



Impact Report 2025

Supporting surveyors and their families

Impact Report 2025 – an introduction from the CEO

The publication of our annual impact report is always a proud moment for LionHeart and the team behind it. It's a chance for us to step back and reflect on the work we have done and, most importantly, on the lives we've had an impact on over the year.



The facts and figures in this report are something we can look at with pride as a staff team, knowing that we've been able to make a difference. But, really, it is the words from the people we've supported that are most rewarding – people just like you, who happen to have hit a bump in the road, and needed somewhere to turn.

Over the last few years, LionHeart has seen unprecedented demand for our support.

We've helped people facing illness or bereavement, given grants worth millions of pounds to those facing financial crisis, and given thousands of hours of support, advice and counselling. We've listened, and empathised with people facing the worst of times – and celebrated with them when things have turned a happier corner.

Through it all, we continue to be there for surveyors when they need us, committed to maintaining an individual approach so no-one ever feels like they are just a number.

As we reflect on the impact we've made over this last year, we must acknowledge that it is only possible with you, the wider surveying community. The sense of 'by surveyors, for surveyors' goes back to the very origins of LionHeart over 126 years, and it is your support that allows us to keep doing what we do, now and in the future.

Phil Sparke, CEO



A great service which I never thought I would need, but was there to help in a very difficult time.



2024/25 – LionHeart's year in numbers



11%

Around 11% of all our helpline callers rang due to poor mental health, including stress, anxiety and depression. A further 10% called specifically to access counselling.



12%

Almost 12% of helpline calls were from surveyors worried about redundancy and unemployment, or in need of other employment advice.



17%

Requests for legal advice represented 17% of all calls to our helpline, up from 14% the previous year. Once again, half of all these enquiries were related to employment law, followed by family law.



104%

We continue to see steady growth in demand for LionHeart's support, more than doubling the number of cases over the last six years.



153

On average, our Support Services team was helping 153 different people on any given day in 2024/25.



1,400

We delivered more than 1,400 hours of counselling last year, supporting 4% more clients than in the previous year.



30

We supported surveyors in 30 different countries worldwide, from Australia to Zimbabwe.



£421K

We approved grants of over £421,000 to support more than 200 people facing financial crisis.



1 in 4

For the second year running, a quarter of calls we received were from APC candidates who were stressed, anxious and in need of additional support in the run-up to final panel.



Case Stories



Gerry's Story

Gerry suffered a severe stroke which left him unable to drive and work, and ultimately cost him his chartered surveying business.

He said: *"We lost our house and my wife and I had to move to adapted social housing. My wife became my full time carer and was unable to work. Our income had plummeted and we were struggling to survive financially."*

"LionHeart offered a generous and immediate grant and counselling for me and my wife. I don't think we could have carried on without this financial support which meant we could pay our bills and I was able to continue with a weekly private physiotherapy session to help with my post stroke condition."

"The emotional support we received both by phone and email was wonderful. I was moved to tears by the kindness of the LionHeart team."

Daniel's Story

Daniel was struggling with the pressures of work and had recently been diagnosed with ADHD when he contacted LionHeart for support.

He said: *"When I approached LionHeart I was experiencing an episode of burnout caused by stress and anxiety."*

We offered regular support calls before Daniel took up a course of CBT therapy with one of our specially trained counsellors.

He said: *"Undertaking counselling and CBT with LionHeart had a radical impact on my self-confidence as well as my ability to manage my workload."*

"My counsellor offered practical and achievable guidance that slowly helped me to regain control of my career and personal life."





How LionHeart helped - in your words



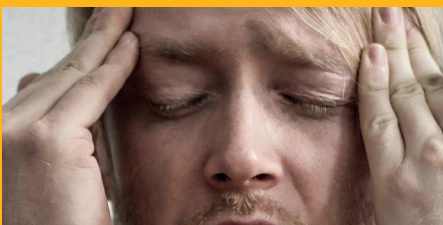
"My mum had passed away and I needed support through my grief. My counsellor was very understanding and gave me strategies to be able to move forward, so I felt calmer and more in control."



"I suddenly lost my job. LionHeart offered support in getting back to work, advice on who to contact if I needed legal help, and financial support. It helped massively to allow me to get back to work while still being able to maintain financial obligations."



"I was going through a difficult time following a split from my wife and was struggling with being on my own. The counselling through this period of transition in my life enabled me to adjust better and rationalise my thoughts and feelings. It was a massive help."



"The firm that I worked with went bust. LionHeart helped me get through what was a difficult time; it gave me peace of mind."



"I had general emotional support whilst navigating the APC qualification, and help to practise my case study presentation. I was also absolutely saved by a one-off financial assistance package, which helped with an issue that was causing a lot of mental anguish. This was processed exceptionally quickly."



"I had been under pressure from work-related issues and situations outside of work for a significant period of time. It made me feel like I was failing on all fronts. I reached the point where I realised I needed to seek help – and you were there."

Spotlight on FAMILY SUPPORT



When LionHeart was established, back in 1899, as the RICS Benevolent Fund, one of its primary aims was to take care of the families of surveyors who had fallen on hard times. In the absence of a welfare state, widows and orphans in particular faced a life of financial hardship or, at worst, the Victorian workhouse.

Times may have changed but our support for the family unit has not.

As an occupational charity, LionHeart exists to support the surveying community, from career entrants to those who have retired – and every stage in between.

But we recognise that the people we support are not just professionals doing a job: they are people with lives outside work, who may be partners and parents. That's why all our services are available to the partners of surveyors, and why we teamed up with specialist providers to start offering a youth counselling service a few years ago.

These are just two recent examples of how we've helped family members.

Libby's story



16-year-old Libby was suffering with generalised anxiety and there had been repeated episodes of self-harming behaviour. She was becoming increasingly isolated at home and at school.

Her parents contacted LionHeart, saying they were stressed and worried, and unsure how best to support their daughter or where to turn for help. The situation was affecting not only Libby but the whole family.

Libby was offered weekly youth counselling with LionHeart's specialist partners and engaged fully in the sessions.

Her mother said: *"She is almost a different child, which I can only attribute to the counselling. We are very grateful for the provision offered as this has not only had a positive impact on Libby but the whole family."*

Nicola's story

Nicola was only in her 50s when her chartered surveyor husband died after a very short illness. She called LionHeart after finding a card with contact details among his belongings. Initially Nicola had some legal advice regarding wills and obtaining probate, and was offered regular support calls before later taking up bereavement counselling.

She said: *"The initial phone call to my support officer was incredibly helpful. She was kind and supportive and offered help at a time it was most needed."*

"Talking with my counsellor was invaluable as I navigated not only my husband's loss but also the impact that had on an already fragile family situation. His understanding and well thought out challenges to my thinking have been really useful."

"My husband was a member of RICS for close to 40 years, he knew of LionHeart but would never have dreamt how much it would have helped me. I well up just thinking about the support that was available."



Can you support LionHeart?

LionHeart is the only charity specifically set up to provide support to RICS professionals and their families. We are uniquely by your side, for life – from the beginning to the end of your career as a surveyor and into retirement.

Last year we were very proud to mark 125 years of supporting the surveying community, but we wouldn't be able to do what we do without the support of the surveying community in turn.

In recent years, we've continued to see steady growth in demand for LionHeart's services, more than doubling the number of cases helped over the last six years. Hopefully you'll have seen in this report just what a difference that support can make to people when they need it most.

As an independent charity, we can't emphasise enough how important your donations are to us, and to the people and families we're proud to help.

We hope you will choose to support us (or continue your existing support) so we can keep helping the surveyors of today and tomorrow too.



Donate now on our website



Give flexibly by Direct Debit – at a frequency and amount to suit you



Say 'yes' to donate when you renew your RICS subs



Fundraise for us



Support our work as a corporate or organisational partner



Tell people about us



Thank you so much!



**Please
Donate Now**



www.lionheart.org.uk/donate