



2025-26

Annual Report



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TLC group

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Michelle Hill,
Group Chief Executive Officer



The past year has been one of rapid growth for Talk, Listen, Change.

Seven other charities joined the TLC Group, extending our reach much more widely across England. We're excited to be supporting safe, healthy, happy relationships from Northumbria all the way down to London and Essex.

Each charity that joined us represented a vital pillar of support in its local community. With some facing difficult and uncertain futures, we had to move quickly to bring them into the TLC family and guarantee their best chances of continuing their vital work. It's with this I must express a tremendous amount of gratitude to all our partners, trustees and staff for ensuring the transition went smoothly.

We're now on the path towards helping more people than ever build better relationships, united in our vision of a nation where everyone is surrounded by a circle of support. We're continuously learning, adapting, and innovating to roll out new programmes that meet people where they are with the support they need.

It's been two years since we set out our strategic priorities to **diversify, deepen, differentiate, develop, and dedicate** ourselves wholly to our mission. Since then, we've expanded our reach, increased our client base, acquired funding from more diverse sources, maximised our digital solutions, and stepped into our role as the UK's leading relationship support provider.

Throughout this report, you'll find detailed information about how each of our service departments is striving to build a better future for the nation's relationships. We've included statistics and stories from clients and staff to demonstrate the impact we've made, plus insight into the future direction of TLC.



Sarah Ingleby
Chair of the Board



As Chair of the Board, I am pleased to introduce this impact report.

Throughout the past twelve months, we have had major successes – guided by our unwavering commitment to TLC's core values: safe, authentic, and person-centred.

We've been delighted to welcome new trustees from the organisations which have merged into TLC. We're fully committed to retaining local knowledge and relationships, and our new trustees are already doing a wonderful job of supporting and challenging our teams to do this.

Importantly, how we balance the brilliant work new colleagues are bringing in with the needs of existing TLC staff has been a constant narrative in board meetings.

Having worked before at organisations where mergers have taken place, I understand that tensions and uncertainties can arise. One thing we've made sure of is to balance communication appropriately and make sure there are channels available for everyone to have their voice heard.

When I reflect back on conversations I've had across TLC, one thing that has stood out is how enthusiastic people are to work for the charity. I've met many people who've worked for TLC, moved on to somewhere else, and then come back. It's clear that TLC fosters a fantastic work culture that bolsters the value it generates for communities and society.

As you explore this report, I invite you to reflect positively on our journey, to celebrate our achievements, and to embrace the future together, united by the principles that make TLC unique.

Who we are

TLC: Talk, Listen, Change is the UK's leading relationships charity, supporting people to build and maintain safe, healthy, happy relationships. We equip people with the skills and knowledge to understand what good relationships are and empower them to navigate crisis, abuse, and relationship breakdown.

We champion good relationships through therapeutic wellbeing, family mediation, and domestic abuse prevention and support services. We work with adults, young people, families, and communities.



Our values



safe, authentic, person-centred




Meeting our strategic goals

Five strategic priorities have set the foundation for all new initiatives at TLC. These have helped guide us towards our goals.

Click profile images


Strategic priorities



Dedicate
Be true to our word

“Each merger has been values-led. Our expansion is rooted in our dedication to relationship support and made possible by our authenticity as a trusted partner.”
Anna Callaghan, Group Partnerships Director






Deepen
Focus on impact

“Through our specialist service provision we can deepen TLC’s impact in the community. Building and delivering programmes which best meet the needs of the people we support.”
Hannah Morowa, Group Services Director





Diversify
Be ambitious and brave




“We’ve had opportunities to be more commercially minded. New avenues of income generation support TLC’s work and give it a stable and sustainable future.”
Maxine Sharman, Group Commercial Director







Develop
Be constantly learning

“We’re utilising AI to work through errors in code and thematically analyse data, allowing staff to have more time for direct client interactions.”
Chris Cowen, Group Operations Director

Differentiate
Celebrate who we are

“TLC’s position as a national provider gives us a platform to provide expert commentary and begin our campaigning efforts – building a trusted brand along the way.”
Emily Williams, Group Development Director


In 2020, we published a strategic plan that set out five goals for us to achieve by 2025. Here’s a quick look at how we’ve met our objectives:

2020-25 goals

Operational activity across a wider geographical footprint

We have widened our reach to include nearly all regions of England.



More children, young people, and adults accessing our support

In the 2022-23 financial year, 5,943 referrals were made to TLC services. In the past year, we received 8,257 referrals.

39%
increase in referrals since 2022-23

Fully diversified funding with modest surpluses year-on-year

We launched our commercial counselling subsidiary Now You’re Talking in 2024, adding to our diverse funding streams.



Maximised digital solutions with the highest level of information governance security

We’ve implemented a new system that ensures all sensitive data is processed in code form, encrypted end-to-end.

420hrs
of industry standard data practices taught to T-Level students

A voice as a leading relationship support provider throughout the UK

We’ve received press, audio, and video coverage across major national news outlets. TLC is now a relationship support sector leader, providing keynote speeches at national conferences on domestic abuse and healthy relationships.



Therapeutic wellbeing

We introduced our new therapeutic wellbeing department in 2024-25 after consolidating our counselling and community departments. We know that relationships are complicated, and some require care that cuts across traditional boundaries. Sometimes, the best solution to a relationship problem can't be neatly categorised into "counselling" or "community".

The change has allowed us to take on innovative new projects that focus on getting people where they need to be with whatever support system is best suited to the task. One of our new projects, Breaking the Cycle, is a coaching programme for young men on probation that equips them with practical skills for daily life. We employ domestic abuse link workers to work alongside coaches to help young men move beyond their convictions and develop a positive sense of self to live a crime-free life.

We've also partnered with three Salford primary schools on a project called Healthy Schools. Using NHS funding from the Healthy Schools Partnership Fund, managed by Salford CVS, we're helping to ensure children learn how to process thoughts and feelings, and develop stronger mental wellbeing as they move into adulthood. We're doing this by employing Mental Health Practitioners who have delivered one-to-one sessions with young people, small group work with pupils, teacher training, and parental advice and guidance.

Following our mergers, we're now delivering more sex therapy and relationship counselling, including a programme for people with Parkinson's disease. We're also continuing our work with Pink Ribbon Foundation and Macmillan at Wythenshawe Hospital, counselling women with breast cancer on their body image and relationships.

We're also providing counselling for couples with depression in Bradford, coaching for parents of neurodiverse children in Cambridgeshire, and we're working with Locala to provide more sex therapy in Stockport, Bradford, Tameside, Wigan, and Kirklees.

Our goal remains the same: to offer mental health and wellbeing support that meets people where they are. We know that traditional counselling isn't the best fit for everyone, and some problems are better solved with additional integrated support. We will continue to meet people's needs with innovative solutions that connect them to communities and equip them with skills to sustain good emotional health – long after our support ends.

Safe Zones

We've now supported children and young people in emotional crisis via Safe Zones for two years. We help them build resilience and work towards personal goals across six sessions, with wrap-around support provided by NHS crisis care.

We took on feedback that our space in Stockport could be more visually engaging, so we've taken a trauma-informed approach to decorating it with items that reassure our clients, led by the young people we work with.



“Safe Zones is more than a service - it's a place where young people feel safe, heard, and valued. Its positive impact can be seen through the growth in confidence and resilience by those who access it in crisis.”

Vicky Hargreaves, Therapeutic Wellbeing Service Manager



Healthy Schools partnership

Over the past few years, there has been a staggering increase in the number of mental health concerns among school-age children. According to recent research, around two thirds have high levels of mental health needs.

While statutory services are struggling to keep up with demands, we've understood the need for an innovative, holistic approach to supporting young people. We partnered with three schools in Greater Manchester this year to deliver in-school counselling and workshops to improve the general wellbeing of students.

We explored techniques for managing emotions and encouraged students to think deeply about their thoughts, feelings, and responses to external and internal pressures.

“This session was amazing and I really enjoyed learning about how to control my mind and feelings.”

Katy, Mossfield Primary School pupil

We also supported teachers to integrate our workshop material into classes so children are consistently reminded that they have the power and tools to handle big emotions, like fear, anger, and sadness, in a safe and helpful way.

“The sessions were very informative. TLC added to, and reinforced, our existing skills and knowledge in a respectful way that gave recognition to our understanding of children's needs.”

Teacher, Mossfield Primary School

This year, we particularly focused on one-to-one parent collaborations. This has meant students can take home what they learn in school, and parents understand how to support their children's emotional needs.

“The session was really helpful. I learned the importance of reflection. Thank you!”

Parent, St. John's Primary School

Ellie's story

Ellie (11) was referred for one-to-one counselling by her school due to withdrawal, tearfulness, and a decline in classroom participation.

“Since my parents divorced three years ago, I've felt like a visitor in my dad's house.”

Ellie, counselling recipient

She avoided talking to either parent about her feelings. Ellie's distress had left her feeling isolated, unheard, and at risk of longer-term emotional harm.

Ellie showed us that she was a creative person, so we used tools like drawings and feeling charts to help her name emotions. We role-played conversations to build her confidence to speak to her parents, and encouraged her mother to talk more regularly with her about how she was feeling.



We also encouraged Ellie's father to do more one-to-one activities with her so she felt more valued and included.

“After some time, Ellie's confidence and mood had noticeably improved. Teachers saw her re-engage in school life and group activities.”

TLC Counsellor

At home, she reported feeling more “seen” and valued during visits with her father, especially after their new routine of shared activities. Ellie and her mum were able to talk openly and honestly for the first time. Ellie said their relationship had never been better and that she felt less alone.

88%

of teachers*
scored the training
10 out of 10



Nadine



Psychosexual therapy

This year, we are happy to have offered more people a pathway to address emotional, psychological, and relational issues impacting their sexual functioning and sexual expression.

Sexual functioning and expression are core parts of personal wellbeing, and many people find them difficult subjects to broach. We support people to explore how their current situation, as well as their previous experiences, may be impacting them and their relationships.

We work with both couples and individuals, whether they are in a relationship or not. Our psychosexual therapy work helps unpack matters that can be uncomfortable to talk about in a safe, non-judgemental environment.

“Me and my husband enjoyed a great, fulfilling sex life for almost 30 years. When I began going through menopause, sex started to become a bit painful. There wasn't as much lubrication when I got aroused. Our therapist talked us through desire and arousal responses.

We explored how changes to my body were causing me anxiety, and how this in turn was impacting my body. I'd come to associate sex with pain, and the sessions with our therapist helped me unpack this. Since finishing our sessions, our sex life has improved a lot. As a result, we feel stronger as a couple. This has helped us as we together face other changes in our lives.”

Nadine, therapy client



Therapy for housing association customers

Our partnerships with housing associations have time and again proven to benefit both staff and customers. We work to improve customers' health and wellbeing so they can build resilience and better cope with life's challenges. This includes things like finding stable employment, rent payment, and money management.

We've worked with eight housing associations in the past 12 months, with a 60% increase in referrals since 2024-25. Customers are usually referred to us through housing officers that work with tenants in difficult circumstances. The Guinness Partnership was one of our first housing provider partners back in 2020. This year, our work for Guinness has expanded to include couples and family therapy as well as individual counselling for customers across the country.

People usually take up to eight sessions with an integrative counsellor. We offer extensions to those for whom eight isn't enough, and we help signpost customers if they need additional support after counselling.

“TLC therapists have supported residents to work through complex thoughts and feelings, address mental health challenges, and process trauma, playing an important role in reducing barriers and improving overall wellbeing and engagement with support.”

Nikita, Senior Community Partnership Manager

In partnership with:



David's story

Counselling for addiction recovery

Substance addiction is a complicated issue because it often results from trauma exposure. Many of the clients we see have experienced abuse or personal crisis in some form or other.

Counselling for addiction recovery enables people to find balance and emotional stability so they feel able to tackle other problems in their lives and work towards breaking free from addiction. We work with people who've taken the initial steps already, like seeking help from the NHS or specialist recovery services.

We've helped people in recovery be less self-critical, feel more positive about the direction of their life, and rely less on substances to cope with challenging thoughts and feelings.



David told us that he grew up in poverty with a violent father. His turbulent childhood led him to develop a "wall of granite" that left him unable to properly identify and process feelings.

He was referred to TLC for support in his recovery from alcohol addiction. Though in his 60s, David felt his past experiences continued to plague him and had left him "stuck in life".

David's partner was away a lot, and when alone, troubling thoughts would arise and cause David to feel angry towards himself. This in turn caused him to drink more.

While David said that he was a caring and empathetic person, he was unable to treat himself with the same kindness he offered to others. We found that David was heavily self-critical and required an approach that challenged him to be more compassionate towards himself.

We worked with David using transactional analysis – a type of therapy that assumes people develop ways of thinking that lead to repeated patterns of behaviour, which can have a huge impact on emotional wellbeing. In David's case, he was stuck wanting approval and validation, which he believed required him to hide his wants and needs.

After a number of sessions, David was able to recognise how his current thoughts and behaviours had developed as a result of his childhood experiences. He began to let his guard down and started communicating better with his partner. This in turn helped him reduce his alcohol consumption.

“David was also able to reflect on the importance of being kind to himself and thoughtful towards his partner. Thanks to counselling, he believes his relationship can survive any storms.”

TLC Counsellor

David admitted that it would be a difficult journey to undo 60 years of maladaptive coping mechanisms. However, he said he'd found the strength and understood the tools he needed to continue thanks to TLC.



Family mediation

Family mediation is a process that supports separated couples to come to amicable agreements about children and shared finances. It helps people avoid the costly court proceedings that come with divorce and encourages a form of cooperation and understanding that is better for the wellbeing of families.

Over the past 12 months, our mediation department has planted roots in many new areas. We're now offering in-person mediation in London and Essex in addition to across the North West. We're also delivering services online across England, Wales, and Northern Ireland.

We continue to be a leading provider of Legal Aid, supporting separated people on lower incomes at a discounted cost. We're a huge proponent of child inclusive mediation, which gives children an opportunity to share their worries and concerns throughout the process. The cost of this is not fully covered by Legal Aid.

This year, we held an event to bridge the funding gaps and managed to raise a substantial £2,800. We want to extend a huge thank you to Caroline Bilous at McAlister Family Law for sponsoring the event and to all those who kindly donated.

Thanks are also due to Wigan, Stockport, and Runcorn Family Hubs for gifting workspaces to use with clients, and to Matthew Handley at Knights PLC for supporting our staff away days. Such close working relationships are vital to maintaining our services.

100%

of client enquiries are offered an appointment within 14 days

67%

of clients supported through Legal Aid

£2.8k

raised to support child inclusive mediation

Molly



Nine-year-old Molly's story was shared by our Head of Mediation, Victoria Parkinson, at the McAlister Family Law sponsored fundraiser.



Molly had spent years moving between parents who were struggling to communicate after separating, leaving little stability in her life.

Through mediation, our team created space for Molly to share her experiences, helping her parents better understand the impact of their conflict on their daughter.

While colouring, playing games, and talking about her blended family, Molly opened up about wishing her parents could better understand the way she was feeling.

At the end of the session, as she helped pack away the games and crafts, she paused and said:

“You know... I think I really needed this chat.”

“Think of the last time you had a moment that eased your mind – when you chatted, or cried, or laughed and felt a weight had been lifted. Because actually ‘I really needed this chat’ isn’t just a sweet remark, it shows that the child’s inclusion had a significant positive impact, and that means everything to our mediation team.”

Victoria Parkinson, Head of Mediation

Sid & Aliyah's story

Sid and Aliyah came to us having separated two years earlier. They hadn't been able to agree on the things they would divide and those they'd keep separate. They needed to discuss the logistical and legal steps forward.

Sid and Aliyah had separate assessment meetings (MIAMs) within three weeks of contacting our mediation department. We clarified legal processes and discussed possible next steps.

A MIAM (Mediation Information & Assessment Meeting) is an opportunity for each person to talk through their situation with a mediator and receive legal information. The process of mediation will also be discussed, to establish how it can support the family.

After another three weeks, they attended a joint planning meeting with a family mediator where they disclosed details of all their finances. We supported them to gather all the documents they needed.

When they attended their first joint session together, both were committed to no longer burying their heads in the sand. They used solicitors in-between sessions for advice and guidance about how to separate their assets.

After three sessions, their frustrations with each other were alleviated. Sid and Aliyah were now communicating openly and each developed an understanding of the other's approach - making their agreements possible.

“Discussions were tense, but I made sure the environment remained respectful, and clarified points made by each person when there was misunderstanding.”

Kate, TLC Mediator

“The work I am currently doing has improved my communication skills and deepened my empathy. The team are extremely supportive. I feel valued and included within the team as a volunteer.”

Holly, Family Mediation Volunteer

Freedom from financial disputes

Finances, shared assets, and property are often some of the most complex aspects of a separation. Disagreements can quickly escalate into prolonged disputes, especially when emotions are already running high.

The strain this takes on mental health and overall wellbeing can't be overlooked, so we've offered hundreds of ex-partners a safe and neutral space they can count on to find a constructive path forward. We're helping more people each year find common ground and reach fair agreements that are better for their own wellbeing and the wellbeing of their children.

Our clients say they've found the process smooth and supportive, providing a sense of relief during what can be one of life's most difficult moments.



Domestic abuse prevention & support

This year, the [Home Office published their long-awaited national strategy to tackle violence against women and girls \(VAWG\)](#). Tackling VAWG and gender-based violence has been a key priority within the department and we're encouraged to see the government recognise the need for the services that TLC delivers.

This new national investment is allowing us to scale evidence-based approaches like the [Drive Project](#), an intervention for serial perpetrators who are recognised as high-risk. As of 2026, we're proud to be the provider of the Drive Project in Cheshire (Warrington and Halton), Lancashire South, and Lancashire West. Our Prevention Action and Support Team (PAST) are also supporting the expanded delivery of multi-agency tasking and coordination (MATAC) into Bolton.

The national VAWG strategy highlights the importance of early intervention and prevention work. TLC have been proud providers of [services for children and young people](#), including [awareness raising projects](#), [educational workshops](#), and [programmes for young people engaging in harmful behaviour](#). Whilst the new strategy recognises the importance of these programmes, we recognise these interventions need additional support and funding to match the high demand across the UK.

We're particularly proud of our delivery of interventions which are accessible and inclusive. In 2025, we have continued to offer specialised adaptations for [LGBTQIA+ individuals](#), people for whom English is an additional language, neurodivergent individuals, and those from marginalised communities.

We always offer [integrated support](#) for victim-survivors that can be flexible and is specifically tailored to their unique needs.



Thriving Families

We've been part of a multi-disciplinary service called [Thriving Families](#) this year alongside partners from Mind, Change Grow Live, and Manchester Children's Services, delivering tailored interventions to both victim-survivors and perpetrators of domestic abuse. The co-location model means staff are based within district offices, providing specialist domestic abuse advice to the wider workforce. Alongside direct work with families, we have delivered specialist training across children's services, helping to strengthen practice and improve responses to domestic abuse citywide.

People we see via Thriving Families have varying presenting needs. One client, Clare, was a mother of two on a Child Protection Plan, having experienced emotional abuse from her partner. We helped Clare with safety planning and developing a better understanding of red flags and warning signs. We provided security cameras for her home and helped her self-refer on to therapy.

Another client, Daniel, had been physically abusive towards his wife. He'd been deemed unsuitable for group sessions in the past due the complexity of his needs, but we were able to support and challenge him one-to-one thanks to Thriving Families. Over time with us, Daniel developed empathy and accountability for his actions.

“I've thought about situations and how to react differently. Recently there have been a few incidents with our neighbour. In the past, I would have reacted, but my intervention has allowed me to stop and think about things, including how will it impact the children. Breathing exercises have helped me with this.”

Daniel, programme participant





Alex's story

Alex was emotionally abusive towards his partner John. He'd regularly shout at him, undermine him, and address him with threatening language. While he recognised that his behaviour was abusive, he didn't know how to stop. Alex referred himself into our LGBTQIA+ behaviour change programme.

We started by using Alex's initial 10 sessions to explore his history and discuss with him his capacity and motivation to change. Alex had faced homophobia from peers, parents, and relatives growing up, as well as physical abuse from his father. He said he didn't want to continue the cycle.

Alex identified as a gay man, and the ways in which he exerted control over John involved behaviours that required specific, inclusive interventions. His behaviours included secrecy and restriction around being in certain social spaces, and the heightened monitoring of his partner's behaviour so not to "out" them as a gay couple.

Throughout his 35 weeks of structured one-to-one support, we explored Alex's behaviours in the context of shame associated with internalised homophobia. Like many people we work with, it was initially difficult for Alex to take accountability for his abuse, despite knowing his actions hurt John. He found it difficult maintaining honesty and managing self-pity.

Eventually, Alex acknowledged that he feels he must maintain control over the people around him. He suggested that perhaps due to his earlier years, having as much control as possible made him feel safe. We acknowledged that this would be an ongoing area of risk and factored it into how we supported John.

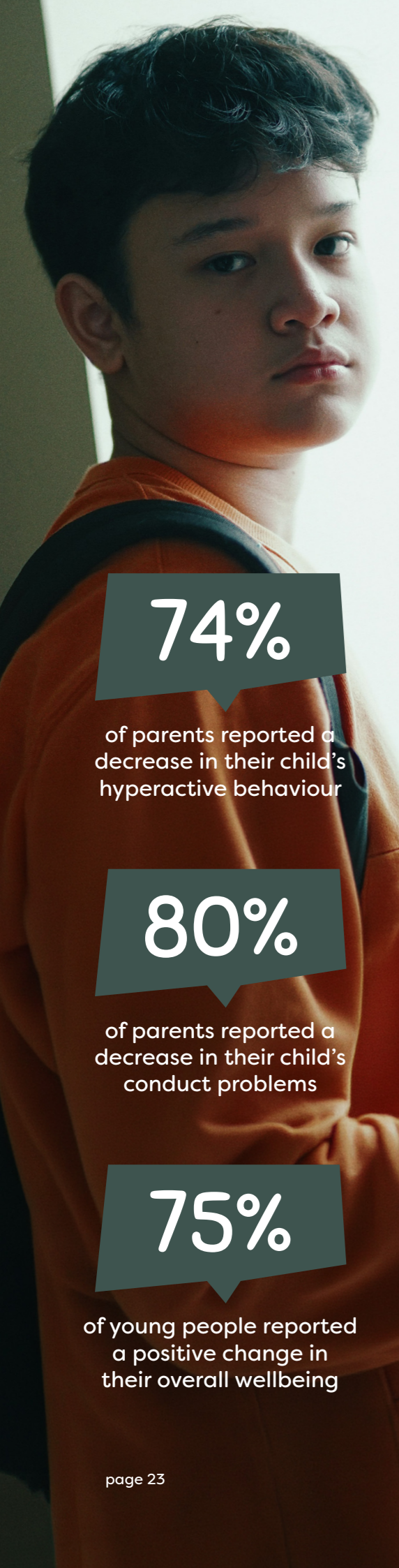
“Eventually we were able to explore with Alex his discomfort in relinquishing control of the people around him.”

Bradley O'Donoghue, Head of Domestic Abuse

At the end of the programme, Alex had managed to reduce controlling behaviours, and demonstrated an improved understanding of consent, respect, and boundaries. He showed a clear awareness of what constituted abuse and a reduction in abuse towards John.

We did periodic check-ins with John after Alex finished the programmes, and John made no further disclosures of abuse.

[Read another example, Jason's story.](#)



Encouraging Healthy Relationships

Our homegrown programme Encouraging Healthy Relationships helps young people reflect on their behaviour towards partners or siblings, encouraging safe and meaningful relationship behaviours. It consists of eight core sessions and additional modules grounded in a Cognitive Behavioural Therapy (CBT) approach. The programme spans 12 weeks, with weekly one hour, one-to-one sessions with a TLC practitioner. This year, we've worked with 49 young people through Encouraging Healthy Relationships.

74%

of parents reported a decrease in their child's hyperactive behaviour

80%

of parents reported a decrease in their child's conduct problems

75%

of young people reported a positive change in their overall wellbeing

Respect Young People's Programme

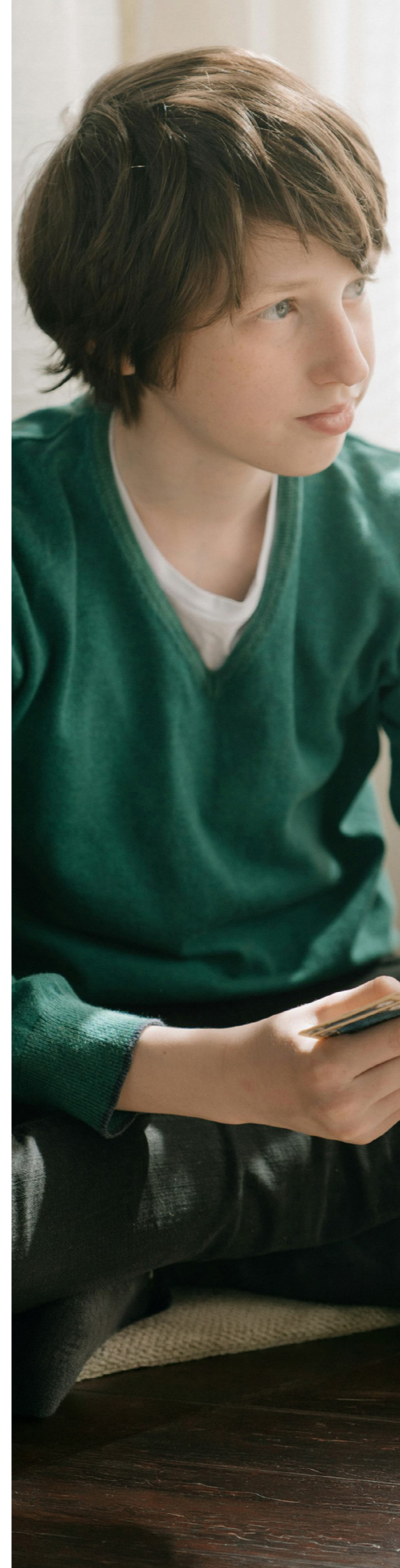
Our Respect Young People's Programme is designed to support families where a young person is using harmful behaviours towards parents or carers. As it's tailored to each individual family, it can last between three and five months and can include one-to-one support, family sessions, and online parent/carer groups. Demand for the service has been high this year, and we've delivered it in various locations across Manchester, Salford, Bury, and Stockport. We've worked with 161 families experiencing harm from a young person in 2025-26.

“We've seen some amazing results over the past year from our two healthy relationships programmes for young people. The majority of young people that participated acknowledged an improvement in their overall wellbeing. The programmes set a foundation for what healthy relationships look like that young people can carry through the rest of their lives.”

Joni Fox, Head of Domestic Abuse



[Read Jenny's story.](#)



The Ripple Effect

We founded a new programme for children and young people in December 2025 called The Ripple Effect, designed to address problems we work with in other programmes, like anger management and unhealthy relationship behaviours, but through the medium of creativity.

Some of the activities we use include reflective drawing and “monster boxes”. Young people draw out how they see themselves and how others see them as a lesson on personality vs. reputation, and create boxes to “devour” and process scary emotions.

The interactivity has helped facilitate conversations that young people otherwise struggle to approach and articulate. They have found that it makes difficult thoughts and concepts easier for them to digest.

“The programme gives young people the opportunity to talk about the things that they can't talk to anybody else about. I'm not a teacher; the space is judgement free and we can be as honest as we wish to.”

One pupil hadn't attended lessons for over six months and told me he was terrified about returning - particularly what his classmates would say or how he would answer them when they asked where he'd been. Over a series of sessions, we gradually worked through the different scenarios and how he could respond. We used art as a tool to express worries, and create solutions. A week after our final session, we passed in the hall and he explained that he did in fact go to class!

After experiencing the six week programme, two schools immediately asked if I could run it again. It turns out the young people had been very excited to come to sessions!”

Stuart Blair, Children & Young People's Keyworker



Campaigning for change

We've spent the past 40 years delivering services in response to Government policy and funding - now we want to use our expertise to influence policymaking as it happens.

In August, we held our first engagement event for MPs and local councillors. Politicians gathered to witness the success of our healthy relationship education pilot programme, designed to address rising levels of misogyny among school-aged boys. It's a concern we're increasingly attuned to as online content creators promoting unhealthy attitudes towards women gain popularity.

We've recognised that we can have more influence as a team. This year, we joined local partners in the Greater Manchester Alternative Provider Collaborative: a partnership of charities and social businesses delivering NHS services across the city region. Nationally, we've partnered with CICSET (Children in Care Social Enterprise Taskforce) and become a part of the Relationships Alliance - a campaigning coalition comprising of OnePlusOne, MarriageCare, Tavistock Relationships, and the Race Equality Foundation. Michelle, our CEO, is a member of the E3M Social Enterprise Leader's Club. E3M is an initiative that supports social enterprise innovation in the delivery of public services. This year we have worked with E3M to connect policy change to commissioning and social impact economy.

This year, we launched our first ever series of webinars, allowing members of the public to gain expertise and advice from TLC and our partners on a host of relationship issues.

We've also begun building stronger relationships with MPs, responded to multiple government consultations, submitted evidence to inquiries, and spoken at All Party Parliamentary Groups.

With the foundations now set for playing an active role in public policy development, we're fully committed to further growing this work over the coming year.

4

policy volunteers joined our team

47

attendees engaged in our first-ever webinar event

Equality, Diversity & Inclusion

We have developed the EDI strategy for TLC after reflecting on what we've learned from our services, staff, and client data.

We're committed to delivering services in a fair, just, and impartial way. One of the ways we ensure this is by having a leadership team that reflects the diversity of those we work with. Another is through our three staff networks - for those who identify as LGBTQIA+, people of colour, and those living with disabilities. These groups create a safe space for staff members from marginalised communities and engage our wider staff team in equality, diversity, and inclusion learning opportunities.

We attended Manchester Pride and Salford Pride in 2025 to stand in solidarity with the LGBTQIA+ community during increasingly difficult times and showcase our commitment to inclusive, accessible support. Our network facilitators have also hosted a range of fun events for TLC staff including an Eid al-Fitr feast and a short film festival.



2025-26 Fundraising

In April 2025, TLC had its eighth birthday, and our first cake sale. We held the event at our head office, Trafford House, and raised £500. This prompted us to organise a Christmas bake sale in which we raised almost £600!



“Our cake sales were only possible due to the kindness, generosity, and talent of our staff, who donated some beautiful cakes and sweet treats. The events also helped connect us with people from other organisations in the building.”

Emma Murphy, Development Manager

Staff from Manchester-based companies Lubrizol and BNY generously volunteered their time, preparing self-care packs for children and young people awaiting our help. Thank you all for your support and the very generous additional donations of over £600!



More brave supporters stepped up to join our annual skydive in 2025. The event took place at Lancaster Airfield and saw participants leap from 10,000 feet in the sky! Our skydivers raised over £1,000.



Our most ambitious fundraiser to date was the Yorkshire Three Peaks. 20 participants hiked to the summits of the three highest peaks in Yorkshire: Ingleborough, Wharfedale, and Pen-y-Ghent. Our hikers raised a whopping £8,472!



“It’s been the hardest thing I’ve ever done. Every bit of me ached. But I’m proud of myself, my husband Alex, and our amazing team. Thank you to everyone who supported us with messages and donations – you kept us going.”

Michelle Hill, Group CEO

Fundraising events & challenges

Fundraising isn’t just an additional stream of income for TLC, but it’s also an important opportunity to build community and encourage relationship building. Through sharing activities and tackling challenges, our fundraising events bring people together to support TLC’s vital work. This year, an amazing total of £16,139.80 was raised for TLC. Thank you so much to everyone who gave up their time (and energy!) to help us on our mission towards safe, healthy, happy relationships.





Michelle Hill,
Group Chief Executive Officer



This dynamic year for TLC began with welcoming Let's Talk Relationships as a subsidiary, before it became a fully integrated part of the charity. We then merged with The Relationship Therapy Centre, Space Counselling, the Family and Relationship Centre, Relationships East Anglia, and Relationship Therapy North, expanding our reach across the country.

We also welcomed in Relationship Works as a Bath and Bristol-based subsidiary to sit alongside Talk, Listen, Change and Now You're Talking as part of the TLC Group.

Though there has been rapid change at TLC, this change has brought forth abundant opportunities. In the year ahead, we'll be strengthening our foundations and revamping internal systems to support our work and communities nationwide. We're excited to launch our new tripod leadership structure, allowing the executive leaders of Talk, Listen Change, Now You're Talking, and Relationship Works equal footing when it comes to big decisions for the TLC group.

What we've gained through mergers and acquisitions is not just a wider national reach. Our new staff have brought valuable expertise and insight to TLC. By sharing best practice across the organisation, we are developing innovative services and building a stronger, more connected organisation for the future.

We've now laid the groundwork for gaining more influence in the political sphere, and the year ahead will see us sharpen our policy focus to become a key voice for relationship support needs across the UK.

Talk, Listen, Change will have reached a decade as an independent charity by the end of the next financial year. I'm incredibly proud of how hard our staff have worked to pursue our bold ambitions and continue pushing the organisation forward. As we eagerly lean into our new identity and embrace our position as a national relationships charity, we invite you to join us in shaping the next chapter of TLC, providing life-changing support across the country.

Ydecu



Commemorating
Ginia Okoli on
25 years service
at our annual
staff conference.

With thanks:



*Peter Stebbings
Memorial Charity*



Vernon Robert Bowmer
Charitable Trust

TLC group

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