



IMPACT REPORT 2025/26



Welcome

Every journey we support starts with a person; their story, challenges and ambitions for the future.

At Torus Foundation, we offer wraparound support, working with people to navigate barriers, unlock opportunities, and build confidence. Whether it's strengthening financial resilience, accessing employment or improving wellbeing, no two journeys are the same, each one is shaped around the person at its heart.

We deliver services that interconnect, to ensure that the whole picture of need is considered. In this report, you'll see the difference that approach makes. The data shows scale, but the real story lies in progression and how people move from where they are to where they want to be, with the right support at the right time.

During 2025/26 we achieved a number of major milestones, whether that be redefining our Youth Offer at FireFit Hub which has resulted in more young people engaging to securing £3.8m to deliver an essential fuel voucher programme.

I am incredibly proud to report that Torus Foundation achieved the Fairer, Healthier Liverpool accreditation recognising our contribution to the Marmot Principles and therefore supporting Liverpool to become a Marmot City.

The Torus Group model ensures that surpluses that are generated are reinvested back into Torus communities. Coupled with our additional fundraising efforts, we have invested £14 million between 2024 and 2026. This year we aim to invest £9.9 million.

We are proud of the journeys we've been part of and focused on what comes next. By continuing to innovate, collaborate, and place customers at the centre of everything we do, we are building a model of impact that is dynamic and responsive to the unique needs of the communities we serve.

Thank you for being part of that journey.

Kate Shone

**Torus Foundation
Managing Director**



Our mission

Growing stronger communities



Our work is focused on key areas:



Enhancing employment and skills

Helping people become work-ready and connect with job opportunities.



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 maximise their income, manage finances, address problem debts, and promote financial stability.



Creating opportunities for young people

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

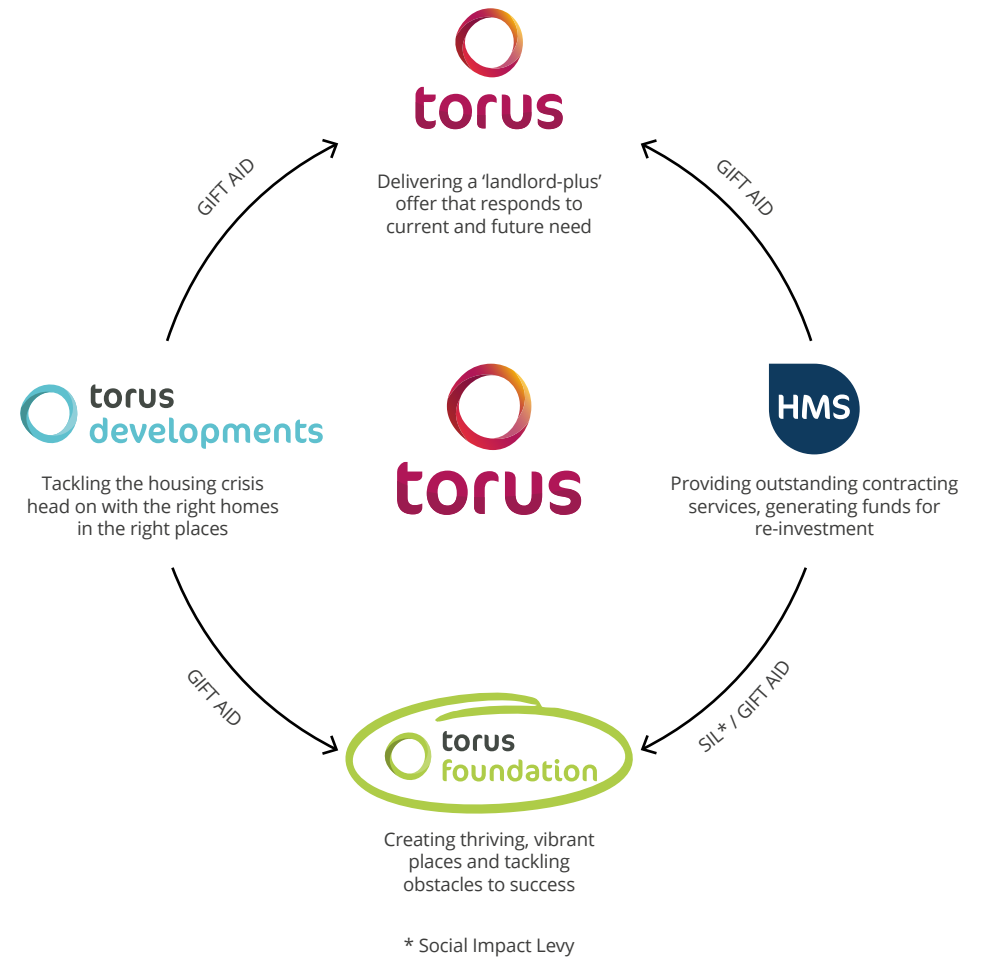
More about us

Torus Foundation is dedicated to creating positive, lasting change in communities across the North West.

As the charitable arm of Torus Group, Torus Foundation reinvests all profits from the Group into community-led projects that address local needs and support Torus tenants and their community.



Torus Group operating model



Where we work

Our services are shaped by local priorities and are targeted to ensure the right support reaches those who need it most.

Focusing support on Torus neighbourhoods across the North West; Liverpool, St Helens and Warrington. The Indices of Deprivation 2025, reports that:

96%

Liverpool is more deprived than 96% of local authority districts in England, placing it among the 4% most deprived areas nationally.

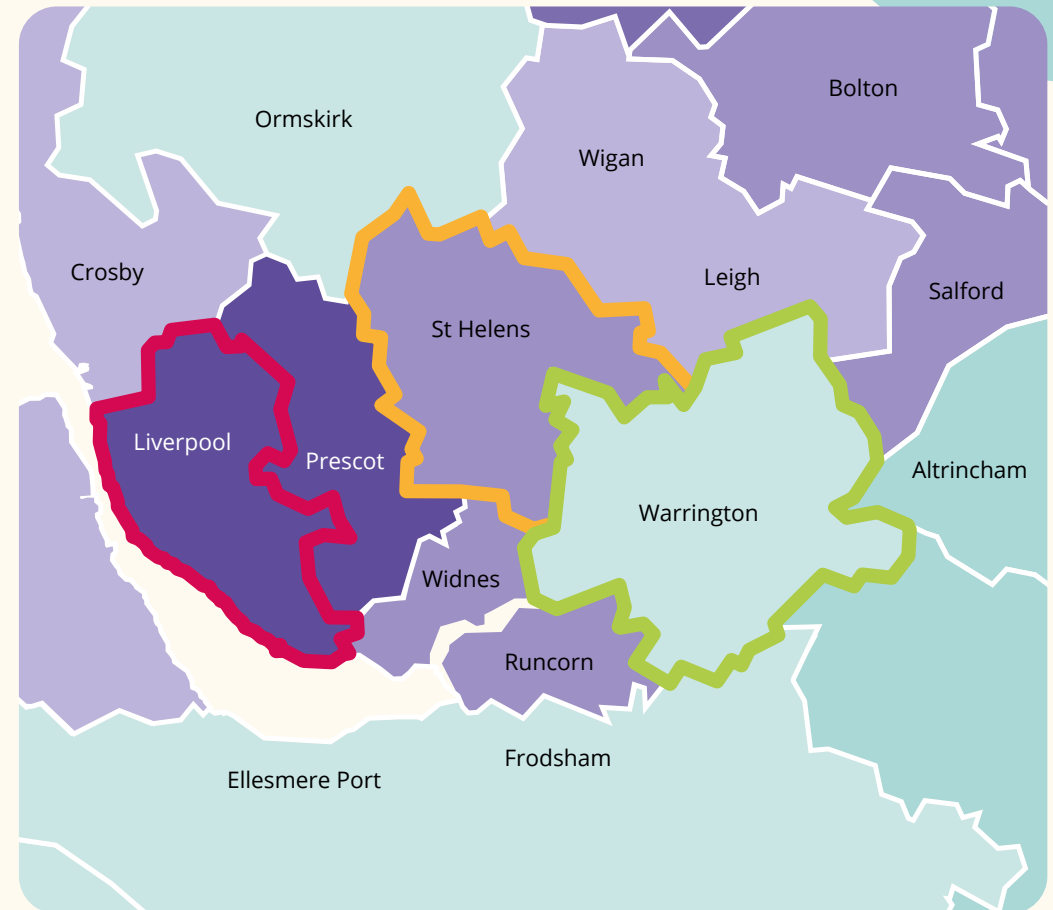
77%

St Helens is more deprived than 77% of local authority districts in England, placing it among the 23% most deprived areas nationally.

33%

Warrington is more deprived than 33% of local authority districts in England, with 6% of Warrington's Lower-layer Super Output Areas ranked among the 10% most deprived nationally.

Source: Gov.uk English Indices of Deprivation 2025.



< More deprived

Less deprived >

Marmot approach

To guide our work, Torus Foundation's Board adopted the 8 Marmot Principles in April 2025, strengthening our focus on creating healthy, sustainable communities.

The Marmot Principles are a framework to address health inequalities and improve the conditions in which people are born, grow, live, work and age.

We have embedded the Marmot Principles into every area of our work, from our Social Prescribing Service to our employment, skills and financial support, and through the work we do with young people at the FireFit Hub in Toxteth.

The Marmot Principles inform how we offer personalised, non-clinical support to tenants to improve their health and wellbeing or assist them in developing new skills or getting back to work. For young people, the FireFit Hub offers a safe space to develop and engage, easing cost of living pressures by providing free nutritious meals and daily access Monday to Saturday.

Fairer, Healthier Liverpool Accreditation

In May 2026, Torus Foundation was awarded the Fairer, Healthier Liverpool Accreditation by Liverpool City Council, reaffirming our dedication to improving health and wellbeing outcomes for Torus tenants and communities.

The 8 Marmot Principles



Give every child the best start in life



Enable people to maximise their capabilities and have control over their lives



Create fair employment and good work for all



Ensure a healthy standard of living for everyone



Create and develop healthy communities and environments



Strengthen prevention across all sectors to reduce ill-health



Tackle racism, discrimination and their outcomes



Promoting environmental sustainability and health equity

Making an impact in 2025/26

1,083

People were supported with bespoke **information, advice and career guidance** by our dedicated employment advisors

368

Individuals were **supported into new jobs**, 15 of which were apprenticeships

2,000

People took part in **health and wellbeing activities**

553

Customers supported through our **dedicated social prescribing** service

£3.7 million

In financial gains for Torus customers from **additional welfare benefits**

41,450

Energy vouchers issued, funded by the Energy Saving Trust, **worth £2 million** to households with pre-payment meters at risk of disconnection

563

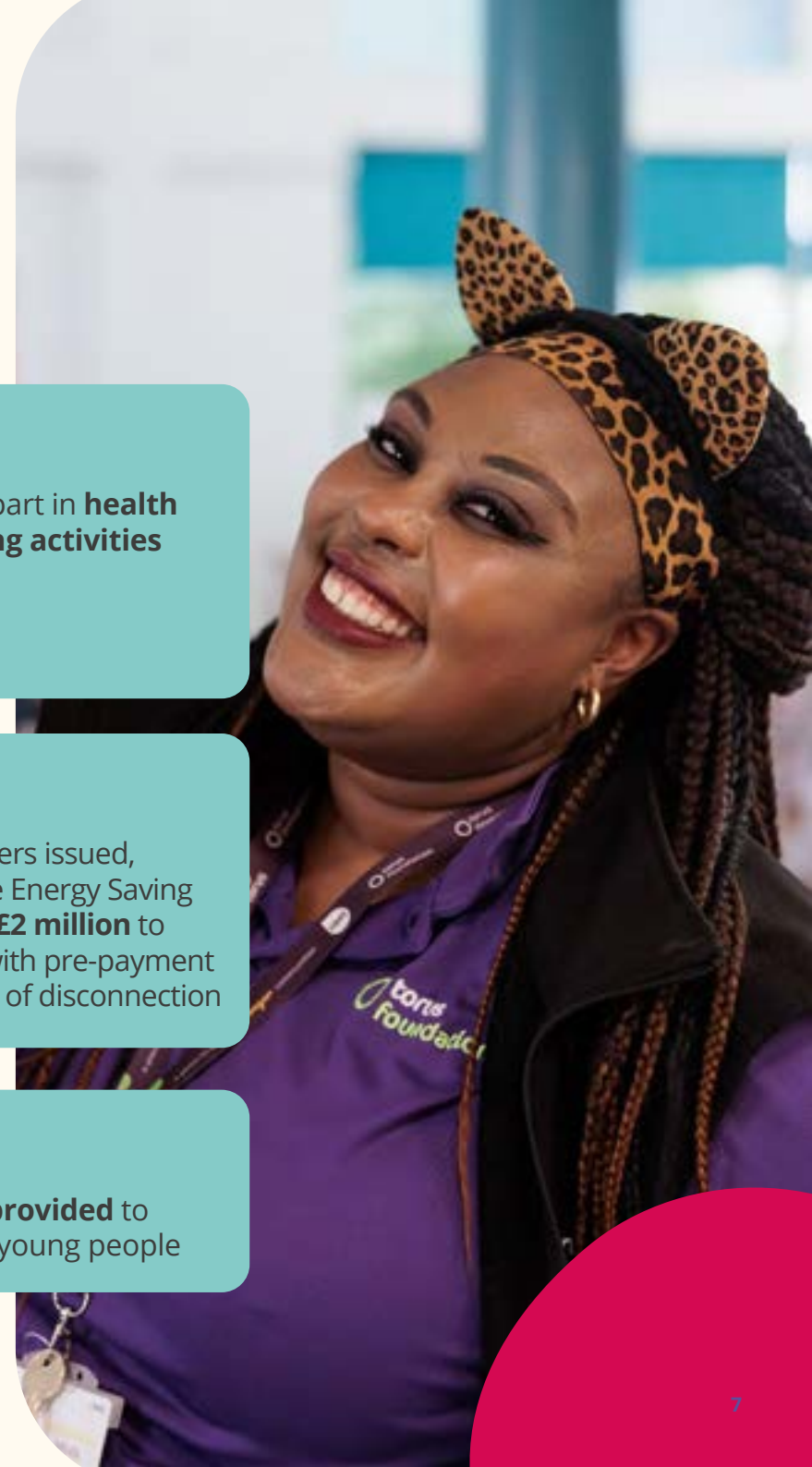
Members supported at FireFit Hub

47,369

Youth visits to FireFit Hub

14,111

Free meals provided to children and young people



Community Investment Fund

In 2025/26, Torus Foundation awarded £90,000 in small grants to support 45 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:**

Liverpool: 23 grants

St Helens: 14 grants

Warrington: 8 grants



Community Investment Fund Impact

Of the projects funded through the Community Investment Fund that were completed this year:

26,125

People participated in funded activities

6,071

Torus tenants accessed support and opportunities

24,646

Volunteer hours completed



Harpers Green Activity Group

Grant Awarded – £4,660

Area – Warrington

Beneficiaries – 110 (all Torus Tenants)

Volunteer hours – 800

The Harpers Green Activity Group supports approximately 125 residents across 97 apartments, improving wellbeing and reducing social isolation within a diverse extra care community. A £4,660 grant enabled a range of inclusive activities, including a collaborative mosaic involving over 30 residents, the development of a volunteer-led gardening club transforming shared outdoor spaces, and two coach trips that engaged 100 residents, including those previously less active.

The funding also supports four annual community events, such as a well-attended and accessible Christmas celebration, alongside equipment that has enhanced the quality and safety of activities. Overall, nearly 110 residents have participated, leading to stronger social connections, increased inclusion, and a more positive and vibrant living environment.

People Empowered CIC Parr Family Centre Collaboration

Grant Awarded – £1,040

Area – St. Helens

Beneficiaries – 20 (20 Torus Tenants)

Volunteer hours – 82

People Empowered CIC is a St Helens-based social enterprise focused on promoting wellbeing and personal development through mentoring, coaching, and training delivered to schools, community groups, and businesses.

Grant funding enabled the expansion of its mentoring support to two key groups: 10 young people facing complex challenges, including mental health issues, family breakdown, homelessness, and exclusion from education, who received weekly one-to-one sessions, and women living in supported accommodation affected by domestic abuse and homelessness. Through weekly drop-in and booked sessions at a 20-place centre, the project supported women to improve mental wellbeing, build confidence, and pursue opportunities in education, volunteering, and employment while reducing harmful behaviours.

Case study

E, aged 12, was referred to mentoring after experiencing severe bullying, including being threatened with a knife, which left her struggling with anxiety, low self-worth, and a fear of leaving the house.

Living with her parent and rarely able to enjoy treats due to financial pressures, her first mentoring session, held over a shared meal, had a significant emotional impact, with E expressing that she felt listened to for the first time. After a month of support, she is showing increased confidence, reduced anxiety, and improved ability to manage negative thoughts using coping strategies.

She is now preparing to transition to a new school, with mentoring support helping her navigate this change and address worries about leaving her friend behind, while next steps will focus on building her confidence to travel independently.

Employment and Skills



Breaking barriers

In 2025/26, Torus tenants continued to face a challenging employment context shaped by the cost of living, persistent unemployment, and high levels of economic inactivity linked to ill health and other barriers. Across the Liverpool City Region, economic inactivity remained above the national average, with long term sickness, disability, caring responsibilities, low skills, and low confidence all affecting people's ability to enter or return to work.

For many tenants, these issues are interconnected. Being out of work or unable to increase hours can reduce household income, increase debt and financial insecurity, and make it harder to afford essentials such as food and energy. At the same time, financial pressure can worsen stress, anxiety, and physical health, creating a cycle that makes progress towards employment more difficult.

Our Employment and Skills service is designed to respond to this reality through practical, personalised support that helps people build confidence, improve wellbeing, and move towards more secure and sustainable futures.

Supporting people towards secure futures

Delivered by qualified Information, Advice and Guidance professionals, our team provides place-based, personalised support for customers who are economically inactive, want more hours, change their job or furthest from the labour market.

By tailoring support to individual circumstances, we help customers build confidence, develop skills, and take positive steps towards learning, work, and fuller participation in their communities.

Our local NeighbourHubs offers holistic, person-centered support that brings together health and wellbeing activity, confidence building, money matters, energy advice and job readiness support. This joined-up approach helps improve employability, reduce inequalities, and strengthen more inclusive and resilient communities.

Of those supported through our programme:

41%

From the Global Majority

38%

Have a disability or health condition



2025/26 at a glance

1,083

People were supported individually with bespoke information, advice and career guidance by our dedicated employment advisors

435

People were helped to gain new skills through training

54

People gained experience and new skills through volunteering and work placements



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



368

Individuals were supported into new jobs,
15 of which were apprenticeships

Employment support

Torus Foundation provides employment information, advice and guidance at the point people need it, in the places that are most accessible to them.



“I truly believe that without your support, I would still be struggling to move forward. Words cannot fully express my gratitude. Torus Foundation has helped transform my career path, and thanks to you, my children and I can look forward to a brighter and more secure future.”

Amina's Story

Amina, a lone parent of two, came to Torus Foundation seeking support to secure stable, flexible employment that would allow her to balance work with childcare responsibilities. Despite being motivated, skilled, and ambitious, she had struggled to access opportunities that met her needs. In particular, she had been discouraged from applying to the Civil Service due to the complexity of the recruitment process.

Through Torus Foundation's Employment & Skills service, Amina received tailored, one-to-one support. An Employment & Skills Advisor worked closely with her to understand her experience, goals, and personal circumstances, helping to rebuild her confidence and develop a clear action plan. This included improving her CV, providing regular updates on opportunities, and offering ongoing encouragement throughout the application process.

Amina was supported to attend a Civil Service Masterclass and apply for a specialist bootcamp, where her skills and potential were recognised. With continued guidance, she successfully secured a place on the programme and has now completed the course, taking a significant step towards long-term, sustainable employment.

The Progress Partnership

A Liverpool City Region voluntary sector partnership supporting those furthest from the labour market to take steps back towards work, funded via UKSPF.

Torus Foundation led on delivery in St Helens engaging with individuals from all walks of life who were economically inactive, that is not claiming work related benefits.

In 2025/26

102

Individuals engaged against a target of 85

26

Were supported into work against a target of 16

25

Were supported into training against a target of 16

54

Were referred into additional services



Funded by
UK Government

POWERED BY
**LEVELLING
UP**



**LIVERPOOL
CITY REGION**
COMBINED AUTHORITY

METRO MAYOR
LIVERPOOL CITY REGION

Bex's journey

Bex was referred to Torus Foundation's Employment and Skills Team by an Energy Advice Officer at a Neighbourhood Hub in St Helens. After a period of poor health, she had been out of work for around a year and described feeling "lost" after previous support ended. She wanted flexible employment that could fit around her volunteering and horticulture course.

At her first appointment, Bex identified three priorities: completing a better off calculation, updating her CV, and building interview confidence.

Torus Foundation provided joined-up, person-centred support, combining employment guidance with practical help to reduce financial pressures. This included access to affordable food, debt advice, a Winter Warm event, and ongoing support from the Energy Team through advice and vouchers. This ensured financial barriers did not prevent her progress.

With support, Bex completed a better off calculation, helping her understand what work would be sustainable. She applied for several roles and successfully secured a Caretaker position at a local historic site, while continuing her valued volunteering.

Bex is now more confident and is considering increasing her hours in the future, demonstrating how personalised, holistic support can help people move towards sustainable employment.

"There isn't a lot of support for people in my position, and I'd love to see more support like this. The initial phone call wasn't frightening and just encouraged me."

The appointments took place in a friendly and relaxed atmosphere, and a lot of the support was being encouraging. It really helped to think about my needs and values and when I saw this vacancy, it was perfect. You were fantastic, you helped with how to deal with the interview and were very supportive. I think a lot of what helped was that you were encouraging. I wouldn't have had the confidence without you there. The financial support meant that I could have the heating on at home and I am so grateful for the food support. The support was absolutely fantastic."



Digital inclusion

Empowering residents and bridging the digital divide

In 2025 to 2026, Torus Foundation continued to strengthen its commitment to tackling digital exclusion, ensuring residents are equipped to access services, employment opportunities and stay connected in an increasingly digital world.

Through a targeted and inclusive digital inclusion offer, the Foundation provided essential IT equipment, connectivity and training to those most in need. Over the year, **115 devices** including tablets and laptops, alongside SIM cards, were distributed to tenants, while **224 residents** benefited from tailored digital skills training.

This practical support has been complemented by strong partnership working and effective use of social value. Refurbished devices secured through suppliers, alongside SIM cards accessed via the National Data Bank, have helped extend reach and maximise impact. Together, these resources have enabled residents to job search, participate in training and maintain vital connections with services and support networks.

This work continues to play a vital role in supporting wider social and economic inclusion, enabling residents to engage with employment pathways, improve wellbeing and participate fully in their communities.



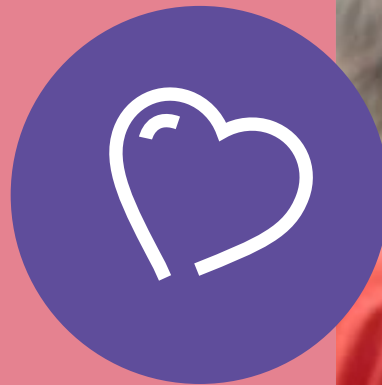
Alice's story

After being issued a laptop through the Digital Inclusion programme, Alice was finally able to work from home during the summer holidays, something that wasn't possible with only her phone. As a Sales Advisor with young children, she had been worried about needing to take significant time off for childcare, even with support with childcare. With her employer agreeing to a home-working arrangement, the only barrier left was access to her own device. Receiving the laptop meant she could continue working, maintain her income, and even take on additional hours from home.



“Having this laptop has taken so much pressure off me. It’s allowed me to stay in work, spend more time with my children, and even pick up extra hours. It’s made such a big difference to my summer, my work and my family life.”

Health and Wellbeing



Tackling health inequalities

Physical and mental wellbeing are fundamental to thriving individuals, families and communities. Yet poverty can both drive and be driven by poor health, limiting residents' ability to participate fully in community life and access wider Foundation services.

Our Health & Wellbeing offer is designed to tackle these inequalities, supporting residents to improve their health in ways that matter most to them. By empowering people to take positive steps towards their goals, we help unlock potential and contribute to stronger, healthier and more resilient communities. This support is even more vital at a time when healthy life expectancy is reducing in most of our communities.



How we help

We are committed to supporting customers at every stage of life, with a strong focus on those facing the greatest challenges.

Our approach centres on three key areas: Social Prescribing, the Healthy Neighbours Programme and Health and Wellbeing activity provision in Extra Care schemes. The programme recognises that every person has their own strengths, needs and priorities and we work hand-in-hand with customers to support them to achieve their goals whilst strengthening community resilience through empowerment and social connection.

This work is delivered in partnership with local organisations and services that are deeply embedded within the communities they serve. Their trusted relationships and in-depth understanding of local needs ensure support is responsive, relevant and impactful.



2025/26 at a glance

2,000

People took part in health and wellbeing activities

340

Health and wellbeing sessions were delivered

553

Customers supported through Social Prescribing

13

Foodbanks and food pantries were funded

12

School breakfast clubs funded in partnership with Greggs Foundation with an average of **877 children** attending each day



Healthy Neighbours

Now one of our core programmes, Healthy Neighbours builds on the strengths and assets already within communities to improve the health and wellbeing of residents across Torus neighbourhoods. In 2025, the programme welcomed a new delivery area in Kirkdale, in collaboration with Rotunda.

Delivered in partnership with local organisations, the programme supports residents to become active volunteers, helping to address key challenges such as food insecurity, social isolation, mental health, obesity, and low levels of physical activity. By championing inclusive, community-led activities, it strengthens social connections and encourages healthier, more active lifestyles.



Project impact

15,988

Volunteer hours delivered

1,036

Sessions delivered by volunteers

1,769

People meaningfully engaged and supported

12,278

Contacts made through the programme

This year a survey was undertaken by people benefiting from the Healthy Neighbours programme. This survey recorded the below outcomes:

- 89% felt their overall health and wellbeing was better
- 80% are now able to regularly participate in physical activities/exercise
- 89% felt less isolated
- 90% now felt more belonging to their community
- 79% trust the treatment and information they get from local services in their community space

Michael's Story

Michael is one of many men living in social isolation, which can become harder to overcome the longer it continues. He faced his fears and walked through Rotunda's doors. Michael attends Rotunda's Men's Shed, where he takes part in gardening, woodwork and community projects.

"Over the last few years, I have become quite isolated. This has had a very negative impact on my mental health. My wife mentioned Rotunda's Men's Shed and, although I kept putting it off, I finally got myself there. After having a chat with a member of staff and speaking to the other men, I have been back every week.

I can't describe how much of an impact this has had on my life. Just once a week, being out, chatting with other men, having jobs to do, and genuinely feeling as if I have a purpose again has made such a difference. I now have something to look forward to."

Partner Feedback

"The partnership with Torus Foundation through the Healthy Neighbours programme has had a positive impact on local residents, improving wellbeing, reducing isolation, and strengthening community connections. The Healthy Neighbour's model has been instrumental in enabling us to deliver meaningful activities and opportunities that empower residents and help build stronger, healthier neighbourhoods."

- Rotunda



Social Prescribing

Delivered by a team of five Health Promotion Officers, the Torus Foundation Social Prescribing service continues to grow, supporting customers with a wide range of challenges, including loneliness, debt and stress linked to financial pressures.

Social prescribing takes a holistic approach to health and wellbeing, recognising that good health is shaped by more than clinical care alone. It connects individuals to non-medical support within their communities such as local groups, activities and services, to improve overall quality of life. Our Health Promotion Officers work closely with customers to identify what matters most to them, helping to “prescribe” tailored support that addresses the wider factors affecting their health.

Support doesn't end at the point of referral. Our team continues to check in with customers, ensuring the support is effective and providing encouragement along the way, until individuals feel confident and empowered to move forward independently.



Project impact

553

Customers supported

2,834

Customer contacts

1,057

Referred to external support

- 851 signposted to Community Activity
- 206 referred to Statutory Services (including social care, GP, mental health services)

432

Referred for internal support

- 294 referred to Torus Foundation
- 138 referred to Internal Housing

93%

Improvement rate in wellbeing for customers who completed two assessments following support.

Impact for Luke

Luke was referred to Torus Foundation's Social Prescribing service with complex mental health needs, recent bereavement, self-neglect, rent arrears, and poor living conditions including no basic appliances and no gas supply.

We led a coordinated package of support, referring Luke to Adult Social Care while working with partners to stabilise his situation. We provided a digital device, secured funding for a fridge and cooker, arranged energy support including reconnection of gas and provision of energy vouchers, supplied essential items, coordinated repairs, and connected him to Citizens Advice and local community services.

As a result, Luke's home environment, financial confidence, and wellbeing have significantly improved. He is now able to cook, stay connected, and engage with support, reporting reduced isolation and greater stability.

Luke continues to face health challenges but is now more stable and better supported, demonstrating the impact of our person-centred approach.



“I really appreciate the support, I feel unburdened just being able to talk about everything that’s been going on. My new fridge has made such a difference, the gardener did an amazing job, and life is getting better.”

Christmas Campaign

Torus Foundation coordinated the Torus Christmas Campaign, providing Christmas gift bags to vulnerable and socially isolated older people living in Liverpool, St Helens and Warrington.

Colleagues across Torus Group identified and referred older tenants who were most at risk of isolation, including those living alone, experiencing bereavement, long-term ill health, or financial hardship.

The Christmas gift bags each contained essential items and small festive treats, alongside a Christmas card and an information leaflet signposting recipients to wider Torus Foundation support services. The inclusion of this information aimed to ensure customers were aware of additional help available. The bags were hand delivered by Torus colleagues, allowing for personal contact and a welfare check at a time of year when loneliness can increase.

The headline sponsor was Caddick Construction, and we are also grateful to our other supporters including The Community Foundation for Merseyside and Pilkington Charities Fund for their contributions to the campaign.

“A wonderful project that brings comfort to vulnerable and often isolated tenants. The gift packs not only bring some Christmas joy but also allow residents to find out about other support available for them.”

Caddick.

COMMUNITY
FOUNDATION
For Merseyside

Project impact

659

Christmas gift bags were delivered across Liverpool, St Helens and Warrington. This included 49 people living in homeless person hostels in Liverpool and 23 women being supported by the Safe to Speak Team in St Helens.

“Was just about to give up completely and retreat to bed for Christmas and then a lovely gentleman from Torus came to my door with a bag of things to keep warm wishing me a Happy Christmas. I thought that was so amazing and kindled some hope. Thank you all for your support, have a lovely Christmas!”

NHS Core 20 Ambassadors Programme

During 2025, staff from the Health and Wellbeing Team participated in the NHS Core 20 Ambassadors programme, a nationally recognised programme to promote health equity by focussing on improving health outcomes in 5 clinical areas whilst targeting the 20% most deprived population and addressing disparities amongst marginalised groups.

Our staff focussed on key health issues within St Helens and Warrington by:

- Promoting early lung cancer detection through community awareness and access in Warrington which resulted in a 46.2% overall uptake of lung cancer screening invitations and 63.8% of those invited completed the screening which led to 61 suspected lung cancer referrals and over 370 nodules identified for monitoring.
- Community-led suicide prevention in Parr St Helens which was looking to address the high rate of suicide in one of the borough's more deprived areas. The initiative has led to a measurable increase in engagement, peer participation and more open discussions about mental health, from 100 people attending weekly sessions and training to now over 200.



Financial Inclusion



Rising financial pressure

The cost-of-living crisis has evolved into a longer-term living standards challenge, with low-income households continuing to face significant financial pressure. Rising energy costs, persistent poverty and stagnant incomes have left many struggling to cover basic essentials, with nearly half of people living in poverty now experiencing very deep poverty.

Financial hardship remains widespread, with household arrears becoming a growing concern and over two-thirds of the poorest households continuing to go without essentials such as food and heating. The need for accessible financial inclusion support remains critical in helping people manage debt, improve financial resilience and meet everyday costs.



Our support

Torus Foundation provides a lifeline for low-income households, delivering targeted interventions.

Key areas of support

- **Financial inclusion:** Expert advisors helped families unlock unclaimed benefits and manage debt, providing increased income and reduced debt burden.
- **Emergency assistance:** Immediate direct financial support for essential white goods and financial assistance.
- **Sustainable resilience:** Beyond immediate crisis management, low-cost borrowing was provided to tenants to reduce outgoings and secure safe lending.



Partner Feedback

“Access to this support has been truly life-changing for many of our clients, providing both immediate relief from financial hardship and a pathway to longer-term financial wellbeing. The support has changed lives, helping some of the most vulnerable members of our community remain warm, connected, and financially secure.”

– Warrington Disability Partnership

“The financial support has made a real difference. At a time when so many people are struggling to afford both food and heating, this support has provided much-needed relief and peace of mind. The Torus Foundation team have been responsive, supportive and always on hand to help.”

– Joseph Lappin Centre

2025/26 at a glance

32,000

Financial inclusion interventions

£3.7 million

Obtained in financial gains for Torus customers from additional benefits

41,450

Issued energy vouchers funded by the Energy Saving Trust, worth **£2 million**, to households with pre-payment meters at risk of disconnection

£380,100

Distributed to **469 tenants** through the Tenant Support Fund

1,296

Loans granted in partnership with Liverpool Credit Union valued at **over £1.4 million**

1,200+

Households supported with energy advice to gain / save **£98,000**

Customer Feedback

“I’ve worked all my life and have never had to ask for help before I lost my job. The pantry and the financial assistance has been an absolute lifeline. This place is like heaven to me; I am so grateful.”

“Receiving the financial assistance has made such a positive impact in my life. For the first time in a long time, I’m hopeful that everything is going to be just fine. It’s more than just receiving the money, it was being made to feel welcome and listened to with a friendly, non-judgemental ear.”

Welfare benefits and debt advice

Torus Foundation provides much needed help to customers by commissioning specialist welfare benefit and debt advice.

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.

Impact 2025/26

2,845

Cases were opened to support 2,777 tenants claim benefits and manage debt

£3.7 million

Was gained for tenants in welfare benefit income

Aaron's story

Aaron is 22 and lives alone. He experiences complex mental health difficulties and requires daily care and support. He was referred to Torus Foundation's commissioned debt and welfare advice service for support with a Personal Independence Payment (PIP) appeal, alongside a general benefits check.

Through this specialist service, a full review of Aaron's financial situation confirmed that he was already in receipt of Universal Credit and all means tested benefits available to him. The commissioned advisor therefore focused on supporting his PIP appeal to help maximise his income.

The advisor worked closely with Aaron to lodge the appeal, gather and present supporting evidence, and complete a detailed supplementary submission. They also provided tailored guidance on the appeals process, clearly explaining each stage and managing expectations around the likely prospects of success. This support helped reduce Aaron's anxiety and ensured he felt informed and supported throughout.

The appeal was successful, with the Department for Work and Pensions revising its decision without the need for Aaron to attend an in-person hearing, which significantly reduced the stress he was experiencing. Aaron was awarded the Enhanced Rate for Daily Living and the Standard Rate for Mobility.

This resulted in a backdated payment of £12,880.81 and ongoing four weekly payments of £558.40, equivalent to £7,259.20 annually, providing long term financial stability and reducing the risk of hardship.

Young People



Challenges facing young people

The lives of children and young people have become increasingly complex. Mental health concerns, including anxiety and low self-esteem, are rising, with many young people reporting difficulties managing emotions and feeling optimistic about the future. The lasting impact of the pandemic continues to affect education, social skills, and overall well-being, while the ongoing cost-of-living crisis places additional strain on families and young people.

At the same time, digital life presents both opportunities and risks. Constant online connectivity can intensify feelings of inadequacy, increase exposure to harmful content, and blur the boundaries between public and private life. Many young people also lack access to safe, inclusive spaces where they can be themselves, develop confidence, and build healthy relationships.

Together, these challenges are shaping a generation that is resilient but under pressure, requiring greater understanding, responsive support, and inclusive environments to navigate an increasingly uncertain world.



Our offer at FireFit Hub

Part of Torus Foundation, FireFit Youth & Community Hub provides a safe, inclusive space where young people are supported to grow, connect, and achieve their potential.

Operating year-round, we deliver a wide range of open access and targeted programmes that are co-designed with young people, ensuring their voices shape the services they use.

Our approach places young people at the heart of our work, helping them build confidence, develop new skills, and form positive relationships. While our core focus is youth-led, we also take a whole-community approach. Accessible facilities and inclusive activities, such as our Sister Hub fitness classes and affordable commercial spaces, enable all generations to benefit from a space that promotes health, connection, and well-being.



FireFit Hub impact

563

Members supported

89,011

Visits including **47,369 visits** by children and young people

14,111

Free meals provided to children and young people

56

Formal opportunities for young people to have their **voices heard** in structured activities

100+

Daily attendance of over 100 young people

222

Youth members live in a Torus community



Half Term Camps

This year, we reintroduced Half Term Camps at FireFit Hub in direct response to increasing community needs.

The decision followed clear feedback from parents and carers, a reduction in local Holiday Activities and Food (HAF) provision, and growing concerns around the lack of affordable, safe, and engaging options for young people during school breaks.

School holidays can heighten pressure on families- financially, emotionally, and logistically- particularly for those already facing hardship. The break in routine often brings the added burden of providing meals that would otherwise be available during the school day, increasing household costs. Without access to structured activities, many young people experience increased isolation, reduced physical activity, and limited social interaction. Our Half Term Camps address these challenges head-on.

Delivered during each school holiday, the camps offer a free, varied programme for young people aged 8–19. Activities include team sports, creative arts, games, cooking, and themed workshops, all designed to promote well-being, personal development, and connection. To further support families, every participant receives a nutritious breakfast and lunch daily.

Importantly, the camps are provided free to FireFit Hub members, reducing financial strain for families. Led by experienced youth workers and trusted facilitators, the camps provide a safe, supportive environment where young people feel a strong sense of belonging.

By reintroducing Half Term Camps, FireFit has re-established a critical part of its year-round youth offer, keeping young people active, nourished, and engaged while offering families vital support during school holidays.

Project impact

1,470

Attendances to School Holiday Programmes

294

Hours of School Holiday Camp provision

879

Lunches and breakfasts provided

60

Additional spaces offered for a full day of youth activity during half term, whilst maintaining the standard evening youth offer.

Youth Zone

Our Youth Zone is a vibrant, inclusive space for young people aged 6–19, offering a diverse programme of activities that support personal growth, creativity, and well-being.

Grounded in a clear Youth Work Curriculum, the Youth Zone runs year-round and provides opportunities for young people to build life skills, confidence, and resilience in a safe, supportive environment.

Young people have access to three zones each evening: Sport, Chill and Creative, as well as a range of targeted sessions and detached opportunities to support young people in our community. 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

29,155

Total engagements in youth zone programme and activities

14,111

Free meals provided to children and young people



Impact story

K is a 12-year-old young person who regularly attends FireFit Hub. K moved to England with a parent after experiencing and witnessing significant violence and abuse in their home country. As a result of this trauma, K has sometimes found it difficult to manage emotions and asked for support when first engaging with FireFit.

Since joining, K has become a consistent attendee, often coming to FireFit Hub daily. K actively participates in both sports and informal chill activities and has developed positive relationships with staff and other young people.

A lead youth worker informally took on a mentoring role, working closely with K to develop coping strategies for moments of feeling overwhelmed. These strategies included taking space to calm down, speaking to staff and using practical techniques to safely de-escalate situations. Staff across the team have also been supported to better understand K's needs, helping to create a safe, consistent and supportive environment.

K now regularly attends homework club to support their engagement in education, particularly as they have faced challenges such as bullying and found school quite difficult at times.

As a result of this support, K is now engaging positively at FireFit Hub, with a noticeable reduction in involvement in disputes. K has built a trusted friendship group within the centre and is increasing focusing on activities that support both their personal development and ambitions.



Looking ahead



Research and learning

We will continue to test and develop new approaches, building a stronger evidence base to shape our services. This includes exploring a large-scale research project to better understand the needs of Torus communities and identify solutions that can be scaled.

Neighbourhood Hub model

We will further embed our place-based approach, strengthening our 'NeighbourHubs' to deliver accessible, joined-up support, tailored to local needs.

Measuring impact

We will enhance how we evaluate our work by commissioning an independent review, helping us to better understand outcomes and improve how we measure and demonstrate impact.

We are ambitious about the future of Torus Foundation and the difference we can make. Over the next year, we will focus on the following key priorities:

Maximising social value

Working across Torus Group, we will collaborate with contractors and partners to maximise social value from over £300 million annual spend, creating wider benefits for our communities.

Expanding our reach

As Torus continues to grow, we will ensure our services evolve to reach the people who need them most, maintaining a strong, consistent offer across all communities.

Leveraging investment

With an ambitious fundraising target of £2m for 2026/27, we will continue to seek out fundraising opportunities that deliver positive outcomes for Torus communities.

Development of a new Strategic Plan

The culmination of the above activities paves the way for the creation of a new Strategic Plan for Torus Foundation by the end of 2026/27.

Support our work

At Torus Foundation we are passionate about driving real, lasting change. We know that every day, people across our communities are facing difficult choices between heating, eating and paying essential bills.

We want to work with organisations who share our commitment to tackling poverty, improving wellbeing, creating opportunities and strengthening communities.

Whether through funding, collaboration or advocacy, your support can enable us to provide practical, life-changing services that create brighter futures.

If you are interested in collaborating with us to strengthen support across communities in the North West, we'd love to hear from you:

partnerships@torusfoundation.org.uk

We gratefully acknowledge the support and collaboration of our funders, partners, and stakeholders. The following organisations awarded Torus Foundation grant funding this year:

- Energy Saving Trust
- Warrington Borough Council (UK Shared Prosperity Fund)
- Liverpool City Region Combined Authority (UK Shared Prosperity Fund)
- North West Strategic Migration Partnership (Hong Kong Pathways)
- Glasspool Charity Trust (Flexible Frontline Fund)
- Social Investment Business/ Department for Culture, Media and Sport (Better Youth Spaces)
- Merseyside Police and Crime Commissioner (Operation Banger)
- Liverpool City Council / Smokefree Liverpool
- Pilkington Charities Fund/ Community Foundation for Merseyside





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