



Delivering **accessible, evidence-informed mental health support** for children, young people & families.

Partner with us.



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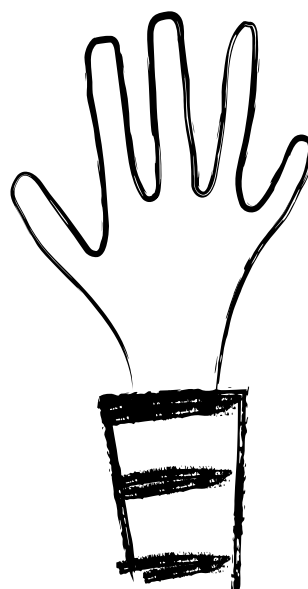
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@letstalkwellcharity

Contents

Who We Are	Page 1
Why Partner with Let's Talk Well?	Page 2
Our Services	Page 5
Stories of Impact	Page 7
How We Work with Partners	Page 9
The Let's Talk Well Collective	Page 10
Governance, Quality & Safeguarding	Page 11



Who we are



With over 30 years of experience, we support children, young people and families through early intervention and prevention, helping young people aged 9–25 thrive.

In the following message, our CEO shares our vision, values and commitment to creating lasting impact.

Welcome from the CEO

Every child and young person deserves access to the right support at the right time. At Let's Talk Well, we work with commissioners and partners who share our ambition to improve emotional wellbeing, strengthen resilience and help young people thrive.

For more than 30 years, we have delivered high-quality mental health and emotional wellbeing services for children, young people and families across Gloucestershire. During that time, we have built a strong reputation for providing accessible, compassionate and effective support that responds to local needs and delivers meaningful outcomes.

We recognise the complex challenges facing young people, alongside the increasing demands on education, health, social care and community services. Meeting these challenges requires more than individual interventions. It requires strong partnerships, shared expertise and a collective commitment to prevention and early intervention.

That is why collaboration is central to our approach. We work alongside commissioners, schools, NHS organisations, local authorities,

and community partners to design and deliver services that complement local provision, strengthen support pathways and provide timely help when it is needed most.

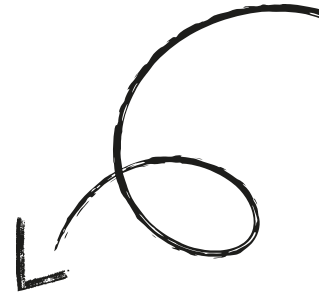
As a trusted and experienced provider, we combine person-centred practice with robust governance, quality assurance and a commitment to continuous learning and improvement. Our focus is not simply on delivering services, but on creating lasting impact for children, young people, families and communities.

Whether you are looking to expand existing provision, address emerging needs or develop innovative approaches to emotional wellbeing support, we would welcome the opportunity to explore how we can work together to achieve better outcomes.

Claire Power-Browne

Chief Executive Officer
Let's Talk Well

Why Partner with Let's Talk Well?



**Less than
3%**

of children and young people we see go on to use statutory services.

96%

of young people say our services have helped them 'totally', 'a lot' or a 'medium amount.'

80%

of young people reported they saw an improvement in their emotional wellbeing after using our services.

9.15/10

average counselling session rating.

**Over
90%**

report improved emotional wellbeing, including reductions in anxiety, low mood & self-harm behaviours.

96%

of young people say they would recommend our counselling services to a friend.

Having an impact ...

Our Live Impact Dashboard provides a true picture of the mental health needs of the children and young people we support.

To view the dashboard, visit www.letstalkwell.org.uk/impact-dashboard.

Trusted Delivery

With a strong track record and trusted local partnerships, we deliver safe, effective mental health services that create measurable impact for children, young people and communities.

- Proven delivery across health, education and community settings.
- Strong partnership with schools, colleges, NHS organisations, local authorities and VCSE providers.
- Safe, effective and person centred services underpinned by strong governance and quality assurance processes.
- Trusted partnerships with commissioners built on openness, collaboration and a commitment to shared goals.
- Clear outcomes, transparent reporting and regular performance monitoring to demonstrate value and impact.
- Early intervention that helps prevent children and young people escalating to crisis.

“Being part of the Let's Talk Collective has shown me the importance of genuinely listening to and valuing everyone's perspectives and the real world difference this can make. By bringing together feedback from young people, we can help shape and improve services within Let's Talk Well.”

- Let's Talk Well Collective member

Designed with Young People, Not Just For Them

Young people's voices shape everything we do, ensuring support is relevant, accessible and effective.

- Services co-produced with children and young people to ensure support is relevant, accessible and effective.
- Young people actively involved in influencing service design and development.
- Continuous feedback that enable services to adapt to changing needs and experiences.
- A commitment to listening to and acting upon the views of children and young people.
- Accessible support designed to reduce barriers to engagement and ensure no young person is left behind.

Quality, Safety & Accountability at Every Level

Quality, safeguarding and accountability are embedded throughout our organisation, giving partners confidence in every aspect of our delivery.

- Robust safeguarding policies, procedures and training embedded throughout all service delivery.
- Expert clinical oversight and evidence-based practice.
- Highly skilled and experienced staff supported through regular training and professional development.
- Comprehensive governance structures ensuring transparency, compliance and effective risk management.
- Regular quality reviews and performance monitoring to maintain high standards of service delivery.

Flexible and Collaborative

We work alongside commissioners and partners to design tailored, adaptable solutions that respond to local priorities and achieve shared outcomes.

- Tailored approaches designed around the unique strengths, challenges and priorities of individual communities.
- Flexible delivery models that can adapt quickly to emerging needs and changing local circumstances.
- Collaborative approach with commissioners and partners.
- Strong partnership approach that promotes integrated, joined up support for children and young people.
- Responsive services that evolve based on feedback, data, outcomes and local intelligence.
- Focus on building sustainable solutions that create long term impact for communities.



Our Services



Help for 9-25 year olds:

Counselling

The service offers flexible access to counselling support, providing telephone, text-based, video, and face-to-face interventions at accessible locations to meet the diverse needs and preferences of children and young people.

LetsTalkWellChat

Accessible support is available through telephone and live messaging channels, enabling children and young people to discuss concerns with trained staff in a safe and responsive environment.

First Step Session

The service offers single-session counselling with a trained practitioner, enabling children and young people to access support quickly and address issues that are important to them.

InTER-ACT

The service delivers a series of three facilitated online sessions, equipping children and young people with evidence-based techniques to improve emotional regulation and wellbeing.

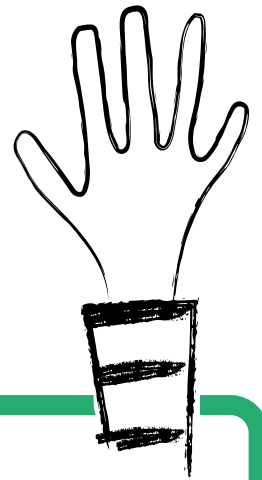


*"It has helped me have the **confidence to talk about and understand my thoughts and emotions**. It has helped me be in a **better place**. It helped me **feel safe with myself** and helped me **trust other people**." - Young Person*

Help for Parents & Carers:

Support & Advice Line

Parents and carers can access timely support through a free and confidential helpline, enabling them to receive guidance and information that helps them support the emotional wellbeing of children and young people.



Workshops

The service offers face-to-face and online group sessions, led by trained facilitators, enabling parents and carers to build resilience-enhancing skills and share experiences with others facing similar challenges.

Webinars

Parents and carers can access a programme of live webinars delivered by experienced practitioners, offering evidence-informed guidance, practical strategies, and opportunities to increase understanding of key wellbeing topics.

*“It was fantastic to know **you're not alone**. The opportunity to share and be **listened to** has really helped and I feel so much more **confident** in helping my daughter.” - Parent/ carer*

*“I was taught how to **listen** to my son & to help him explore his thoughts & feelings. I hadn't realised before I came here just how much things upset him or how anxious about things he had become. What seemed unimportant to me was extremely important to him.” - Parent/ carer*

*“I was able to **meet other people in similar situations** and listening to them and the leaders really helped me think about things and **learn more about myself** so that in turn, **I can help my family**.” - Parent/ carer*



Stories of Impact



Supporting a Young Person to Overcome Eating Difficulties and Anxiety

We worked with a young person, aged 16 years, who was experiencing complex eating difficulties, anxiety, low self-esteem, self-harm, body image concerns, and obsessive-compulsive traits. Alongside these challenges, she was managing health investigations, the pressures of GCSE studies, and difficult experiences of bullying.

Across 29 face-to-face sessions, we provided a safe, person-centred space while also using practical therapeutic tools to help her understand and change unhelpful patterns. Together, we explored the impact of bullying, family messages, perfectionism, and previous experiences on her relationship with food and herself. We supported her to build self-compassion, challenge negative beliefs, develop emotional resilience, and gradually face anxieties that had been limiting her daily life.

A significant focus of the work was helping her move away from restrictive eating behaviours, obsessive calorie tracking, frequent weighing, and food-related fears. Through psychoeducation, creative activities, and personalised challenges, she built confidence around eating, expanded her food choices, and developed healthier coping strategies. We also worked on managing anxiety, panic, and agoraphobic tendencies, helping her increase her independence and participation in everyday activities.

By the end of therapy, she was eating more regularly, had deleted her calorie-counting app, stopped weighing herself, was no longer self-harming, and reported a much more positive relationship with food and her body. She had re-engaged with activities she would previously have avoided, formed a new supportive friendship group, and demonstrated increased confidence and self-acceptance. Her wellbeing measures showed substantial improvement, with her YP-CORE score reducing from 22 to 11 and her CIA score reducing from 30 to 5.

The Young Person's
Feedback:

"Thank you so much for everything you have done for me over the last year. You have made my life so much better and have brought back my love for food. I will be so grateful for the rest of my life and will use these skills forever."

Helping a Young Person Build Confidence and Hope

We supported a young person, aged 12-years, who was experiencing severe anxiety, low mood, self-harm thoughts, and feelings of worthlessness while awaiting an Autism assessment. Over seven face-to-face counselling sessions, we created a safe, flexible, neurodiversity-affirming space where they could explore difficult emotions at their own pace.

Together, we worked on understanding anxiety, managing overwhelm, processing a long-held traumatic memory, and developing practical grounding and mindfulness strategies. Through strengths-based support, the young person gained a greater understanding of themselves, their emotions, and their neurodivergent traits.

By the end of counselling, they reported reduced self-harm and suicidal thoughts, less guilt and self-blame, improved emotional regulation, and increased confidence in talking about their feelings. Their wellbeing score improved from 18 to 14, and they left with a personalised toolkit of coping strategies and a stronger sense of self-worth.

The Young Person's Feedback:

"I got through a lot of my problems and was really helped by my counsellor. It was satisfying, would recommend."

Supporting a Young Person at Risk of Self Harm

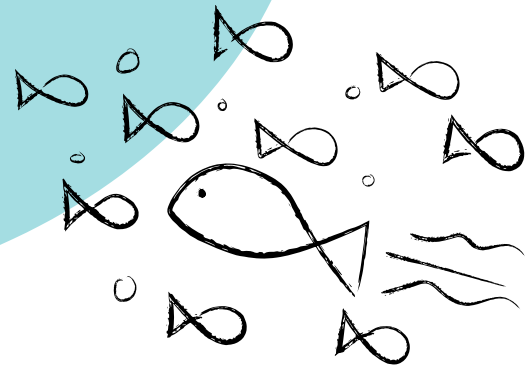
We supported a 13-year-old young person experiencing low mood, suicidal thoughts, and behavioural difficulties that placed him at risk of school exclusion. Through 11 counselling sessions, we helped him develop safer ways to express emotions, strengthen communication with trusted adults, and better understand his anger and emotional responses.

By the end of counselling, he reported no longer experiencing thoughts of self-harm or suicide, had improved relationships at home and school, and had avoided suspension for the longest period in two years. His wellbeing score improved from 19 to 4, reflecting significant positive change.

The Young Person's
Feedback:

"Counselling helped me express my feelings and gave me a way I can ask for help if I'm having a rough time. It was fantastic!"

How we work with Partners



Strategic Commissioned Services

Delivering high-quality, outcomes-focused services for NHS organisations, Local Authorities, schools, colleges, and trusts. We work as a trusted delivery partner, tailoring support to local priorities and community needs.

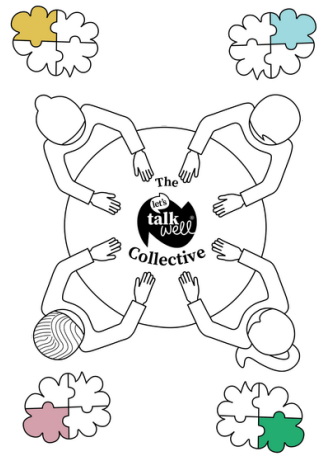
Innovation & Pilot Programmes

Collaborating with partners to test, develop, and evaluate new approaches. From proof-of-concept initiatives to scalable models, we help turn innovative ideas into evidence-based practice.

Funding & Delivery Partnerships

Working together through consortiums, grant-funded projects, and collaborative programmes. We bring expertise, experience, and strong partnership working to maximise reach, impact, and sustainability.

The Let's Talk Well Collective



The Let's Talk Well Collective is our youth participation group designed to empower young people to share their views to help shape how the charity moves forward. By joining, young people get the opportunity to gain valuable skills, work experience, and opportunities to share their views on how services should evolve. We love the opportunity to amplify the authentic experiences of young people and are proud this is at the centre of the work we do.

Ways We Involve Young People:

- Attending our Summer Celebration and Annual General Meeting
- Involvement in interview panels
- Networking with other service providers and professionals
- Providing case studies/blogs/podcasts
- Volunteering and fundraising opportunities
- Media and Press opportunities
- Support young people of the future
- Attending our Let's Talk Well Collective Sessions



The Influence of Young People on Our Organisation

The Let's Talk Well Collective have helped shape key areas of our work, including updates to our Online Referral Form (ORF), renaming *One at a Time* to *First Step Session*, improving Alex the website infobot, contributing to our March 2026 Neurodiversity Conference, and reviewing our website to make it more accessible and user-friendly.

Let's Talk Well Collective Members' Experiences

'I have learnt that even the simplest things can matter so much in the scheme of things, and I always have felt that my words have been seen and heard greatly even though they may be through a screen.'

- Luna, LTWC member

'I've really enjoyed being part of the LTWC because it's given me the opportunity to meet amazing people, share my ideas, and know that my voice matters. It's been a welcoming and supportive experience that has helped me grow in confidence. My biggest takeaway has been learning to believe in myself and my ability to make a difference. I've become more confident in speaking up, working with others, and understanding that even small contributions can have a positive impact. I hope it remains a place where everyone's voice is heard, valued, and respected.' – Zaynab, LTWC member

Governance, Quality & Safeguarding



Governance, Quality & Safeguarding

At Let's Talk Well, we combine strong governance, clinical expertise and robust safeguarding processes to ensure safe, effective and high-quality services. Commissioners and partners can be confident that every service is delivered with clear accountability, rigorous oversight and a commitment to continuous improvement.

Safeguarding

Safeguarding is embedded throughout our organisation. Led by our Chief Clinical Officer and supported by specialist safeguarding leads, we operate clear policies, escalation pathways and risk management processes that align with national safeguarding guidance. All staff receive mandatory safeguarding training, enhanced DBS checks and ongoing supervision.

Clinical Leadership

Our services are led by experienced clinical professionals and supported by Clinical Managers, Clinical Supervisors, a Caldicott Guardian, SIRO and Prevent Lead. All practitioners are professionally qualified, registered with recognised professional bodies and receive regular supervision, reflective practice and continuing professional development.

Quality Assurance

Quality is embedded in everyday practice. Through regular audits, governance meetings, incident reviews, safeguarding oversight and service-user feedback, we continuously monitor and improve our services. A dedicated Quality & Service Delivery Subcommittee reports directly to our Board of Trustees, ensuring strong organisational oversight and accountability.



Impact Measurement

We use validated outcome measures, including CORE and YP-CORE, alongside goal-based outcomes and satisfaction feedback to evaluate impact.

GDPR & Data Security

Protecting personal information is fundamental to our practice. We maintain robust GDPR compliant systems and processes, supported by dedicated information governance leadership, staff training, secure electronic records and encrypted information sharing. Confidentiality is respected at all times, while ensuring appropriate information sharing where safety concerns arise.

Equality, Diversity & Inclusion

We are committed to providing inclusive, accessible and culturally responsive services. Equality, Diversity and Inclusion are embedded within our strategy, recruitment, workforce development and service delivery. Through ongoing training, monitoring and engagement, we strive to remove barriers to access and ensure every individual feels respected, valued and understood.

Our Commitment is Simple:

To deliver safe, evidence-based and person-centred services that improve outcomes while giving commissioners confidence in quality, governance and accountability.



Let's start a

Conversation

**If you're interested in partnering with us,
we'd love to hear from you!**

Contact our **Business Development Manager,**
Joy Lavender, on **07534 171281** or
email **partnerships@letstalkwell.org.uk**

To find out more visit,

www.letstalkwell.org.uk/partner-with-us

