



Lighthouse
The Construction Industry Charity
CLUB

IMPACT REPORT 2018



Shining brighter, reaching further

Our mission

Our mission is that no worker should feel alone in a crisis. That's why we're constantly improving our portfolio of services available to both employers and individuals to make sure that our workforce has all the support they deserve and need.

No worker should feel alone in a crisis

Construction Industry Helpline
0345 605 1956

98%

98% of callers reaching out for mental health and wellbeing support were given professional counselling funded by us

10,000

Over 10,000 downloads of the Construction Industry Helpline app signposting users to professional and expert support



144 Mental Health First Aid instructors who have in turn trained 752 Mental Health First Aiders

Building Mental Health

10,000

Building Mental Health portal accessed by 10,000 users

buildingmentalhealth.net
TOOL BOX TALK

2,700

Over 2,700 downloads of free tool box talk



480,000

Over 480,000 helpline cards distributed

Introduction from Chairman of Trustees

Dear Lighthouse Club Supporters

Welcome to our third annual Impact Report. Every day, all over the country, organisations, membership bodies and individuals make a huge effort to raise funds for us so that we can continue to provide our vital support services to our construction families in need.

This report is our opportunity to tell you about the impact that we are making as a charity and how your money makes a difference. There is no doubt that 2018 was a difficult year for the construction industry and the human impact of the stress and strains of working in such an environment was clear in the sharp increase in demand for our charitable services.

Last year, 1662 construction families in crisis called our helpline. 629 of these cases were seeking emergency financial support, an increase of over 40% on the previous year.

The amount of charitable support provided to our construction families in need was £1.22M, a huge increase of 67% on the previous year. Of the 1662 cases presented to the helpline, 1033 were given support on issues ranging from mental wellbeing, through to legal, debt management and taxation advice.

Although our fundraising is at an all-time high, the significant escalation in families needing our support has put considerable pressure on our finances, resulting in having to draw down from previous reserves to deliver support. We also know that our caseload is continuing to increase this year and we are working tirelessly to ensure that our construction workers and their families have access to the financial and practical support they deserve and need.

With two construction workers taking their own life every working day, and stress, depression and anxiety accounting for a fifth of all work-

related illness, it's essential that we continue to develop our charitable support services with more emphasis on proactive initiatives such as the industry's dedicated and volunteer led, Building Mental Health programme.



We also need to generate a stable and predictable income and that is why we launched our Company Supporters initiative. To date 73 companies have pledged their annual support to the value of £71,000. We hope to grow this to £500,000 within the next three years. This predictable and sustainable income will protect the long term viability of the charity and ensure the sustainability of our much needed charitable services.

Our funds were also significantly boosted by our volunteer led Regional Lighthouse Clubs who raised an amazing £360,000 and by the 66 companies who danced, baked, climbed and did all manner of events for their Lighthouse Days to raise a fantastic £173,000.

Thanks to you, we're able to make a difference to our construction families in need, so I would like to say a huge thank you from me and also on behalf of the Trustees and the Charity Team for your ongoing support and generosity.

A handwritten signature in blue ink, appearing to read 'Cormac MacCrann'.

Cormac MacCrann
Chairman of Trustees

Our impact in 2018

Total Spent on Charitable Services:

£1,482,850

**Helpline and Wellbeing including
Financial Support:**

£1,229,288



**Construction
Industry Helpline**
0345 605 1956



www.constructionindustryhelpline.com

Our 24/7 helpline provides the gateway to our portfolio of charitable services and last year we saw a significant increase in demand which has continued into 2019. On the positive side it means that we are supporting more people, but it also means more construction families in need are reaching a crisis point before seeking help.

Education and Training:

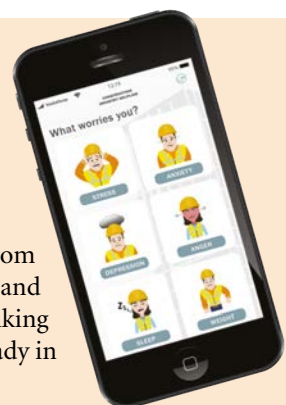
£233,822



Improved education and training are key to addressing the poor mental health issues within our industry. As one of the founders of the Building Mental Health programme and with funding for training from the CITB, huge progress has been made to date with more training and development ongoing in 2019.

Health and Safety Innovation:

£19,740



Our Construction Industry app was launched in December 2017 with support from construction software firm, COINS. The app complements our existing 24/7 helpline and provides another route to support for people who may not feel ready or comfortable talking about their situation. With over 10,000 downloads so far, the next phase of the app is already in development in response to user feedback and industry demand.

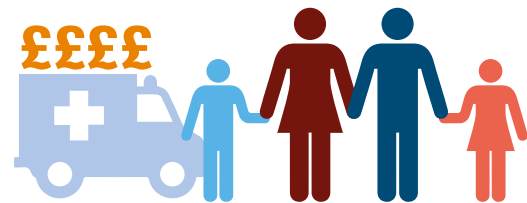
Helpline and wellbeing including financial support



Cases presented to the Construction Industry Helpline



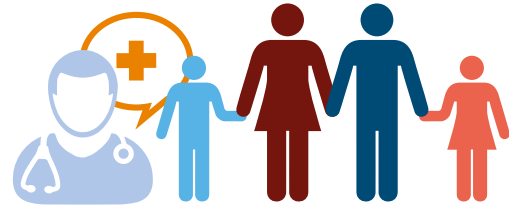
Charitable support services delivered to families



Families needing financial assistance



Families receiving advice on welfare and mental wellbeing



Our 24/7 Construction Industry Helpline is the employee assistance programme for everyone in construction and the first point of contact to access a range of completely free and confidential support services including;

- **Emergency financial aid to construction families in crisis**
- **Advice on welfare and mental wellbeing**
- **Support on legal, tax and debt management matters**

Helpline and wellbeing

669 families received financial support in 2018 and the top three reported accidents, illnesses and cause of death were consistent with 2017 data.

Top three reported accidents

51%

Sprains, breaks and ruptures



23%

Brain and head injuries



9%

Loss of limb



Top three reported illnesses and cause of death

56%

Cancer



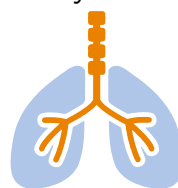
32%

Mental health



4%

Respiratory conditions



Top six occupational groups seeking assistance

21%

Builder, brick layer



13%

Ground worker



13%

Plasterer, dry liner, fitter, decorator



11%

Roofers, scaffolders



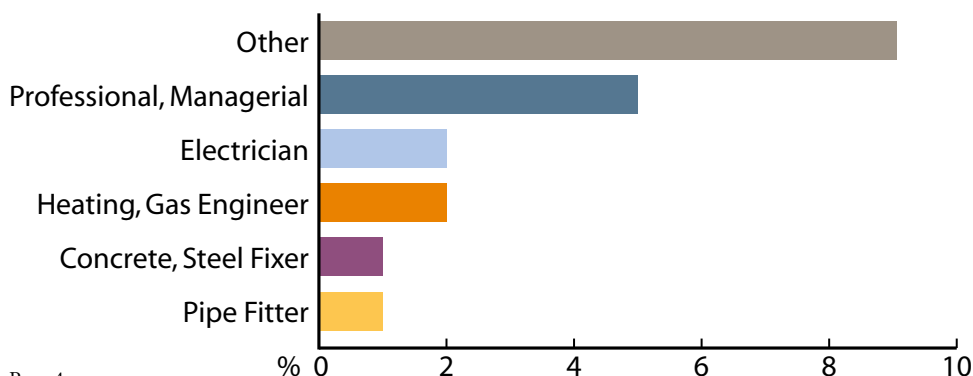
11%

Carpenters, joiners



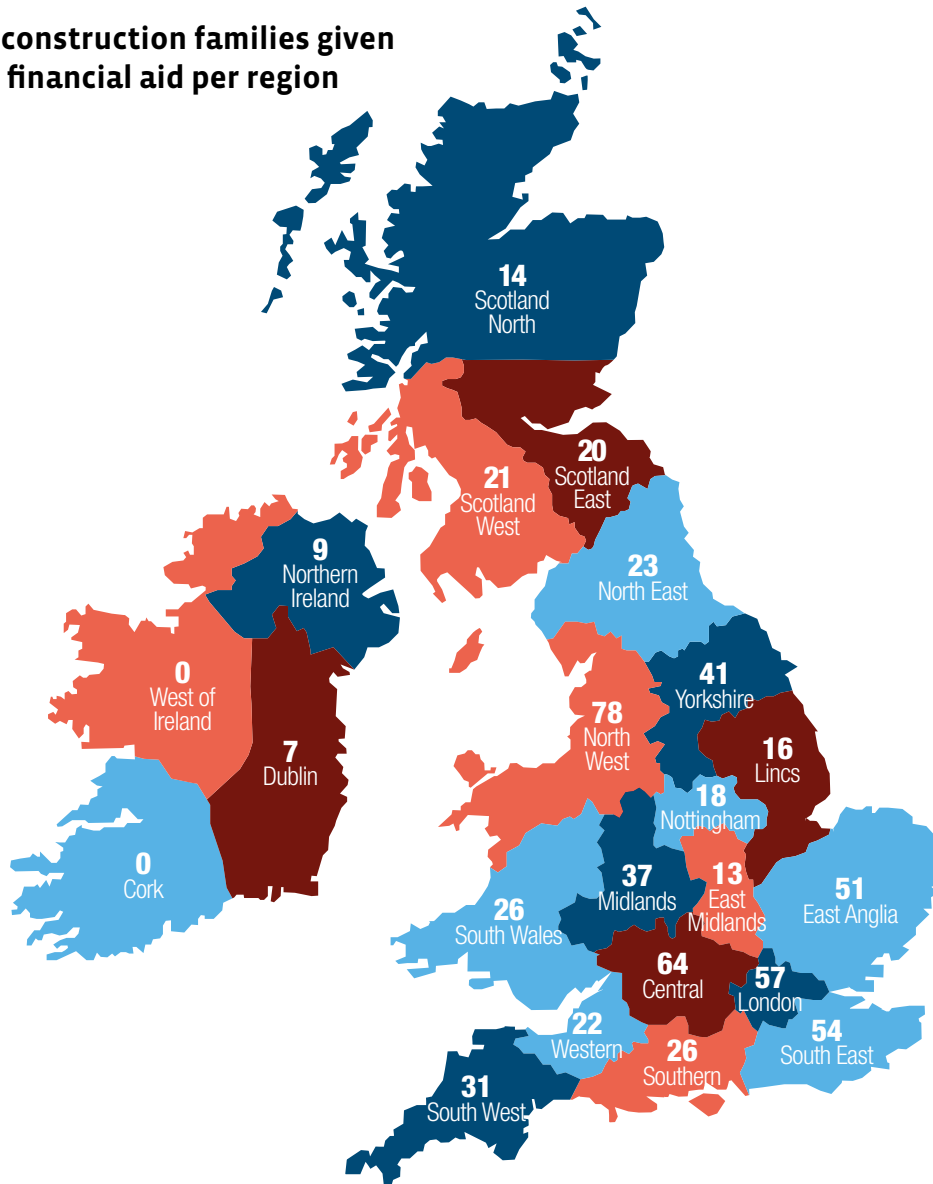
10%

Plant operatives

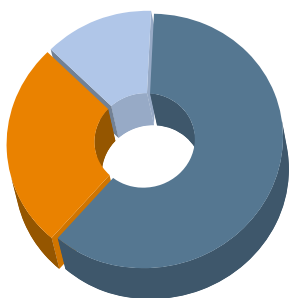


Helpline and wellbeing

Number of construction families given emergency financial aid per region

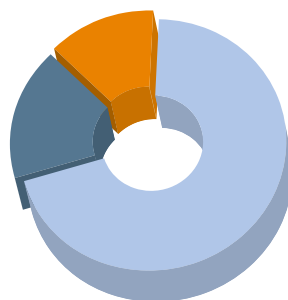


Source of referral



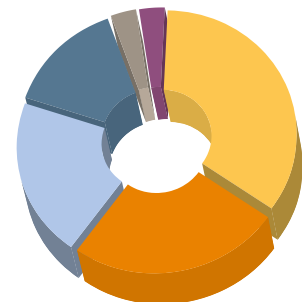
61% Direct to charity
26% Other charitable organisations
13% Wellbeing Visitors

Reasons for seeking help



70% Illness
17% Accident
13% Death or bereavement

Ages of people helped



34% 50-59
25% 60-69
20% 40-49
14% 30-39
3% Over 70
3% 16-29

Other charitable support provided to families

Legal advice

94%

of callers seeking legal support were given expert independent legal advice funded by us



Counselling and wellbeing support

98%

of callers reaching out for mental health and wellbeing support were given professional counselling funded by us



Tax and debt advice

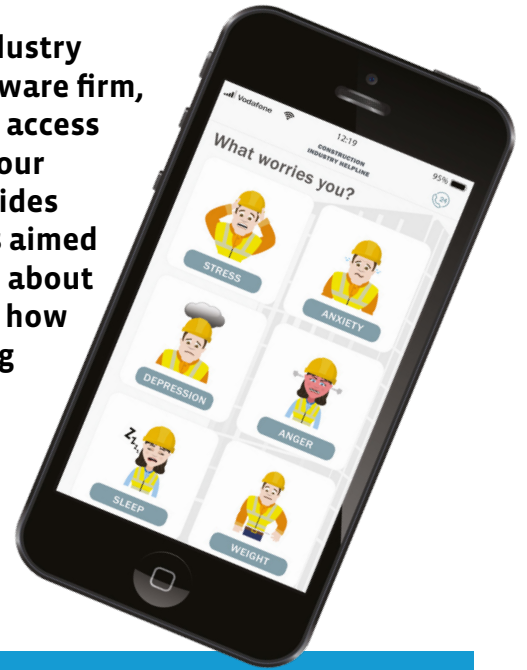
10%

Over 10% of calls to the helpline were seeking guidance and advice on issues such as bankruptcy, council tax arrears, debt management and daily living costs



Health and safety innovation

In December 2018 we launched our new Construction Industry Helpline app with the collaboration of construction software firm, COINS. The free and 100% confidential app offers easy to access mental health and wellbeing support and complements our existing 24/7 Construction Industry Helpline. The app guides users through what is a very complex subject area and is aimed at people who may not feel ready or comfortable talking about their feelings or personal situation, but want to find out how they can help themselves or take the next step in seeking professional help.



“ So far, over 10,000 users have downloaded the app ”

It provides vital information, advice and guidance on many wellbeing topics including stress, anxiety, depression, anger and suicidal thoughts. And by offering a variety of learning, self help tools and coping strategies, it provides support at the early stages of a situation so that problems do not escalate to a life critical stage. So far, over 10,000 users have downloaded the app.

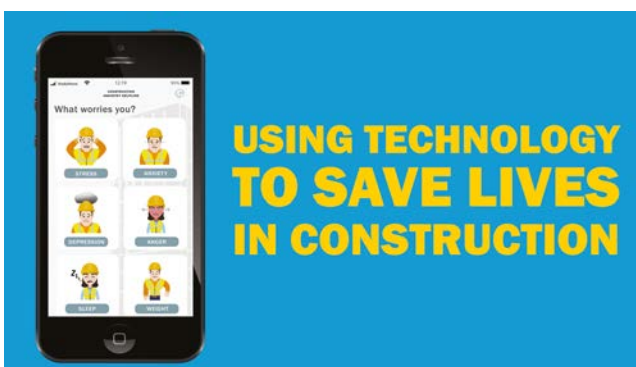
But that's just the start.

The second stage of the app is currently in development and will continue to focus on preventative tools and building resilience within the four areas of need; mental health, physical health, financial health and social health. It will specifically address addictions, prostate cancer, breast cancer, muscular skeletal problems and debt management among many other major topics that we address through our Construction Industry Helpline.

In response to industry demand we are also developing the app to meet the needs of construction companies with major sites or projects who want to provide an easy to access single portal of information for all employees and sub contractors. The app will have the ability to provide real time information on site specific issues such as site inductions or health and safety briefings etc and addresses the difficulty of getting the right information to the right people at the right time, particularly on major build projects and joint ventures.

What does the Construction Industry Helpline app offer?

- Guides users through a series of questions to help gain a basic understanding of what the problem is
- Learning and expert information about various wellbeing conditions
- Helps users understand what is normal and what isn't for each condition
- Self help tools and easy to use coping strategies to relieve the signs and symptoms of conditions
- Gives users the confidence to talk about their condition
- Provides clarity in a complex environment and access to ongoing support



“ The app guides users through what is a very complex subject area and is aimed at people who may not feel ready or comfortable talking about their feelings or personal situation ”

Education and training

Education

One of the most exciting developments of 2018 was the creation of the 'Building Mental Health' working group and programme.

As one of the founder members and working with active industry volunteers, we have created an online portal which provides information and best practice guidance to help companies start and develop a positive mental health culture within their organisation.

The online portal includes a 'five step plan to better mental health', as well as access to free resources including videos, a tool box talk and information about how to access mental health training.



The Five Step Framework

1 Commit to making a difference

Change in the workplace starts with your management. Sign the Building Mental Health Charter and make a commitment to improve mental health in our industry.

2 Introduce a helpline

If you haven't already got an employee assistance programme, order your Construction Industry Helpline Pack, which lets your staff know where they can turn to with promotional posters and wallet-sized cards.

Order a helpline pack:

www.constructionindustryhelpline.com

Alternatively, you can download the Construction Industry Helpline app which is a preventative tool providing support and guidance on a range of physical and mental wellbeing issues. The app can be downloaded free of charge from your app store.

3 Deliver a mental health tool box talk

The talk should last about 1 hour and should be presented to all employees to raise understanding of the issues surrounding mental health and the importance of starting a conversation and talking. To get the best results, try to make it interactive.

Download a free tool box talk and adapt according to your needs:

www.buildingmentalhealth.net



4 Deliver mental health training - half or one day awareness course

This opportunity should be made available to anyone who might need more information on mental wellbeing, i.e. managers or supervisors. This training will give a more in-depth understanding of mental health and provide tools for colleagues to help signpost individuals who are struggling to get the appropriate help.

For training information visit www.buildingmentalhealth.net

5 Ensure you have enough Mental Health First Aiders for your place of work

Set a policy within your company to have a healthy ratio of certified Mental Health First Aiders for every worker or contractor on site. Staff can be trained and certified through a Nationally recognised course which usually lasts 2 days.

Education and Training

Training

The commitment within our industry to improve mental health has considerable momentum and during 2018 our charity was chosen to manage a £1.1M CITB funded training project. Partnering with Building Mental Health, we are managing a two-year project to train 300 construction focussed mental health first aid instructors for the industry.

The project started in May 2018 and has been hugely successful, So far, we have trained 144 mental health first aid instructors, who in turn have delivered training to 752 mental health first aiders.

£30,000 of funding from Canary Wharf Contractors is also helping us to deliver mental health first aid courses to SMEs across the UK.

By helping to ensure that there are enough Mental Health First Aiders on sites across the UK, we are taking positive and pro-active steps to provide 'boots on the ground' support for our construction workforce.

Building
Mental Health 





MHFA England

**MENTAL
HEALTH
AT WORK**

Achievements

144 Mental health first aid instructors who have in turn trained 752 Mental Health First Aiders

812 Half day Mental Health Awareness courses delivered

300 Mental Health Charter signs ups

160,000 helpline cards distributed, total to date over 480,000

Over 10,000 downloads of the Construction Industry Helpline app

Over 2,700 downloads of our tool box talk

Building Mental Health portal accessed by over 10,000 users across the UK

Simon Blake OBE, Chief Executive, Mental Health First Aid (MHFA) England said:

“ Every day 15 people take their life in this country, and every day two of these 15 are construction staff. We simply must do more to protect and promote mental health in the construction industry. ”

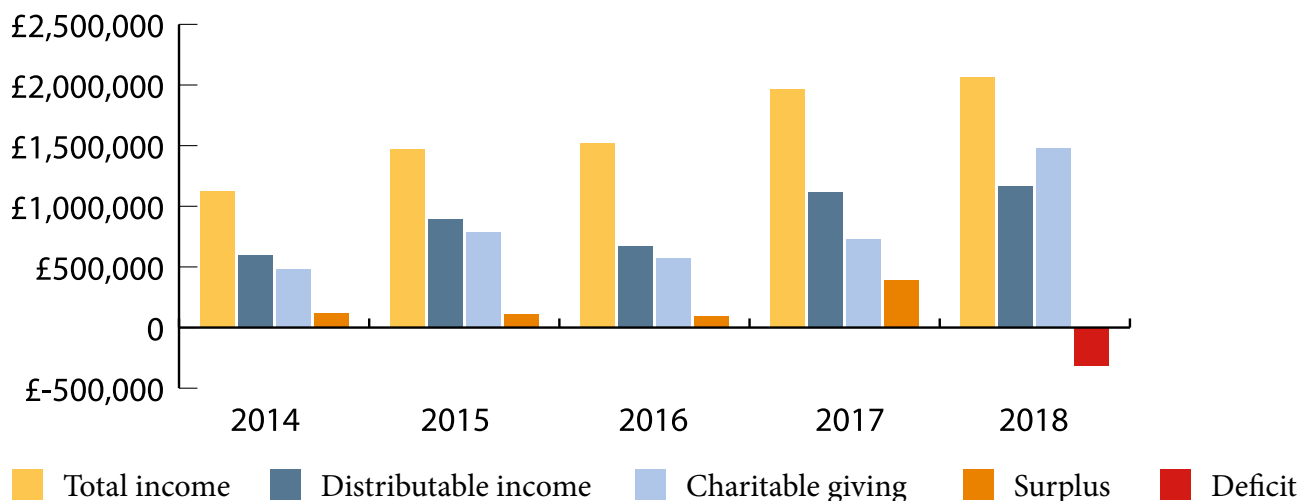
“ Initiatives like Building Mental Health are helping firms to take huge strides. Thanks to this ambitious training programme there is more mental health awareness, more understanding and more frontline support in construction than ever before. ”

Financial summary

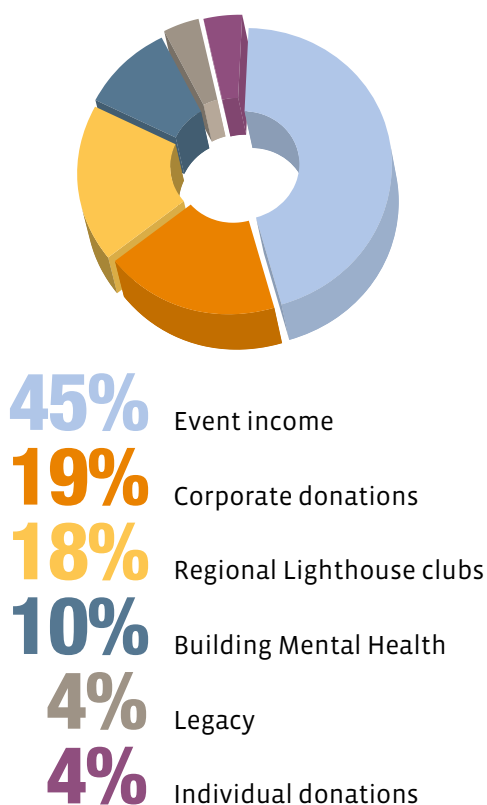
The charity has delivered another strong financial performance in 2018 where income was reported at a respectable 4.7% increase. This increase is primarily due to the income received through the Building Mental Health programme, our contribution to the construction industry's mental health initiative.

The total distributable funds generated after expenditure on raising funds was £957,349. Charitable giving has increased by over 70% to £1,229,288 due to the distribution of reserves and this surplus.

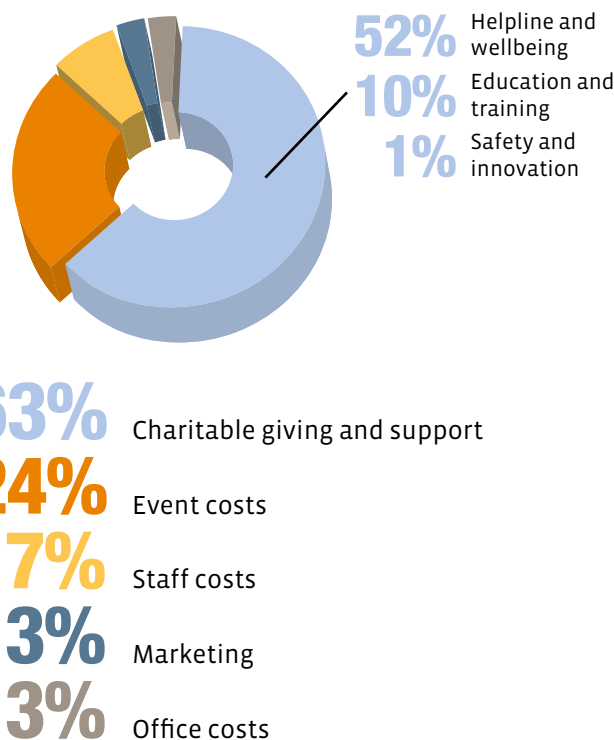
Distributable Income, Charitable Giving and Surplus/Deficit



Sources of our £2,062,306 income



£2,378,437 expenditure breakdown



The full audited accounts for 2018 and previous years can be found on our website www.lighthouseclub.org

Your help, changing lives

Jason's journey

My name is Jason, I'm 44 years of age and I've been working in construction for 30 years, I started as a ground worker, pipe layer and concrete finisher and after about eight years in the industry I took the opportunity to start a trade in shuttering joinery and steel fixing. My trade has given me the opportunity to work across Europe and in the United States.

On the 6th of October 2018 I was working on a construction site in Scotland pouring concrete on a one-sided wall using peri pans. Some concrete had already been poured but when the next lorry arrived, no instructions were given to the banksman as to how much concrete was going to be poured into the wall. The wall had blown open at the bottom of the shutters and we were working from ladders that were tied to the peri pans. The top of the shutter then blew out and my hand became trapped for about five minutes. It took ten men to free me and I was in hospital for 12 days.

I broke my wrist and four fingers and had to have one finger amputated following four operations in Scotland and London. I still have specialist physio and pain management treatment twice a week.

I've been to hell and back. Following my accident, I split up with my partner and was left homeless. I had to sleep in my car for six weeks and had really had enough of my life and tried to end it all. When I was in hospital, I was told not to worry about my finances, but no one really helped me at all until I heard about the Lighthouse Construction Industry Charity.

They have helped me so much, it's unbelievable. They made sure I had somewhere to live and money to buy food. They also helped me access counselling at Chelsea and Westminster Hospital to help me deal with the effects of my accident and without their support I probably wouldn't be here to tell this story today.



“I've been to hell and back. Following my accident, I split up with my partner and was left homeless. I had to sleep in my car for six weeks and had really had enough of my life and tried to end it all”

How we were able to help - the road to recovery

In February 2019 Jason got in touch after hearing about us from the HSE officer who was investigating his accident.

When Jason contacted the helpline he was in a state of extreme distress and we were concerned for his mental wellbeing. Jason's situation was treated as an emergency and within half an hour, our Wellbeing Manager had made contact to discuss what help we could offer.

His most immediate need was to find somewhere to sleep and we found emergency accommodation for one week until he was able to visit his local housing authority and find a more permanent solution. Our local Wellbeing Volunteer also visited Jason whilst he was staying at the B & B to see what else could be offered to improve his situation.

Once Jason was housed, we were then able to help with the purchase of essential items such as a bed and kitchen equipment. We continue to support Jason with a monthly grant and access to support services to aid his emotional recovery. It's a long road to recovery but Jason is feeling more positive about life.

With your support, we can continue to help more people just like Jason and make a real difference to someone's life.

How to support us

Every single person and organisation that supports us makes a huge difference to our construction families in need. Whether it's becoming a Company Supporter, holding a Lighthouse Day, donating time and resources or attending an event, here's some of the ways that you can get involved.

Helpline Packs and Lighthouse Day



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 wellbeing 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.

Lighthouse Contact



Sign up to receive our e-zine and we'll keep in touch with you to let you know about all the news and events in your area.

Lighthouse Individual Supporter



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

Lighthouse Company Supporter



Pledge an annual donation to become a Company Supporter. We'll publicise your support in our e-zine and you'll also receive discounted mental health first aid courses.

Wall of Fame



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

Shining brighter, reaching further

We know that huge strides are being made to improve the safety and wellbeing of our construction workforce, but there is still much work to be done. Prevention is key and we know that to make a real difference there needs to be more support, education and training available to both companies and individuals to stop situations escalating to a point where they become critical. In our report we have outlined some of the ways that we are already achieving this, but we need to do more and we can only do that with your ongoing support. Our mission that no worker should feel alone in a crisis is key and our core objectives are:



- Increase corporate engagement through our Company Supporters Programme so that we have predictable and sustainable income to fund growth and development of our portfolio of charitable services



- Encourage regular fundraising through our Lighthouse Day initiative



- Continue to reach out to our 2.1 million construction workers so that they know where to turn to in times of need



- Increase the number of downloads of our free Construction Industry Helpline app and develop technology to meet industry specific demands



- Continue to develop the Building Mental Health programme and ensure that SME's have cost effective access to mental health first aid training



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

Get involved?

Whether it's becoming a Company Supporter, holding a Lighthouse Day, attending an event, finding out about mental health training or you'd just like to know a bit more about us, visit our websites and let us know how we can help.

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



www.lighthouseclub.org



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