

torus
foundation

SOCIAL IMPACT

Report 2023/24

Helping to improve lives and build stronger communities

This is what we aim to achieve through our projects at Torus Foundation.

We're the charitable part of the Torus Group, the North West's largest affordable homes provider.

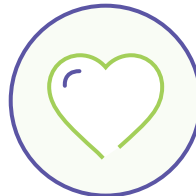
Working with a wide range of partners, we invest group profits in health and wellbeing, education, social and economic initiatives that improve the lives of local people and help to build stronger communities.



This means we can:



Build work-readiness and open job opportunities, to help to unlock **Employment & Skills**



Empower people in a practical way, to improve their **Health & Wellbeing**



Help people access benefits to get through tough times, through **Financial Inclusion**



Provide safe, engaging and empowering environments for **Young People** to thrive



Welcome

Welcome to our Social Impact Report 2023/24, demonstrating how Torus Foundation has made a difference to individuals and communities over the last twelve months.

It has been an incredibly challenging time for everyone, with rising poverty and a crisis around every corner. A safe, secure and well-maintained home has never been more important, but so has the support offered by Torus Foundation.

Demand for our services continues to grow and our work with partners has been critical in helping us to connect customers with the support that they need.

It gives me great pleasure to introduce our project highlights for 2023/24 and the work that the Torus Foundation has done to make a real difference for individuals and communities.

Our focus has remained on employment and skills, young people, health and wellbeing, financial inclusion and digital inclusion. Under each heading sits a much broader set of projects, you can find out more about through this report.

The passion and commitment of our teams and partners shines out in every chapter of this report. Their unsparing approach to delivery in the face of difficult new realities has been inspirational.

I would like to thank everyone for their hard work and dedication.

Kate Shone
Managing Director



Our purpose

Supporting Torus tenants, their families and the communities they live in is central to our social purpose. We understand that we are in a unique position to make positive differences to people's lives and to make a meaningful contribution at a wider, neighbourhood level.

Our work is focused, but holistic. Rather than working on one specific strand of support (such as only working to help older and vulnerable people stay independent in their home), our teams deliver multiple interventions, for young and older alike, based on actual need.

Some are the result of direct referrals from other parts of the Torus Group; others are open to all. All are developed in partnership with our customers.

This report summarises our social impact in terms of the outcomes that our services and projects delivered for residents, customers and the wider community.

It includes many examples of the tangible differences our work has made to people's lives, broken down into the four Focus Areas where we believe our impacts are greatest: **Employment & Skills, Health & Wellbeing, Financial Inclusion and Young People.**



2023/24 Highlights



322

people supported into work



7,254

free meals provided to children and young people



£4.39m

in financial gains obtained for Torus tenants



1,809

people attended Health & Wellbeing sessions



1,705

energy vouchers issued to people in need



£613,208

in-kind funding generated for projects



Community Investment Fund

Every year, we award small grants to support community-based, locally led organisations that deliver positive social change. We want to empower communities to develop responses that meet local need.

All awards made through the Community Investment Fund (CIF) are delivered in Torus neighbourhoods and support at least one of our four focus areas. Awards are decided by a tenant-led panel who meet quarterly.

2023 / 24 at a glance

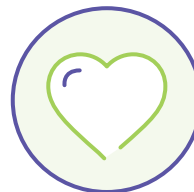


78 Projects were awarded funds totalling **£56,757**



Liverpool 26 awards
St Helens 28 awards
Warrington 24 awards

The majority of awards were focused on supporting:



Health and Wellbeing
38 awards totalling **£26,336**



Youth
31 awards totalling **£25,139**



Beyond the numbers

The Anne Robson Trust received £500 to establish a volunteer visiting team at Mersey & West Lancashire Teaching Hospitals, providing crucial comfort and companionship to patients nearing the end of life. The volunteer team is now operational, offering vital support to both patients and their families during a challenging time.

Warrington Open Doors at Christmas were funded £1,000 to provide essential services to the homeless, lonely, and vulnerable in Warrington during the holiday season. The project delivered 337 food parcels, transported 325 individuals to events, and served 510 hot meals, ensuring those most in need received not only a meal over Christmas but also companionship and a sense of community.

Come Together Hub CIC received £500 to help provide crucial support for individuals facing social isolation and poor mental health in St Helens. Funding for essential equipment and a new seated area which allows attendees to connect, share information, and engage in activities that improve their well-being and mental health.



If it wasn't for our group, I would probably not leave the house. I've struggled with isolation since lockdown, but now I look forward to attending each week.





Employment & Skills

Unlocking workplace opportunities for all

Context

Social housing residents are nearly twice as likely to be out of work as those in other tenures. This is linked to a combination of housing allocation policies and labour market disadvantages. These tenants are also more than twice as likely to be disabled, more than three times as likely to be lone parents or to have few qualifications. Also, when in work, social housing residents are twice as likely to work in lower-skilled jobs and on average paid a third less than people who live in other tenures.

Our services focus on unlocking practical training and job opportunities for local people, supporting one-to-one to build confidence, provide careers advice and inspire people to take their first or next step in their career.

Our response

In 2023/24, the Foundation's Employment & Skills Team worked harder than ever to build close relationships with key local and regional businesses, helping to:

- ✓ Better understand changing business needs including green and retrofit skills
- ✓ Use this knowledge and experience to open practical pathways for people to move into employment, focusing on up-and-coming roles
- ✓ Unlock specific opportunities, coordinating training and interviews for people to become, for example, teaching assistants, rail track operatives and bus drivers



Employment & Skills

2023/24 at a glance



332 people

supported into employment



90% of customers

reported an increase in skills and confidence as a result of engaging with the Torus Foundation Employment and Skills Team



428 people

gained new skills through training



Matrix Standard

retained the nationally recognised Information, Advice and Guidance standard



37 people

were supported into apprenticeships



1,573 people

engaged with our Employment & Skills Team



Employment support

The Foundation Employment Team works closely with Torus suppliers to meet their social value commitments by supporting them to recruit local people.

Working with Torus Foundation, developer Holmpatrick created a new role; Trainee Quantity Surveyor, to meet their social value contractual commitments.

“

I would like to thank Torus Foundation for their help in recruiting Dylan. Within one day they had matched candidates, and it was clear that they'd done the due diligence to ensure that the candidates were suitable”

Adrian Dale, Holmpatrick Developments.

”

The employment team had previously supported Dylan to apply for a HMS apprentice role, at interview he was ‘pipped at the post’. He was absolutely gutted and he didn’t know where to go next.

An Advisor spent time with Dylan exploring his options, after speaking to the Royal Institute of Chartered Surveyors he signed up for a part time foundation course.

Dylan then successfully applied to the role at Holmpatrick and could not be happier, he has found his dream job and can continue with his qualifications.

“

When I didn't get the role at HMS the bottom fell out of my world, I knew opportunities in this field were scarce. The new job is going really well and I'm loving it!

”



Future Focus

Delivering weekly drop-in sessions for employability support at FireFit Hub, an Employment Advisor connects residents with local training opportunities to enhance their skills and employability.

The Adviser, co-funded by Torus Foundation and Fusion 21, works one-to-one with residents from diverse, multi-cultural backgrounds. Using a proven, holistic, and strength-based assessment, they help co-create personalized plans with manageable steps for each individual. This process also identifies other needs, allowing referrals to additional services such as debt advice, social prescribing, and mental health support.

“

The service has been incredibly helpful. My confidence has increased, and I am feeling more positive since using the service

”

In 2023/24

- **219 people** engaged and supported
- **57 people** supported into work
- **59 people** supported to gain new skills through training
- **44 residents** received money and/or energy advice
- **165 residents** from an ethnic minority have benefitted from the programme

“

When I was told support was available I was made up. I was worried I couldn't afford a bus ticket to my new job. This is a life saver!

”



Supporting Parents

Torus Foundation worked with Meadowside Primary School in Warrington to support a group of 12 parents who wanted to build their confidence, learn new skills, gain work experience and find employment. Participants received careers advice, help to develop a CV, job searching and interview skills.



The real measure of this brilliant partnership is the results; parents are gaining qualifications and employment. This year we have employed 4 Assistants who were unemployed. Six of the group also progressed into volunteering at the school breakfast club.

Alison Stokes, Welfare Coordinator,
Meadowside Primary



- **5 participants** progressed quickly into employment
- **7 participants** progressed onto Level 2 Support Work in schools and colleges
- **3 participants** went on to qualify as Level 2 Teaching Assistants resulting in increased confidence, aspirations and job outcomes.



I feel so valued and useful in school - it's great to be part of a team supporting children

I didn't think I would be able to complete level 2 learning because I haven't done anything like that since school.

Participant feedback



Bridging the 'digital divide'

We live in an increasingly online world, yet digital inclusion remains a big issue across the communities we serve. One in ten adults nationwide has never used the internet. Many more have basic skills but lack the confidence and knowledge to take advantage of digital pathways into employment.

Include-IT Mersey is helping to bridge the 'digital divide', funded by the UK Shared Prosperity Fund via Liverpool City Region Combined Authority. Our Digital Inclusion Officer provides support, helping people living across St Helens to learn essential online skills.



In 2023/24

- **44 individuals** engaged with the digital inclusion service
- **100% of customers** reported an increase in skills and confidence as a result of engaging with Torus Foundation Digital Inclusion Service
- **2 people** moved into work
- **7 people** completed formal training / qualifications

Chris' journey

Chris, a local St Helens resident has a serious spinal injury and whilst waiting for surgery, he wanted to develop his idea for a new business but knew his lack of IT skills were a barrier.

By customising the course to cater to his needs, Chris now has IT skills and is able to produce flyers to promote his business. His next target is to create his own website, in the meantime, he has enrolled to the business start-up and digital marketing programme to help to kick start his self-employment!



The course was my first step. It's unbelievable how fast things have changed in my life. I don't know what I would have done if I hadn't got computer savvy when I did.





Health & Wellbeing

Thriving together

Context

Physical and mental wellbeing is critical for healthy households and communities, but poverty is both a key contributing factor and a result of poor health. Our Health & Wellbeing objectives are to focus on reducing differences to enable our residents to achieve their fullest health potential allowing them in turn to support thriving and stronger communities.

Our response

We aim to support customers through their life course with support for vulnerable groups by focussing on four distinct areas including Food Security, Social Prescribing, Healthy Neighbours Programme and Extra Care Health and Wellbeing delivery. These focus areas allow us to provide vital support for customers in the current challenging economic environment allowing them to maintain/improve their mental and physical health, build community resilience through empowerment and social action and provide targeted support for some of our most vulnerable customers.

Much of what we provide is in partnership with local services and organisations who are embedded in local communities and can use their position of trust to meet the needs of these communities.



Health & Wellbeing

In 2023/24



1,809 people

took part in health and wellbeing activities



438

health and wellbeing sessions were delivered



15

foodbanks and food pantries were funded, of which 4 were newly established pantries

Building skills around healthy, low-cost meals



Cooking classes

for young people and wider family members, focusing on money saving tips and providing free slow cookers



432 people

attended cooking on a budget workshops



Healthy Neighbours



Launched in 2022, Healthy Neighbours is a programme that takes an assets-based approach to improving the health of people living in communities across Torus neighbourhoods.

Working through local partner organisations, community members are recruited as volunteers to address local priorities such as food poverty, loneliness, obesity, physical inactivity and mental health through activities which promote community cohesion. The programme is now in its second year of funding from the National Lottery Community Partnerships Fund.

Sessions have included cancer support groups, children's holiday clubs, walking groups, craft groups, health checks, repair shops and drug and alcohol awareness.

Project impacts

- **197 volunteers** recruited, trained and mentored
- **10,010 volunteering** hours completed
- **2,845 households** meaningfully engaged
- **43 public health** campaigns
- **51 health promotion** courses or weekly activities delivered
- **45 large scale** consultation events



Beyond the numbers

Jenny's journey

Jenny volunteers in the Tea Rooms at St Elphin's, Warrington. She suffers badly from anxiety. Recently an incident involving a former partner caused her to become stressed. Instead of isolating herself, she came along to the Tea Rooms and soon reported feeling better and able to cope more easily.

After sharing her problem with friends, a cup of tea and some normal day-to-day activity, Jenny felt much better and was laughing along with the rest of the team. This is major progress in supporting an individual and helping them cope with the pressures of day-to-day life without giving in to overwhelming feelings of anxiety and depression.



Social prescribing

In September 2023 Torus Foundation launched its Social prescribing service. Delivered by four Health Promotion Officers, social prescribing recognises many things that affect our health cannot be treated by doctors or medicine alone, such as loneliness, debt, or stress due to financial pressures.

Our social prescribing service connects people to non-medical support to address these issues and other unmet needs, for example helping someone who is isolated join a befriending group or working with someone with high blood pressure to take up a form of exercise that they are comfortable with.

Social prescribing takes a personalised approach, understanding what's important for customers and finding the most appropriate way to support them.

Once customers have been connected to services, our staff stay in contact to make sure it's working, offering ongoing support until the customer has the confidence to go it alone.

During 2023/24 the team supported **126 individuals**



Sue's story

Sue's home life was very chaotic, and she had numerous issues to deal with on a weekly basis. She had to parent under supervision of Social Services which was difficult for Sue emotionally.

Sue had no support network to help with her daughter which restricted her options to attend employment and training opportunities. Having her daughter with her also prevented her from joining in with most activity sessions in the community and had a very negative impact on her mental health. She started to become quite isolated and vulnerable.

Sue started to attend Torus Foundation's weekly Warm Hub at the local community Centre which provides free food, access to social prescribing and peer support to build positive friendship groups.

One by one we have worked through Sue's worries and problems including bereavement, relationship breakdown, financial stress and housing issues.

She has also received food bank vouchers and energy vouchers.

The support has benefited Sue's mental health. She can see the difference it has all made and taken some positive steps to resolve issues within her home.

Sam's story

Empowering individuals with chronic illness to cook healthy meals

Sam faced challenges in cooking for their household due to a chronic illness that limited their energy and ability to perform fine motor tasks. Before joining the cooking sessions, they struggled with food insecurity and maintaining a healthy diet.

Through the community food pantry and cooking classes, Sam has gained access to fresh ingredients and recipes that align with their health needs.

They now feel empowered to make healthier choices and cook meals that are affordable and nutritious. Sam has developed skills in chopping, seasoning, and safely preparing meat, which previously caused significant anxiety.

Sam has successfully prepared meals at home, even managing to batch-cook and freeze meals for future use. This achievement has given them peace of mind, knowing they can rely on nutritious homemade meals when they have low energy. The sessions have completely transformed Sam's approach to meal planning and budgeting. They now have the skills to cook healthy meals on a tight budget.

The hands-on learning and supportive environment have helped Sam overcome significant challenges.

Cooking in the community and community food pantry

Your local pantry and community food spaces provide a vital community asset for residents and communities to access affordable nutritious food. The projects support individuals to reduce food insecurity which increases their wellbeing and health. In addition, it provides individuals with a financial buffer to enable them to pay other bills they may have.

Cooking in the Community is a community-driven initiative delivered by our Food Security Officer, designed to empower individuals with the skills and knowledge to cook healthy, affordable meals.

By providing access to a food pantry and hosting hands-on cooking sessions, the project supports participants in developing essential cooking techniques, meal planning and budgeting skills.

The program focuses on fostering confidence in the kitchen, especially for those with disabilities, chronic illnesses, or limited experience.

Through the sessions, participants learn to prepare nutritious meals while gaining independence and improving food security for themselves and their households.





Financial Inclusion

Maximising household incomes

Context

The rate of inflation continued to fall throughout 2023/24, however the cumulative effect of recent high inflation has had a significant impact on the poorest households. Cost of living payments were paid to the poorest households that helped mitigate some of the extra costs, however the Energy Bills Support scheme ended on 31 May 2023 and there are no plans to reintroduce the scheme.

Our response

In the face of the cost-of-living crisis, guidance and support from Torus Foundation has played a significant role in helping people maximise their household income.

Tailored support has helped families to navigate their budgets, unlock financial gains, access debt advice and get help with rising energy costs and more.

Our interventions have helped hard-hit families to meet their financial commitments and work towards being in a stronger financial position.

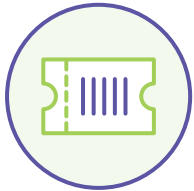


Financial Inclusion

Our activity in 2023/24



**Obtained
£4,393,566**
in financial gains for
Torus customers



Issued 1,705
energy vouchers to people
with pre-payment meters
who were at risk of self-
disconnection, with funding
from the Energy Saving
Trust, at a total value of
£231,000



Enabled 947
hard-hit tenants to access
Torus' Tenant Support Fund
at a total value of £666,000

Continued to partner with Central
Liverpool Credit Union as a socially
conscious, responsible lender:



1,206 loans
were granted at a
total value of
£1.28 million



Over 7,000
people engaged in
10,000
financial inclusion
interventions



Supportive Energy (Phase 2)

This project targeted Torus residents and families in financial hardship and worked to help them build more certain futures and, by managing their utilities bills, keep up to date with other essential home costs including rent and food payments.

The team provided energy advice, advocacy and practical solutions for vulnerable social housing residents living in areas of high deprivation across the Northwest, impacted by the cost-of-living crisis and changes to the energy price cap.

**energy
saving
trust**

2023/24 project impact

- **1,389 people** received practical support
- **£71,087 achieved** in estimated savings
- **Over 5000** advocacy and advice interventions

Gary's story

Gary contacted Torus for help, as he had not been staying at home due to the cold, he hadn't had gas for over 5 years, and he couldn't manage the cost of electricity. Gary reported several mental health issues and that he was prone to getting stressed and angry trying to deal with energy suppliers.

The Energy Advisor supported Gary to:

- ✓ Ensure his electricity supplier had his details, as the account was registered under a former tenant, consequently, Gary had not had the £400 Support Scheme payment that everyone in the UK received. Receiving this meant Gary's electric debt was cleared and his account put into credit.
- ✓ Arrange for the upgrade of the gas supply, the gas uncapped and an annual Gas Safety Check.
- ✓ Create a new Gas account and ensure Gary had with a new top-up card.

After 5 years Gary is back in his home, managing his bills and using gas for heating and hot water. He reflected:

“

Thanks for the help provided by Torus Foundation - there's no way I could have done all this by myself, I would have just lost my rag!

”

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 income, reduce poverty and stress. The service also includes budget advice, challenging decisions and managing appeals.

In 2023/24

- **2,540 tenants** were supported with benefit claims and debt advice
- **£3,214,000 was gained** for tenants in welfare benefit income

Marion's story

Marion is a 65-year-old single woman who lives in a one-bedroom home. She cannot work due to her multiple disabilities. Marion recently applied for her state pension, which has impacted her claim for housing, she is worried she may fall into arrears and lose her home.

Our caseworker assisted with an online Pension Credit application, reapplying for Housing Benefit and Council Tax reduction plus updating her PIP. Marion was awarded the Severe Disability Premium and her new state pension is to be paid in March. Housing Benefit was reinstated, and Council Tax Support granted.

→ **Total annual gain**
£20,039.76

Tom's story

Tom is a 59 year old widower. He is unemployed due to being permanently unwell with multiple health conditions. Following his wife's death in 2022, Tom struggled to manage his finances as this was something she took responsibility for.

We helped Tom to update his Personal Independence Claim and completed a full benefits exploration. This resulted in an award of Enhanced Rate Mobility again with the addition of Standard Rate Daily Living. Tom was under occupying his home by 2 bedrooms which incurred a 25% reduction in his award for Housing Costs on Universal Credit. Tom had a carer staying during the week, we advised that he could reduce the Bedroom Tax from 25%, down to 14%.

→ **Total annual award**
£7,233.20



Young People

Inspiring and empowering young lives

Context

In recent years, the lives of children and young people have become increasingly complex, with many facing a multitude of challenges that impact their overall well-being and development.

Issues such as mental health concerns, social isolation, and the pressures of academic performance are now more prevalent than ever. Additionally, economic instability and a lack of safe spaces to explore their identity and build positive relationships have further compounded these difficulties. This growing complexity has led to young people needing more support and guidance to navigate the obstacles they face, develop resilience, and build the skills necessary for a positive future.



Our response

FireFit Youth & Community Hub provides a safe, supportive environment that addresses these challenges head-on, offering programmes and activities to help young people overcome barriers and achieve their potential.

The Hub provides a range of open access and targeted programmes that are co-designed with young people, helping to foster ownership and empowerment. Whether it be through an open access activity, Duke of Edinburgh Award, social action project or one-to-one support, the outcome for the young people is at the centre of what we do.

Facilities are accessible to all. A 'family' approach means that all generations can benefit from activities. Through adult offers such as our Community Gym, Sister Hub fitness classes and Restart health initiatives, we provide a positive, affirming environment for the whole community.



FireFit Youth and Community Hub

Impact 2023/24



1,588 members supported with over 60% coming from BAME communities

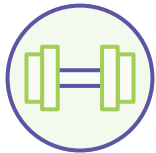
Young people were given the chance to reflect on their personal journeys and celebrate their achievements, which included:



107,293 visits including 57,613 visits by children and young people



86% of young people evidenced progress in one or more outcome areas as follows:



300+ adult members of our Community Gym



Helped 39 young people engage in the Duke of Edinburgh award

Interest & Activities	51%
Hopes & Dreams	47%
Health & Wellbeing	53%
Education & Work	39%
Communicating	58%
Choices & Behaviour	46%

Torus Foundation is also proud to be a Patron of Warrington Youth Zone, making an investment of at least £25,000 per year.





Getting Social

Following the pandemic, the impact on mental health services rose at an alarming rate for young people. Getting Social was designed to increase mental health literacy, confidence and resilience, and to support young people to build positive, healthy, and sustainable networks.

The Getting Social programme was funded by NHS Charities Together and delivered in partnership with Alder Hey, Positive Futures and Saints Foundation. The programme was designed to provide individualised support to young people presenting with mental health challenges through a stepped care model encompassing interventions across Tiers 1-3. The programme's unique pathway approach connects youth organisations with their local Child and Adolescent Mental Health Services (CAMHS) service to manage increased demand and reduce waiting times for Tier-3 CAMHS services.

FireFit Hub, alongside partners, delivered a diverse range of holistic activities aimed at increasing mental health literacy, confidence, and resilience. These include therapeutic art, outdoor education and adventure therapy, sports and physical activities, and digital skills sessions. These creative approaches have allowed staff to explore new ways of engaging young people to foster open dialogue and build a sense of belonging and self-worth.

The programme benefited from the involvement of a CAMHS Mental Health Specialist Practitioner, who co-developed the social prescribing model, triaged referrals suitable for social prescriptions, and provided mental health and brief health intervention training to community partners.

Project outcomes

- **3,171 one-to-one** sessions
- **1,632 group** sessions and activities in youth settings
- **8 school-based** group intervention programmes, each lasting 12 weeks
- **For school-based programmes**, 69% reporting stronger relationships with friends and family, 61% demonstrating increased self-esteem, and 53% adopting healthier lifestyles.

These results indicate a positive impact on emotional well-being and resilience. This proactive approach reduces the likelihood of needing intensive clinical interventions in the future.



After a diagnosis of autism, Getting Social has been the best thing my son has been offered. He benefits massively from this structured environment. He feels he finally fits in. Parent of young person on Getting Social Programme



Youth Zone

Our Youth Zone is a dynamic and welcoming space that provides a diverse range of activities and programmes for young people aged 6-19. Guided by a clear Youth Work Curriculum, we create a safe and supportive environment where young people can develop essential life skills, build resilience, and grow in confidence. Through our varied programme, which includes sports, creative arts, music, digital skills, and health and well-being sessions, we aim to empower young people to explore their interests, express themselves, and achieve their potential.

At the heart of our work is the commitment to building positive relationships and supporting young people's personal and social development. Our skilled youth workers provide mentoring and guidance, ensuring that each young person feels heard and valued.

The curriculum-driven approach allows us to create tailored activities that meet the diverse needs of our members, helping them to learn about responsibility, teamwork, and leadership.

As part of our commitment to holistic support, we also provide free healthy and nutritious meals and snacks, ensuring that every young person who attends can access food in a safe and supportive setting. This helps to remove barriers for families and promotes healthy eating habits among young people.

Project impact

- **28,507 total engagements** in youth zone programme and activities
- **54% of young people** attend at least once per week
- **Provided 7,254 free meals** to children and young people
- **Over 700 positive** outcomes achieved for children and young people



Before I started going to FireFit Hub, I always thought I wasn't good at anything and I was too scared to speak up or try to lead anything. But being here, doing all these different activities and having people believe in me, it's shown me I can actually do stuff. I've messed up a few times, but I learned it's okay to make mistakes. Now, I'm not scared of challenges anymore - I feel like I can handle whatever comes my way.

Young person aged 15





Our income

The funding from Torus Group and external sources meant Torus Foundation was able to deliver this significant range of projects and outcomes for the communities we serve. In 2023/24, our total income was £6.6 million. This decrease on our income in 2022/23 (£7.5 million) reflects the challenging operating conditions that continue to face charitable organisations across the UK, and particularly the end of large-scale European Funding.

Income received from Torus remains the lifeblood of Torus Foundation. The group's operating model is designed to release Gift Aid for social initiatives based on profits achieved through commercial operations, and these were inevitably affected by high inflation and rising costs.

The charity actively seeks out funding opportunities to diversify funding streams. In 2023/24, we set a target of securing £500,000 in grant income and, thanks to our fundraising team's hard work, have been awarded £3,868,678.

2023/24 at a glance

£6.6 million income, including:



£3.9 million

in Gift Aid from Torus Group

£0.3 million

donation from the parent

£0.5 million

Social Value Levy from the Group (new income)

£2.0 million

from charitable activities*

In 2023/24 new income was received by the Charity through a Social Value Levy (SVL). Suppliers awarded contracts for repairs and maintenance services to Group's housing pay a tendered rate on contracted turnover. In 2023/24 SVL was received from HMS and one external supplier. SVL has partially replaced Gift Aid for HMS as a mechanism of donating to the Charity.

* includes income from Torus for commissioned services, energy vouchers, New Leaf, Springboard, TFFH membership fees, hire charges, and grant income received from Restricted Funds.



Looking ahead

Plans for 2024/25 are coming into shape and we are very much looking forward to continuing to build partnerships and enhance our services to meet the growing needs of our customers in a challenging economic climate.

Some of our key focuses for next year include:

→ **Quality delivery of service:**

Externally evaluating our services to ensure we maintain a high standard of delivery, we aim to achieve the Matrix Standard for Information, Advice and Guidance, as well as Customer Excellence Accreditation.

→ **Embedding EDI:** Ensuring that equality, diversity and inclusion is embedded across all Torus Foundation projects

→ **Customer Led Approach:** Torus Foundation will be undertaking a full review of its services in 2024/25, using customer feedback and engaging communities when identifying, planning and delivering future projects

→ **Going Green:** Considering the environmental impact of our activities, enhancing our environmental sustainability as a charity and encouraging our customers to engage more with their environment through greener volunteering funding.

→ **Exploring New Digital Tools:** Adapt and innovate to ensure we have the most effective tools as digital engagement grows

We intend to use our platform, as charity of the North West's largest affordable homes provider, to achieve regional influence and create positive change in our communities.

Although the current external fundraising environment presents challenges, we also recognise new opportunities to build partnerships across Torus supply chain and beyond, supporting businesses to achieve their Environmental, Social and Governance (ESG) targets.

In addition, we are confident in the experience and knowledge that we hold as a charity, that we will continue to be a provider of choice for future grant and tender opportunities that Torus Foundation chooses to apply to.

If you would like to help Torus Foundation strengthen the support across Torus communities, let's see how together we can increase opportunities and reach more people. To find out more get in touch via partnerships@torusfoundation.org.uk



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