



lighthouse
The Construction Charity

Impact Report 2024

Performance

Support

People

Training

Resources



The Lighthouse Charity

The Lighthouse Charity provides 24/7 holistic support to our UK and Ireland construction community on all aspects of emotional, physical and financial wellbeing.

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 Values



Support

We support each other and our industry with empathy, compassion and kindness.



Passion

We are passionate about restoring hope.



Integrity

We trust and respect each other and are professional in everything we do.

An Introduction from our Joint Chair of Trustees

We are delighted to share our 2024 Impact Report, which highlights the incredible difference our charity is making to our construction community, thanks to your support.

We achieved several record breaking milestones in 2024:

- We saw a **29% increase in those reaching out for help.**
- **We supported 5,695 families** with a variety of needs including emergency food shops, counselling, and assistance with daily living costs.

We are also proud to announce that for every €1 of charitable spend, we delivered €12.19 of Social Value – an increase of 21% on 2023.

Whilst we are unable to control many of the external factors that affect our industry, the good news is that more people are becoming aware of our charity and taking that all important first step to reach out to us for support. We see that positively and look forward to being able to help even more families this year – providing reactive support through the various channels we have established. Our front line helpline advisers and caseworkers do an incredible job of being the first point of contact, responding with compassion and providing reassurance at a critical time.

At the same time, we are also continuing to focus on more proactive measures to support our community. These measures include our fabulous #MakeltVisible On Site initiative which continues to provide a critical touch point for our industry's site operatives. Our teams have visited 572 sites across the UK and Ireland and engaged with over 28,000 workers, sharing their own lived experiences and encouraging open and frank conversations.

Ensuring that people can easily access expert counselling, accounts for 48% of our grant expenditure. This element of support is particularly important at a time when our stretched health services may struggle to respond quickly. Receiving counselling can be the difference between being able to cope or spiralling deeper into crisis and this report includes a special feature on the work of one of our counsellors.

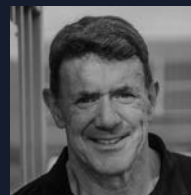
Last year our Critical Response Team responded to calls from 67 sites and provided vital support to 1007 people. Accessed through our 24/7 helpline, our team responds to serious incidents and can support those who have witnessed or been affected by injuries or fatalities on site. The team creates a 'safe space' where people can talk about what has happened and share how they feel. Where necessary, we can additionally signpost to specialist trauma counsellors.

Our amazing Wellbeing Academy offers free wellbeing training for everyone in our industry. 2024 saw further growth with the launch of new courses to meet the needs of our diverse workforce; with more already planned for this year.

On behalf of the Trustees, we would like to extend our heartfelt gratitude to all those who supported us last year and continue to do so. Without your generosity, we would be unable to deliver our vital charitable services; together we are making an incredible difference to our construction community.

Thank you.

Joint Chair of Trustees



Edward Naylor



Lyndsey Gallagher

Our Performance and Key Achievements in 2024

TOTAL CHARITABLE SUPPORT

€6,107,550

includes leveraged and optimised income

Supporting our Construction Community



5,695
families
supported



11,242
calls to and from
the helpline



3,134
complex cases dealt
with by caseworkers



€2,693,046
financial support from
external sources



5,684
emergency meals
delivered



96%
of those we helped
would recommend
our services.

Wellbeing Academy

MHFA Awareness

67 | **747**
courses | trained

MHFA Full Course

169 | **1,828**
courses | trained

MHFA Refresher

37 | **425**
courses | trained

Wellbeing Exclusives

143 | **1,259**
courses | trained

Suicide Awareness

45 | **460**
courses | trained

Wellbeing Support

13 | **64**
courses | trained

Total

474 | **4,783**
courses | trained

eLearning

2,862 modules

€12.19 in Social Value

For every €1 of Charitable Spend our charity creates €12.19 in Social Value



The social value measurement this year has been produced using the estimated financial proxies used by MeasureUp, a recent innovation on the social value landscape which better reflects the person centered impacts of the Lighthouse Charity, and also provides greater transparency on the Government, and other related sources, which sit behind the estimation process.

Lighthouse Beacons

By the end of 2024 we had

492

Lighthouse Beacons



Counselling & Mentoring Support

5,761

Sessions

1,110

People



Critical Incident Support

66

Interventions

1,007

People seen



#MakeItVisible On Site

572

Sites visited

28,070

Workforce engaged

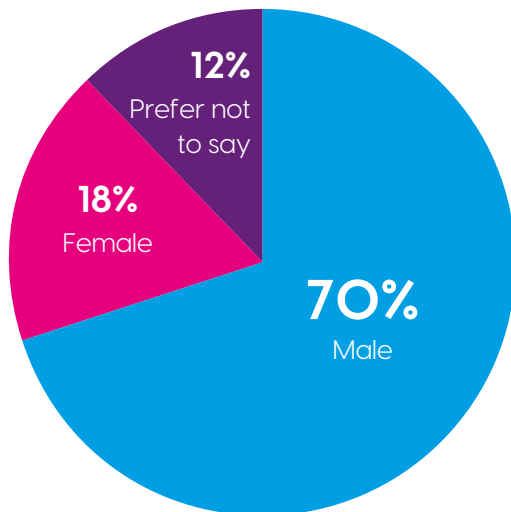
88

Active Rescues

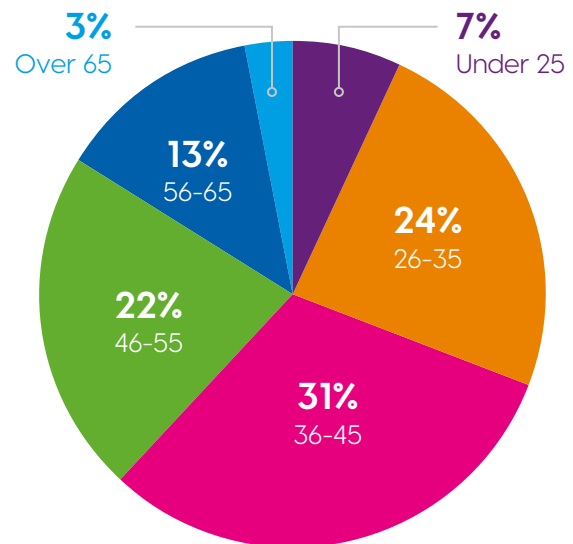
Supporting our Construction Community

We supported 5,695 families

By Gender



By Age

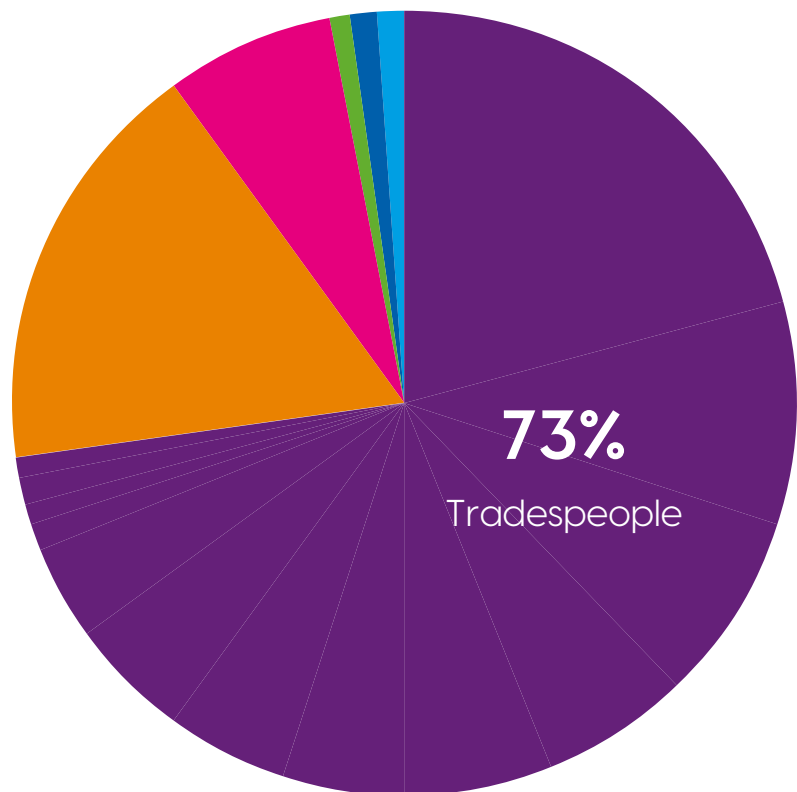


By Occupation

- 17% Managers
- 7% Engineers
- 1% Surveyors
- 1% Building Suppliers
- 1% Highway Workers

Tradespeople

- 21% Labourers
- 9% Plant Operators
- 8% Allied Trades
- 6% Roofers
- 6% Finishing Trades
- 5% Safety Workers
- 5% Electricians
- 5% Carpenters
- 4% Bricklayers
- 1% Concrete and Steel
- 1% Plumbers
- 1% Demolition
- 1% Welders



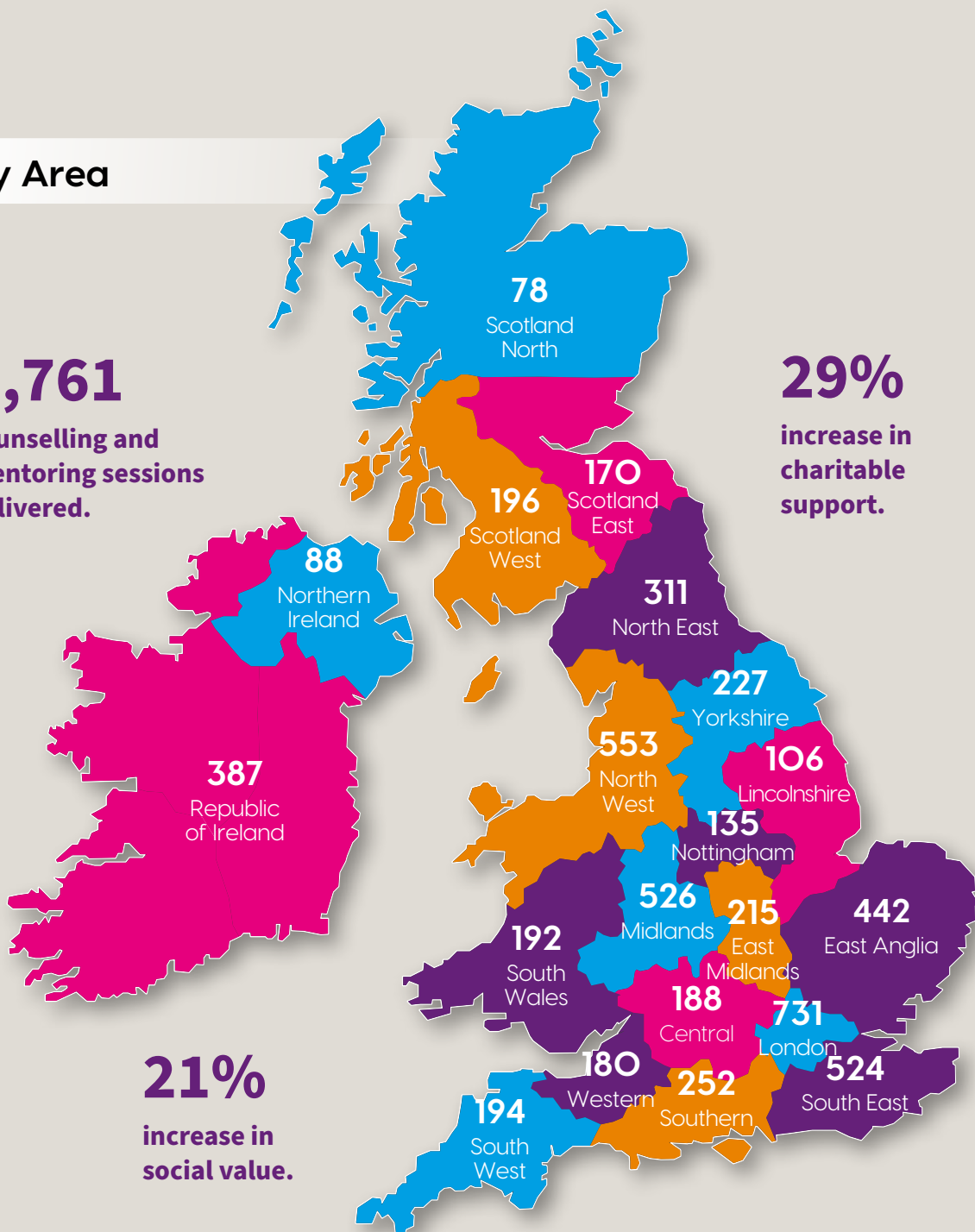
By Area

5,761

counselling and mentoring sessions delivered.

29%

increase in charitable support.

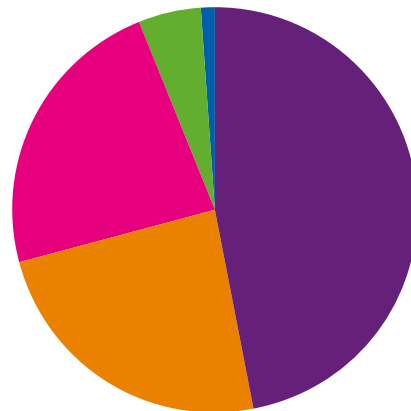


21%

increase in social value.

Primary Reason for Contacting the Helpline

- 47%** General advice
- 24%** Financial support
- 23%** Health and wellbeing
- 5%** Legal support
- 1%** Tax advice



Financial Summary

Accounts are audited and filed in UK Pounds.

Elsewhere in the report a rate of €1.2092 to £1 has been applied, (closing exchange rate on 31 Dec 2024).

It was predicted that our income in 2024 would increase to cover the growth in the demand for our charitable services and the result is a small operational profit.

The charity has delivered a strong financial performance again in 2024, demonstrating its financial and operational robustness over the year.

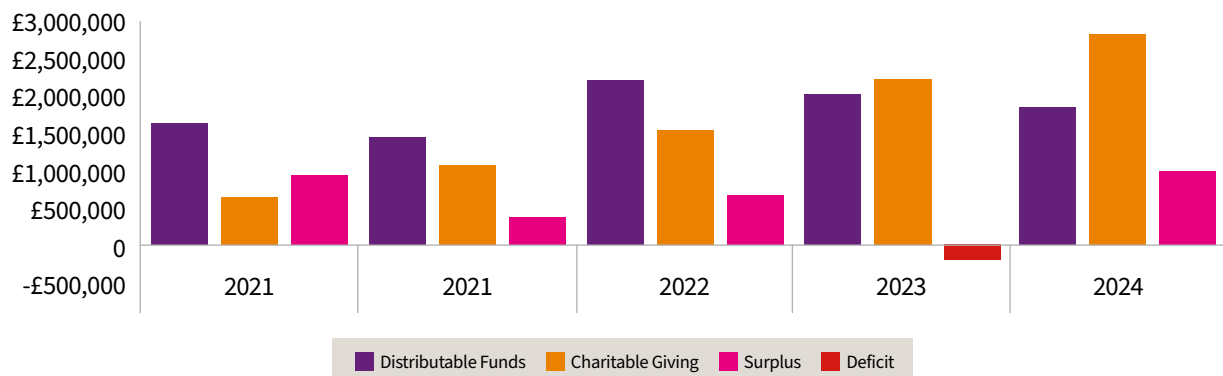
Total expenditure on the delivery of charitable services grew by 25% to £2,823,772. This reflected the increase in the number of calls to our helpline, the provision of on-site critical Incident support, expansion of our

#MakeltVisible on site initiative and the significant growth in our wellbeing academy.

During 2024 the charity experienced a 34% increase in revenue, reflecting the growth of the company supporter programme and the increase in revenue from fundraising activities and events.

Distributable Funds, Charitable Giving and Surplus/Deficit

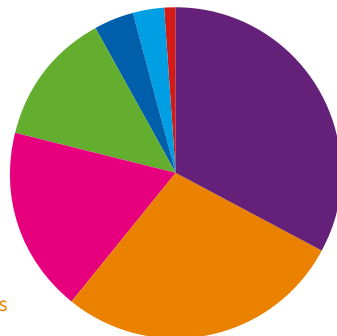
Distributable Funds = (total Income from all sources) minus
(charity operational costs and total expenditure on raising funds)



	2023	2024	%
Total Income	£3,356,285	£4,498,967	↑ +34
Distributable Income	£2,033,603	£1,803,058	↓ -11
Charitable Giving	£2,265,523	£2,823,772	↑ +25

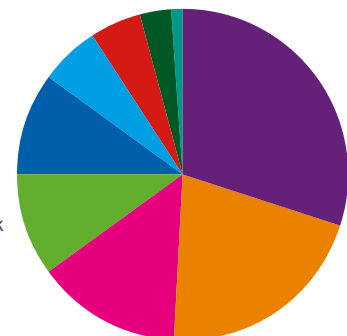
Income

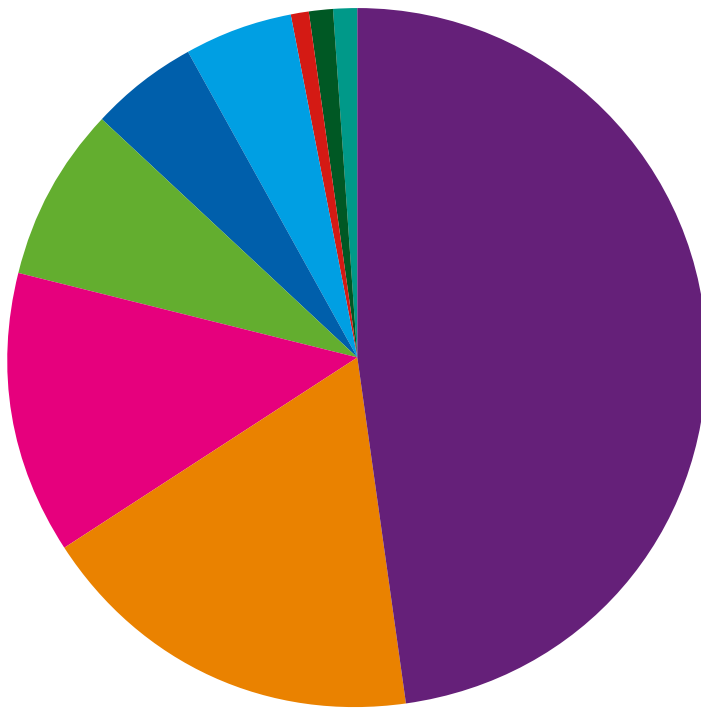
33%	Annual Company Supporter
28%	Lighthouse Days & Corporate Donations
18%	Event income
13%	Lighthouse Regions
4%	Wellbeing Academy
3%	Individual Donations
1%	National Projects



Expenditure

30%	Helpline and Casework
21%	Staff Costs
14%	MIV on site
10%	Event Costs
10%	Wellbeing Academy
6%	Marketing
5%	Office Costs
3%	Critical Incident Support
1%	Governance





Grant Expenditure

48% Counselling
 18% Trauma Response
 13% Arrears & Housing Support
 8% Meals Provided
 5% White Goods and Home Furnishing
 5% Daily Living Costs
 1% Training for Employment
 1% Funeral Costs
 1% Clothing and Work Costs

€1,000 provides ONE of the following:



14
emergency family shops



3
household white goods



7
household energy bills



16
counselling sessions



4
home starter packs



6 suicide awareness courses

€10,000 provides ONE of the following:



5 days of wellbeing site visits with our #MakeItVisible team

OR



2 critical incident support interventions

These figures are for indicative purposes only and are correct as of February 2024.

Our Charitable Services

24/7 Helpline

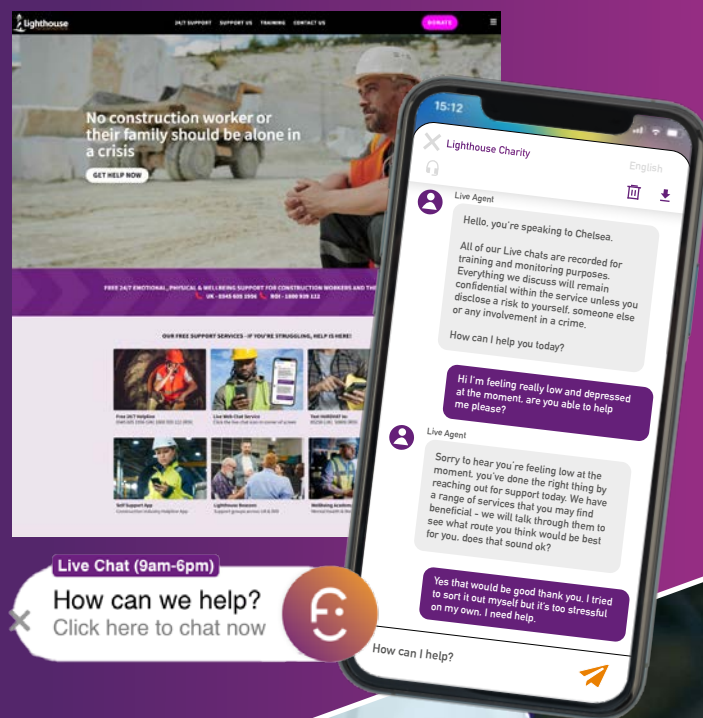
Free and confidential support and advice on a wide variety of wellbeing issues from our expert helpline advisors who provide a listening ear and can signpost to additional support if needed.

Text HARDHAT

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.

Live Web Chat

Real time confidential web chat with our helpline advisers, (not automated bots!) Facility to chat in over 100 languages and currently available Monday to Friday 9am-6pm.



Live Chat (9am-6pm)

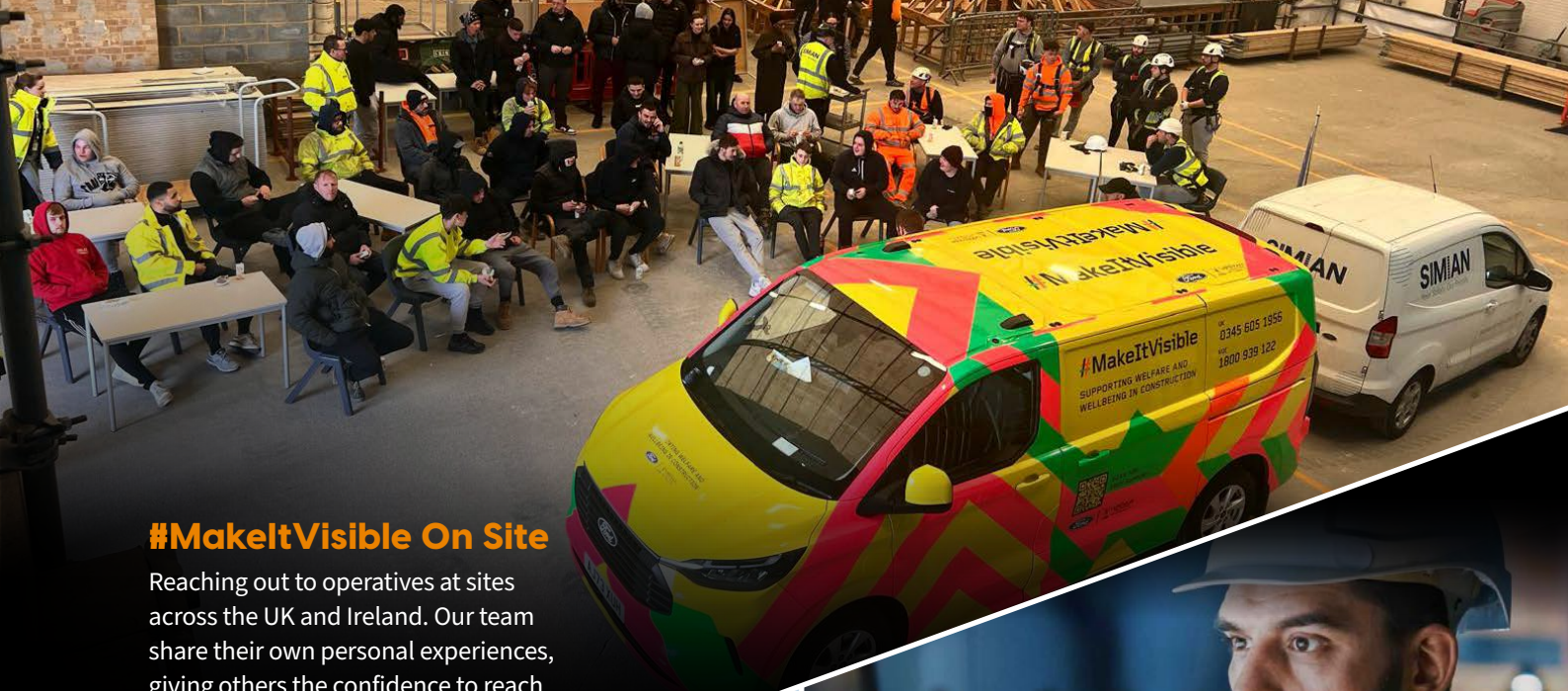
How can we help?
Click here to chat now



How can I help?

Self-Support App

The ultimate self-help tool, offering advice on a variety of wellbeing issues, self-assessment tools and pathways to access expert advice and support.



#MakeItVisible On Site

Reaching out to operatives at sites across the UK and Ireland. Our team share their own personal experiences, giving others the confidence to reach out for support without stigma.

Critical Incident Support

Provides an immediate response and specialist support to sites or workplaces where a critical incident such as an accident or suicide has occurred.



Wellbeing Academy

Free and easily accessible wellbeing training covering a huge variety of topics and embracing every style of learning.



Lighthouse Beacons

Offer safe spaces for people to come together and talk in a confidential and non-judgemental environment, sharing current or past issues.

Help is here

Last year our team of helpline call handlers supported 5,695 people reaching out for a variety of wellbeing support. As well as being a Helpline Supervisor, Ewan Paton, recently became the face of our charity's helpline posters which are displayed on sites across the UK and Ireland. So, we took the opportunity to speak with Ewan and gain a greater insight into the work the team delivers and the many ways they support our community.

How do you assess a caller's needs when they reach out through the helpline?

Every call is different and our priority is to create a safe space for them to open up and feel understood so that we can tailor our support. We start by giving the caller time to speak openly. This ensures they feel heard and often reveals more about their situation. Someone might initially call about needing counselling, but as they talk, they might mention financial struggles contributing to their distress. This helps us dig deeper and address the underlying issues beyond the initial request.

What are the most important skills you use?

Listening is the key skill. But it's not just about hearing—it's about understanding. Listening to understand means truly focusing on the caller and picking up on the nuances of what they're sharing. It's about empathy and treating people the way you'd want to be treated if you were in their shoes.

It's also important to remain calm and composed, especially when dealing with distressed callers. You need to balance professionalism with compassion—offering reassurance while also guiding the conversation toward practical solutions.

How do you help a caller?

Every situation is unique. Sometimes we can help with just one call; we might provide immediate support such as arranging emergency food shops, paying utility bills, or signposting to resources for tax advice. For critical needs we can expedite services such as counselling within 24 hours.

For more complex cases, we gather as much information as possible in that initial call and then pass to a caseworker who can provide more in depth assistance. We make the process as smooth as possible without callers having to repeat their stories and feeling overwhelmed.

How do you manage crisis situations?

If someone is in immediate crisis, for example, they're feeling suicidal, we begin a safeguarding process. This involves asking direct questions such as, "Do you have a plan?" or "Do you have the means to act on it?" We can then determine whether emergency services need to be involved, or it may be that we fast track counselling within 24 hours. Our goal is always to prioritise their safety while reassuring them that help is available.

Where there's a critical risk, such as a suicide plan in progress, we'll breach the call and contact emergency services.

We're also the point of contact for situations where callers report critical incidents on site. This can be a serious accident or death witnessed by multiple people. We coordinate responses with our Critical Response Team to support everyone affected and they are able to deliver specialist trauma support.

What has been the most challenging situation you've dealt with?

One challenging call involved a man who had suffered one hardship after another—financial struggles, housing instability, and mental health issues. He had reached a breaking point. Helping him required not only immediate support but also a long-term plan to stabilise his situation.

One of the toughest moments was when I was relatively new in my role and I took a safeguarding call at 8 a.m. The caller was in a deeply distressed state, with emergency services already en route. Hearing the chaos in the background and knowing the caller was at immediate risk was overwhelming. Afterward, I had a debrief with my manager, which helped me process what had happened. I'm not ashamed to say I cried afterwards—it's a natural reaction to such intense situations. These are the moments that stay with you, but they're also the ones that remind you why this work is so important.



Ewan Paton
Helpline Supervisor

How do you cope with dealing with so many difficult situations?

Our team prioritises self-care. After difficult calls, we have debriefs with our supervisors to talk through what happened and bring ourselves back to a grounded state. These check-ins don't stop after one session—we follow up in the days afterward. There's also the option for us to access counselling if needed.

We also rely on each other for support. The camaraderie within the team is incredible. If someone has a tough call, they'll let the team know, and everyone immediately offers support. It's not uncommon for us to share a laugh or a light-hearted moment during breaks to keep the atmosphere positive. It's essential to find a balance between work and maintaining your own emotional wellbeing.

How does your team maintain camaraderie despite the challenges of the job?

Our team is incredibly close-knit and we've built strong bonds through shared experiences. We're there for each other as much as we're there for the callers and it's this camaraderie that helps us provide the best possible support. It really does feel like a family.

What advice would you give to someone who is struggling to cope or just needs to talk?

Never underestimate the power of talking. It's important to remember that your struggles are valid and even five minutes of sharing what's on your mind can lift a huge weight off your shoulders. Also, you don't need to be in crisis to call—no problem is too small or too big. Whether it's tax advice, relationship breakdowns, or more serious issues such as domestic abuse, we're here to listen. Taking that first step to reach out is incredibly brave, and it's our job to make sure you feel supported and heard.

How do you feel about being the face of the charity on our helpline posters?

Honestly, it's an honour. Being part of the Lighthouse Charity, which is focused on giving rather than taking, is incredibly rewarding. When I see those posters, I'm proud not just of my role but of the whole team's dedication and the impact we have on people's lives. It's a privilege to represent our mission.

lighthouse
The Construction Charity

**IF YOU'RE STRUGGLING,
HELP IS HERE!**

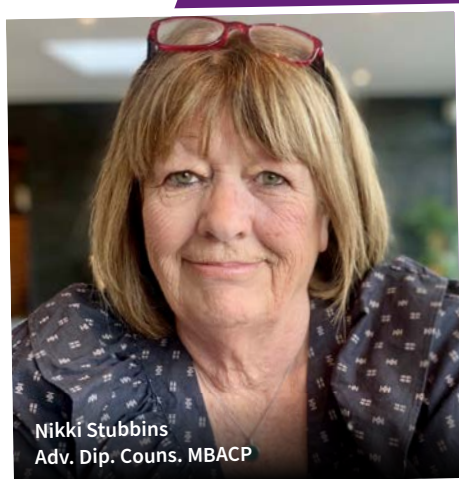
**24/7 FREE AND CONFIDENTIAL SUPPORT TO ANYONE
WORKING IN CONSTRUCTION**

EMOTIONAL WELLBEING	PHYSICAL WELLBEING	FINANCIAL WELLBEING
MENTAL HEALTH	ILLNESS	FINANCIAL SUPPORT
RELATIONSHIPS	INJURIES	BENEFIT ENTITLEMENT
LONELINESS	ADDICTIONS	BUDGETING
TRAUMA SUPPORT	SLEEP	DEBT MANAGEMENT
BULLYING	DIET & NUTRITION	TAX & CIS
LOSS & BEREAVEMENT	EXERCISE	LEGAL ADVICE
SUICIDAL THOUGHTS	HORMONE SUPPORT	TRAINING & CSCS FEES

Helpline
UK 0345 605 1956 ROI 1800 939 122

Support available in over 100 languages.
Visit lighthousecharity.org

Lighthouse Charity is registered in England. Charity Registration No. 1040004. Company Registration No. 1040004.



Nikki Stubbins
Adv. Dip. Couns. MBACP

Counselling and Mentoring

Last year we delivered 5,761 counselling and mentoring sessions to 1,110 people and this support accounted for 48% of our grant expenditure.

Our helpline advisors and caseworkers are able to provide information quickly, reassuring people with an agreed plan on how counselling will be delivered and over what time period. They also identify the counselling that best suits the needs of the individual, with specialisms in areas such as relationship breakdowns, domestic abuse and other traumatic life events. Nikki Stubbins, one of our specialist counsellors shares a little about the counselling journey and discusses how impactful counselling can be.

Counselling is a journey of self discovery for clients and during each session I am transported into their world as they tell me of their work and daily struggles. Every client is unique in their experiences and in my mind I have worked alongside them, painting pylons in isolated locations, digging foundations, erecting scaffolding and project managing a building site.

I begin the counselling journey with an initial assessment session where I ask questions to understand how they feel. People can initially present with issues including anxiety, depression, stress, chronic illness, anger, loss, or bereavement and feel they are 'stuck in muddy waters' and can't seem to get out.

We work together to establish a relationship as we explore these initial issues, but as we delve further into their lives, there are very often unresolved issues and historical trauma never spoken of before due to feelings of shame.

The releasing of emotions whilst recalling trauma and despair can be both healing and painful, but sharing these feelings helps clients process the events and move forward.

I offer them a hand of support. For some, this is not always welcome initially, whilst others are ready to reach out and try and move away from their situation. Everyone is different. By paying close attention to their thoughts and feelings, we can challenge their negative beliefs by reminding them of past times of resilience and confidence. This aids their understanding of themselves.

I use their strengths to remind them of their capabilities so that they can see things differently. This has a ripple effect; they learn to focus on what's important to them and share their needs, thoughts and feelings to those closest to them. Then when I hear how their relationships have improved, how for example they are playing with their children at the weekend instead of lying in bed, how they have shared their trauma with their partners, or how they understand what triggers their anger and what's underneath it, I know the counselling has been successful.

Helping clients care about their own individual needs and talking about self care is especially important. When we start the process, I ask clients to score their thoughts, feelings, and ability to cope. We review these scores regularly throughout the journey to check they are improving. Being present and actively listening to clients is amazingly therapeutic as they begin to work out what is important to them. In turn they find the courage within themselves to set appropriate limits and boundaries with others and can stand up for themselves. This is a key sign that the client has begun to see themselves as a person of worth.

I consider it a privilege to work with the Lighthouse Charity's clients and be alongside someone in their time of angst, fear, or loneliness. To see the change from when I first start to work with someone and then to witness the transformation as they realise their own worth and value is still incredibly humbling and rewarding.

#MakeItVisible

In 2024 our #MakeItVisible team visited 572 sites across the UK and Ireland and engaged with over 28,000 workers. We now have extra resources and a dedicated vehicle in Ireland to respond to the huge demand.

These visits enable us to reach some of our industry's most vulnerable workers to let them know about the huge variety of resources and support available to them. But the success of this initiative can be accredited to our fantastic team who are able to share their own lived experiences in a down to earth and relatable way. The opportunity to talk confidentially to our team has been incredibly powerful and has delivered life changing and life saving results. Last year 88 workers approached our team expressing suicidal thoughts. But as a result of them sharing their issues, we were able to provide immediate support and also put in place interventions to help them manage their issues in a positive way in the future.

“We were delighted to welcome the #MakeItVisible team to Rockwell’s offices and workshop in Cork. The speakers, Dale and Justin, shared not only their personal experiences but also invaluable insights into the free resources and initiatives provided by the Lighthouse Charity.”

Carolina Zanetti, HR Administrator, Rockwell

“Initiatives like this are vital in producing a happy and healthy environment at work, and we hope our team can feel confident knowing there are resources available for them and their support systems.”

Emma Fearn, Sales Director,
Dandara South East

572

SITES
VISITED

28,070

WORKERS
ENGAGED

88

ACTIVE
RESCUES

“The #MakeItVisible tour is incredible. It was on a level that everyone could associate with— it was honest, down to earth, and full of real life experiences that people could truly relate to. It was inspiring and made people talk and think.”

Erika Redler, Designated
Safeguarding Lead, SIMIAN LASK

This team of dedicated and knowledgeable professionals are present on building sites across the country to support those in the industry and it is a privilege to support such a great organisation and important cause.”

Anthony Vigor, Chair of Trustees,
Persimmon Charitable Foundation



#MakeItVisible
SUPPORTING WELFARE AND
WELLBEING IN CONSTRUCTION

Wellbeing Academy

Our wellbeing academy is aimed at supporting everyone in our industry. From site operatives and tradespeople, through to those working in offices, we offer personalised learning pathways that meet a variety of needs. The academy has been developed to ensure that our workforce is empowered with the necessary soft skills to cope with the challenges faced in today's diverse working environments.

eLearning

The Lighthouse eLearning modules have proved to be incredibly popular and last year we saw an incredible 282% increase in the number of modules completed.

Each module is curated by our expert in house training team and incorporates interactive elements, problem solving and scenario based learning to increase engagement and knowledge retention. eLearning provides a safe, simulated environment for practicing decision making and also offers complete flexibility around hectic work and home lives.

A number of new modules were added in 2024 and these included a focus on financial wellbeing, covering topics such as controlling credit and tackling debt. With 23% of callers to our helpline stating financial struggles as the primary reason for contacting us, we know that these are issues that are affecting our workforce on a daily basis.

2,862 modules completed

An increase of 282% on 2023

eLearning Modules

- Banter vs Bullying
- Building Resilience
- Managing Stress
- Mindfulness
- Resolving Conflict
- Taking Control: Drugs and Alcohol
- Self Care
- Understanding Anxiety
- Work-Life Balance
- Bang on Budget
- Controlling Credit
- Tackling Debt

Lighthouse Wellbeing Exclusives

The academy also incorporates a wide variety of tutor led online courses, including, Managing Mental Health in the Workplace, Suicide Awareness and Taking Control - Alcohol and Drugs. Last year also saw the launch of two new courses aimed at increasing awareness of the issues around menopause. The first is aimed at general awareness and understanding the signs and symptoms. An additional course is aimed at management and leadership level personnel to help them gain further understanding and give them the tools to support colleagues going through the menopause.

“Engaging and informative, I’ve come away feeling more knowledgeable and aware of the symptoms of menopause, some of which I was surprised at. The stats data was also an eye opener!”

Menopause – General Awareness

MHFA England Accredited Training

The number of people completing MHFA England accredited training increased by an amazing 38% last year, reflecting the industry's desire to make a positive contribution to workforce wellbeing and increase awareness of the signs and symptoms of poor mental health. This training included the introductory half day awareness course, the full two day course and the refresher course.

“Really informative course with lots of information to enhance knowledge of mental health and how it impacts employees. It will certainly help me notice signs in the future. The course was presented in a very professional way and easy to relate to.”

Managing Mental Health in the Workplace



“A valuable course delivered with respect to the subject. Some great takeaways to complement the mental health first aid training. I’ve come away from the course with confidence to approach the subject and to be able to help anyone in their time of need.”

Suicide Awareness

MHFA Accredited	Lighthouse Wellbeing Exclusives	
Awareness 67 courses 747 trained	Imposter Syndrome 4 courses 25 trained	Managing Mental Health in the Workplace 48 courses 397 trained
Full Course 169 courses 1,828 trained	Meditation and Wellbeing Wednesday 41 courses 259 trained	Menopause for Managers & Leadership 18 courses 202 trained
Refresher 37 courses 425 trained	Menopause General 18 courses 199 trained	Myths of Mens Health 2 courses 137 trained
Wellbeing Support for MHFAs	Suicide Awareness 45 courses 460 trained	Taking Control – Drugs and Alcohol 12 courses 40 trained
Peer Support 5 courses 28 trained		
Wellbeing for MHFAs 8 courses 36 trained		

“This Informative session improved and increased my awareness of the challenges that women face when going through the menopause. It offered helpful advice on what can be done as a manager/leader, to support those individuals to make the experience a little bit easier - for them, their colleagues and the business that they work in.”

Menopause – For Management and Leadership

Your Support Changing Lives

Supporting a family after a life changing stroke

Mira, the wife of Daniel, a self employed carpenter, contacted the Lighthouse Charity after her husband suffered a severe stroke, leaving him hospitalised and unable to speak or walk. This resulted in an immediate loss of income. Despite reaching out to several charities and support agencies, Mira found no help until she discovered us through Parker Adams Ltd, where Daniel had previously worked.

Having to navigate this sudden and drastic change in her life Mira was emotionally overwhelmed. She was working 60 hours a week to cover living costs and caring for their son Momo, who was struggling to process his father's sudden illness.

After receiving Mira's call, our team immediately provided support by directing her to the hospital's Patient Advice and Liaison Service (PALS), who were able to provide immediate assistance. We also signposted to the Stroke Association for additional resources and support.

A full financial assessment revealed that the family was in crisis. While working long hours, Mira was also attempting to claim Universal Credit (UC) for Daniel but faced significant challenges due to his inability to communicate effectively. We guided her on how PALS could assist with the UC application and further clarified the support available.

Mira also expressed concern about rising energy costs, with arrears and high monthly payments becoming unmanageable. We arranged a grant that cleared the energy bill arrears, providing significant relief and reducing their monthly expenses. To ease the financial strain, we arranged for three food deliveries spaced over 10 days, ensuring the family were provided with meals during this difficult time.

Recognising the emotional toll on Momo, we advised Mira to seek support from the pastoral lead at his school for a referral to Child and Adolescent Mental Health Services (CAMHS). However, due to a waiting list, we stepped in and provided access to one of our own child counsellors. The emotional support offered to Momo was transformative, helping him process his father's situation and return to a sense of stability.

Throughout the support process, we maintained ongoing contact, providing emotional reassurance, financial guidance, and practical resources tailored to the family's needs.



Update from Mira

"I'm pleased to share that Daniel is doing well and receiving excellent care. While he continues to cope with hemiparesis, we've made significant progress through physiotherapy sessions, and he has recently started therapy in the swimming pool, which has been incredibly uplifting for both of us.

I'm happy to say we're slowly finding a sense of normality again with a renewed sense of hope. Life remains busy, and my time is limited as I continue balancing work, family responsibilities, and my studies. Momo has settled back into school.

I want to express just how deeply grateful I am for the support you provided during the most challenging period of my life. When I felt physically and emotionally lost and overwhelmed while trying to be strong for my family, the Lighthouse Charity was the only one that offered us a true lifeline."

Breaking free from addiction

Todd, a 36 year old self-employed groundworker, was struggling with severe depression, anxiety, and negative thoughts which was significantly impacting his daily life and work. Encouraged by his manager to seek help, Todd took the all important first step and reached out to us for support.



We provided Todd with access to counselling services aimed at helping him manage his anxiety and depression. During the counselling sessions, Todd also shared that he was trying to cope with an underlying drug addiction. The sessions enable Todd to understand and deal with the issues causing his stress and anxiety. We also supported him in seeking additional help through specialist support group Narcotics Anonymous.

With this combination, he was able to address his mental health issues and overcome his drug addiction by attending the NA meetings. His progress has been so significant that he was approached to become a leader within NA. Todd is now considering a future career as a therapist, inspired by the support he received.

Reflecting on his journey of recovery, Todd said,

“Although hesitant at first, I found the counselling sessions enlightening and fulfilling. They have given me amazing results. The counsellor I had for the 12 week period was extremely understanding of my issues and completely non judgemental. I have used what I have learnt from the sessions to cope and manage issues differently and I feel I am back on my path once again. Thank you Lighthouse Charity.”



Overcoming loss and making a difference

Ben is a self-employed joiner runs his own woodworking business. Ben has experienced issues of anxiety and depression in the past and contacted us while dealing with a traumatic experience.

We have been able to support Ben through the tragic loss of a friend and he is incredibly grateful for the support offered by the Lighthouse Charity.

“Last year, a good friend of mine took his own life. Seeing how his family was affected by his suicide impacted on me deeply as it brought up what my family could have experienced as I nearly took my own life five years ago. To see this happen made me realise what my family could have gone through.

The Lighthouse Charity was there to support me with the loss of my friend and I was able to access specialist bereavement support. I have a young family, which I cannot support without looking after myself first. I was incredibly grateful for their support and want to spread the message that these services are available to everyone who works in construction and the trades. The support I received helped me cope with

my emotions and I was able to develop my coping mechanisms that I use to help during difficult times. As well as coping with the loss of my friend it also helped me focus on looking after myself and prioritising what was important in my life.

During this time, I have been fundraising for the Lighthouse Charity through ‘Ben’s Wacky Races.’ This series of challenges included completing marathons, mountainous routes and ultra long-distance events all whilst pushing a #MakeltVisible branded wheelbarrow. The empty wheelbarrow signified the invisible load of those mental health and wellbeing troubles that we carry around daily. Talking about the emotional and physical challenges of what I was doing, immediately opened conversations and broke down barriers.

As well as raising money, what is more important to me is raising awareness of the Lighthouse Charity’s services and encouraging people to reach out for the support they need.”



Your Support Changing Lives

Breaking the chain – domestic abuse and trauma

Lisa has over seven years of experience in the construction industry, primarily focused on health and safety.

Lisa had been enduring an emotionally abusive relationship for a few years before the relationship ended recently. She initially heard about us after meeting our #MakeltVisible team on a site visit one day. At the time of seeking help, Lisa was on maternity leave, and although the relationship had ended, her ex-partner was still coming to the family home which was making her feel vulnerable. To resolve this, she started arranging for them to meet in public places which he wasn't happy about. He then pursued joint custody of their child.

Despite receiving Universal Credit to cover her mortgage, Lisa resorted to food banks as she struggled to manage her finances. Unfortunately, she did not qualify for housing benefit as she owned her property which she was in the process of selling. This would help clear her debts, but this process was expected to take six to eight weeks. With her statutory maternity pay ending soon, Lisa was grappling with arrears on her energy bills and had accumulated significant credit card debt, which was increasing each month.

She was able to access legal aid to support her throughout the custody process, but this was another area that was adding emotional and financial pressure, impacting further on her wellbeing.

We offered vital support including food shops between pay days and supported her with a repayment plan with EON to manage her monthly energy costs. We also referred her to counselling to address her emotional wellbeing issues and signposted her to a free legal consultation.

Our support had an immediate impact. The counselling sessions helped her address past trauma and domestic abuse. She also saw a significant reduction in her overall debt burden, making her financial situation more manageable. Lisa is now in a position where she can sustain herself in the future and her counselling has given her coping mechanisms and tools to help manage her past traumas.

A photograph of a middle-aged man with grey hair, wearing a blue sweater, sitting in a chair by a window. He is looking down at his hands, which are resting on his lap. On the windowsill, there is a small white pot with a white orchid plant and a glass of water. The window looks out onto a green landscape. The lighting is soft and natural, coming from the window.

Providing warmth and support

Dean, a 51 year old welder, who had worked hard all his life, developed a work related injury that forced him to stop working. With this sudden halt to his career, he found himself navigating an unfamiliar and overwhelming system of state benefits.

Adding to these challenges was Dean's undiagnosed dyslexia, which, although manageable during his working life, became a significant barrier when faced with extensive paperwork and forms. His short term memory issues further complicated the process, leaving him feeling overwhelmed and confused. As his income plummeted, financial pressures mounted, and with a mortgage to maintain and no immediate access to housing benefits or Support Mortgage Interest (SMI) relief, he struggled to cover even the most basic needs. With rising utility costs, he faced another harsh winter of sitting under a duvet in a cold house, trying to stay warm.

The emotional toll of these challenges left Dean feeling lost, isolated, and unsupported. While his brother provided food, he feared his situation would deteriorate further. Encouraged by his brother, Dean reached out to us after discovering us online.

We approached Dean's case with empathy and a commitment to providing urgent practical solutions. Since he did not have access to email, communication was through phone calls, with detailed summaries sent to his brother to help him retain important information and revisit support plans as needed.

To address the immediate lack of food, we organised food shops to ensure he had enough to eat. We also intervened with utility providers, placing him on the priority register and securing affordable tariffs tailored to his health and financial circumstances. We provided

gas and electricity top-ups, arranged for a smart meter installation, and delivered essential low energy items such as a heated blanket, an electric clothes airer, and an air fryer. We also provided a gift card so he could purchase warm clothing.

We knew Dean could benefit from additional support, so we worked with local agencies to provide ongoing assistance and helped him connect with a welfare rights officer to appeal his initial denial of a Personal Independence Payment (PIP), a process that often takes months but was critical to securing his long term financial stability.

Dean now has access to affordable energy tariffs and understands how to monitor usage with his smart meter, giving him greater control over his utility costs.

With the appliances provided, Dean is now able to cook simple meals, ensuring better nutrition, and he has developed a routine that includes daily walks to support his mental wellbeing and reduce stress. Looking ahead, Dean remains determined to continue fighting for his PIP appeal and feels far more hopeful about the future.

"The support I got from the Lighthouse Charity was amazing—I can't thank them enough. If you're struggling, don't hesitate to reach out. There is help out there, and it can make all the difference."



Looking Forward

A message from Lighthouse Charity CEO Sarah Bolton

2024 was an incredible year for our charity, both in terms of the number of families helped and the charitable support we delivered. But we're never satisfied with 'doing the same.' This year we plan to extend our charitable services even further and reach more people than ever before.

One of the ways that we'll be doing this is by extending our holistic support through our amazing #MakeltVisible On Site initiative. We know that emotional, physical and financial wellbeing are intrinsically linked and to reflect the services delivered through our helpline we'll have #MakeltVisible teams dedicated to sharing information about physical and financial wellbeing too. We'll be talking about self care and keeping up those all important health checks to avoid illnesses and injury. We'll be doing the same for financial wellbeing; tackling the stigma around financial struggles, helping people to be money smart and dealing with issues such as debt and borrowing.

Here at the Lighthouse Charity, we're also committed to championing diversity and inclusiveness in our industry, extending our hand of support to new communities and partners, empowering individuals and improving employability.

In our pursuit to bridge the skills gap, we'll continue to showcase our dynamic industry as a fantastic place to work, with a huge variety of opportunities for both men and women. We want to encourage people who may not have previously considered construction as a career pathway, so we're expanding our exciting collaborations with colleges and apprenticeship programmes.

Last year I spoke of our charity's incredible growth and the importance of making sure we deliver our services in the best way possible. Our achievements in 2024 are testament to that success and we are continuing with our simple A, B, C of charity priorities;

A

Awareness

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

B

Building and Serving Communities

Engage, inform and develop the communities that support us. Understand and support the communities that rely on us.

C

Continuous Process Improvement

Focus on our people and processes to maximise efficiency, economy and effectiveness.

We have an amazing team at the Lighthouse Charity and I know that we will all live these values as we continue to reach beyond the boundaries to support our industry.

Sarah Bolton
CEO



IF YOU'RE STRUGGLING, **HELP IS HERE!**

**24/7 FREE AND CONFIDENTIAL SUPPORT TO ANYONE
WORKING IN CONSTRUCTION**

EMOTIONAL WELLBEING

MENTAL HEALTH

RELATIONSHIPS

LONELINESS

TRAUMA SUPPORT

BULLYING

LOSS & BEREAVEMENT

SUICIDAL THOUGHTS

PHYSICAL WELLBEING

ILLNESS

INJURIES

ADDICTIONS

SLEEP

DIET & NUTRITION

EXERCISE

HORMONE SUPPORT

FINANCIAL WELLBEING

FINANCIAL SUPPORT

BENEFIT ENTITLEMENT

BUDGETING

DEBT MANAGEMENT

TAX & CIS

LEGAL ADVICE

TRAINING & CSCS FEES

Helpline

UK 0345 605 1956 ROI 1800 939 122

**Support available in over 100 languages.
Visit lighthousecharity.org**

UK Charity Registration No 1149488. ROI Charity Registration No 20200334. Company Registration No 08244118.





www.lighthousecharity.org

National office:

Email info@lighthousecharity.org

Tel 0345 609 1956



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

