

Supporting RICS professionals and their families

Advice that matters

Support that counts



Message from Davina Goodchild, CEO of LionHeart



“We’re really proud of what we’ve achieved at LionHeart this year, and the positive difference we’ve made to the lives of RICS professionals and their families.

Our aim is to ensure that no-one ever faces a problem alone. With our expert advice and support, we want to help prevent life’s problems from becoming life’s crises.

Last year, more people than ever used our professional counselling service. Other support ranged from debt and benefits advice, advocacy and legal help, to helping get people back to work. We continued to provide financial assistance to help people through particularly tough times in their lives.

We’ve also run more CPD-approved workshops than ever before. Currently these help you plan for a secure financial future at any stage of your career, but we’re planning on expanding the range of sessions we offer over the coming months.

We’re very excited about being involved in an important new partnership, the John O’Halloran Initiative, aimed at promoting better mental health within the property industry. The initiative follows an event organised by his family and friends in memory of John, a retired company MD, after he sadly took his life in 2015.

As an RICS professional, LionHeart is the only charity set up to support you and your loved ones throughout life’s challenges.

Your support is crucial to allow us to continue to provide confidential, practical support to the RICS community.”

“The career support I received through LionHeart has changed my family’s life; I now have a new job and we are now heading in a positive direction again.”

How we've helped

Our team spend every day going the extra mile to help the people who call us. We know from the feedback we receive that they make a real difference.



"I was in tears when I first called. LionHeart have strengthened me completely and put my mind at ease, now I know there is always someone I can speak to when I need them."

Full-time carer Sue says LionHeart's support has meant she's been able to keep her 80-year-old husband at home following a major stroke.

We provided a top-up to the couple's monthly income to alleviate immediate financial pressures, and have been happy to offer them a much-needed break together. We're also looking into respite care as his condition is sadly deteriorating further, and one of our support officers makes weekly calls to check how Sue is and provide a friendly listening ear.



"My GP told me I would have to wait six months to see a counsellor. LionHeart's counselling and the financial support has made all the difference. Now I'm moving to a new place and slowly beginning to build a future. I will never forget what LionHeart has done."

Laura was left with her one-year-old daughter and a massive mortgage on her dream family home when she was suddenly widowed in her early 30s. With LionHeart's help, she was able to pay the bills until her financial affairs were in order. She also had bereavement counselling with one of our qualified counsellors, who helped her start to come to terms with her loss and consider the future with her daughter.

LionHeart counselling: The power of talking



We offer direct access to our highly qualified and experienced in-house counsellors. All are registered with the British Association of Counsellors and Psychotherapists (BACP).

People approach us for help for a number of different reasons. Here are some of the main ones:



Loss

Unfortunately, no-one goes through life without losing something or someone that is precious to them.

Loss can cause feelings of numbness, anger, denial or depression. It might affect your sleep, the way you interact with people, or how you do your job. A trained counsellor can help you make sense of what you're feeling and find a way forward.



Stress and mental health

Bereavement, divorce, illness, redundancy or a lengthy period of stress can all play a major part in the onset of depression. Many GPs suggest talking therapies or counselling to help, sometimes in conjunction with anti-depressants.

The idea of seeing a counsellor might seem frightening, but many people find it very helpful to explore how they feel in a safe and non-judgmental environment, and work out coping strategies.



Relationships with the people around you

Relationships can be complicated, and some are lost, changed or damaged as lives evolve. There are many transitions during life which can change our relationships: divorce or separation, having children, getting older, or elderly parents needing care.

Counselling does not change a situation, but it does offer time and space to reflect and identify what you need or want to change, including how to communicate more effectively.



If you'd like to chat to one of the team to explore whether counselling is right for you, please call in confidence on 0845 6039057 or email info@lionheart.org.uk

Who we've helped



Last year our dedicated team helped hundreds of people overcome some of life's unexpected challenges. Here's a snapshot of the people we helped, how we helped them, and why they approached us:

Advice on legal, business or employment issues **19%**

Serious illness or disability **18.5%**

Unemployment/ redundancy **14%**

Bereavement **12%**

Mental ill health or stress concerns **10%**

(this figure is growing every year)

Almost half of the people we helped last year were aged **40-59**

44%

of the people we helped received a **financial grant** from us

19.6%

received counselling from our experienced, BACP-registered in-house team

35%

were supported by our own support services officers, including home visits where necessary

Almost

16%

of our cases were **referred for specialist legal advice**

And almost

10%

took advantage of our other services such as **debt advice and help with getting back to work**

"I was ready to end my life but something seemed to make me call you. I'm so glad I did – my children still have a mum instead of losing nearly everything."

www.lionheart.org.uk

 LionHeart RICS

 @LionHeartRICS



Support our work



Your support is crucial.

By ticking the 'LionHeart' box in your subs pack, you allow us to continue to provide personal, flexible support to RICS professionals and the people they love.

Alternatively, you can donate online or set up a direct debit at www.lionheart.org.uk

Thank you for your help.

