

Supporting RICS professionals and their families

Advice that matters

Support that counts



Impact Report 2018





Message from Davina Goodchild, CEO of LionHeart



“LionHeart gave vital emotional support and financial help when it was most needed, at a very dark time in my life.”

How can we best showcase the work that LionHeart does, to encourage you to support us, or call us for help when you need it? That’s the question we’re always facing when we start planning our Impact Report each year. This is our one big opportunity to motivate you to keep giving to LionHeart, or to start giving if you’ve not done so before.

At LionHeart, we offer confidential, practical support to the RICS community: advice that matters and support that counts, when people need it most.

Read on to hear more about the work we do supporting people just like you, and the incredible impact we have.

How we’ve grown

The number of new people helped by LionHeart each year has been growing steadily. In 2017-18, we helped 198% more people than we did in 2013-14 – partly because we’ve worked hard to expand the ways we can support RICS professionals and their loved ones through any difficult times.

The professional counselling service introduced a few years ago is now highly regarded and sought after. Last year we supported 40% more counselling clients than the previous year, and 130% more than in 2014-15.

We’ve also increased our employment support, with numbers increasing year-on-year. Last year, 28% more people received support like back-to-work help following job loss, redundancy or a career break, as well as coaching and training.

And we’ve brought in a range of workshops and webinars, designed to help RICS professionals lead happier and healthier lives, after noticing people often didn’t ask for help until they were in crisis. Topics include personal finance, retirement planning, wellbeing, resilience and mental health awareness, and count as CPD.

Why do people get in touch?

The reasons people get in touch with LionHeart are as varied as people themselves, and we pride ourselves on offering a personal touch. In 2017 to 2018 these were some of the main reasons for calling LionHeart's helpline:

Unemployment, redundancy and work-related advice	18%
Ill health and disability	14%
Legal advice	11%
Debt or business difficulties	6%
Family bereavement	4%



Mental ill health and stress

Who do we help?

12% helped during 2017 to 2018 were family members

3% were past RICS members

Two-thirds were men

Half were aged 40 to 59, with 20% aged over 60 and 30% aged 40 and under. The vast majority were of working age.



were current RICS professionals or APC candidates

How did we help?

At LionHeart, we don't provide a one-size-fits-all service. Our support officers take time to listen to each individual who calls and suggest the most appropriate ways we may offer help.

72% were given ongoing support from LionHeart staff during a difficult time, including home visits where necessary

51% got a financial grant

25% accessed legal advice

11% were helped with employment support and coaching



had counselling

Our Impact



The people we support tell us what a difference the right help can make at the most difficult of times.

Those who leave the LionHeart service after a period of support are always asked to evaluate their experiences. This is so we can make sure we are providing the very best and most effective support services we can, and continue to make improvements.

We're proud to say that last year the average satisfaction score was 97 out of 100, where 100 was "excellent".

Over 95% of those people we supported told us what a positive difference LionHeart had made to their situation and that, after a period of support or perhaps some counselling, they felt more able to move forward with their lives.

As well as this amazing feedback, we know our work makes a concrete difference too. More than six in 10 people were able to report at least one practical, measurable difference we made to their situation, including:

- Being able to keep their home or their 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 reduced
- Maintaining their relationship throughout a crisis or ill-health

"Without LionHeart's support, it is very likely we would have lost our home due to my lost income and illness."



Your stories

Every person who contacts us is treated as an individual and our expert support officers take time to determine the different ways we may be able to help. Here are just two of those stories:



When Don, a self-employed sole trader in his 50s, was told he needed double hip replacement operations he faced up to five months with no income as he recovered from surgery.

He said: "To be quite frank, I was very worried about my financial future as I could see the reserve I had in my business would be very quickly used up. As a self employed sole trader, there was no support from government welfare schemes - I didn't even qualify for sickness benefit."

When he contacted LionHeart he was relieved to discover we could help. A support officer kept in regular contact and monthly grants were authorised to help him through his convalescence.

Don said: "The telephone support was helpful and the monthly grants were a real blessing during a financially difficult period. The LionHeart service was absolutely first class."

Marion had lost her job and was struggling with ill health as well as caring for an elderly relative when she rang LionHeart.

She says: "I initially thought LionHeart would be able to help with advice on redirecting my career, but it was so much more."

Marion received regular support calls, a monthly grant and professional counselling. When she was ready to begin looking for work again, support officers also helped with coaching until she finally secured a new position.

She said: "Without LionHeart, I truly would have ended up in hospital! I felt my life was spiralling out of control. I had never had counselling and really didn't think it would be any use talking about my problems - how wrong I was.

"The sessions I had were my light at the end of a dark tunnel, and the financial aid was also an absolute blessing. LionHeart saved me from debt, worry and loneliness."



www.lionheart.org.uk

Helpline 0121 289 3300

 LionHeart RICS

 @LionHeartRICS

 LionHeartCharity



**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 £1.75million 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 help.

