

# 2023-24 Annual Report





Michelle Hill, Chief Executive Officer

The past year has been all about growth, innovation, and diving into new territories.

We've branched out geographically, offering our services in more locations than ever before. We've also deepened our work within each department, launching several new programmes that offer different approaches to supporting safe, healthy, happy relationships.

We've embraced the tide of Artificial Intelligence (AI) and begun looking at how it can benefit both staff and the people we support. We're leading the way in AI ethics and ensuring AI is implemented in a safe and healthy way.

We've also worked with researchers who have produced empirical data that shows our behaviour change interventions really do work.

Perhaps our biggest task has been preparing for the launch of our new commercial counselling subsidiary, Now You're Talking. We decided to launch the company as an additional funding stream for our TLC services. We couldn't be happier with how things are turning out.

TLC continues to grow and develop, and we're excited for what the future holds.

*Ydciu*



“A lot of change has occurred over the year, and it's great to see TLC's evolution into a leading voice on relationships. It fills me with pride to see TLC continue to expand its services, as they're needed now more than ever.”

Mike Gaskell, Chair of the Board, TLC: Talk, Listen, Change



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## Who we are

TLC: Talk, Listen, Change is a national relationships charity. We champion the importance of safe, healthy, happy relationships for maintaining good mental health and emotional wellbeing.

We've been providing relationship support for over 40 years, and we're constantly adapting to the changing landscape of mental health and relationship needs across the UK.

We deliver talking therapies and wellbeing support services, family mediation, community projects, and domestic abuse support with a specialised focus on people who harm.

Our services are designed to help build, support, and sustain safe, healthy, happy relationships. We empower people to make choices that will improve their wellbeing and the wellbeing of their relationships.

We support individuals, partners, families, and communities. We emphasise the importance of building a positive relationship with oneself and cultivating healthy connections with others.



# Growing in more ways than one

The heart of TLC will always be Greater Manchester and we're fiercely proud of our Northern roots, but we're equally proud to now be delivering services up and down the country.

We're establishing more and more TLC family mediation stations each month, and we remain a provider of funded services. We continue to champion mediation as the best way to achieve amicable separation.

We've extended our domestic abuse support services into Bedfordshire and Hertfordshire as well as Northumbria. In Northumbria, we're delivering CARA - an early intervention programme by the Hampton Trust - and in Bedfordshire and Hertfordshire, we offer behaviour change programmes for adults and young people.

We've grown in other ways, too. Over the past year, we've been planning, forecasting, and diligently preparing for the launch of our new commercial counselling subsidiary. Through Now You're Talking, we will offer individual counselling, relationship therapy, and sex therapy to paying customers.

Now You're Talking operates as a profit-with-purpose organisation, and its profits will be donated to TLC. TLC will continue to provide free therapy and domestic abuse support services to the growing number of people who need our help.

- 
- Domestic Abuse - Chrysalis Centre
  - Domestic Abuse - CARA Locations
  - Family Mediation - Mediator Locations
  - Counselling - Now You're Talking Counsellor Locations





The Chrysalis Centre is a regional support hub aiming to break cycles of abuse and enable families and communities to feel safer.

## More domestic abuse interventions

The right intervention at the right time can change lives. We've been offering our Respect accredited behaviour change work for more than 14 years in Greater Manchester, and we've been thrilled to bring two programmes to Hertfordshire and Bedfordshire this year, delivered via **The Chrysalis Centre**.

The first is **Striving for Change**, a (minimum) six-session programme designed to help participants understand unhealthy relationship behaviours and build positive approaches to issues such as parenting communication, accountability, and sexual respect.

The second is **Respect's Young People's Programme**, designed to help young people identify harmful behaviours, trigger points, and what constitutes abuse. The programme helps young people build better relationships with parents/carers.

“Whilst the circumstances of being introduced were less than ideal, you made our sessions relevant, helpful, and even enjoyable. The openness and honesty we shared has helped me to strengthen the relationship with my current partner. With the tools you have given me, I feel able to move forward and, most importantly, be a better dad to my son.”

Programme Participant, Striving for Change

We've also begun delivering **CARA** (Cautioning and Relationship Abuse) in Northumbria. The programme is designed by the Hampton Trust and is an out-of-court domestic abuse intervention following a police call out for people who have harmed as a first time offence.



## Mediation across the map

Safe, healthy, happy is our mantra for relationships whether they're just beginning, going steady, or have come to an end. We offer family mediation as a means for people to achieve amicable separation, which we know is best for both personal wellbeing and the wellbeing of any children involved.

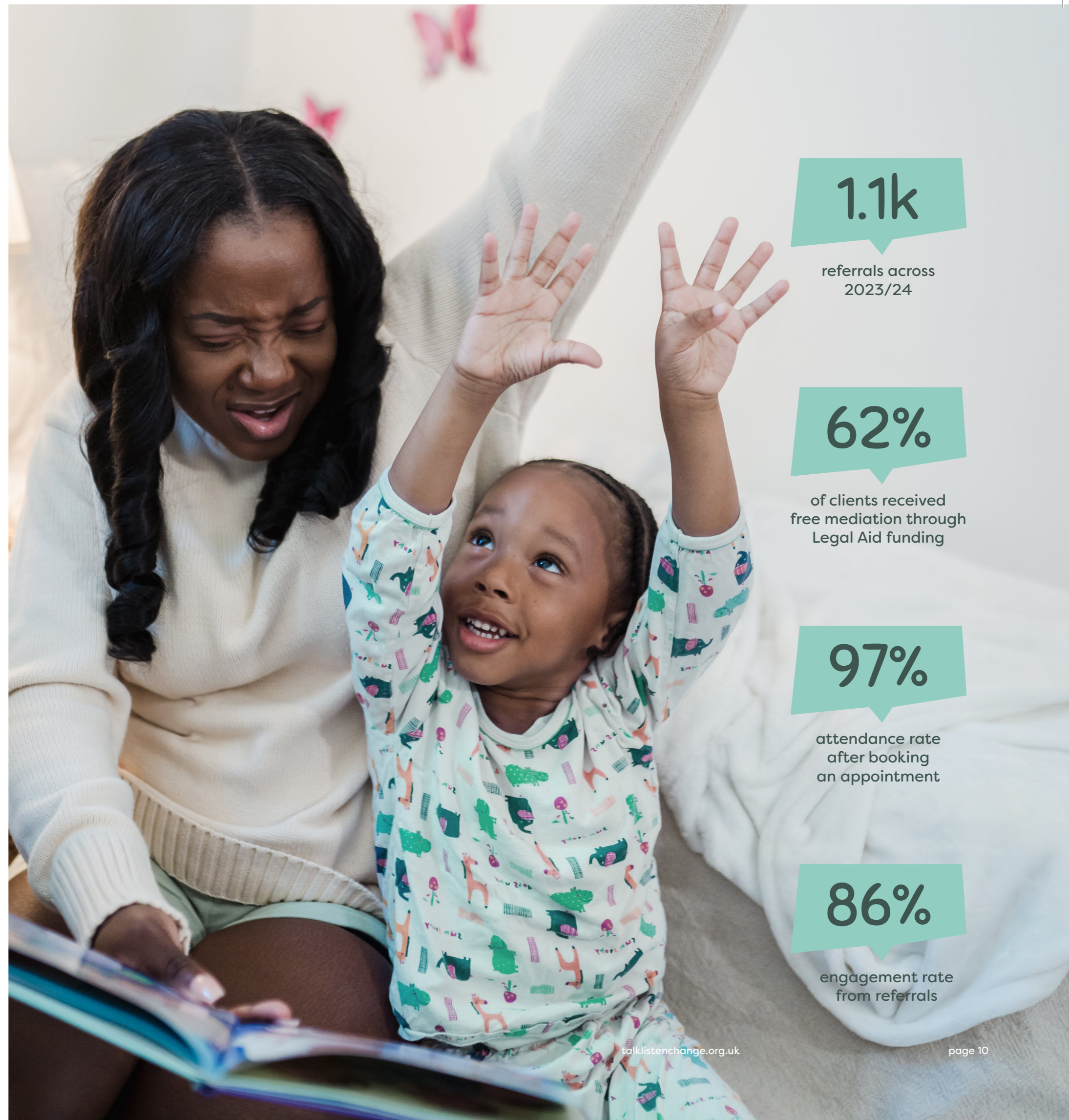
Our family mediators allow former partners to discuss finances and children in a pressure-free environment with a neutral third party after separating. Our clients have found it much less stressful and much less costly than going directly through court.

This past year, we've begun branching out geographically and have added 12 new mediation stations across England and North Wales. Our intention is to ensure all separated couples have access to high-quality mediation that provides the same support whether paid for privately or accessed through government funding.

We identified pockets of the country where Legal Aid provision was lacking and set up our first outposts in some of these areas. We're continuously striving to expand so that everyone can access free mediation throughout England and Wales.

We continue to provide family mediation online for those who need it, prefer it, or live at an inconvenient distance from one of our stations. We saw 79% of clients online in 2023/24.

We're proud that more and more people are recognising the value of including children in the process, and the number of child inclusive mediation sessions we deliver has increased by 13 times compared to five years ago.



1.1k

referrals across 2023/24

62%

of clients received free mediation through Legal Aid funding

97%

attendance rate after booking an appointment

86%

engagement rate from referrals



Isabelle and Elijah separated one year ago and have two young children, Theo (aged 18 months) and Freddie (aged 4). Isabelle moved from Manchester to London a month before mediation began and the children moved with her.

Isabelle felt Elijah was unreliable because he often worked away, and she said he tended to cancel arrangements. Elijah felt Isabelle didn't respect him as a parent and was worried about not being able to contact his children.

The former partners attended joint sessions together and were encouraged to think about the future and what they'd like their children's lives to look like in the coming months, years, and on special occasions.

After several discussions and trialling options, with some understandable conflict in-between, Elijah and Isabelle came to several agreements.

The two agreed Elijah could have Freddie for overnight stays, and that Theo and Elijah could spend time together without Isabelle present. Long-term, they agreed that Elijah would spend time with the children every third weekend, at first in London, but gradually also in Manchester.

“Isabelle and Elijah showed tremendous commitment to the mediation process. During their final session, they were laughing together at anecdotes about their children. They both expressed understanding that they can return to mediation if things ever get off track.”

TLC Mediator

“These clients journeyed from a complete breakdown in confidence and trust in each other to co-parenting amicably. Their children can now rely on a routine of quality time with their dad.”

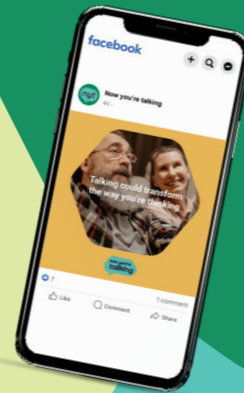
Vicky Parkinson, Head of Mediation and Separation





now you're  
**talking**

part of the **TLC** group



## Setting up a trading subsidiary

One of our proudest achievements this year has been the set-up of our new commercial counselling and therapy subsidiary, Now You're Talking, ready for launch in Spring 2024.

We decided to clearly delineate our customer-funded and free counselling services, with the latter remaining available via TLC, and the former available through the new company.

The move was a confident decision we made following months of assessment and forecasting. We're certain that it will provide a more finely-tuned and customer-focused experience for people who want our support on both sides.

With surplus profits from Now You're Talking being donated to TLC, we'll be able to fund even more sessions for people who need mental health, wellbeing, and domestic abuse support.

With the new subsidiary also comes a new Board, and we're delighted to announce the appointment of John Sless as Chair of the Board for Now You're Talking, alongside Non-Executive Directors Carolyn Blunt, Nicholas Williams and Caroline Osler.



Our new Board members bring an abundance of senior experience from different professional arenas, and we're extremely grateful for their support.

“I am delighted to be the first Chair of Now You're Talking. I've witnessed the incredible work TLC has done and I look forward to increasing help towards people and communities as part of a profit-with-purpose company.”

John Sless, Board Chairman

“Good mental health and access to mental health support is something I am extremely passionate about... I am so excited about creating a socially responsible business for good, enabling us to contribute to TLC's mission.

As a woman, being appointed managing director feels incredible. But what feels more incredible is that I am 8 months pregnant, about to take a career break to raise another little human. I have always known that TLC is a visionary organisation and seeks to find the best for both the people we support and the organisation, but to be given this opportunity at the life point I am at really feels true to all that TLC is about.”

Helen Stuart, Managing Director, Now You're Talking





# Expanding the scope

As well as expanding nationally, we've increased the scope of our work within the areas we already operate.

We've had some fantastic results from services introduced in our 2022/23 annual report, including our behaviour change work in Cheshire West and Chester, and projects we reviewed and dedicated renewed expertise to, including our LGBTQIA+ behaviour change work.

We're delivering more domestic abuse support than ever before. We received over 2,300 referrals in 2023/24 for adult services – 10% more than last year and our highest number so far.

While we're extremely proud of the work we've done as an individual organisation, we stand firm in the belief that partnership is the key to success. Through establishing and maintaining partnerships with other charities, support hubs, and statutory bodies, we've been able to pool knowledge, resources, and expertise to deliver well-rounded relationship support for all who need it.

Despite our growth, we'll never forget our roots. The region of Greater Manchester remains at the core of our operations, and we've fully invested in diversifying our support to help even more people within Greater Manchester and the wider Northwest build and sustain safe, healthy, happy relationships.



We're new partners of Manchester Living Well, which is a transformation of mental health services happening across Greater Manchester. The purpose of Living Well is to create more choice and control amongst the people who need support.

We're working in partnership with other third sector organisations, and we've employed a Mental Health Link Worker and a Volunteer Coordinator. The work is at an early stage, but we're excited about the opportunity it creates for our sector to showcase how we provide impactful, inclusive, and long-lasting support for people outside the clinical environment.

## Tackling gender-based violence in schools

We're in the process of launching two new projects to tackle gender-based violence in schools across Greater Manchester, building on our expertise in working with young people using harm.

The first is a localised, whole-school approach in 10 schools across Tameside. The aim is to reduce violence against women and girls through education, safeguarding, and connecting with local institutions.

The second will be delivered in schools throughout Greater Manchester, in partnership with Salford Foundation, to support boys in understanding healthy relationships and eliminating misogyny.



## Barbara's Story

### Supporting people living with cancer

We've been providing relationship and sex therapy support for people living with cancer at Wythenshawe Hospital's Macmillan Cancer Information and Support Centre for over two years. Our work has now been officially recognised for its value and is fully funded by Manchester University NHS Foundation Trust.

We offer a safe, confidential space for people to talk with one of our therapists about the emotional impact of their diagnosis and how it has affected their romantic and intimate relationships.

We've supported people to work through issues that range from communication around diagnosis, prognosis and treatment, to sex, intimacy, and body image.

68-year-old Barbara had a mastectomy three years ago and hadn't been able to look at her scars or her body since. She stopped going out with friends, stopped going on holiday, avoided her family, and generally felt stuck.

Barbara completed 12 sessions with us and disclosed that she was married to a man who always wanted her to look good, regularly made negative comments about her appearance, and had affairs with younger women.

After being treated for breast cancer and having her mastectomy, Barbara felt the care she received was good, but the process was traumatising, as she already didn't like hospitals.

During therapy, we explored Barbara's relationship with herself and her body, incorporating mindfulness and relaxation techniques to manage anxiety.

“ By the end of the 12 sessions, Barbara was able to look at herself in the mirror – something she hadn't done for a long time.

TLC Relationship Therapist

“It has been a privilege to be part of this amazing service, supporting people affected by cancer with their relationships and sex lives. It's an honour to witness people overcome their difficulties and achieve their goals. We're incredibly thankful that the hospital trust values our work and has funded it to ensure it continues.”

Polly Sangar, Relationship & Psychosexual Therapist

Throughout the process, Barbara developed an appreciation for herself and her body and thought about the person she wanted to be. She began reconnecting with friends and family, started going out more, and began to take an interest in her appearance again. She has now contacted her medical team to discuss reconstructive surgery.



# £3.8 million

Amount of public funding saved by our work during 2022/23, estimated by Cheshire West and Chester Council.

## 67%

more referrals than 2022/23

## 92%

reduction in physical abuse

## 92%

reduction in emotional abuse



## Aspiring to Change

Following a commission from Cheshire West and Chester Council, in 2022 we began delivering Aspiring to Change – a programme for men who use harm but want to examine their choices and build better relationship skills.

“Teamwork and communication are key to supporting families where there is risk of domestic abuse. Professionals are able to work to the best of their ability when they are confident they can work safely and effectively, and TLC has provided that level of confidence at each turn and hurdle.”

Social Worker, Children Protection and Court Team

“I feel like a different person; a better human being all round. My favourite part of the course was the bond I built with other men and our facilitators. I felt like I could share everything, and I am grateful for the facilitators always being there for me.”

Programme Participant, Aspiring to Change

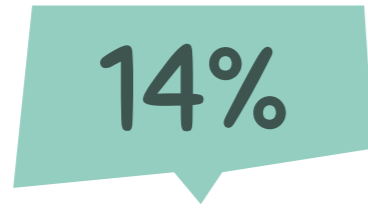
We've been overwhelmed by the positive results so far, including a 92% reduction in the perpetration of physical and emotional harm by men who have completed the programme.

Due to the positive impact of Aspiring to Change in Cheshire West and Chester, we are delighted that our delivery contract has been extended for another year. We look forward to reflecting on the growth of this service, supporting more people, and saving even more in public funding for the local area.



## In celebration of our long-term partnerships

In Salford, we help deliver **Safe in Salford**, an integrated domestic abuse service for victims (adults and children) and perpetrators, working in partnership with Salford Foundation, The Pankhurst Trust (incorporating Manchester Women's Aid) and Trafford Domestic Abuse Services (TDAS).



more referrals than in 2022/23

Through our role in **The Prevention Alliance**, we are proud partners of **Stockport Support Hub** - providing information, advice and pathways to a range of early help services. The Alliance collectively provides dedicated key worker support to the Hub to enable people to live a full and independent life through **Your Support**.

In partnership with Age UK Stockport, SKyLight and Stockport Without Abuse, we lead the Stockport Support Hub **Domestic Abuse Support** service for victims (adults and children) and perpetrators.



referrals, 300% more than in 2022/23

We'd like to thank all those who work with us to make these partnerships so successful.





Riley



## LGBTQIA+ behaviour change support

We have further developed our expertise in this area by working alongside a range of partner organisations to review and refresh our programme for LGBTQIA+ individuals worried about their behaviour in relationships.

We've supported people to recognise harmful behaviours and commit to healthy relationship practices. Each person we've supported has accessed new materials (to facilitate their progress) and resources on safety planning specific to LGBTQIA+ relationships.

“These sessions have helped me really look into myself and how my behaviour has affected others. I used to fear I would not be safe to be around, and I would cause harm to people, but the programme has helped me focus on what I can do to change this.

My facilitator has been brilliant at making me feel safe and understanding the issues I face as a non-binary person.

I now know how to communicate with my partners without getting angry, and that's how I want it to be and how it should be.

Some big goals I have achieved include moving on from difficult disagreements and implementing boundaries in relationships without being controlling or aggressive.

Thank you to my facilitator for the work we have done; I am very satisfied with TLC and how they have supported me.”

Riley, Programme Participant

Linda



## Stepping Out with George House Trust

Over the past year, we've coached 13 women who participated in the George House Trust Stepping Out project. The project's aim is to help women live more confidently following a positive HIV diagnosis.

Participants set goals regarding health, wellbeing, self-esteem, career progression, and building support networks. Our coaches acted as cheerleaders to help these women overcome barriers, realise their value, and achieve their potential.

All our participants made improvements in their overall wellbeing scores after finishing the programme. The majority achieved all the personal goals they set at the beginning.

“It was very helpful to talk to somebody who understands me in a way few other people do. Coaching has helped me start talking to others about my future goals. It's helped me find my purpose. It's also helped me feel proud of what I have achieved up until now and all the things I have learned in life.”

Linda, Programme Participant





“The class was amazing and I really enjoyed learning about how to control my mind and feelings. These techniques were honestly really helpful, thanks. My overall rating for the session is 5 stars!”

Student, St John’s C of E Primary School

## Healthy minds for healthy schools

In October, we launched a partnership programme for three Salford schools, funded by NHS Salford Integrated Care Partnership with support from Salford CVS, to promote holistic emotional wellbeing for children and young people.

St. John’s C of E Primary School, Mossfield School, and Westwood Park Community Primary School have all hosted interactive class workshops, parents’ workshops, individual counselling sessions for children, and coaching classes for parents.

The aim of this work has been to teach young people how to manage big emotions, support teachers to incorporate learnings into regular school lessons, and empower parents to improve their own emotional wellbeing while supporting the wellbeing of their children.

“The sessions were interesting and informative, and the learning moved at a good pace.”

Teacher, Mossfield School



## Co-production group with Respect

Respect are a national accrediting body for perpetrator work in the UK. Thanks to trust funding from Noel Buxton, we’ve been able to work alongside them to establish a co-production group for young people to raise awareness about child and adolescent to parent violence and abuse (CAPVA).

We worked with long-term partner, Respect to develop the campaign and deliver five youth panel sessions, during which our young people volunteers reflected on the Respect Young People’s Programme, how adults and education professionals perceive CAPVA, and what a participant’s journey looks like through moments of growth and challenge.

Three young people helped deliver the panel sessions and informed a new online survey for young people and their families affected by CAPVA. They also produced the campaign piece shown on the right.





£55,370

The social value our work with partner housing associations has generated.

396

counselling sessions delivered across 2023/24

88%

of people saw an improvement in their emotional wellbeing

98

people supported through these partnerships



## Support for social housing tenants

We continue to offer our support to social housing tenants through funding from housing associations across the country.

We're currently partnered with **Jigsaw Homes, Southway Housing Trust, Arcon Housing Association, 54 North Homes, ForHousing, and Great Places.**

In 2023/24, we delivered 396 counselling sessions to 98 social housing tenants. 88% of people referred by their housing association saw an improvement in their emotional wellbeing.

“My counsellor was really there for me when I needed support. Without her, I wouldn't have gotten to where I need to be, mentally or physically. The service has been very good and I'm glad it's offered to people like me, so once again, thank you!”

Tenant, Jigsaw Homes

In partnership with:





# New ways of demonstrating impact

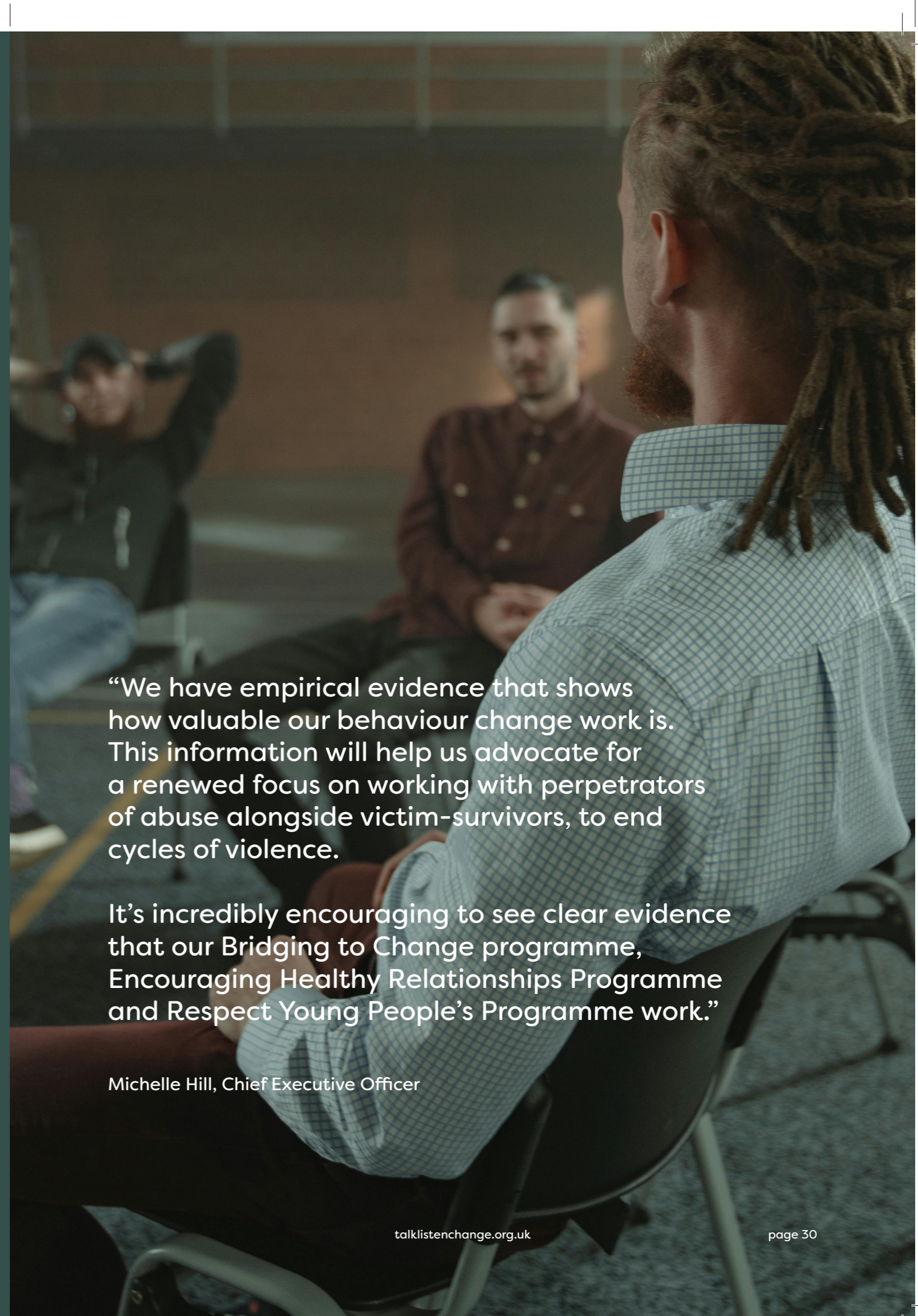
One of this year's most exciting developments has been the emergence of new impact data that shows just how vital our domestic abuse support services are.

While we as an organisation know through working closely with perpetrators and victim-survivors that our work is effective, it has on occasion been difficult to prove with facts and figures.

Now, thanks to an evaluation carried out by Greater Manchester Combined Authority and funded by the Home Office, we have empirical evidence that demonstrates our behaviour change interventions reduce the likelihood that a perpetrator will abuse again. The evaluation matched TLC data with Greater Manchester Police data in order to generate this conclusion.

For children and young people displaying unhealthy behaviours towards others, we can observe that our behaviour change interventions reduce the likelihood that young people will perpetrate a domestic abuse incident or crime.

Though TLC has been involved in independent research and evaluations in the past, this is the first time our behaviour change data has been matched with police crime data. For both adults and young people, police crime data and self-reported progress data show that those who fully engage with our interventions are least likely to perpetrate abuse again.



“We have empirical evidence that shows how valuable our behaviour change work is. This information will help us advocate for a renewed focus on working with perpetrators of abuse alongside victim-survivors, to end cycles of violence.

It's incredibly encouraging to see clear evidence that our Bridging to Change programme, Encouraging Healthy Relationships Programme and Respect Young People's Programme work.”

Michelle Hill, Chief Executive Officer



## Adults - Bridging to Change

**Bridging to Change** is our largest, homegrown intervention for adult men who have used harm against a female partner. The programme lasts for around 40 weeks.

234 men referred onto Bridging to Change and included in the evaluation could be matched to police incidents with domestic abuse flags.

Researchers looked at police crime data for each of these men in the six months prior to their referral to TLC, and at six and twelve months following case closure.

According to the police crime data, there was a 69% decrease in domestic abuse incidents for men who participated in Bridging to Change six months after case closure.

Though the amount of data available for men whose cases had been closed for 12 months was smaller, our researchers found that there was an 80% decrease in domestic abuse incidents after 12 months.

Through participant self-report questionnaires, the researchers found the following changes in perpetration of abuse:

- 78% decrease in emotional abuse
- 80% decrease in psychological abuse
- 65% decrease in perpetrating physical violence.\*

This shows that our interventions are not just effective in the short term but have a lasting impact on men who use harm, working towards ending the cycle of abuse and ultimately the impact on victim-survivors and children.

\*Many of the men did not report perpetrating physical violence in the first place and in evaluation terms this was interpreted to mean there was no change following the intervention.

78%

decrease in  
emotional abuse

80%

decrease in  
psychological abuse

65%

decrease in  
physical violence\*

## Young People - RYPP & EHR

As part of our work with young people who use harm in their relationships, we deliver the **Respect Young People's Programme** alongside our own programme **Encouraging Healthy Relationships**.

**Encouraging Healthy Relationships (EHR)** is designed for young people who are showing unhealthy behaviours towards their partners or siblings. After the programme, our young people self-reported:

- 74% improvement in mental wellbeing
- 69% better interactions
- 63% improved knowledge of abuse

**The Respect Young People's Programme (RYPP)** targets young people who are displaying unhealthy behaviours towards their parents and involves a whole family approach. The researchers heard from both parents, and young people on the programme, and found that:

- 70% of young people saw a reduction in conduct problems
- 66% saw a decrease in hyperactivity
- 53% of participants saw a reduction in emotional problems
- 51% increased their prosocial behaviour (helping, sharing, empathy)

When TLC data was matched with police crime data, the researchers also found that domestic abuse incidents reduced by 39% and domestic abuse crimes reduced by 36% for young people who engaged with the programme.

Our work helps to improve family situations, potentially avoiding these behaviours from escalating into adulthood. In turn, fewer abuse incidents and crimes naturally mean fewer police interventions, and therefore more public resources saved.

70%

of young people  
saw a reduction in  
conduct problems

66%

of young people  
saw a decrease in  
hyperactivity

51%

of young people  
saw an increase in  
prosocial behaviour



# Imparting our expertise

In 2023/24, we imparted our expertise to more professionals in a single year than ever before.

We haven't just increased the scope of services we offer to people who need our support, but also to professionals within both public and private organisations.

We're providing clinical supervision in a number of forms, both counselling and non-counselling related. This year, we continued working on group supervision with The Salvation Army.

Since April 2023, we've provided training for 328 professionals who work with domestic abuse cases across Greater Manchester. We've been contracted to train a total of 590 before the end of 2024.

We've delivered the training through five contracts that have featured workshops on topics that include the prevalence of abuse and who is impacted by it, risk management, engaging with perpetrators, and barriers faced by victims from marginalised groups.

The recipients of our training have included social care staff, early help workers, housing professionals, healthcare professionals, school staff, and safeguarding leads.

95% of attendees rated the structure, standard and value of our course "excellent".

“Promoting multi-agency conversations is vital to ending cycles of abuse. With our history and expertise, TLC are well-placed to be facilitating this dialogue. If the last couple of years doing workshops have taught us anything, it's how important education, practice review, and on-going conversations really are. I'm looking forward to continuing this in the future.”

Charley Tarbuck, Domestic Abuse Practice Learning and Development Lead



In September 2023, we provided consultancy support for Kellogg's on their new employee domestic abuse support policy.

Following the implementation of our guidance, staff at Kellogg's are now entitled to 10 days of additional leave if they are suffering from abuse. The company also offers additional financial security support and contributes to the cost of initial legal support meetings.

Our CEO Michelle Hill was invited to join expert panels at two events during the year, including Pro Manchester's "Shining a Light on Domestic Abuse" and an event hosted by Manchester Stress Institute. Attendees took away valuable information about what's worked for us at TLC, and options for improving staff wellbeing within their own organisations.

“We were delighted to help Kellogg's with their domestic abuse support policy and we believe it will help staff feel safe and confident in reporting incidents of abuse. Domestic abuse creates stress and trauma that can have a severe impact on someone's working life, so we'd love to offer policy support to more companies in the future.”

Michelle Hill, Chief Executive Officer



# A fundraising snapshot

Big or small, any donation makes a difference to us.

We'd like to thank everyone who has fundraised for TLC over the past year. The hard-earned donations of our fundraisers have helped us continue to provide wellbeing and relationship support for those who need it most.

Additionally, our fundraisers have helped generate more unrestricted income for TLC than any year before.

We are conscious that many people have taken on difficult challenges and achieved personal goals in the name of championing TLC and safe, healthy, happy relationships. We are delighted to share their success stories.

In addition to individual fundraising efforts, we'd like to acknowledge local businesses Britannia Anchor Removals, Churchill Support Services, Bondara, and Beechcroft for their generous donations this year.

If you've been inspired by our work throughout this report and would like to support TLC at an organisational or individual level, you can donate to us via JustGiving or contact our Development team about partnerships and fundraising plans: [info@talklistenchange.org.uk](mailto:info@talklistenchange.org.uk)



## Swimming for support

Our Head of Counselling Emma Jones-Holding raised £820 after plunging into the freezing cold River Dee and swimming for two kilometers. Well done, Emma!





## Getting physical

Summer 2023 saw the launch of our Physical 800 fundraising challenge. We challenged people to do 800 minutes of physical activity to support the 800 young people impacted by abuse that we work with each year. Thanks to everyone's hard work, we raised £1,911.

## Fundraising at 11,000ft

A team of five staff members and friends raised £2,033 in September after taking a daring leap from 11,000ft (and some even at 15,000ft) at the Black Knights Parachute Centre with Skyline Events. Thank you to Ginia, Lucy, Georgia, Fong, and C.K. for your bravery and fundraising efforts.

Our sign-up list is now open for our September 2024 jumpers - we'd love to see your name added.





## Sue's Story



## The Paul Wilson Golf Day

We'd like to extend a special thank you to Sue Wilson and her family for recognising the value of the work we do and kindly accepting TLC as a charity partner for the Paul Wilson "Best Round Ever" Golf Day in September.

Several of our staff volunteered at the event at Dunham Forest Golf and Country Club.

The day was a roaring success and great fun for everyone involved.

“The staff worked tirelessly at the event, and we are left with an overriding memory of a day filled with sunshine and smiles.

The girls and I are very grateful to TLC for their support in the organisation of our charity golf day in memory of my late husband, Paul Wilson. We know the donation will contribute towards a more positive future for children and young adults. Thank you.”

Sue Wilson, "Best Round Ever" Golf Day host

£16,000

Through the incredible generosity of the attendees, we raised a grand total of £16,000.



# TLC from the inside out

None of what we do would be possible without our incredibly hardworking team.

We value our staff, volunteers, and trustees just as much as the people we support. We always aim to give back through measures and guarantees that ensure TLC is a progressive, inclusive, and supportive workplace.

We have two active staff networks: our People of Colour Network and our LGBTQIA+ Network. As well as organising social events and organisation-wide learning days, the networks provide TLC with crucial feedback on how we can improve workplace culture for people from marginalised groups.

We also host a number of staff social groups that bring people together around common interests and experiences. Examples include our Dungeons & Dragons group and our menopause support group.

Over the past year we've become signatories to important pledges that will help us continue to ensure nobody feels discriminated against at work due to their age, gender, or ethnic background.

Pictured left to right: Andy Burham, Greater Manchester Mayor. Michelle Hill, CEO. Hannah Taylor, Director of Services.



“Equality, diversity, and inclusion have always been core priorities at TLC. We’ve taken a lot of action this year to show staff that we take our workplace values seriously.”

We want our employees to hold us to account if they ever feel unsafe or unhappy at work. We’ll continue to add to and improve workplace policy as and when staff feel it is necessary.”

Marian Mallery, Director of Business Services





“I am excited about the opportunities and benefits that the use of AI across the organisation can provide, both in terms of increasing the efficiency of our systems and processes but also extending our reach across the UK. We are continuously learning more about AI and my hope is that we have an open and ongoing whole-organisation dialogue about what we learn, so that we share best practice and learn collectively from any pitfalls”.

Christopher Cowen, Director of Operations

## Implementing AI while prioritising ethics

As generative artificial intelligence permeates online spaces, our Business Intelligence team has been carefully assessing its impact on the charity sector and its potential uses in the workplace.

AI is becoming an increasingly inevitable part of our daily lives, and we’ve decided to embrace it, but with concrete safety and training measures in place that prioritise the wellbeing of our staff and the people we support.

We aspire to lead the way on utilising AI at TLC: Talk, Listen, Change through a person-centred ethical approach. We have designed an ethical framework that has been shared across our Board and team so that everyone can begin to explore and understand the opportunities AI presents, but also the risks that we must be aware of in its implementation.

We’ve been using AI already for a number of years, with automation built into our data systems and business processes. Our team has now developed a comprehensive training guide for using generative AI in the workplace, and we’ve begun onboarding staff into our new Innovation Hub, where we’ve hosted seminars and training sessions. We are encouraging our team to begin playing with AI and exploring the benefits and opportunities it gives, but in a transparent and open way.

We’re looking at using the technology to save time, improve access to our services in underserved communities, and leverage ethical practice to ensure transparency and accountability in charitable work. We are taking a test-and-learn approach to AI, using products that are available in the market place, systems and solutions that we code ourselves, and also exploring no-code solutions.



## Our workplace

We want all our staff to feel safe at work and at home. We've been striving to have mechanisms in place so that if staff ever feel unsafe or unhappy in or out of work, they feel confident to speak up and know they will be taken seriously.

This year, we adopted The Halo Code to ensure no Black staff member feels discriminated against for wearing natural Afro or protective hairstyles. We also became signatory to The White Ribbon Promise, demonstrating our commitment to never being silent on violence against women and girls.

We are now a Period Positive workplace and supply period products in our office bathrooms. Additionally, we've instituted a Menopause Policy so managers know how to support staff experiencing symptoms, and a Caregiver's Policy, so our employees can work flexibly around caregiving responsibilities. Our Caregiver's Policy is just one of the ways we're actively supporting a multigenerational workforce after signing the Age Friendly Employer Pledge.

We've launched flexible employee survey platform Stribe at TLC to increase employee voice. Stribe encourages staff to share thoughts, ideas, and concerns anonymously and have them answered by senior team members.

Finally, perhaps our biggest achievement in this area has been becoming a recognised Greater Manchester Good Employer. We've signed and been accepted into the Good Employment Charter, meaning we guarantee fair and equal pay, recruitment, and working conditions, and prioritise staff health and wellbeing.

Some measures we take to maintain our Good Employer recognition include paying a real Living Wage, supporting true flexible working, offering all staff permanent contracts, and ensuring managers acknowledge and support the health and wellbeing of their employees.



## Lunch & Learns

There's great value in providing staff with learning opportunities that don't necessarily tie in with their individual roles. Understanding and celebrating our differences is what brings us together, which is why we've upped the frequency of our Lunch & Learn sessions.

This year, staff from across the organisation have generously hosted sessions on neurodiversity, Diwali, Jewish religious practices, stressbusting, and LGBTQIA+ history.

We always encourage staff to bring their whole selves to work and share what's important to them.

“We've all learnt so much from our colleagues who have generously hosted our lunch and learns. The sessions have been the perfect balance of informative and fun.

The sessions are usually delivered twice, once in person and once online to enable as many people across TLC to join them. They enable us to connect with each other in a different way.

It's affirming to have colleagues take an interest in something that matters to people by joining the lunch and learns.”

Hannah Taylor, Director of Services





## Our Pride

Our first-ever Manchester Pride march brought together over 30 staff and supporters in celebration of LGBTQIA+ liberation.

As an inclusive charity that delivers specialised services for LGBTQIA+ people, it's paramount for us to demonstrate wherever possible that we welcome anyone who needs our support with open arms. It was incredibly uplifting to see so many of our peers living out loud and having fun.

We also attended Pride celebrations in Salford, Oldham, Stockport, and Chorlton to spread the word about how we support safe, healthy, happy relationships.

“Representation and the physical act of showing up is a powerful message that shouldn't be underestimated. Pride not only brought our incredible community of staff together, but it also sent a message that our services are here to support regardless of someone's gender identity or sexual orientation.

Our workplace culture allows me to be my authentic self. I've never been made to feel uncomfortable or pressured to express myself in any other way than who I am.”

Bradley O'Donoghue, Domestic Abuse Senior Service Manager



## Commemorating Lynne Howarth

Lynne Howarth worked as a Children and Young People Who Harm Worker. She sadly passed away on 2nd November 2023 aged 41.

A kind-hearted and beloved member of the TLC team, Lynne was exceedingly passionate about improving the lives of children and young people.

As a mother, a friend, and a practitioner, she made a positive impact on all who met her.

Lynne was unashamedly herself and never hesitated to speak her mind, allowing her team to lean on each other when they needed to.

She always brightened the room, both metaphorically with her jokes and stories, and literally with her sparkly wardrobe.

Lynne was accepting of everyone as they came and set a shining example to her two children that our differences should be celebrated and ultimately bring us together.

Lynne is sorely missed by everyone at TLC.





# Looking ahead

As I reflect on the last 12 months, I am filled with pride about how our wonderful team of staff, volunteers and trustees navigated the ups and downs of the year.

The work we are doing is now more vital than ever. We know that the world and particularly our sector is full of challenge and risk, but also full of opportunity and potential.

In November 2023, our Board met to review the strategic direction of TLC, and we agreed an approach for growth over the coming two years. We decided to aim for growth in our services across the UK, growth in how we run our organisation, and most importantly, growth in our reach, our impact and our expertise.

At the Board meeting, we conceived five new **strategic objectives** that will take us up to March 2026. Business planning is already underway to ensure that pathways to achieving these objectives are embedded across our whole organisation.

One of these pathways is the launch of our new commercial subsidiary.

I am excited to see how TLC: Talk, Listen, Change continues to grow over the next two years. I am constantly inspired and humbled by our fantastic team who do all they can to support safe, healthy and happy relationships.

Michelle Hill, Chief Executive Officer



## Strategic objectives:



### Diversify

Strategically review our income streams, partnerships and organisational structure, whilst incorporating sustainable practices and technology.

Be ambitious and brave.



### Develop

Invest in our team and our systems to strengthen our foundation.

Be constantly learning.



### Differentiate

Understand what makes us unique and leverage this through our marketing, communications and brand reputation.

Celebrate who we are.



### Deepen

Expand our impact through co-design, data-driven decisions and high quality, equitable services.

Focus on impact.



### Dedicate

Commit ourselves to living our values; through being an employer of choice and a strong ethical and trusted partner.

Be true to our word.

## With thanks:

The Mackie Foundation



UKH FOUNDATION

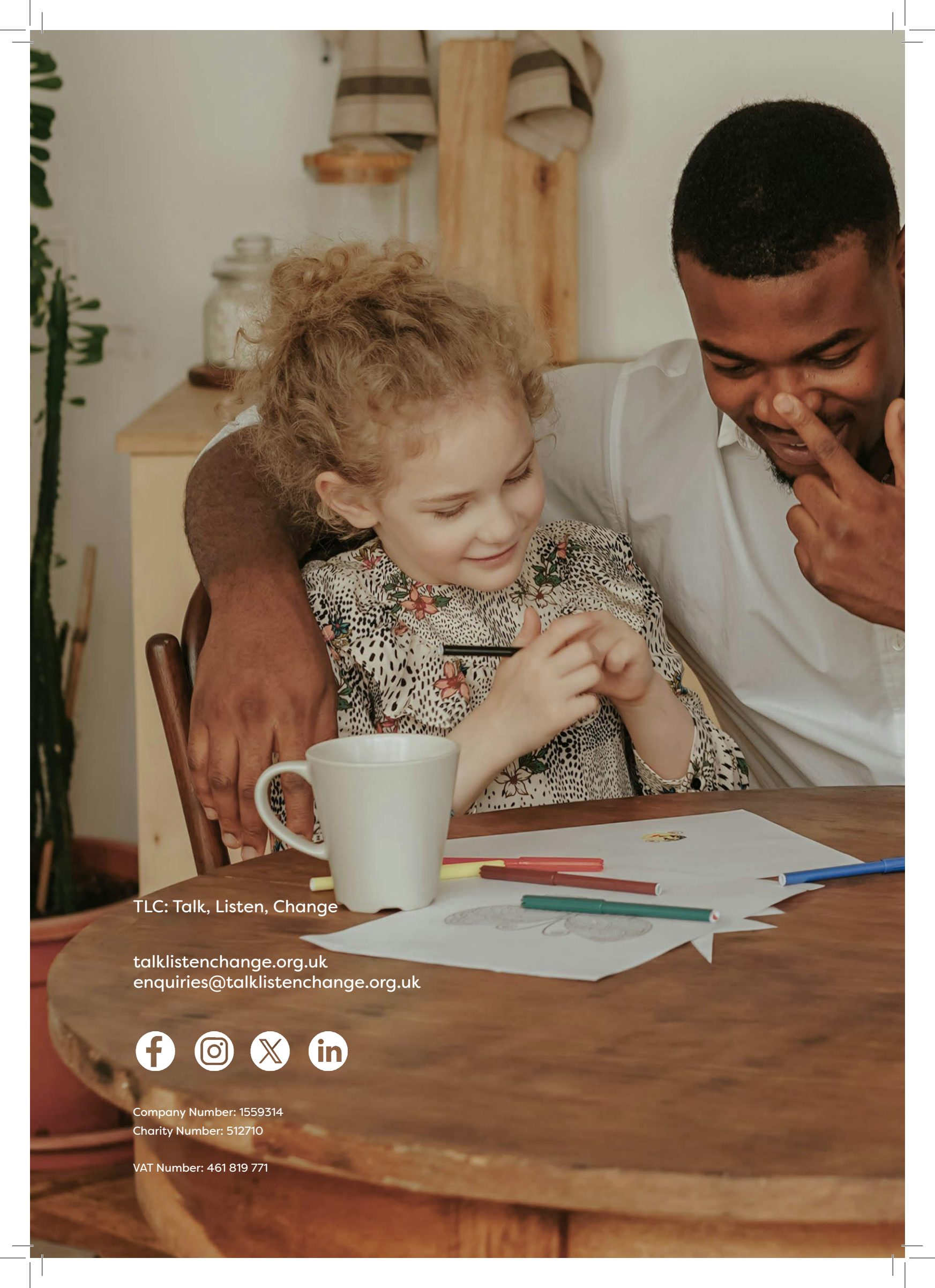


Peter Kershaw Trust



THE GRACE TRUST





TLC: Talk, Listen, Change

[talklistenchange.org.uk](https://talklistenchange.org.uk)  
[enquiries@talklistenchange.org.uk](mailto:enquiries@talklistenchange.org.uk)



Company Number: 1559314  
Charity Number: 512710

VAT Number: 461 819 771