Harbour Light Workers Centre

Impact report

October 2026

Key numbers

182

People reached

↑ 19% vs September 2026

51 of 204 checked by a person

14

Referrals made

↑ 17% vs September 2026

2 of 14 checked by a person

96

People served

↑ 20% vs September 2026

50 of 199 checked by a person

The period in numbers

Figure	October 2026	September 2026	Change
People reached People served, plus the head counts of groups with no names, such as 47 workers screened.	**182**	153	↑ 19%
Referrals made Times someone was sent on to another organisation or service.	**14**	12	↑ 17%
People served Each named person helped or at a session, counted once; unnamed groups aren't.	**96**	80	↑ 20%
Times helped Each time someone was helped or came to a session, and once for a group with no names.	**204**	157	↑ 30%
Outcomes Each result recorded for someone, such as a claim filed or a job found.	**49**	45	↑ 9%

By programme

Digital Skills

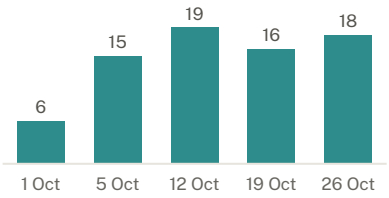
People reached
31
↑ 19%

People served
31
↑ 19%

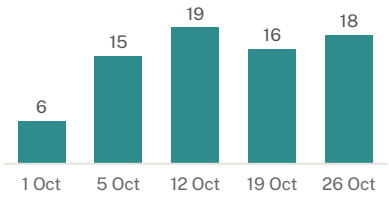
Times helped
74
↑ 25%

Outcomes
15
↑ 15%

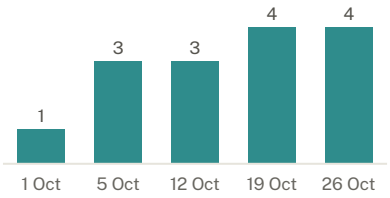
People served by week



Times helped by week



All outcomes by week



English Classes

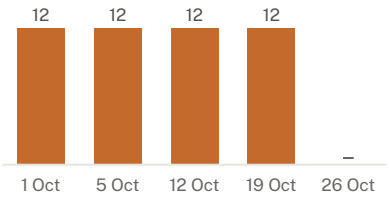
People reached
57
↑ 33%

People served
18
↑ 6%

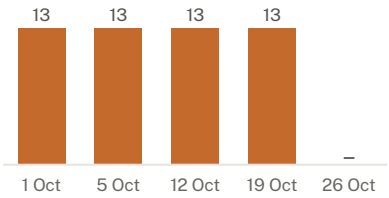
Times helped
52
↑ 49%

Outcomes
13
↑ 18%

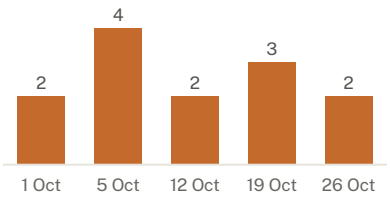
People served by week



Times helped by week



All outcomes by week



Health Outreach

People reached
65
↑ 5%

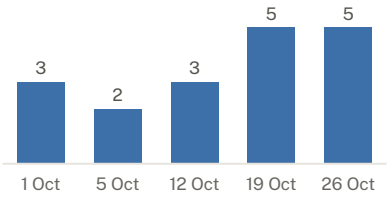
Referrals made
6
No change

People served
18
↑ 20%

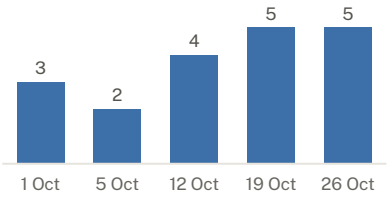
Times helped
19
↑ 12%

Outcomes
8
↑ 14%

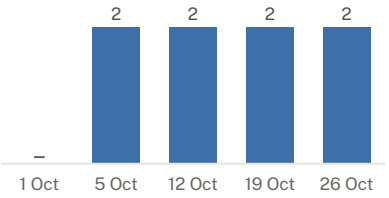
People served by week



Times helped by week



All outcomes by week



Legal Clinic

People reached
33
↑ 10%

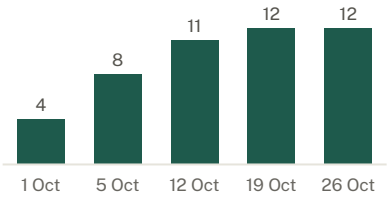
Referrals made
8
↑ 33%

People served
33
↑ 10%

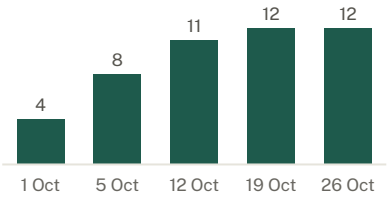
Times helped
47
↑ 18%

Outcomes
13
↓ 7%

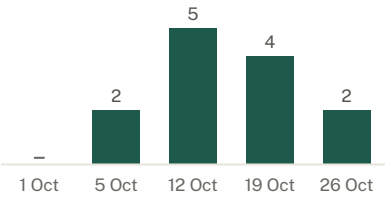
People served by week



Times helped by week



All outcomes by week



Meal Programme

People reached

6

↑ 20%

People served

6

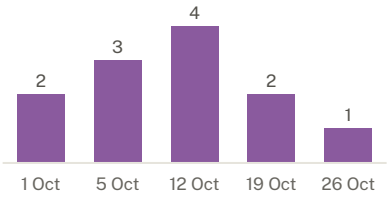
↑ 20%

Times helped

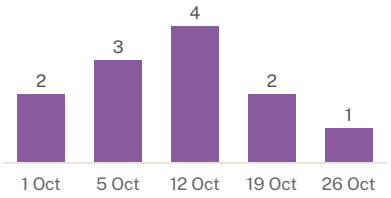
12

↑ 100%

People served by week



Times helped by week



Methodology

Where each figure came from, and who checked the records behind it.

Where the figures come from

The figures in this report are counted from 333 records dated October 2026, read from the organisation's own working records. One record can count in several figures.

Source	Records	Messages, rows or files	Records dated
Google Sheets	70	62	3–31 Oct 2026
Slack channels	69	30	1–29 Oct 2026
Google Drive files	52	47	1–31 Oct 2026
WhatsApp chats (2)	52	52	1–31 Oct 2026
Google Docs	35	14	1–29 Oct 2026
Uploaded files	33	33	1–30 Oct 2026
Gmail	18	18	1–31 Oct 2026
Google Calendar	13	10	4–28 Oct 2026
Google Forms	4	4	18–22 Oct 2026

A record found in more than one source is counted once in the figures and appears under each source here.

How the records were checked

76 records were checked by a person, who approved or corrected them.

257 records were counted without a person's check. Each one's words were found in its source first.

1 more record from this period is still waiting for someone to check it. It is not counted in any figure here.

A record is dropped unless its words are in the message, row or document. Anything unclear waits for a person.

How people are counted

Each person is counted once however often they appear. Only very close spellings are matched automatically, and less close ones go to the team. A very different spelling counts as someone new until a person joins the two. Staff and volunteers are never counted as people served.

People reached adds 86 people in groups with no names, from head counts your team wrote down.

99 different people are behind the records of this period. People served is the 96 of them who were helped or attended a session. People have codes in the records. Known names in the story and quotes show as initials.

Tracing a figure. Every figure in this report can be traced back to the messages, sheets and files it was counted from. Harbour Light Workers Centre can show the source of any figure on request.

Figures as at 17 Nov 2026.

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