


# HOW THE LIGHTHOUSE PROJECT IS CHANGING LIVES

“This is what our  
visitors have told us”

Autumn 2018

we welcome and support,  
so **you achieve...**

 [lighthouseproject.org.uk](http://lighthouseproject.org.uk)

 [lighthouseprojectm24](https://www.facebook.com/lighthouseprojectm24)

**Over 200,000+**  
**visits in 9 years**

Lighthouse Project  
Second Floor, Middleton Shopping Centre  
Limetrees Road, Middleton, M24 4EL  
0161 643 1163



**3860** visits to  
social & activity groups

helped **60+**  
People struggling with  
**£500,000** of 

**87%** MADE NEW  
friends & contacts

**29** took up   
% new  
**INTERESTS**

**58%**  
**ENCOURAGED**  
to volunteer  


 **73%** improved their  
**WELLBEING**

**99%** would recommend  
**LIGHTHOUSE**  
to others 

**The Lighthouse Project is a safe and inviting space designed to 'welcome & support people so they achieve...'**

The achievement of our visitors is very much in their own hands, but we recognise that many people get stuck in a rut, or come up against a barrier or challenge that they are unable to tackle on their own. Our work is aimed at inspiring them to overcome these things and to progress.

Many people find themselves isolated and without suitable help and support, which adds to their angst and stress. At the Lighthouse Project we stand in the gap, listen to our visitors needs and then signpost & support them accordingly.

We do things 'with' people rather than doing things 'to' people so that by visiting us they gain skills and build the confidence they need to keep moving forwards in their circumstances.

We offer support and guidance to allow people to become independent and self motivated rather than creating dependency. We are responsive to local needs and issues and seek to empower people not to control them.

 **PANTRY**  
**£1400** saving families  
per year



**3514** people fed from our  
**FOODBANK**

**100** people Helped back into **WORK**

## Visitor Survey

In August 2018 we asked our visitors to tell us how they heard about the Lighthouse, why they visited, what was their experience, what they achieved, how this made them feel, and how their lives had changed as a result of visiting us.

We have been greatly impressed by the results of the things that people have achieved, humbled by what they have said about us, and encouraged by the positive impact our work has had on their lives as a result of their visits to the Lighthouse Project.

We set out to inspire and encourage people, to support and stimulate them so that they could get the best out of themselves, and it would appear that this is working.

Since opening in June 2010 we have seen over **200,000 visits through our doors** and last year we recorded over 37,000 visits, a 20% increase on the previous year, which is an average of 725 visits per week.



We have a large cohort of volunteers who give freely of their time and skills to help us deliver our services and support, and we are very grateful for all the hard work and dedication each gives; it is a team effort and without this we definitely would not be able to do what we do. **Thank you.**

**2120** NEW people VISITED last year

**67%** helped   
**GAIN** at least one new skill

**56%** Helped to resolve a **PROBLEM**

**48%** HELPED   
to **IMPROVE** computer skills

**57%**  use the internet & email 

**98%**  describe our Staff & Volunteers as **FRIENDLY** helpful & courteous

**80** People took  
up healthy  
**WALKING**

The **Lighthouse Project** is a multi-purpose drop-in style community centre open to all. In the Lighthouse we provide and host many activities broadly grouped into these areas:

- **Employment & Skills**
- **Social interests & activities**
- **Health & wellbeing**
- **Families & Food (inc foodbank)**

Most people come to the Lighthouse because they have a need, whether this is a skills need such as learning about computers, a lack of qualifications, or they need support to do some kind of task such as looking for work online or help completing an application form.

We seek to identify these needs and then offer suitable support, focused on what will suit them best, from our range of activities, courses, or partner organisations / links.

Not everyone who visits is looking for work so we also offer a range of social and leisure activities to help people to try new things, to make new friends, or to volunteer, all of which helps them to feel less isolated.

Everyone who visits is valued, and we encourage them to get the best out of their lives by developing their potential and by inspiring them to see and recognise their own value and worth.

Building confidence in a person can make such a big difference to their life outlook and motivation.

**160** people  
came for  
**CV & ADVICE** help

**70%**  
Feel more ▲  
**HOPEFUL**  
😊

**72%** ▲ their  
**CONFIDENCE**

**60%**  
feel less ▼  
**ISOLATED**



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