

Supporting RICS professionals and their families

Advice that matters

Support that counts





Message from Davina Goodchild, CEO of LionHeart

LionHeart has a long and proud history of serving the RICS community when they need it most.

We were established more than 120 years ago but the LionHeart of today looks very different to the traditional Victorian benevolent fund which largely supported the widows and orphans of chartered surveyors. Still an independent charity, we've grown to offer multiple services, including an in-house professional counselling service, legal advice, employment, financial and emotional support.

Our whole ethos is about being there for RICS professionals when they need it most – whether that's help throughout ill-health, a period of unemployment or following a bereavement – the kind of things that, sadly, can and do happen to any of us.

We're very proud that the vast majority of people we help tell us afterwards what a positive difference we've made – including in some cases being able to keep a roof over their family's head or help to get back into the workplace after being unemployed.

We've also developed proactive ways of offering support to people, not only during periods of crisis. This includes our training and development workshops and webinars, retirement planning support, APC support and an increasingly popular coaching service.

We are constantly looking to evolve the support we offer to RICS professionals and their families in line with the demands we see. For example, over the next few months we will be increasing the support we can offer to those living with cancer or other life-changing long-term illnesses. We're also developing support for new parents returning to work after RICS professionals told us this was often one of the most significant challenges of their careers.

Read on to hear more about our work and the difference we make to hundreds of lives every year.

Why do people get in touch?

People contact LionHeart for all sorts of reasons. No two cases are ever the same and we are very proud to offer a completely bespoke service which responds to people's individual needs. During 2018/19, these were some of the main reasons for calling LionHeart's helpline:

Unemployment, redundancy and other work-related problems	18%
Ill health or disability	12%
Legal issues	14%
Debt or business difficulties	7%
Bereavement	6%

14%

Mental health issues, including stress

Who do we help?

4% were past RICS members

10% were family members

Around two-thirds were men

85%

were current RICS professionals or APC candidates

How did we help?

At LionHeart we don't provide a one-size-fits-all service. Our highly trained and experienced support officers spend time with each person to work out the most appropriate ways we can help. Last year this included:

Ongoing support from staff, including home visits if necessary	57%
Financial grants	27%
Referral for legal advice	22%

34%

had counselling

Our Impact



Sometimes, the right support at the right time can help stop one of life's challenges from becoming a crisis.



The people we help often just need a little extra help to get through a particularly difficult time, and are then able to get their lives back on track. For other people, our involvement will be for a longer period of time, including through long illnesses and sometimes bereavement.

As well as this vital emotional support at these difficult times, more than six in 10 were able to report at least one practical, measurable difference that LionHeart made to their situation.

This included outcomes such as:

- **Being able to keep their home or job through a period of crisis or ill-health**
- **Securing a new job after a period of unemployment**
- **Improved financial circumstances**
- **A legal dispute or issue was improved or resolved**
- **Maintaining their relationship throughout a crisis or ill-health**
- **Had a particular short-term or emergency financial need addressed**



Many others who received counselling or other emotional support from our team told us they felt more able to move forward with their lives.

Sometimes, the best words are from the people we help. These are real testimonials:

"I am just amazed at your kindness and professionalism throughout the last very trying 18 months for me and my family. Your support both financially and personally have prevented me from going completely mad. Priceless. Thank you."

"The financial support was invaluable in the early days after an unexpected tragedy. My husband was self-employed and paid for all our bills, so knowing I had help was so reassuring."

Your Stories



Simon had been working as a residential surveyor for over 30 years when he was diagnosed with Parkinson's disease, at the age of 59.

He was struggling to keep up with the increasing demands of the job when he had a fall from a loft ladder while at work. He'd also suffered a recent bereavement.

Simon had some counselling through LionHeart. He says: "I realised I needed help. It made such a difference - just having someone to talk things through and listen helped me accept the changes in my life. LionHeart helped me cope and I will always be thankful I made the call."

Simon and his wife moved out of London and Simon gave up work. His LionHeart support officer worked out his finances with him and supported an application for PIP payments. He remains hopeful he will be able to maintain his quality of life for the foreseeable future, but remains in touch with his support officer.

Mary was finishing treatment for cancer when she got in touch with LionHeart. A period of being unable to work had left her struggling to pay the bills, and she was feeling very isolated.

We quickly agreed a monthly grant to take the immediate financial pressure off, and a support officer kept in touch.

Later, when she felt ready to resume her career, she received some coaching support through LionHeart.

She said: "It greatly assisted me in settling in to my new role. Most importantly it has allowed me to break the habit of a lifetime – working myself to burnout – and to really value my own time.

"For me, it has been life-changing and I am extremely grateful to the highly skilled and insightful coach who guided me through the process."





Helpline: 0800 009 2960
www.lionheart.org.uk



LionHeartRICS



LionHeartCharity



LionHeart-RICS

Support our work



Your support is crucial to us and we're very grateful to the tens of thousands of RICS professionals who choose to donate to our work every year.

These donations are spent directly on providing expert support to help people just like you, including at times when it is needed the most.

Last year we spent more than £1.7 million reaching out to more people than ever before, so your donations are more important to us than ever.

Please consider donating to LionHeart when you renew your RICS membership.

Alternatively, you can donate online at www.lionheart.org.uk

Thank you for your generosity.

