



SOCIAL IMPACT

Report 2024/25



Our impact journey

Welcome to our 2024/25 Social Impact Report. This year, Torus Foundation has continued to make a positive difference across the North West, reaffirming our commitment to supporting individuals and communities and helping to build brighter, more secure futures.

With the cost-of-living crisis affecting an increasing number of people, demand for our services has continued to grow. This year alone, thousands of individuals have benefited from our programmes, and we're pleased to highlight some of their inspiring transformational stories in this report. In addition to the day-to-day support our teams provide, we are well-positioned to offer targeted support in times of crisis.

On New Year's Day 2025, teams from across the Torus Group, including our own Foundation colleagues, took immediate action when properties in Warrington experienced severe flooding. Working closely with local partners, our teams provided urgent support, ranging from financial aid to practical assistance in rebuilding lives.

I'm incredibly grateful for the dedication and hard work of our colleagues, partners, and supporters. Together, we've made a real and lasting difference.

We remain committed to building stronger, more resilient communities across the North West.

Kate Shone
Managing Director



Our mission

Helping to improve lives and
build stronger communities

Torus Foundation is dedicated to creating positive, lasting change in communities across the North West. As the charitable arm of Torus Group, we focus on empowering individuals and strengthening communities through initiatives that drive social impact, improve wellbeing, and create long-term resilience.

By reinvesting profits from Torus Group, a leading provider of affordable housing, into community-driven projects, we address local needs and support a variety of social initiatives.



We are committed to driving change by



Enhancing employment and skills

Helping people become work-ready and connect with job opportunities to unlock their potential.



Promoting health and wellbeing

Offering support through community-led initiatives that improve physical and mental health, build resilience, and reduce isolation.



Championing financial inclusion

Assisting people to access benefits, manage finances, and promote financial stability.



Creating opportunities for young people

Providing safe, inspiring spaces for young people to grow, build confidence, and thrive.

Our purpose

At the core of our mission is supporting Torus tenants, their families, and the communities they call home.

We recognise our unique ability to create lasting, positive change and make a meaningful contribution to the wider neighbourhoods we serve.

We deliver a broad range of interventions that reflect the diverse needs of individuals, from young people to older adults. Our services are shaped by local priorities and are targeted to ensure the right support reaches those who need it most.

Each project is developed in close partnership with the people we serve, making sure their voices and experiences are central to everything we do.



Torus data-driven insights

In 2024, Torus Landlord surveyed its tenants to better understand the needs of our communities.

This data helps Torus Foundation target support where it's needed most, driving meaningful change in the communities we serve.

Tenant demographics (Dec 2024)

37,505 tenants

80.62% in general needs properties

9.6% in housing for older people

3.96% shared owners

2.93% leaseholders and

1.27% in rent-to-buy properties

635 larger families (3+ children)

4,827 lone parents

1,171 tenants have a different first language other than English.

Deprivation mapping

Percentage of Torus properties that are in the most deprived areas (IMD1)

77%

in Liverpool

56%

in St Helens

31%

in Warrington

Making an impact: 2024/25

Our work in numbers

290

people supported into employment

£6.8m

secured in financial gains for tenants

5,594

free meals provided to young people

382

individuals gained a new skill
through training

480

customers were supported
through social prescribing

1,470

attendances at our free school
holiday programmes

1,507

people took part in health
and wellbeing activities

48,309

energy vouchers issued to pre-payment
meter users at risk of disconnection
to a total value of £2.3 million

17

foodbanks and food pantries
received funding



Community Investment Fund supporting grassroots change

In 2024/25, Torus Foundation awarded **£60,000** in small grants to support **78 community-led projects** across our neighbourhoods. Delivered through the Community Investment Fund (CIF), these grants empowered local organisations to tackle issues that matter most to them.

All projects funded align with our core focus areas and are located within Torus neighbourhoods. Decisions are made by a tenant-led panel, ensuring awards are shaped by lived experience and reflect real community need.

Small grants awarded across Torus communities

40

projects in Liverpool

25

projects in St Helens

13

projects in Warrington



Community Investment Fund projects in action

Amputation Foundation £5,000 Awarded

St Helens

CIF funding restored the Amputation Foundation's annual activity programme, providing **over 18 amputees** with a three-day event focused on building confidence and reducing isolation. Activities like swimming and canoeing helped participants reconnect with their abilities, resulting in attendees reporting increased self-belief and confidence.

Squash Winter Wellbeing £250 Awarded

Liverpool

Squash used the CIF grant to host Winter Solstice and Christmas Day gatherings, offering **50 Torus tenants** and other local residents opportunities for social inclusion. These events provided food, warmth, and connection, addressing loneliness and promoting wellbeing during the winter months.



Employment and Skills



Unlocking opportunities for all

The employment and skills service aligns with the core aims of local economic and growth strategies, supporting the creation of inclusive opportunities, fostering innovation, and ensuring that no one is left behind.

Social housing residents experience higher unemployment and many face multiple barriers such as long-term health issues, disabilities, caring responsibilities, limited work experience, and debt, which collectively reduce people's employability and make it harder to find a role which meets their needs. *

*Joseph Rowntree Foundation Cost of Living Tracker (May 2024), ONS & UK Parliament Research Briefing (Dec 2024)

Our offer

We believe everyone deserves the chance to thrive. That's why our services are designed to break down barriers by:

- delivering practical training and job opportunities tailored to individual needs
- providing one-to-one support to build confidence, offering expert careers advice to help achieve goals
- inspiring ambition, whether that's taking the first step into work or career progression.

Delivered by qualified Information, Advice and Guidance professionals, the team specialises in place-based, personalised support for those who are economically inactive and furthest from the labour market.

We are committed to addressing the needs of marginalised groups by tailoring interventions, supporting individuals to become lifelong learners and confident contributors to their communities and the local workforce.

Our innovative local Neighbour Hubs pilot provides holistic, person-centred support, including health and wellbeing initiatives, confidence building, and job readiness training. This approach not only improves employability but also contributes to reducing health inequalities and building stronger, more inclusive communities.

2024/25 Highlights

Employment and Skills

290

people supported into
employment

382

people gained new skills
through training

1,117

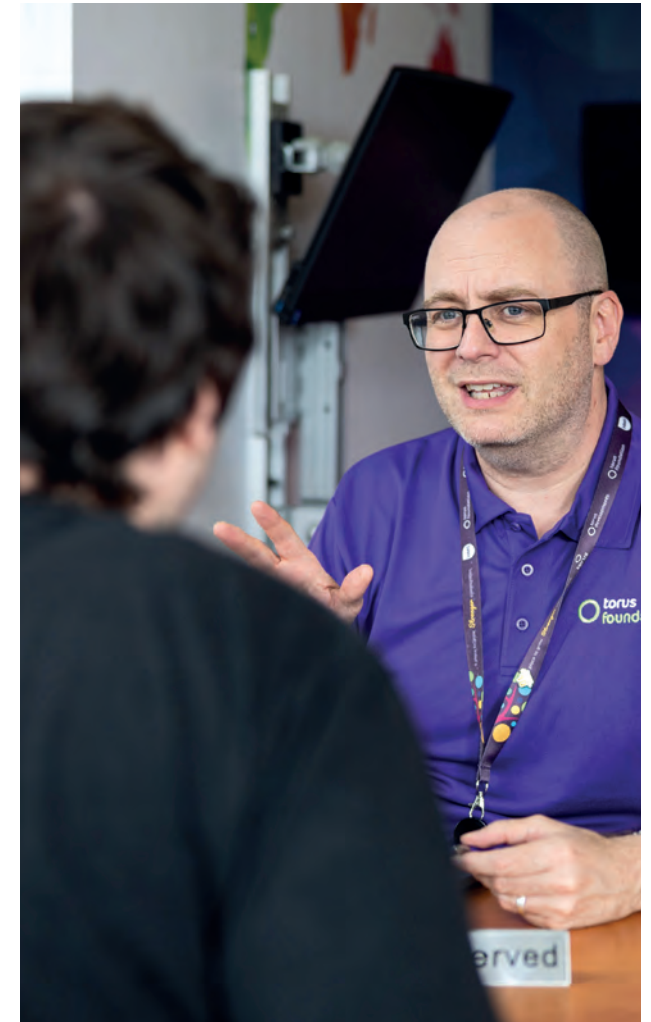
people engaged with the
Employment & Skills Team

95%

of customers reported an increase in
skills and confidence through engaging
with Torus Foundation Employment
and Skills Team



We retained the Matrix Standard,
a nationally recognised Information,
Advice and Guidance standard



Employment support

Torus Foundation employment information, advice, and guidance supports people when and where they need support.

Renee's journey back into employment wasn't easy. After being economically inactive for some time, she secured a role with a local retailer in August 2024. However, the pressures of work exacerbated her existing mental health condition. Unsure how to manage, Renee first reached out to her mental health support worker, who suggested she stop working and apply for Personal Independence Payment (PIP). Renee, however, was determined to continue working.

Feeling increasingly overwhelmed, she contacted her employment advisor for support. Together, they identified that Renee could benefit from having an open conversation with her manager about her struggles and potential adjustments at work. The advisor also informed her that PIP is available to those with long-term health conditions, even while working, helping with extra living costs.

With the advisor's support, Renee spoke with her manager, who listened carefully and implemented adjustments, including shorter, daytime shifts and pairing her with an experienced colleague for guidance.

Renee is proud to have stayed in work while managing her mental health. The adjustments made a significant difference, and she's enjoying her job once again.



The Progress Partnership

Working in a Liverpool City Region wide partnership, with UK Shared Prosperity Funding to support those furthest from the labour market to take steps back towards work. The Foundation led on delivery in St Helens, engaging with individuals who were considered economically inactive, out of work and not claiming work related benefits.

104 individuals engaged

23 individuals supported into employment

22 individuals supported into training

14 individuals gained basic skills

Louise's path to self-employment

Louise, a mother of two young children, was out of work due to ill health. Louise had a dream of becoming self-employed; to build her own business to give her the flexibility she needed to take care of her own health and young children. Louise received support from her advisor to create a business plan, advertising, and building up a customer base. Louise created an Instagram account to highlight her skills and grow her business.

Louise began gaining traction on her social media and was supported to find an opening in a local salon to rent a chair as a nail technician. With support from the Foundation's employment team and the Progress Partnership, she purchased the supplies needed to start.

Louise has continued to build her client base. Louise is feeling fulfilled with her career, having the flexibility she needs.



Funded by
UK Government



LIVERPOOL
CITY REGION
COMBINED AUTHORITY

METROMAYOR
LIVERPOOL CITY REGION

Future Focus

Building on the success of year 1 of this project and gaining additional support from Fusion 21 for 2024/25, an Employment Advisor provided tailored, one-to-one guidance for residents, many from a wide range of cultural and ethnic backgrounds. Using a strengths-based and holistic assessment model, the Advisor collaborated with individuals to develop practical, achievable action plans.

Key highlights included

196 people engaged and supported

124 people supported to gain new skills through training and/or supported into work

43 residents received money and/or energy advice

138 residents from an ethnic minority have benefitted from the programme

FUSION21



Rebuilding Confidence: Clare's path to work

Clare, a Torus tenant with 27 years in business administration, faced significant challenges after a negative work experience led to depression and anxiety.

Determined to return to the workforce, Clare sought support through the Future Focus programme.

Clare collaborated closely with a dedicated advisor, who built trust and created a personalised action plan.

With ongoing support and encouragement, Clare remained proactive in her job search and successfully secured a full-time role as a Personal Research Coordinator with a local council, an excellent match for her experience and newly developed skills.

Clare's story highlights the power of compassionate, tailored support in overcoming personal and professional barriers. Through expert intervention, she regained her confidence and found meaningful, sustainable employment.

Together, they identified and addressed key barriers

Energy bills

A referral to the Energy Advice team helped alleviate financial strain related to rising energy costs.

Digital skills

Clare received targeted training to improve her digital notetaking skills and boost her confidence.

Repairs process

Clare received clear, practical guidance on how to report home repairs confidently.

Bridging the digital divide

We live in an increasingly online world. Digital exclusion and digital poverty remain a big issue across the communities we serve.

Nationally

3.7 million families are below the Minimum Digital Living Standard

8.5 million lack basic digital skills

1.5 million don't have a smartphone, tablet or laptop.*

Many more have basic skills, but lack the self-efficacy and knowledge to take advantage of digital pathways into employment.

Include-IT Mersey helped to bridge the 'digital divide', funded by the UK Shared Prosperity Fund via Liverpool City Region Combined Authority. The Foundation Digital Inclusion Officer provided person centered training, helping people living across St Helens to gain confidence and learn essential online skills.

Achievements 2024/25

42 people completed the 16-week course

7 people moved into work

17 people progressed to complete formal training or qualifications

3 people progressed into volunteering



*Good Things Foundation, Digital Nation (April 2024)

Chris' story: building confidence for a new career path

Chris, who has cerebral palsy and learning difficulties, had never held paid employment and struggled with literacy after leaving school. Although confident using a smartphone and tablet, he had never used a laptop. Referred by Households into Work, Chris joined the Include IT Mersey programme to work toward his dream of working in an office.

Thanks to the small, accessible group sessions, with adaptive tech, Chris found learning more comfortable and enjoyable. The supportive environment helped boost his confidence, allowing him to engage with peers and build new skills.

Chris has applied for volunteering roles and begun studying with the Open University, completing courses in politics and law. His next goal is to enrol on a diploma course.

“I highly recommend this course to anyone with no digital skills. I am now much more aware of the IT skills needed to work in an office environment.”



Health and Wellbeing



Thriving together

Physical and mental wellbeing are essential for healthy households and communities. However, poverty both contributes to and results from poor health, preventing customers from fully engaging with community life and some of our other Foundation services.

Our health and wellbeing offer aims to reduce health disparities, empowering residents to reach their full potential by focusing on what matters to them and, in turn, helping to build stronger, more resilient communities.

Our offer

We aim to support customers throughout their lives, with a particular focus on groups with vulnerabilities, by concentrating on four key areas:

- Social prescribing
- The Healthy Neighbours Programme
- Food security
- Extra care health and wellbeing services.

These focus areas enable us to deliver essential support during challenging economic times.

Through targeted assistance, we are able to help those most in need to improve their mental and physical health, while nurturing community resilience through empowerment and social action.

Much of this work is delivered in collaboration with local services and organisations that are deeply rooted in the communities they serve.

Their trusted relationships and local knowledge make them well-placed to understand and respond effectively to community needs.

2024/25 Highlights

Health and Wellbeing

1,507

people took part in health and wellbeing activities

423

health and wellbeing sessions were delivered

480

customers were supported through social prescribing

17

foodbanks and food pantries received funding

12

school breakfast clubs, funded in partnership with Greggs Foundation,

924

average number of children who attended breakfast clubs each day



Healthy Neighbours

Launched in 2022, the Healthy Neighbours programme taps into the strengths and resources within local communities to improve the wellbeing of residents across Torus neighbourhoods. In collaboration with local partners, the initiative empowers volunteers to address issues including food insecurity, social isolation, mental health, obesity, and physical inactivity. Through inclusive, community-led activities, the programme strengthens social connections and promotes healthier lifestyles.

Now in its second year, funded by the National Lottery Community Partnerships Fund, the programme has continued to offer a diverse range of activities, including cancer support, children's holiday clubs, walking groups, health screenings, and substance misuse awareness.



An independent evaluation by Envoy Partnerships found that the project delivered positive outcomes for participants, volunteers, and delivery partners. Notable improvements included better mental and physical health, financial wellbeing, health literacy, and an increased sense of control over their lives.

Project impacts for participants as a direct result of taking part in activities provided through the Healthy Neighbours project:

66% are now able to regularly participate in physical activities or exercise

82% now feel accepted in their community

82% felt happy about their overall health and wellbeing

61% felt calm and not anxious

82% know who to get support from if they need help with their wellbeing or personal welfare community space

77% trust the treatment and information they get from local services in their community

69% felt a sense of pride in their neighbourhood

£1,023 on average was saved per year per person

72% have access to affordable healthy food

Laura's journey with Healthy Neighbours

Laura became involved in Healthy Neighbours after spotting an advert on social media and decided to join a local craft group. As they settled in, their confidence grew. With encouragement from the Healthy Neighbours team, they went on to launch their own wellbeing group in a different area to help others.

“It gives me something to look forward to, I really enjoy leading the group, my confidence has increased all due to having the support and encouragement from the Healthy Neighbours team. I really enjoy attending the groups and now delivering my own group.”



Social Prescribing

Delivered by 4 Health Promotion Officers, the Torus Foundation social prescribing service has gone from strength to strength, supporting customers with a range of issues, including loneliness, debt, and stress due to financial pressures.

Social prescribing is a holistic approach to health and wellbeing that recognises that good health extends beyond medical treatments. It involves connecting individuals to non-clinical community resources and activities to improve their overall quality of life. Our Health Promotion Officers “prescribe” social activities, services, and support that help to address various aspects of a person’s health.

Once customers have been connected to the service, our team stays in contact to make sure it’s working, offering ongoing support until the customer has the confidence to go it alone.

Project impact

480 customers supported

729 one-to-ones completed

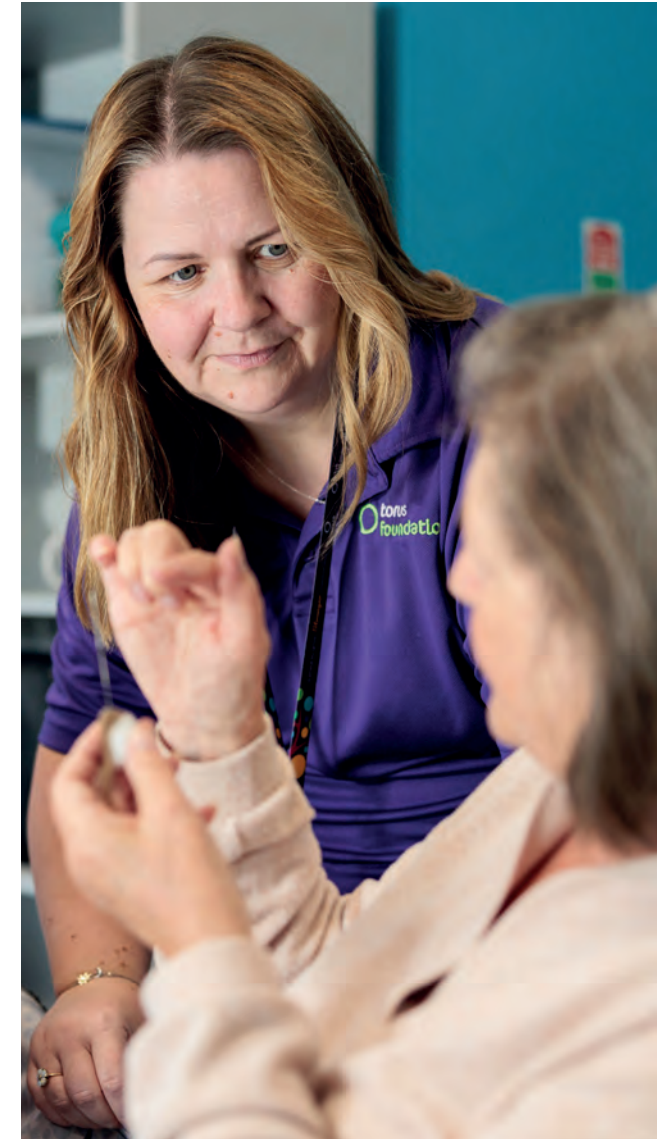
428 referrals for external support

445 referrals for internal support

94% of customers showed an improvement in wellbeing

143 positive outcomes for customers*

*Including moving into employment or training, accessing digital devices, funding to reduce rent arrears and receive household items, becoming a volunteer and reduced social isolation.



Pamela's story: growing confidence through community

Pamela first engaged with our services through the Air Quality Project, sharing early on that she often felt bored and lacked confidence. With encouragement from the Health Promotion Officer, Pamela and her daughter began joining local events, starting with a Christmas party hosted by the local sports team.

This was a turning point for Pamela. She soon joined a mum's fundraising group and quickly emerged as a leader, organising an event that raised over £3,000. Her confidence soared. She went on to complete Defibrillator and First Aid training, excelling in both.

Encouraged by the Employment and Skills Team, Pamela completed courses in Understanding Sensory Processing Issues Disorder in Children and Understanding Mental Health in Children, proudly sharing her achievements. Now a regular volunteer at the food pantry and a key presence at community events,

Pamela welcomes new volunteers, creating a supportive atmosphere. She continues to build on her success and is already enrolled in further training.

Pamela's journey is a powerful example of what is possible when confidence is nurtured through opportunity and support.



Impactful Volunteering

Thanks to funding from the UK Government through the UK Shared Prosperity Fund with the Liverpool City Region Combined Authority, we supported 10 community projects that created 405 new volunteering opportunities for young people and families, all focused on improving the city's green spaces.

Projects included making community allotments more accessible with ramps and raised beds, training volunteers in forest school methods to deliver free nature sessions in parks and launching a food education and growing programme in schools.

School food matters: Young marketeers in Liverpool

The Young Marketeers programme, delivered by School Food Matters, gave pupils from 11 Liverpool primary schools the chance to grow fruit and vegetables from seed and sell their produce at Liverpool ONE. Together, the children raised over £700 for FareShare Merseyside, gaining valuable hands-on learning and life skills in the process.

This programme helped children connect with nature, build confidence, and experience the joy of giving back to their community.

Key Outcomes

82% learned a new skill

77% became more interested in growing their own food

88% of teachers observed increased pupil confidence

97% of pupils said gardening and cooking made them feel calm and relaxed

57% said it made them happier at school



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"I love talking to people and getting them to buy what we have grown. It is the best day ever!"

Pupil, Whitefield Primary School

Financial Inclusion



Maximising household income

The cost-of-living crisis continued to hit low-income households hard throughout 2024, with many families still struggling to afford essentials despite falling inflation.

Key impacts on low-income households

- **Persistent hardship:** Around 7 million low-income households (60%) were going without essentials such as food, heating, or hygiene products. This figure has remained high since 2022.
- **Debt and arrears:** Over a third of low-income households were in arrears on at least one bill or credit commitment. Many had taken out loans just to cover food or housing, with total debt from such loans estimated at £9.6 billion.

- **Flatlining incomes:** Although inflation dropped to around 2% in 2024, prices remained high due to earlier surges. Disposable incomes for the bottom 40% of earners stagnated.

In short, while inflation cooled, the damage from previous years lingers. Many low-income families remained trapped in a cycle of hardship, with limited financial resilience and growing reliance on emergency aid.

Our offer

Torus Foundation has continued to play a pivotal role in supporting low-income households across communities. During 2024–2025 targeted interventions helped alleviate some of the effects of the cost-of-living crisis, particularly for those facing rising housing and energy costs.

Through tailored financial information and advice, the financial inclusion team helped families to better manage household budgets, access unclaimed benefits, and reduce debt burdens.

Success in gaining external funding has ensured critical support to residents struggling with utility bills, access to grants and low-cost borrowing, including emergency funds for essentials like food, white goods, and energy vouchers.

These interventions not only helped families meet immediate financial obligations but also laid the groundwork for longer-term financial resilience.

2024/25 Highlights

Financial Inclusion

£6.8m

in financial gains for
Torus customers

16,500

households engaged in 35,586
financial inclusion interventions

£798,000

distributed to 1,015 hard-hit tenants
through the Tenant Support Fund

48,309

energy vouchers issued to households
who were at risk of disconnection,
funded by the Energy Saving Trust,
a total customer gain of £2,367,141

£78,166

achieved in estimated savings through
energy information and advice, funded
by the Energy Saving Trust

1,288

loans were granted at a total value of
£1.4 million through a partnership with
Liverpool Credit Union as a socially
conscious, responsible lender.

Energy Vouchers

This project, funded by The Energy Saving Trust, provided energy vouchers to households across the North West with prepayment meters and at risk of disconnection.

Torus Foundation worked with local authorities, elected members, and over 100 partner agencies with 1,000 support workers, reaching those in hardship. Workers who were already supporting clients with other issues were then also able to provide energy vouchers if they met the strict criteria.

We issued 48,309 energy vouchers of £49 each, with a total customer gain of £2,367,141

**energy
saving
trust**



Supportive Energy

This project, in its fourth year of funding, in 2024/25 helped Torus households struggling with energy bills. The team provided energy advice, advocacy and practical solutions for vulnerable social housing residents living in areas of high deprivation across the North West, impacted by the cost-of-living crisis and continued high energy prices.

2024/25 project impact

1,661 people received practical support

£78,166 achieved in estimated savings

1,208 referrals to other services

Marie's story:

easing the pressure of energy debt

Marie, 54, lives alone in a one-bedroom flat. Struggling on a low income, she was facing energy debt of over £1,000, which was causing significant anxiety and worsening her depression.

Our Energy Advisor visited Marie twice and made multiple follow-up calls to her and partner agencies. With their support, Marie was awarded **£1,328.41** from a Hardship Support Fund, which cleared her electricity debt. An affordable repayment plan was also set up to help her manage future bills.

Marie was deeply relieved, sharing that the removal of this burden made her feel **"better and stronger."**

**energy
saving
trust**

Welfare benefits and debt advice

Torus Foundation provides much needed help to customers by commissioning specialist welfare benefit and debt advice through Citizens Advice Liverpool. The aim is to maximise customer income, reduce poverty and the stress that comes with debt. The service also includes budget advice and managing appeals.

Achievements 2024/25

3,601 cases were opened to support 2,797 tenants claim benefits and manage debt

£3,566,099 was gained for tenants in welfare benefit income

Olive's story: lifting the weight of financial stress

At 63, Olive was facing immense personal and financial challenges. Living alone with multiple disabilities, including multiple sclerosis, she was grieving the recent loss of her father and had been in and out of hospital. Just four months into her Torus tenancy, Olive discovered that her Housing Benefit had unexpectedly stopped, pushing her into debt.

With support, and over two months of negotiations with the local authority, her Housing Benefit was reinstated and backdated, clearing all arrears. Olive received:

Backdated weekly payments: £111.17

Annual total: £5,780.84

One-off payment: £5,149.65

Total financial gain: £10,930.49

This support helped Olive regain stability during a critical time in her life.

"Oh, thank you. I feel like a weight has been lifted."

Olive.

Barry's story: a life transformed through partnership support

Barry, 68, lives alone in sheltered accommodation. Following a road accident and a stroke, he faces serious health challenges including memory loss, visual impairment, and limited mobility.

When his Housing Benefit unexpectedly stopped in early 2023, he fell into nearly £10,000 of arrears.

It soon became clear that Barry was highly vulnerable and potentially a victim of financial abuse. His benefits were being paid into his son's account, leaving him regularly without money, food, or access to communication. He had no bank account and was unaware of what benefits he was entitled to, or even that bills were going unpaid.

With no access to his National Insurance number, progress was slow. However, through collaborative work between Torus, Torus Foundation, Citizens Advice Liverpool, Department for Work and Pensions (DWP), Liverpool City Council, Court Housing, and welfare teams, Barry's case was resolved over the course of a year.

This case highlights the power of multi-agency collaboration in protecting vulnerable residents and restoring dignity, independence, and financial security.

Key outcomes for Barry:

Housing Benefit: £8,651.52 per year + £11,754.72 one-off payment

State Pension: £11,502 per year + three one-off payments totaling £13,773.45

Pension Credit: £3,642.60 per year + £2,101.50 one-off

Personal Independence Payment (PIP): £5,644.60 per year

Council Tax Reduction: £1,608.88 per year

Total financial gain: £58,679.27

Young People



Creating space to grow, belong and thrive

Young people today face growing pressures, from rising mental health concerns and emotional stress to the lasting effects of the pandemic and the cost-of-living crisis. Many struggle with anxiety, low self-esteem, and a lack of optimism about the future.

Digital life adds further complexity, exposing young people to harmful content, blurring boundaries between public and private life, and increasing social comparisons. Many lack access to safe, inclusive spaces where they can build confidence, form connections, and simply be themselves.

This generation is resilient, but they need responsive support and inclusive environments to thrive.*

Our offer

FireFit Youth & Community Hub is a safe, inclusive space where young people are empowered to reach their potential.

We offer a wide range of open access and targeted programmes, co-designed with young people, to support personal development and community engagement. From sports and creative activities to the Duke of Edinburgh's Award, everything we do promotes youth voice and confidence-building.

While young people are our focus, we take a whole-community approach. Facilities like our community gym and inclusive classes, allow people of all ages to stay active, healthy, and connected. At FireFit, we stand with young people, offering the space and support they need to thrive in a changing world.



*The Children's Society, Good Childhood Report (August 2024)

2024/25 Highlights



FireFit Hub

1,578

members supported, over 68% from global majority backgrounds

5,594

free meals provided to children and young people

49,646

visits by children and young people

563

adult members of our community gym

32

new young people enrolled on Duke of Edinburgh Award

751

positive outcomes evidenced for young people

Young people were given the chance to reflect on their personal journeys and celebrate their achievements, which included:

83% of young people evidenced progress in one or more outcome areas as follows

Interest and activities	53%
Hopes and dreams	47%
Health and wellbeing	51%
Education and work	39%
Communicating	59%
Choices and behaviour	47%

Half term camps

Essential holiday support

In response to growing local need, FireFit Youth & Community Hub reintroduced half term camps this year, providing vital support for families during school holidays.

This decision was shaped by direct feedback from parents and carers, reduced Holiday Activities and Food (HAF) provision, and increasing concern over the lack of affordable, safe, and engaging options for young people outside of term time.

School holidays can place an added financial, emotional, and practical strain on families. With rising costs and a break in routine, many children miss out on regular meals, physical activity, and social connection. Our half term camps tackle these challenges head-on.

Importantly, the camps are free for FireFit members and run during every school break, open to young people aged between 8 and 19. Each day includes a mix of sports, creative arts, games, cooking, and themed workshops, all designed to support wellbeing, confidence, and community. Every participant receives a healthy breakfast and lunch, easing the burden on families.

Led by experienced youth workers and facilitators, the camps provide a safe and supportive space where young people can thrive.

Project impact

1,470 attendances

294 hours of provision

879 breakfasts & lunches served

By reintroducing half term camps, FireFit has restored a crucial part of its youth offer, keeping young people active, nourished, and connected, while giving families much-needed peace of mind.



FireFit Hub Youth Zone

Our Youth Zone is a vibrant, inclusive space for young people aged 6 to 19, offering a diverse programme of activities that support personal growth, creativity, and wellbeing. Grounded in the Youth Work Curriculum, the Youth Zone operates year-round, providing opportunities for young people to develop life skills, confidence, and resilience in a safe and supportive environment.

From sports, creative arts, and music to digital media, health and wellbeing sessions, and leadership opportunities, every activity is designed to empower young people to express themselves, explore new interests, and realise their potential. Our team of skilled youth workers play a vital role in building trusted relationships and offering mentoring and guidance, helping young people feel seen, heard, and valued.

Programmes are shaped by young people's voices and tailored to reflect the diverse needs of our membership, encouraging responsibility, teamwork, and personal development. As part of our holistic approach, we also provide free, healthy meals and snacks during sessions, helping to remove barriers to participation and support families experiencing food insecurity.

Project impact

26,926 engagements in youth zone programmes and activities

72% of junior members transition to the senior programme upon starting secondary school

4,715 free meals provided to children and young people

Over 750 positive outcomes achieved for young people

Youth member T: building self-belief

T had shown remarkable commitment and enthusiasm in the FireFit football sessions. Although football didn't come easily to them at first, T has consistently put in their best effort and demonstrated a strong desire to improve. Their dedication to attending every session and eagerness to learn has driven visible progress.

Youth workers have regularly highlighted T's positive attitude, using them as an example of how hard work and perseverance lead to growth. T has shown that dedication and a willingness to learn are essential for improvement, regardless of initial skill. This focus on effort has helped grow a supportive and encouraging atmosphere for all players.

As a result, T has grown more confident in group sessions. They're now more comfortable asking questions, participating in drills, and engaging with peers. T has shared that they now have more self-belief, and where they were once reserved, they are now much more confident. Their peers have also recognised T's hard work, offering encouragement and support each week.

T's journey demonstrates that dedication, a positive mindset, and consistent effort can lead to personal growth and increased confidence, no matter where someone starts.



Our income in 2024/25

In 2024/25, Torus Foundation's total income reached **£7.8 million**, up from £6.6 million the previous year.

The core funding from Torus Group remains vital to our operations, with profits from its commercial activities reinvested into the community. However, the challenging economic climate impacted these resources, leading to a reduction in Gift Aid from £3.9 million to **£3.2 million**. The donation from the parent of £0.1 million is ring-fenced for administration of the Tenant Support Fund.

To ensure the continuation of our vital work, we actively pursued additional funding. In 2024/25, income from other sources reached **£4 million**, a significant increase from £2.0 million the previous year. This boost includes restricted funding from the Energy Saving Trust and the National Lottery Community Fund.

Income breakdown

£7.8m

total income, including:

£3.2m

Gift Aid from Torus Group
(2023/24: £3.9 million)

£0.5m

Social Value Levy
(2023/24: £0.5 million)

£0.1m

donation from the parent
(2023/24: £0.3 million)

£4.0m

income from other sources
(2023/24: £2.0 million)

From 2023/24, suppliers awarded contracts for repairs and maintenance services to Torus Group's housing properties are required to pay a tendered rate on contracted turnover, known as Social Value Levy (SVL). For HMS, the SVL has partially replaced Gift Aid as a mechanism of donating to the Charity. In 2024/25, SVL was received from HMS and one other external supplier.

What's next for us?

As we move into 2025/26, Torus Foundation remains focused on evolving with the needs of our communities. Despite the challenges of an uncertain economic landscape, we're excited about the opportunities ahead to deepen our impact, strengthen partnerships, and enhance the services we provide.

Our priorities for 2025/26

Targeting support where it's needed most. Using data-driven insights, we will focus our efforts on supporting the most disadvantaged communities across Liverpool, St Helens, and Warrington, ensuring that our resources reach those who need them most.

Putting customers at the heart. By actively listening to customer feedback, we will co-design future projects that are relevant, meaningful, and aligned with local priorities.

Strengthening health and housing worklessness strategies. We will continue aligning our services to support better health outcomes, reduce worklessness, and improve overall quality of life.

Embedding the neighbourhood hub model. Our place-based approach will be further embedded, ensuring joined-up, support tailored to each community.

Creating new social value partnerships. We will collaborate with businesses, helping them to achieve their social value objectives, driving change in local communities.

Partner with us to create lasting change

With a proven track record of successful delivery, valuable community insight, and a responsive, adaptable approach, Torus Foundation is driving real, lasting change. If you are interested in collaborating with us to strengthen support across Torus communities, we're ready to deliver. Reach out at: partnerships@torusfoundation.org.uk



4 Corporation Street
St Helens
WA9 1LD

call 0800 678 1894
email info@torusfoundation.org.uk
web www.torusfoundation.org.uk