



Impact Report 2026

Impact Report 2026 – an introduction from the CEO

The annual release of our latest Impact Report is always a momentous occasion for the team behind LionHeart. A chance to step away from the day to day of the delivery of support and reflect on what that has actually meant to the people who have called upon us for help.



Last year, on any given day, our support team was dealing with an average caseload of 167 people. That includes some facing increasingly complex challenges – with 2 to 3 people a month even expressing suicidal thoughts.

Our support services team sometimes describe their work as walking alongside somebody during their moment of need. Sometimes the path will be short and there is an obvious way to go; others will be longer journeys with twists and turns. Whatever the circumstance, it is our privilege to walk a mile or two alongside; offering support, counsel, a listening ear and somewhere to turn, sometimes when that person is at rock bottom.

Behind each of the facts and figures that we share in the pages of this report is a real person, someone just like you who hit a bump in the road. I hope that the words of just some of those people go some way to illustrate the tangible difference LionHeart continues to make.

Finally, as we reflect on that impact over this last year, profound thanks to all those in the wider surveying community, to those who gave donations or raised funds for us, as well as our colleagues at RICS, without whom none of this would be possible. Together we carry on that very sense of 'by surveyors, for surveyors' that our founders intended back in 1899, ensuring there is a LionHeart to pick people up when they need it, now and in the future.

Phil Sparke, CEO



The financial support made a real difference, reducing some of the immediate stress I was under. But having someone get in touch regularly, check how I was doing, and simply listen made a huge difference during an extremely difficult and isolating time.

I do not think I would have coped without it.



2025/26 – LionHeart’s year in numbers

167



On average, our Support Services team had an active caseload of 167 people on any given day.

1,350



We delivered 1,350 hours of professional counselling therapy, supporting 176 people.

£380K



We approved grants of almost £380,000 to support 180 surveyors and family members in crisis.

30



From Australia to Zimbabwe, LionHeart supported surveyors in 30 different countries around the world.

8 in 10



More than 8 in 10 of the people we helped said LionHeart’s support made a positive, tangible difference to them – from keeping a roof over their heads or paying the bills during financial hardship, to getting the emotional support they needed to get through a crisis or period of ill-health.



LionHeart gave me someone to talk through returning to work after a cancer diagnosis and treatment. My counsellor made a huge difference and helped me adjust to a new normal.





Your Stories

Ellen's Story

Life changed in an instant for building surveyor Ellen and her family when her husband Jack was diagnosed with leukaemia. Jack was self-employed and his illness meant they suddenly lost his income – as well as the emotional turmoil of facing cancer treatment and obvious fears for the future.



LionHeart gave a special grant to adapt a shower room and area where Jack could be isolated, which meant he could stay at home throughout his treatment. We also offered emotional support and a listening ear for Ellen, as she cared for him and their two young children.

She said: "The safe space at home where the risk of infection is minimal means fewer hospital stays – which also minimises the impact of this traumatic time for our children. All of this gives my husband the best chance to be in remission – and stay there – and for us as a family to be together, finding some sort of peace in challenging circumstances. We're truly grateful."



Frank's Story

As a surveyor in his late 50s, Frank was really worried about securing new employment when he lost his job at short notice in a company-wide restructure.

When he first called LionHeart, Frank's financial position and anxiety over his family's security had left him feeling desperate and hopeless. We were able to offer a monthly grant and expert support through our back to work scheme, until Frank eventually found a new job.

He said: "LionHeart gave life-saving financial aid when desperation had its impact on my mental health. I walked the path to end it all – and would have if it was not for the fantastic support from LionHeart. Myself and my family is forever indebted to LionHeart."



Kerry's Story

Kerry used LionHeart's counselling service after going through a divorce. A drawn-out process to finalise child custody and financial arrangements left her feeling like life was falling apart.

She said: "I felt like I was falling apart and would never function properly again. The counselling gave me space to talk, made me feel validated and suggested ways forward. After my sessions I started to be able to put things in perspective and see some positives."





How LionHeart helped - in your words



I was having issues with my mental health causing stress in my personal life. LionHeart and the work with my counsellor has changed my life. The guidance is the best I have ever received, as someone who has been in and out of counselling for close to 20 years.



I do not believe my daughter would be here today if it was not for the support the counsellor provided when she needed it the most. You are such a massive factor for why she is as good today as she is. I can't thank you enough, you created a secure, safe and unrushed environment to share her feelings.



LionHeart helped offset my RICS subs for the year, gave a monthly grant and also referred me to an external agency to help me get back to work. I had help to restructure my CV, prepare for interviews and this enabled me to secure the job I am now with.



The legal advisor cut out all the jargon and gave me the answers I needed. It was really useful and I was told where I stood, which was exactly what I wanted.





Why do people need our help?

There are all sorts of reasons why people find themselves in the position that they need to ask for help – most of them completely unexpected. Many of the cases we help are complex and people will need multiple services, sometimes over several months or more. Each person will receive a tailor-made package of support, with a named support officer by their side for the duration.

Last year these were some of the primary reasons for calls to our helpline:



Almost a fifth of people (19%) called due to mental ill health, including stress. More than 1 in 10 were specifically seeking counselling. 2 to 3 people a month were so desperate they had expressed thoughts of suicide.



More than 1 in 4 (28%) needed support with the APC. This included those suffering from stress or burnout, and an increasing number of neurodivergent people or those with long term health problems.



15% of people called for work-related problems, including unemployment or redundancy, business or RICS regulatory problems.



And 17% of people needed our help with a legal issue (just over half of these were employment related).

Providing lifelong support to surveyors and their families



LionHeart aims to provide a lifelong safety net from the very beginning of a surveyor's career up until retirement and beyond.

Last year just over half of the people we supported were aged 30 to 49 – but our oldest beneficiary marked his 103rd birthday, and the youngest was just a few months old.

D-Day veteran Harold Fenwick survived serious injuries in a mortar shell attack in France, but went on to have a long successful surveying career, becoming a Fellow of RICS. In recent years, since Harold was widowed, LionHeart has been able to offer financial assistance which has helped him remain in his own home, with the support of a carer.

At the other end of the scale, we supported surveyor Jake with a short-term monthly grant and back to work help when he found himself unemployed with a small baby and very limited family income. With LionHeart's help, Jake managed to keep the family afloat and later secured a new job.

A Note from the Chair



I'm delighted to once again be able to share with you the tangible impact on real people that LionHeart has had in the last 12 months. We continue to be there for surveyors and their families when they need a helping hand, making a difference in practical and emotional ways.

As Chair, I would like to extend a very big thank you to the many thousands of individual surveyors who have donated and fundraised to keep enabling that to happen.

As I write, there are people in training for marathons and Three Peaks Challenges, and surveyors of all ages and disciplines gearing up for a virtual summer walking challenge - thanks again this year to organisers SDL Surveying and in particular Adrian Drummond, who has successfully fundraised for LionHeart over a number of years, always bringing humour to his commitment to the cause.

It seems to me that support like this is the very essence of LionHeart; a charity for the profession, by the profession.

I hope that if you are reading this and wondering whether to pick up the phone you are encouraged to do so seeing the stories of people who LionHeart has helped, sometimes in ways they hadn't known they needed to be helped. Our team works tirelessly, both those who you speak to on the phone when you call the helpline and everyone in the wider team, to support surveyors and ensure they need never feel alone.

And finally, my thanks to the Board of Trustees for their unwavering commitment to the organisation; I am honoured to work alongside such dedicated volunteers.

Philippa Sampson-Bancroft FRICS





Can you donate to LionHeart?

As the only charity specifically for surveyors and their families, your donations are crucial in helping us to support you and your fellow professionals – whenever you need somewhere to turn and whatever you may face.

We were established with a donation from a chartered surveyor in 1899 and it is the support of subsequent generations of surveyors that has kept LionHeart here ever since.

Hopefully you'll have seen in the pages of this report the difference we can make during some of life's toughest times – but we can't keep doing that without you.

As an independent charity, we can't emphasise enough how vital your donations and fundraising efforts are, to LionHeart and the people we are so proud to be here for.

Thank you!

We hope you will choose to support us, so we can keep helping surveyors and their families when they need us.

If you pay your own RICS subs:



Please say 'yes' to donate
£25 to LionHeart!

If your firm pays your RICS subs:

Please donate £2 per month
to us by Direct Debit!
www.lionheart.org.uk/donate

