changing needs of our construction families in crisis. As we look ahead to the future, our core objectives are:



• Communicate our Construction Industry Helpline number to as many of the 2.1 million construction workers in the UK and Ireland as we can



 Increase corporate engagement through our Lighthouse Day initiative and encourage annual donations through our Company Supporters programme



 Help to develop the Building Mental Health programme and increase resources available to companies to support positive mental health in the industry



• Increase the support and nurture the growth of our Regional Lighthouse Clubs

What can you do to get involved?

Make sure your workers know where to turn to in times of need and order your Construction Industry Helpline Pack. The pack contains A2 posters for you to display in your office or on site and handy wallet sized cards for your employees. All our services are provided free of charge but to help even more people we need your support so that we can continue to fund the helpline. So, when you order your helpline pack, you'll also be pledging to hold a Lighthouse Day where you take just one day...to help your own. It's simple, you choose your day and what you want to do to raise money and we'll send you a fundraising pack with lots of ideas and of course we'll support you all the way!

If you'd rather make an annual donation, you can join our 'Save a Life' campaign and become a Company Supporter.

Help your company develop a positive mental health culture and follow our five simple steps on pages 8 and 9. All the resources are free of charge, copyright free and can be tailored to your specific needs.

Fancy meeting up with like-minded people in the industry and having fun whilst raising valuable funds for us? Find your local club on our website and see what events they have planned. There's always something for everyone ranging from golf days and race nights through to summer balls. If you think you could help in any way, our regional clubs would be delighted to hear from you.











www.lighthouseclub.org info@lighthouseclub.org 0345 609 1956









