

01/04/2020 - 31/03/2021

OUR IMPACT IN:

20
/
21

OUR YEAR: IN REVIEW

**OUR AIM: KEEPING PEOPLE SAFE, HEALTHY & HAPPY
- THROUGHOUT COVID-19**



we'll get through this together.

WE HAVE PROUDLY SUPPORTED...

87%

Adults
18+ years

13%

Children and
Young People

8%

Outside Greater
Manchester

92%

Within Greater
Manchester

... PEOPLE THIS YEAR.

*client
feedback*

92%

found our services helpful

91%

found it easy to book in

94%

were satisfied with our services

22k

sessions of support

28

different projects and services

66

new members of our team

stats at a glance

74%

improvements in adult mental wellbeing



64%

decrease in young people's psychological distress



"My sessions have helped me to see things differently and cope better. I feel that I've turned a corner, which has given me the confidence to take up volunteer work and start applying for jobs."

- James, 51

WHAT HAVE WE SUPPORTED PEOPLE WITH?

Dealing with isolation, stress, depression and anxiety

Supporting those affected by domestic abuse

Working through issues with identity, intimacy and self-esteem

Experiencing loss such as family separations and bereavements

... AND MUCH MORE.

"TLC has helped me with my confidence and be more aware of behaviours I have been repeating which has a negative affect. It's helped me challenge this and overcome it."

- Greg, 32

59%

more people supported compared to previous year



102%

more sessions delivered compared to previous year



WHAT HAVE WE BEEN UP TO?

I WAS OFFERED TOTAL UNDERSTANDING AND EMPATHY. IT LIT UP A LIGHT IN ME THAT HAD BECOME DIM. - NAZ, 42

OUR TIMELINE

20
/
21

Moved all delivery to virtual - via telephone and online

APRIL 2020

Collaborative work platforms launched



All staff moved to working from home

Worked hard to secure funding to continue our services



MAY 2020

We shared knowledge within the sector & discussed the impact of lockdown on relationships



JUNE 2020

Joined the #NeverMoreNeeded calls to action

Launched emotional wellbeing service for customers of Guinness Partnership across the UK

Funding allowed for free counselling sessions to be offered to those most in need



Celebrated Small Charities Week & Volunteers Week

JULY 2020

Refreshed our Level 3 safeguarding training for staff

Live Q&A session on domestic abuse with GMP



AUGUST 2020

Started the conversation with young people about healthy relationships through our very first Instagram competition

Welcomed back some of our furloughed staff

SEPTEMBER 2020

Featured in Manchester's No Going Back Report - a summary and celebration of the third sector response to Covid19 across the city

WINNERS
HIGHLY COMMENDED



Michelle, our CEO, presented at Tech for Good on the role of digital



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OCTOBER 2020



Simplified our premises portfolio

Harbour project, delivering support to young people who use harm in their intimate relationships, fully launched in Salford



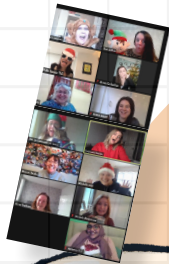
Littleborough & Areas Ladies Circle started their fundraising challenge. We are delighted to be their charity partner for this year

NOVEMBER 2020

Working with the Home Office, Greater Manchester Combined Authority and Manchester, Salford, Stockport and Wigan Councils - secured funding to substantially increase our domestic abuse services



DECEMBER 2020



Recruited more domestic abuse staff

Christmas merriments enjoyed by our team, including Xmas jumper day and a quiz. Followed by a well-needed break

JANUARY 2021

Final report for The Right Angle Pilot project published

Produced our first external newsletter



Quickly adapted to the latest lockdown, which meant closing our offices and moving back to fully remote working



Secured funding to cover some of our core costs and replace some of the income we have lost due to Covid-19

FEBRUARY 2021

Organised our first internal Leadership Conference for April 2021



LEADERSHIP CONFERENCE



Launched our Mediation Lockdown Support Package



MARCH 2021

Working with Trafford Domestic Abuse Services, secured a contract to set up a Make a Change programme with perpetrators of domestic abuse, their families and the community in Trafford



Underwent the final stages of our Respect re-accreditation - fingers crossed for a positive outcome!

Prepared to implement our first Equality & Diversity strategy