



*LionHeart –
helping you to
look in the right
direction.*

LionHeart

FOR RICS MEMBERS AND
THEIR DEPENDANTS IN NEED

Registered Charity No 261245

Each year LionHeart helps hundreds of people, RICS members and their families. Professional people like you, but whose lives have been changed, sometimes irrevocably, by unforeseen difficulties such as bereavement, accident, ill health or disability, separation of families or difficulties in retirement. Whatever the problem LionHeart is there to help.

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They may require simple advice and information that can be given by one telephone call or perhaps continuing help over a period of weeks. They may require longer-term help through befriending by a volunteer, counselling by trained staff or financial help by grant or by loan. Whatever their difficulty, help will be offered promptly and efficiently in confidence by our dedicated team of Welfare Advisors and volunteer Stewards, in a way that enables recipients to retain their dignity and self-respect.

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The ages of people helped range from a few months to over 100 years. This brochure gives some examples of the ways in which we help and we are grateful to beneficiaries for allowing us to share their stories with you. Having used LionHeart services they are keen to do all they can to ensure that others in need can access help from the charity and that all RICS members give their support to this worthy cause.

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Mark

MARK, aged 28, is a wheel-chair user who has had cerebral palsy since birth. He undertook a course leading to a BSc in Building Surveying, and although he recognises that there will be some limitations of the nature of practical work that he can undertake, he is keen to use his range of skills to further a career in the property industry.

Mark lives in a flat rented from a housing association which has been adapted for disabled living. He has the support of a care assistant. He is a sociable, determined character, who is a member of an able-bodied and disabled sailing club in which he participates regularly. He has achieved RYA level 2 in dingy sailing and BCU 3 star canoeing.



Mark is a car-driver and can transfer himself from car to wheelchair. He is independent in the workplace, apart from needing some assistance in obtaining drinks and meals. Mark is computer literate and uses a computer for written work with a joy-stick in place of a mouse.

LionHeart contributed towards the cost of a powered trike that could be fitted to a normal wheelchair, giving Mark the flexibility of using the powered chair on rough terrain out of doors and manual use indoors.

Doris – 100 years young

DORIS was born before homes had electricity. General use of anaesthetics was unknown, and there was no immunisation or inoculation. She was nine years old when the Titanic sank. She has lived through two World Wars and the reigns of five monarchs.



Although registered blind, somewhat hard of hearing, and unable to get around without help, her mind is as sharp as ever and it is fascinating listening to her reminiscences. After Doris had a major operation and her husband suffered a stroke, they were unable to

cope at home and they moved to a nursing home. Sadly, Doris has been alone for the last ten years, but she manages to remain bright and perky, with a smile for her visitors and a wealth of stories from her past.

LionHeart, together with The Officers Association and RUKBA, has assisted with the cost of nursing home fees. The LionHeart volunteer Steward visits her regularly and takes her for trips by car and to medical appointments.

Michael

Michael developed severe back pain and felt too unwell to go on a planned family holiday. An urgent referral to the local hospital indicated a suspicious growth and within two days he had surgery. Tests revealed a primary cancer with numerous secondary tumours to the abdomen and lungs.

Michael had a seven month intensive regime of chemotherapy. Each cycle consisted of seven days intravenous chemotherapy as an in-patient, followed by a recovery period at home and a few days work at the end of each month, only to start the cycle all over again. Sadly Michael's cancer relapsed within three months of finishing chemotherapy. Major lung surgery was necessary, followed shortly afterwards by a stem cell transplant, further high dose chemotherapy and risky abdominal surgery to remove remaining tumours.

Apart from the anxiety of coping with a life threatening illness there were considerable financial worries. Michael's wife, a part-time teacher, had to give up her job to look after him in hospital and at home. His two daughters, aged eight and 14, had a tough time dealing with the demands of school work as well as the stress that advanced cancer brings to family life. Throughout all this his elder daughter also coped with studying for her GCSEs and first year A-level studies.

Michael lost his job and the only income the family received was State benefits that barely met the most essential needs of food and clothing, let alone all the other expenses of a successful professional family. LionHeart gave financial help with daily living expenses, telephone, insurances and car expenses during treatment and a lengthy period of recovery.

The effects of the chemotherapy and steroid treatment caused partial deafness and destroyed bones and joints. Michael had further surgery to replace one of his hips. After two and a half years of continuous treatment Michael's cancer went into remission. He slowly made a remarkable improvement in his health and five years

after first becoming ill was able to regain employment, albeit at a different level, in a more desk-based position. He has continued to work although he suffers from tinnitus, neuropathy and tires more easily.

Michael's eldest daughter, now nearly 20, has just completed the second year of an Oral Health Science degree at Manchester University Dentist School and the youngest is entering her GCSE courses and progressing well.

Finances are tight, but Michael has made a huge achievement due to his own perseverance, the support of his family and LionHeart, particularly the volunteer Steward who has befriended the family during the whole experience.



Geraldine

Geraldine was eight weeks pregnant with Abigail when Peter was first diagnosed as having bowel cancer. Fortunately he was in good health and following treatment he appeared to have recovered by the time their daughter was born. The couple were in the process of setting up their own lettings agency when the cancer resurfaced.

Peter had major surgery lasting nearly 14 hours during which tumours, part of his colon and one of his kidneys were removed. The surgeons were confident that the cancer was cleared and the following year Peter began studying for a Masters degree in Property Valuations and Law. But the cancer was in remission for one year and when Abigail was aged five, it had returned. During this time LionHeart gave maximum financial assistance and the Senior Welfare Advisor remained in close contact with the couple, providing a listening ear for each of them to independently share their anxieties and fears that were so difficult to share with each other. At this time they were both concerned about Abigail who had never known her father to enjoy good health.

Peter's eventual death came two months later and although it was a possibility he would die, it was not an expectation the family had held. LionHeart arranged for bereavement counselling for Geraldine and Abigail who was presenting behavioural difficulties due to the bereavement. A year and a half later, Geraldine says, "LionHeart gave another dimension to our lives and lifted our spirits when we were at an all time low. LionHeart enabled us to enjoy a quality of life together as a family for the short time Peter was alive".

LionHeart will continue to provide help, support, and friendship to Geraldine and Abigail, like they do for so many other people, for as long as it is needed.



WHAT IS LIONHEART?

Founded by members of the RICS over 100 years ago the benevolent fund, LionHeart, exists to provide confidential advice, information, support, and in certain circumstances financial assistance to those who, for whatever reason, find themselves in difficulty. Past and present members of the RICS and their dependants are eligible for help.

LionHeart is an independent charity run by the members for the members and contrary to popular belief, it is neither funded or managed by the RICS, but governed by Trustees who are members of the RICS.

A small team of highly experienced and qualified personnel provide LionHeart services, working closely with an indispensable volunteer network drawn from the RICS membership.

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HOW CAN YOU HELP

VISITING

Volunteer Stewards undertake home visits at the request of LionHeart staff to people who will not be known to them in the first instance, to:

- identify their problems
- gather sensitive financial and other personal information
- prepare a report about their circumstances so that appropriate help can be offered

Many of those visited may be emotional or vulnerable following the on-set of their difficulties and may need encouragement to share details of their situation. Teams of Stewards are led locally by a Corresponding Steward who co-ordinates Stewards' activities in their area.

FUNDRAISING

Volunteers are needed to help raise money to fund the work of the charity through:

- organising large and small events
- helping secure individual and corporate donations
- running local campaigns to attract legacies
- raising awareness amongst members of the RICS

Professional advice and support is available to volunteer fundraisers from LionHeart staff.

GIFT AID

All donations to charity by UK Tax payers can be treated as Gift Aid and the charity can claim back the UK tax paid by the donor at the standard rate. Higher rate tax payers can also claim back the balance of tax paid.

By completing a single declaration form or making your declaration by phone or e-mail all future donations can qualify for tax relief. For every pound that you donate,

LionHeart can reclaim 28 pence tax paid on your donation based on standard rate tax at 6.4.00.

Companies may also use Gift Aid Scheme, paying the charity a gross donation without the need to complete a Gift Aid declaration and will claim tax relief when calculating their profits for taxation purposes. This is a change from the previous system whereby companies made a donation net of tax and charities reclaimed the tax paid. Charities can no longer reclaim tax relief on company donations.

To make your Gift Aid declaration telephone 0845 603 9057 or visit our website at www.lionheart.org.uk and click on "Want to help?", then "Gift Aid", then "Complete form".

HOW DO WE HELP?

LionHeart is an active social welfare agency providing a range of services including:

- **24 hour helpline** staffed 7 days a week by qualified Welfare Advisors and experienced volunteers providing confidential advice, information and support on a wide range of social welfare, family and financial matters; ensuring that people claim correct State Benefits to which many do not know they are entitled; helping them access services from other charities, health and social services. If we cannot help, we probably know someone who can.
- visits and befriending
- counselling
- retraining for unemployed members
- financial help by grant and by loan
- access to a legal helpline

CONTACT US

If you are in need of help or know someone who is, or would like to know more about the work of the charity or to give your help, telephone the LionHeart Helpline

0845 603 9057

- email info@lionheart.org.uk
- visit the LionHeart website at www.lionheart.org.uk
- fax us on 024 7647 4701
- or write to us at
Surveyor Court, Westwood Way, Coventry CV4 8BF

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