



Talk
Listen
Change

2024-25

Annual Report



Michelle Hill, Group Chief Executive Officer



As I reflect back on the last 12 months, I am most proud of our resilience and adaptability as a charity. We are always eager to observe, learn, and change how we do things to better help those struggling with relationship issues.

Over the past year, we've launched a range of innovative programmes in response to the growing need for relationship support and the increased difficulty people face accessing it. We've also continued to pour resources into our longstanding and successful programmes that have already made a huge difference in people's lives.

We've made major changes to the internal structure of our organisation, including the consolidation of our Counselling and Community departments into a single Therapeutic Wellbeing department. We are committed to the belief that community care is essential for the wellbeing of individuals, and creating a unified department has allowed us to develop more flexible and creative solutions to address people's emotional needs.

April 2024 marked a particularly big milestone as we officially launched the TLC group. Under the group sits our main charity, TLC: Talk, Listen, Change, as well as our trading, profit-with-purpose, counselling and therapy subsidiary, Now You're Talking.

In October 2024, we welcomed Helen Stuart back from maternity leave. Helen now sits at the helm of Now You're Talking as it's Managing Director and oversees all commercial counselling and therapy delivery. We're very excited to see Now You're Talking grow and prosper under her guidance.

TLC group

The year has, of course, not been without its challenges. The ongoing cost of living crisis has continued to have a deep impact on the charity funding landscape, and competition for resources has grown more challenging. Meanwhile, the chronic underfunding of statutory services and long-term effects of the pandemic have increased demand for the kind of support we provide.

In light of this, I couldn't be more grateful to be leading TLC alongside such a proactive and dedicated team. We all share the belief that generous collaboration leads to greater impact, and pooling skills, resources, and learnings with partners is altogether better for the communities we serve.

What brings me the most joy is how all our staff and volunteers commit to making TLC a safe, authentic, and person-centred organisation. I'm proud that we embody what it means to be a value-based organisation so well. We don't necessarily always get it right, but we do remain open to learning and changing when things don't go to plan. We work together in pursuit of our shared vision.

In our last report, we introduced five strategic priorities for 2024-26. These are: **develop, diversify, deepen, differentiate, and dedicate**. This report is structured to demonstrate how we've been committed to each priority and how they will continue to shape our actions going forward.

We are and always will remain the home of safe, healthy, happy relationships.

Michelle

Who we are

TLC: Talk, Listen, Change is a national relationships charity that delivers therapeutic wellbeing services, family mediation, and domestic abuse support.

We provide people with tools to build and maintain circles of support that can help them heal from abuse, trauma, and relationship breakdown.


We empower individuals, families, and communities to make choices that improve the wellbeing of their relationships.

Our core belief is that everyone deserves a circle of safe, healthy, happy relationships.




Our Values

Safe
Championing safety, enriching lives.




The physical and psychological safety of clients and staff is our top priority. We always uphold professional boundaries and never sacrifice safety to meet targets. We all have a duty of care towards each other.

Authentic
Honest voices, genuine action.




We promote openness and honesty and ensure clients and staff always feel able to be themselves. We are transparent about our actions and intentions, we are self-reflective, and we remain open to feedback that can improve our services and work culture.

Person-centred
Empowering diversity, celebrating unity.



We are inclusive, empowering, and committed to celebrating diversity and challenging discrimination at all levels. We champion the autonomy of our clients and trust our staff to be experts at what they do. We recognise that everyone is human, and that we are all impacted by human circumstances.

 Our Annual Report is interactive. Look for the cursor in the corner of pages with interactive links. Click underlined text to learn more.

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Develop

Our commitment to **develop** is our commitment to continuous learning.

We made the decision this year to consolidate our Counselling and Community departments into a single Therapeutic Wellbeing department. When it comes to mental health, one size does not fit all. We recognised that while some people's emotional needs can be best met through traditional counselling, others can benefit more from alternative kinds of support.

Our new department houses four kinds of therapeutic wellbeing professionals: counsellors, key workers, mental health practitioners, and volunteers. When these professionals were siloed under different departments, we realised that we were at risk of competing with ourselves and sometimes found it difficult to pull together all the skills we thought necessary to address specific problems.

With a whole range of roles and core skills now under one organisational umbrella, we can meet community needs in more flexible and creative ways. We assemble teams to provide support that feels natural and responsive to the people receiving it.

Grace



Develop



Safe Zones

In September 2024, we launched **Safe Zones** in Stockport, offering a lifeline for young people experiencing self-defined emotional crises. The service comprises up to six in-person sessions with a mental health practitioner and with additional wrap-around support. Sessions take place flexibly in locations and at times that work best for the individual.

The service is led by those who access it, and the interventions we offer can be informed by the young person's hobbies, interests, or whatever may help to keep them engaged. We encourage young people to set specific and measurable goals and support them to achieve their targets.

When responding to referrals, we work closely with local Children and Young People's Mental Health Service (CAHMS) teams. Liaising with partners is important so we can ensure our intervention is consistent with current or previous care.



"We're keen to build links with A&E and other crisis support organisations. We're very open to exploring more routes into the service so we can help more young people."

Jessica Berry, Mental Health Practitioner

"Grace really enjoyed speaking to Anna. She got really comfortable and gained her trust. Anna gave her good advice, and Grace felt like she was being listened to. I found Anna very professional when giving feedback and she was very understanding and supportive, which as a parent, massively helped me."

Parent of Grace, Safe Zones participant

**Safe
Zones**

Sarah's Story

Living Well brings together key workers from the charity sector, clinical services, and social support networks to provide comprehensive emotional and clinical support for adults with complex mental health needs.



Develop



Living Well

We've been involved in the development of Manchester **Living Well** since September 2023. This year, we placed a Mental Health Link Worker and a Volunteer Coordinator at Clayton Health Centre.

By making sure support services are accessible and interconnected, people can recover and thrive as part of a community.

(as told by Adam, Mental Health Link Worker)

Sarah is a single mother of two and was referred to **Living Well** by Children's Services due to experiencing suicidal thoughts. Sarah has a documented history of trauma and domestic abuse and is awaiting an ADHD assessment.

Sarah said parenting is extremely challenging, as both her children have behavioural difficulties. She struggles with anxiety, low self-esteem, and a lack of community support, so she found meetings with school and support agencies difficult. Financial issues had been adding to her sense of isolation.

"I sat with Sarah and offered her practical support. I helped her identify goals that included managing anxiety and finances. We also focused on developing skills to manage her home, improve digital literacy, and access community services."

Adam, Living Well Mental Health Link Worker

A Welfare Rights Advisor from **Manchester Mind** supported Sarah with debt issues and benefits, and I provided advocacy during meetings with schools, mental health services, housing providers, and liaised with her child's GP.

To further support Sarah's journey towards good emotional wellbeing, we're exploring long-term support options by collecting information for a social care assessment. We're also considering Early Help as a step-down service to continue supporting her needs.



Counselling for Housing Association Tenants

Counselling for housing association tenants remained one of our largest focus areas in 2024-25. While social housing provides safety and stability for many, housing association tenants can be disproportionately affected by mental ill health due to a range of complex and interrelated factors.

For many people, getting out of bed in the morning can seem like a major challenge, and it is difficult for tenants to prioritise taking care of themselves, their home, or paying rent on time. To assist customers, ForHousing has commissioned support for tenants to maintain positive relationships.”

Abi Winstanley, ForHousing Head of Neighbourhoods

This year, we worked with Arcon, 54North Homes, ForHousing, Great Places, Jigsaw, One Manchester, Southway and Guinness to provide mental health support to over 135 housing association tenants, as well as bespoke monitoring reports and briefing sessions for housing providers.

In partnership with:



£147,720

In social value generated from working with housing associations

654

counselling sessions delivered across 2024-25

83%

of people saw improved emotional wellbeing

65%

more sessions delivered this year

Margaret's Story



(as told by a TLC Counsellor)

Margaret, a tenant in her early 60s with a history of depression, was referred to counselling by her housing officer. Margaret had recently moved into a new apartment but struggled to settle and had been neglecting her apartment and herself. Her family became worried about her.

During Margaret's initial assessment, she explained that she previously lost a tenancy with a different housing association and found the experience to be traumatic. She was feeling reluctant to unpack and didn't believe she'd be able to stay in her new apartment for very long.

I explored with Margaret the root of her fears, helped her identify the actions both of herself and others that led to the loss of her tenancy, and together, we looked at how her circumstances were different this time, making her experience unlikely to reoccur. Halfway through her sessions, Margaret felt as though she could take some steps to make her new apartment feel more homely.

We worked out a plan with tasks for Margaret to do gradually so she didn't become too overwhelmed. Each week, Margaret fed back on her progress and came up with a new goal for the next week.

“We identified people within her circle of support that could help her feel less isolated.”

TLC Counsellor

At the end of her block of sessions, Margaret said she was starting to feel settled and had pride in her new home. She was planning to invite an old friend to visit and showcase the progress she had made. She became motivated to focus on her own self-care.



“Through counselling and wellbeing support, our team can help tenants process their thoughts and feelings, understand themselves better and develop techniques that will help them feel more confident, motivated and able to cope.”

Anna Callaghan, Group Partnerships Director



Diversify

Our commitment to **diversify** services and resources to meet new needs and tackle new challenges.

We are a leading provider of domestic abuse support, and our interventions have been proven to reduce recidivism and help people make healthy relationship choices. That's why we're always looking for opportunities to impart our expertise via new and inventive pathways.

We've had great success with our homegrown behaviour change programmes, like **Aspiring to Change** and **Bridging to Change**, and in delivering contracts for local authorities. We continue to adapt and evolve projects or develop interventions that creatively address issues within specific areas of the country.

This year, we were excited to further diversify our portfolio by engaging with a number of pilot projects. We were commissioned to be involved in the rollout of **Domestic Abuse Protection Orders (DAPOs)** in Greater Manchester. We also began delivering **Cautioning and Relationship Abuse (CARA)** interventions in Greater Manchester on top of our existing delivery in Northumbria.

In May, we celebrated the first anniversary of **Now You're Talking**, our trading counselling subsidiary and social enterprise. The profit we've made from **Now You're Talking** counselling sessions continues to fund our charitable endeavours.



118

income streams
to diversify avenues
of funding

“Diversifying our income streams not only helps us become more financially resilient, but it also gives us the opportunity to reach more people in more ways.”

Emily Williams, Group Director of Development



DAPO

Domestic Abuse Protection Orders (DAPO) are issued by court to protect victim-survivors from physical and psychological abuse that can include coercive and controlling behaviour. They impose restrictions on perpetrators that could, for example, prevent them from going near a victim-survivor's home. Courts can order perpetrators to be monitored and take positive actions towards changing their behaviour, which is where we step in.

Individuals that are referred to us via DAPOs are enrolled onto **Bridging to Change**, our internally developed, long-term behaviour change programme. Participants stay with us for 40 weeks and complete 10 one-to-one sessions with a domestic abuse practitioner, including an initial assessment. They also complete 30 groupwork sessions with others who have displayed harmful behaviours in their relationships. Groups allow participants to motivate each other to end their abuse and develop tools for building positive and healthy relationships, under the guidance of practitioners.

“The programme has nothing short of changed my life. I've changed not only my behaviour but also my way of thinking. I find group sessions profound, and I always come away with something powerful.”

Participant, Briding to Change

We offer **integrated support** to all victim-survivors impacted by the behaviours of those referred to us via a DAPO. The majority of people take up telephone appointments, but some opt for face-to-face wellbeing support. Others prefer text check-ins now and again as they feel it's less intense, while some simply opt for text updates on their partner/ex-partner's progress throughout the programme.

“I'm very thankful for the support I received. Without it, I wouldn't have felt comfortable making a police report about the abuse. My support worker went above and beyond for me; she was fantastic.”

Victim-survivor, Integrated Support Service



CARA

CARA is an intervention programme launched by the Hampton Trust to increase awareness of domestic abuse among early-stage perpetrators. It is designed to help people understand the harm their actions have caused and make positive changes so that their behaviour doesn't become entrenched.

Individuals we work with as part of **CARA** have been involved in stalking, harrassment, common assault, or other behaviours that may not meet the threshold for traditional criminal justice proceedings.

Unlike our long-term interventions, **CARA** comprises two five-hour workshops held 4-5 weeks apart. It's mostly delivered in groups, but one-to-one sessions are offered if deemed more appropriate.

We've successfully run 10 groups in Northumbria, and we recently launched our first sessions in Greater Manchester. We're hoping this paves the way for further expansion so more offenders can take personal responsibility for their behaviour before it escalates.

“We talked about all the things that happened in my relationship and my harmful actions. It's helped me to see both sides of the situation.”

CARA has motivated me to reduce my alcohol consumption and overall live a healthier life without doing things that are harmful to others. I'm taking the time to work through my issues and figure things out.

It helps to talk about what you've done with others and not keep it in. I'll be going back to the materials I got to look at more changes I can make.”

Participant, CARA





now you're
talking

part of the **TLC** group

Diversify

£42k

of business contracts
currently in the pipeline



Now You're Talking

Last year, we proudly launched our profit-for-purpose commercial subsidiary Now You're Talking, offering high-quality counselling and therapies for adult individuals, families, and young people, as well as business to business solutions for staff wellbeing challenges.

The past 12 months has seen Now You're Talking develop at pace. We've carried out extensive research and mapping, identifying and addressing gaps in the therapeutic market to ensure we're meeting people's wellbeing needs.

We've shaped and reinforced our brand - making it clear that generating social value and creating an additional revenue stream for our charitable arm, are the driving forces underpinning all our work.

We've successfully approached and secured contracts with businesses who are keen to use our increasingly in-demand services. One such is Bevan Community Benefit Society. Many of their staff members work with vulnerable people who are seeking help and services to improve their overall health. Bevan are committed to supporting their staff and we deliver reflective practice for their staff teams, guiding them to explore their experiences and actions, and analysing how they can learn from them and improve professional practice.

We've soft-launched Connection Calls for individual customers. Which allows people to book a free 15-minute conversation with any therapist before requesting them for ongoing support. This puts the choice directly into customers' hands and ensures they can find an expert who meets their needs before they begin paying for services.

We want to offer an alternative to the current employee assistance models (EAPs). A recent report highlighted that employers believe that take up is very low with only 3-5% of staff using them as they don't feel they meet their mental health needs.*

EAP therapy sessions are typically short and solution-focused, but we offer clients the opportunity to continue their relationship with a therapist once they've completed the sessions provided by their employer.

What began as an ambitious vision is now shaping up to fill critical gaps in a sector that thrives on innovation.

We're proud of all that Now You're Talking has achieved in such a short space of time, and the exciting ventures ahead as the business grows.

“I'm thrilled to be at the helm of Now You're Talking, taking our therapy and wellbeing expertise to new places that address critical gaps in the industry.”

Helen Stuart, Now You're Talking
Managing Director



* report from HCML www.hcml.co.uk



Deepen

Our commitment to making a big impact with the programmes we already run and **deepen** our work with other organisations.

Our **Family Mediation** department achieved a major milestone this year, celebrating 10 years of supporting people to make amicable arrangements after separating. Over the past 10 years, we've supported ex-partners to have constructive discussions over financial matters and childcare while sparing the added stress of legal proceedings.

We're passionate about the benefits of mediation and believe everyone should have access to it. That's why we've continued to deepen our work in the field by opening new outposts, delivering more sessions than ever before, and winning new Legal Aid contracts to provide free sessions for those who need them.

We've also been working to deepen our connections with solicitors and local community hubs. This is not just to publicise the free support we offer, but also to access more spaces where sessions can be conducted so those who might worry about transport costs and accessibility can attend face-to-face sessions nearer to home.



Deepen



New Opportunities for Volunteers

We created two brand new volunteer roles this year to assist Legal Aid clients in gathering their evidence.

The decision was made as an accessibility measure to support clients who are less familiar with or might not have immediate access to computer technology. Our volunteers guide clients step-by-step through the evidence gathering process in a friendly and supportive way, ensuring they have all the correct digital letters or screenshots of information needed to continue with mediation. Our volunteers have helped relieve some of the pressure on our mediation administration team so they can take more time supporting clients over the phone.

We also wanted these roles to give volunteers real experience with legal work. We aim for our volunteers to gain first-hand exposure to clients and industry knowledge they can use if they go on to pursue careers in the legal world. Going forward, we want to provide these opportunities to people from backgrounds that may be less likely to go into legal work, so we can help them to get a step ahead.



“My time volunteering with TLC has been extremely beneficial for both my personal and professional development. I have learned a lot about the processes involved in mediation and the ways in which the charity works in collaboration with other external organisations. I have also developed further understanding of domestic abuse and familial relationships.”

Holly, Family Mediation Volunteer

64%

of clients accessed
free mediation
through Legal Aid



80%

of cases involving children
ended with full or partial
agreements reached

1.5k

mediation referrals
received across
2024-25

Family Mediation from Start to Finish

Initial Phone Call

Anyone that wants to make arrangements with an ex-partner regarding children or finances can call us up. Our admin team answer questions about the process and guide clients through the next steps.

Mediation Information and Assessment Meeting (MIAM)

Both parties meet separately with a mediator to discuss their situation and receive advice on whether they are suitable for mediation or not. Mediators can provide other options the parties might want to consider.

Attending Joint Sessions

Joint sessions are where the mediated discussions begin. Most people need between two and four sessions and these can be conducted face-to-face or online, together in the same room or in separate rooms with a mediator shuttling between both parties.

Child Inclusive Mediation Sessions

Those attending mediation may opt for child-inclusive sessions. These give children a chance to express their desired outcomes from the process. Our experience has proven that children greatly benefit from having a voice in the arrangements.

Confirmation of arrangements

Once agreements have been reached, the mediator summarises all proposals in writing. Clients can use the proposals in divorce settlements if they wish to pursue divorce.

More Locations

We're now contracted to deliver mediation via Legal Aid in 13 locations: Crewe, Chester, Birkenhead, The Wirral, Ellesmere Port, Mold, Liverpool, Widnes, Bolton, Stockport, Wigan, Chorley, and Manchester. We hold venues in each of these places to see people face-to-face.

We've successfully supported clients online at many other locations across the country.

Number of Clients Supported:

North West - 1,007

North East - 5

Yorkshire and Humber - 21

East Midlands - 5

South East - 17

East of England - 4

Wales - 17

South West - 4

West Midlands - 6

Scotland - 2

London - 6

Location not recorded - 191
Did not go on to access support - 215





(as told by our Head of Mediation)

Six-year-old Sam was struggling to cope with his parents' separation. The emotional strain of their conflict was affecting his behaviour at school and home, and his ability to adjust to the changes in his family life.

Sam's parents came to us with concerns about their son's wellbeing, saying that he seemed both confused and upset, which was preventing him from living a normal life.

In their first joint session, we worked with Sam's parents to help them understand the importance of creating a stable environment for a child when big changes are happening around them. We encouraged them to take a united approach in addressing Sam's emotional needs, and they both agreed their son was the most important thing in their lives.

In their second joint session, we supported Sam's parents to improve their communication. They committed to adopting new communication strategies to help them engage with each other in a more constructive way, putting Sam's needs at the centre of their conversations.

Sam was still having difficulty fully expressing his feelings, but as the tension between his parents began to ease, he seemed to feel more secure at home.

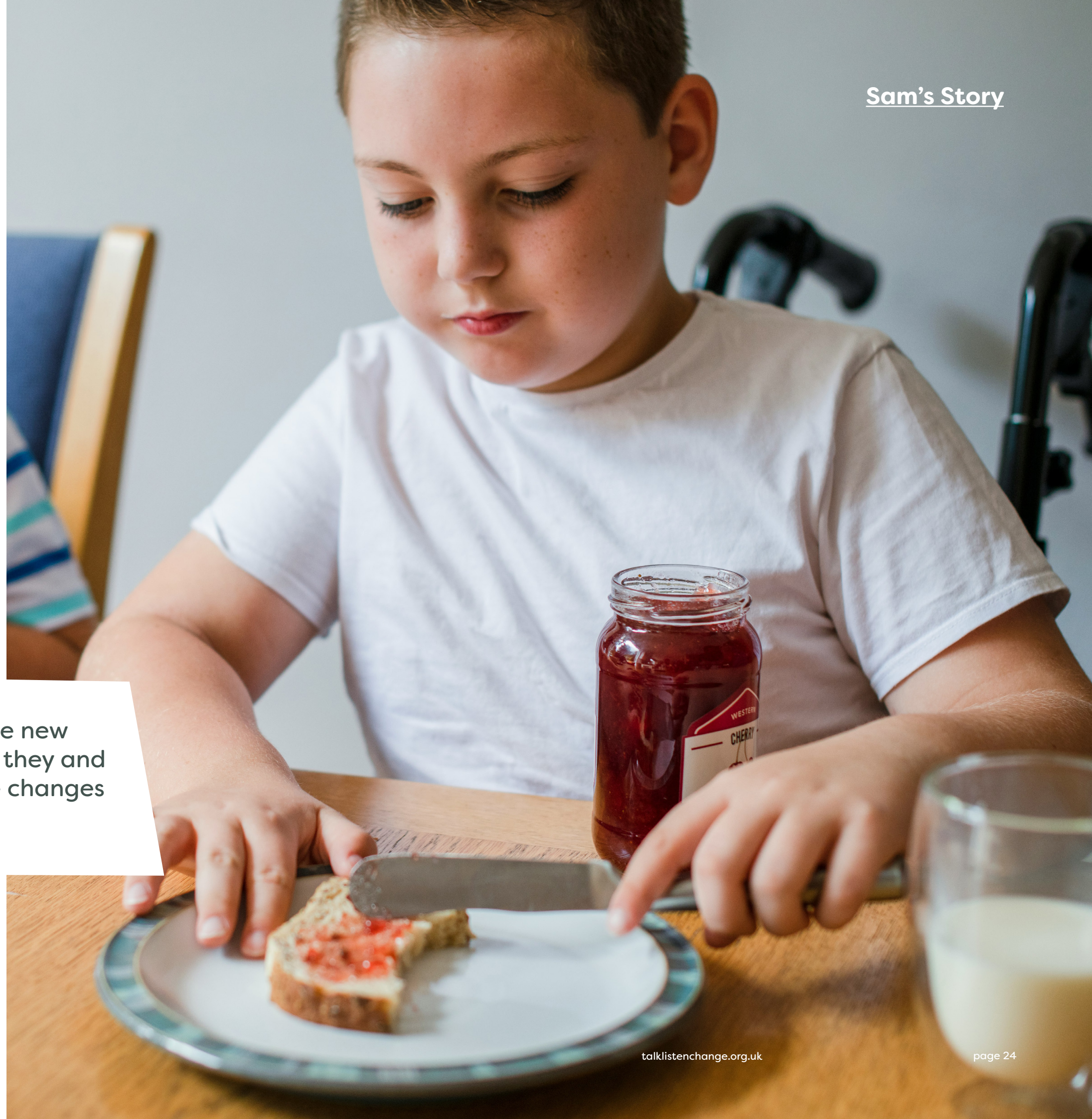
By the third session, Sam's parents had made significant progress.

“Sam's parents committed fully to the new communication strategies, and both they and his teachers reported seeing positive changes in Sam's behaviour.”

Victoria Parkinson, Head of Mediation

He was becoming more engaged at school, and at home he was more able to express how he was feeling about everything. Sam's parents were able to reach an agreement about arrangements for Sam and finished the mediation process feeling they were better able to support their son.

Sam's Story



Service Spotlight

Recovery Counselling

201

Different contracts delivered in 2024-25. One of these being our counselling work to support people through their own, or a loved-ones, recovery journey.

138

counselling sessions provided for people recovering from alcohol or substance misuse

Our counselling work sits within our wider organisational offer.

15.7k sessions offered across the organisation

of people were satisfied with TLC's service 98%

526

unique referrers have used our systems

93%

of people found our booking process easy

“Counselling helped me massively. Thanks to TLC, I am now feeling much more positive about the future and I am focused on getting my own place, and finding joy in life again without needing alcohol.”

Participant, Recovery Counselling



Aspiring to Change

93%

reduction in both physical and emotional abuse from men on the programme

Which has now brought this effective behaviour change programme to a new area in Greater Manchester, Stockport.



This programme sits within our wider domestic abuse offer.

3.5k adult referrals received in 24/25

children and young people's referrals received 719

“I have learnt more in half an hour on the impact of coercive control and what it is, on this group session, than I did when I was arrested for it with the police. I feel tonight's session has made me gain a clearer understanding of my behaviour and how I impacted my family.”
Participant, Aspiring to Change



Differentiate

Our whole-family, early intervention approach to tackling abuse is what **differentiates** us from other relationship support providers.

We don't simply respond to abuse after it happens; we aim to prevent it from occurring. We are running an increasing number of early intervention programmes supporting people to end harmful relationship behaviours before they escalate.

This year, we launched two programmes in schools to educate students on what misogynistic behaviour looks like and how to build healthy relationships with peers.

We are noticing an increasing number of publications raising awareness to the rise of misogyny among school-aged children. Parents and teachers are ever more concerned that young girls are facing maltreatment from peers because of their gender.

We're helping students understand what misogyny looks like and how to call it out. We're providing schools with expertise on tackling misogyny, and frameworks to integrate healthy relationship education into curriculums.



Pictured left to right: Carolina Hinojosa, Jack McGeehan, Bonnie Webster

Gender Based Violence Education

Commissioned by GMCA we ran a new programme aiming to tackle misogyny at schools across Manchester, Salford, and Tameside, in conjunction with Salford Foundation.

The **Gender Based Violence Education (Steps)** programme provided six weeks of lessons to boys aged 9-13 that promoted critical thinking and self-reflection on relationship behaviours.

For boys that demonstrated entrenched misogynist views, engaged in harmful behaviours, or struggled to recognise why certain actions were problematic, a further 6-week targeted intervention was offered.

The targeted course included lessons on consent, stereotypes, and the impacts of internet pornography. A total of 645 boys participated.

Our expertise is now being incorporated into PHSE (Personal, Social, Health, and Economic education) lessons with the schools that participated, and being built into teacher training packs.

“It's an issue that has captured the nation with Netflix's show *Adolescence*, but there is no fiction about the attitudes that we're seeing displayed by some young boys and men today. **Steps** plays a vital role in defusing these attitudes, and most crucially, students want to have these lessons. Both boys and girls that have taken part in the pilots say how valuable they've been and 94% agreed that targeted lessons should be introduced at other schools.”

Lisa Wilkie, Head of Domestic Abuse





Violence Against Women and Girls (VAWG) Pilot

In late 2024, we launched a 10-week programme delivered in primary and secondary schools across Tameside. It aimed to create a strong support system for girls experiencing misogyny, helping them build greater confidence in classrooms. We encouraged girls to call out sexist language and behaviour, but also encouraged schools to build policies for tackling misogyny and frameworks for reporting incidents.

We worked with 258 boys and girls in Tameside aged 9-13, and we engaged with 193 parents and teachers to co-design lessons. The lessons addressed gender roles, negative stereotypes, and how these are gaining a widespread influence over young people fuelled by social media content. We also taught boys how to be good bystanders – recognising violence or harassment and challenging it in an appropriate manner.

“We need to talk to our young people about these topics, to empower them and to speak about the issues they are facing in their daily lives. We need to give them practical ways to help themselves and help others.”

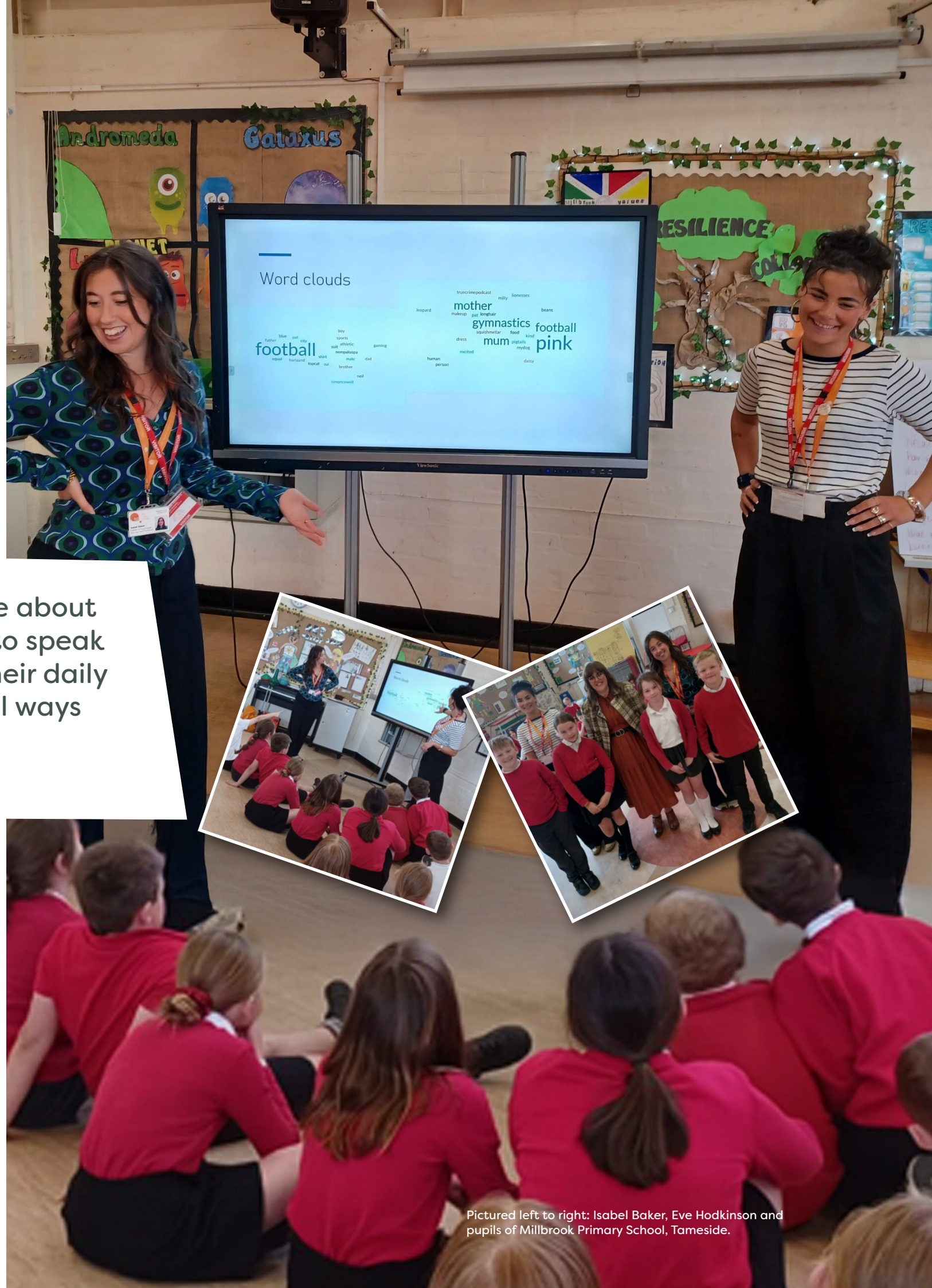
Eve Hodkinson, Children and Young People’s Keyworker

“Girls have a right to feel safe and supported in the classroom, on the playground and throughout their lives at school. We’re committed to educating both boys and girls about what constitutes violence against women and girls and what its effects are.”

John Hughes, Domestic Abuse Service Manager

“While this is a national issue, we are keen to be as proactive as possible at a local level. Helping to educate and support young people in challenging violence and harassment against women and girls is a key step in changing behaviours. I’m pleased the sessions have already had an impact in helping young people to feel informed and empowered.”

Councillor Tafheen Sharif, Tameside Council Executive Member of Public Health



Differentiate

5

participating schools
(3 secondary, 2 primary)

84%

felt more informed on
recognising gender
stereotypes

81%

of high school
students felt more
confident on consent

45%

increase in ability
to recognise abusive
behaviours and
misinformation online

Pictured left to right: Isabel Baker, Eve Hodkinson and pupils of Millbrook Primary School, Tameside.



Jack



Striving to Change

We've run **Striving for Change** for almost 10 years and it's our earliest intervention programme in Manchester, Stockport, and Salford. **Striving for Change** tackles unhealthy behaviour before it escalates into more harmful forms of abuse.

Some people enacting low level abuse aren't yet suitable candidates for long term intervention, often due to lack of recognition of the need for change. Early intervention can put them on the correct pathway to address unhealthy behaviours or receive adequate preparation for standard risk programmes.

“I'm now getting help for my mental health and looking into long-term rehabilitation for my past substance misuses. I'll definitely use the tools I've learned in **Striving to Change** and although I don't think I need to access a longer-term course at the moment, I know I can contact TLC if I do feel I need another intervention.”

Jack, Striving to Change participant

In this last year, we also saw the conclusion of our **Striving to Change** inspired Psychoeducation programme, from the Chrysalis Centre in Hertfordshire and Bedfordshire.

The partnership, which began in 2023, helped increase our national presence as our support services expanded into new areas.



TLC Make the Media

A significant increase in media coverage over the past 12 months has furthered the reach of our domestic abuse support services.

Being able to link the services we deliver to popular culture, news pieces and documentaries brings our important work into public-view, and leads to an increase in awareness, referrals and ultimately safer relationship dynamics.

“After our feature in Closer, enquiries about our Respect Young People's Programme rose. CAPVA* is still a hidden problem but the stories we're sharing have helped parents realise they're not alone and it's okay to reach out for support.”

Vicky Durkan, Operations and Governance Manager

Proudly featured in:



* Child and Adolescent to Parent Violence and Abuse



Dedicate

We **dedicate** ourselves to living out our values and providing a safe and inclusive workplace for staff.

We were extremely happy to have raised £5,826 in public donations this year, which exceeded our target set in late 2023. We also learned which fundraising avenues will be valuable to pursue in the future. We extend a huge thank you to all of you who donated.

As for our internal operations, we've taken more measures to foster a progressive and inclusive workplace. We're ensuring staff feel empowered to report incidents that could compromise their safety or the safety of clients. We've also maintained a strong focus on training and development, and have ensured there are ample opportunities for staff to upskill. Our key training priorities this year have been leadership development, safeguarding training, (EDI) Equality, Diversity and Inclusion, and mental health and wellbeing awareness.

Our Staff Networks continue to provide dedicated support to staff from marginalised backgrounds. Our networks monitor operations and provide feedback to ensure our workplace is as inclusive as possible. We also launched our Link & Learn event series to create more optional social and cultural awareness training opportunities.



Dedicate



2024 Skydive

In September, four brave individuals leapt from 15,000 feet to raise funds for our services. Yik-Ho, Kelly, Yasmin and Su all participated in our second skydive at Lancaster Airfield and raised a fantastic £2,851.

Due to the success of our first two skydives, we will now be running one annually. In 2025, we want more friends, supporters, and members of public to take part. If you're interested in this or any of our fundraising events, get in touch with our development team at fundraising@talklistenchange.org.uk



Safe, healthy, happy
relationships

Kate's Story



Scaling Snowdon

It's always a special occasion when people we've supported decide they want to give back.

Kate accessed our services several years ago and said the support we provided was lifesaving. She got back in touch in mid-July and explained that she would be scaling Snowdon (Yr Wyddfa) and would love to raise money for TLC.

We were incredibly touched by Kate's message and helped her with everything she needed to start raising funds. We supported her on JustGiving, provided a TLC t-shirt, and our marketing department designed some custom QR code banners to share with supporters.

Kate climbed to the Snowdon summit on 17th August and raised an incredible £1,472 for TLC. We couldn't be happier for her achievement and her kind contributions.

“TLC provided me with a safe space when I was in an abusive relationship. They gave me perspective, encouragement, and support to leave the relationship when the time was right. Their safety planning truly saved my life. Climbing Snowdon to raise funds for TLC was an incredible experience and I'm immensely proud to give back after everything they've done to help me. I will always champion their amazing work and the difference they make in people's lives!”

Kate, formerly supported by TLC



Contributions from the Corporate World

Employees from BNY dropped by the office this year and helped us put together wellness packs for young people waiting to access our **children's counselling** services. Our wellness packs contain vital tools and techniques for those that need an extra bit of emotional support before a group or a practitioner become available. Through the donation of their time, BNY staff freed up hours for our practitioners to focus directly on helping children build safe, healthy, happy relationships.

Thank you also to DAC Beechcroft, whose staff raffle raised £941 for TLC.

In addition, a contribution from the Screwfix Foundation helped us provide victim-survivors with new home security devices.

We also found ourselves the proud beneficiaries of £400 from the Vernon Building Society.

“We're excited about our blossoming relationships with these partners and always welcome businesses to get in touch about volunteer days, charity of the year nominations, or other initiatives that can help us extend our relationship support further.”

Emma Murphy, Development Manager





Pictured left to right: Milo Wolfe, Ryan Drillsma, Chris Cowen, Ginia Okoli, Alvin Raymode, Annie Woolley, Michelle Hill.

Pride 2024

It's crucial for us to have a presence in places that are important to our staff and communities. We march in Manchester Pride each year and had a particularly fantastic turnout in 2024.

We also attended our largest number of local Pride events to date, with TLC stalls at Salford, Tameside, and Sparkle Weekend throughout the summer.

Prior to the events, our LGBTQIA+ Staff Network hosted a sign-making workshop at our head office, and our colleagues produced some wonderful and inspiring placards that were carried through the Manchester parade.



Words from our Staff Network Facilitators



"The LGBTQIA+ Staff Network provides a safe and supportive space for fellow queer people to spend time together and discuss things that may be affecting their work or personal life. I provide one-to-one support for people who feel more comfortable talking in a smaller setting. Together, we've been able to support TLC in making progressive changes to our work practices, such as the inclusion of pronouns in email signatures. We've also helped make programme materials more inclusive for the people we support. I feel safe and proud to be my authentic self at TLC."

Jordan Henry, LGBTQIA+ Network Facilitator



"Our Staff Network for People with Disabilities is a pillar of support for employees who have health struggles or caring responsibilities. Colleagues can meet and chat with others who have a first-hand understanding of what they may be going through. We do group meetings, but I also host regular one-to-one check ins with network members. This year, we've worked with the operations department to make the TLC application process more accessible, and we're in discussions about optimising the accessibility of our office. We've recently started a book club, which has helped members connect and unwind together over something fun and positive."

Kate Miller, Network for People with Disabilities Facilitator



"It's been an eventful year, and I couldn't be prouder to lead the Staff Network for People of Colour (POC) through times of hardship and times of celebration. During the anti-immigration riots, we provided a safe space for staff to share their worries and fears and find support from other colleagues impacted by racism and the rise of the far-right. We also organised a charity-wide documentary screening, opening the door for all staff to learn about POC history in the UK. One of my proudest moments has been organising a food event that centred positivity and celebrated all our wonderful identities."

Rachel Kurnaz, People of Colour Network Facilitator

Training at TLC

We listened to our staff and carefully considered quality, relevance, accreditation, and inclusiveness when selecting training providers. This year, we offered a diverse portfolio of opportunities including courses from HOPE Training & Consultancy and LIFT Leadership. Staff members that participated in training programmes reported improved confidence and better understanding in post-course evaluations.

The HOPE Leadership Programme

The HOPE Leadership Programme was established to address systemic barriers to employees from racialised communities working in the VAWG sector. It aims to increase diversity within leadership and offer networking opportunities for participants.

“My HOPE journey was emotional but transformative. I feel like I now have the confidence to apply for leadership roles at TLC. I undertook assignments that helped me enhance practical skills, but I also had the opportunity to reflect on my thoughts on race, stereotyping, and how racialised communities still face disadvantages in the workplace and the wider world. The knowledge I gained on this journey will allow me to be an empathetic, approachable, and reliable leader to my team.”

Avenash Chaggar, Domestic Abuse Support Worker



Opening Doors for Apprentices

We welcomed a Graphic Design Apprentice to our team this year who has been supporting the Creative Design Lead. We're proud to provide opportunities to people at the start of their careers and supply structured training that offers a pipeline into full-time employment.

Our apprentice, Annie, has reaped the benefits of supported work experience in the charity sector, where apprenticeships are less common. She's brought new ideas and a new perspective to the work we do.

We'll continue to promote workforce diversity not only in terms of demographics but also of lived experience, as we believe it fuels innovation.

“I am so glad that I chose TLC for my apprenticeship! The mix of work-based learning and classroom sessions has been fun. It's helped me enhance my creativity and marketing skills and has boosted my confidence. Being in a real work environment has made learning practical and engaging. I've been picking up new skills each day without even realising it!”

Annie Woolley, Graphic Design Apprentice



Pictured left to right: Lisa Wilkie, Bradley O'Donoghue, Hannah Naeem, Georgia Bryan, Vicky Durkan, Trish James, Lois Worthington, Emma Reynolds, Indhu Sharma, Marian Mallery, Polly Sangar, Jenni Smyth, Charley Tarbuck, Joni Fox, Chris Cowen, Jessica Berry, Vicky Hargreaves, Lucy Sandilands.

Dedicate

Link and Learn

Our first Link & Learn event in January was a collaboration with Andy's Man Club. We explored stigmas attached to depression and anxiety among men. Not only was it beneficial for staff working with male clients, but it provided an opportunity for us to make more connections.

Link & Learn also champions cultural celebrations. In March, representatives of our People of Colour Network hosted a Ramadan event and explained how we can support colleagues of different faiths during religious festivals.

“It was great to share some of my cultural practices with colleagues during a particularly important time of year. We had a lot of fun.”

Sehrum Rizwan, Children and Young People's Keyworker

“I've been overwhelmed by the turnout to each of our Link & Learn events. One drew in over a third of our total staff. I wanted the series to be both fun and insightful, and I'm happy colleagues are finding it useful.”

Ryan Drillsma, Communications Lead





Michelle Hill, Group Chief Executive Officer



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.

As I look forward to the year ahead, I am grateful for the many funders, commissioners, partners and stakeholders who have partnered with us in our mission of supporting safe, healthy, happy relationships across the UK.

As a relationships charity, we want to embody all the hallmarks of a good relationship through our approach to partnering. That means showing up honestly and authentically, and following through on promises we make.

I am proud to announce, that we will start the year 2025-26 with a new relationship we can celebrate, as Let's Talk Relationships (formerly Relate Bradford & Leeds) will join the TLC group on 1st April 2025 as a new subsidiary. We are pleased to be working with colleagues across Bradford and Leeds to ensure the provision of integrated relationship support is extended for those communities.

In 2025-26 we will continue to work on our five strategic priorities of **diversify, develop, differentiate, deepen and dedicate** and will continue to showcase our values of safe, authentic and person-centred in all that we do.

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

Strategic priorities:

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



WO Street charitable foundation Jersey Fund

Himat Tanna Charitable Trust



The Martin Geddes Charitable Trust



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