



Annual Impact Report 2024/25

Our Vision



**A society where all people can live
with dignity, lead fulfilled lives and
realise their full potential.**

Welcome to our annual Impact Report

We are delighted to present our 2024/25 Impact Report, reflecting the dedication, innovation, and resilience of our teams, volunteers, and service users. This report highlights the tangible difference we have made in communities, reinforcing our commitment to empowering individuals and delivering essential support where it is needed most.

The past year has continued to bring challenges, with economic pressures, housing insecurity, and increasing demand for support services placing strain on individuals and families. In response, we have adapted and expanded our services, strengthening partnerships and launching new initiatives to ensure we remain a source of hope and practical assistance. Through these efforts, we have extended our reach, supporting thousands of people across the Liverpool City Region and North Wales.

This year has also been one of celebration and progress. We have built on the momentum of our 50th anniversary, growing our Community Empowerment Fund and investing in grassroots initiatives that drive social change. From expanding our youth mentoring programmes to hosting impactful awareness-raising events, we have seen the power of collective action in transforming lives.

The achievements outlined in this report would not be possible without the dedication of our staff, volunteers, and supporters. Their compassion, expertise, and drive continue to shape a future where everyone has the opportunity to thrive. Thank you for being part of our journey.

Hazel Snell | Chair
Tom Harrison | Chief Executive



37,723

individuals were
supported by
Local Solutions in
2024/25

Our Mission



**Empowering people.
Supporting communities.**



Our Pillars

1.

We...

**Care
Unconditionally**

No matter when, where or who we engage with: whatever the challenge or cause, we choose to care.

2.

We...

**Understand the
Challenge**

This is our community; our issues; our people. We understand the challenges, so we pioneer the solutions.

3.

We...

**Empower
Change**

Our purpose is to support positive change in our community. We exist to empower people, enabling them to realise their full potential.

Our impact in numbers



Reach

37,723 people supported by Local Solutions

1,120 people received care in their own home



Care

402,257 hours of care delivered in homes

1,105 unpaid carer assessments completed



Connect

14,262 people took in a watersports activity

1,324 unpaid carers took part in health & wellbeing activities



Support

1,494 survivors of domestic abuse supported

1,702 people took part in a Mytime break



Mentor

423 Bullybusters sessions delivered

206 AIMS Schools sessions delivered



Home

419 young people supported with temporary accommodation

104 given temporary accommodation through Supported Lodgings



In 2024/25:
Local Solutions Carers
delivered **402,257** hours of
care to **1,120** people in their
homes

HOME CARE

Local Solutions' Homecare service delivers personalised support to help people remain independent in their own homes across Liverpool, Sefton, Knowsley and St Helens. Our dedicated care staff assist with daily tasks such as personal care, medication, meal preparation and companionship, all tailored to individual needs. We work with compassion and respect, promoting dignity, safety and wellbeing for every person we support.

Meet Gloria

Gloria is 91 years old and has been receiving care for 13 years to help her maintain her independence and continue living in her own home. After experiencing multiple falls and hospital visits, she knew she needed extra support to stay safe while remaining in the place she loves.

Gloria has two regular carers, Helen and Wendy, who visit her twice a day. They help her get out of bed, shower, dress, make sure she takes her medication, and prepare her meals. Their care gives her the reassurance and stability she needs to continue living on her own.

But social care isn't just about practical support - it's also about companionship. Every Friday, Gloria spends five hours with Anita, a Care Support Worker. Together, they go shopping, visit local attractions like Speke Hall, and enjoy meals out. These outings aren't just an escape from the house - they're Gloria's only chance to feel part of the world.

"For me, Anita isn't a Carer - she's a friend. When we're out together, I feel like I'm 60 again. When she leaves, the house feels so quiet, and I find myself counting down the days until Friday."

Gloria's family have also seen the difference Anita has made. They consider her part of the family and have even invited her to gatherings. They know that because of the support she provides, Gloria's quality of life has improved.

Anita feels just as strongly about the impact of her role.

"Helping someone like Gloria is the most fabulous feeling. Knowing I'm making a difference in her life makes my job so rewarding."

Gloria's story is a reminder of how vital social care is - not just for meeting physical needs but for providing friendship, connection, and joy. With the support of Local Solutions, Gloria continues to live independently, with a sense of freedom and companionship.

SPECIALISED CARE

Specialised Care allows people to maintain independence and social connections which reduces social isolation and enhances the overall quality of life, improving mental health and wellbeing. The care that our clients receive enables them to access and engage with their local community and maintain a greater degree of independence and control over their daily activities.

Meet Terry

Terry is 71 and has been living with schizophrenia for many years. His medication helps keep him calm, but he struggles with clear thinking, has a poor memory, and often repeats himself. His social skills are limited, making everyday life challenging. Despite these difficulties, with the right support, Terry is able to live independently in his own home.

Terry is one of five siblings, with one of his brothers living close by and checking in on him regularly. However, he has been receiving dedicated support from our specialist care team since 2009. Our carers visit him six days a week, spending up to four hours a day helping him to navigate daily life safely and comfortably.

Our team - Laurene, Paul, and Steve - provide vital support that enables Terry to maintain his independence.

They take Terry for breakfast at the local ASDA and assist with his weekly shopping, accompany him to the launderette to ensure he can manage his laundry, encourage him to clean his flat and keep it tidy. They also take him to Broadgreen Hospital for regular blood checks and to collect his medication, while teaching him how to stay safe in the community by using well-lit main roads, staying visible, and seeking help when needed.

With this dedicated support, Terry has developed a structured daily and weekly routine that provides stability and reassurance.

The familiarity of his routine helps him feel safe, empowered, and in control of his life.

Laurene, Paul, and Steve see Terry as more than just a client - he's part of their extended family. Laurene often jokes that she spends more time with Terry than with her own husband! This strong, trusting relationship has been instrumental in helping Terry lead a fulfilling and independent life.

Thanks to the ongoing support of our specialist care team, Terry continues to live safely and well in his own home, proving that the right care can make all the difference. By involving Terry in daily decisions, encouraging his independence, and building strong, trusting relationships, our team help him feel empowered - supporting him not just to live, but to thrive on his own terms.



In 2024/25:
Local Solutions
Specialised Care team
delivered **33,649** hours
of care to **87** people
from across the
Liverpool City Region



CHERRY TREE HOUSE

Cherry Tree House is a Homecare service located in Wirral. It provides personal, dementia, and respite care to people living in their own homes within a specialised housing complex. The service supports people with various needs, including mild to moderate dementia and physical disabilities and brain injury. The staff are trained to assist with personal care, medication management, meal preparation, and maintaining social connections.

Meet Carol

Carol's life was full of music, travel, and independence. A talented musician, she toured the world as a professional bass player, and she loved nothing more than the freedom of the open road, exploring new places in her car.

Her world changed when she was diagnosed with Parkinson's at 50. Suddenly, the life she knew became difficult to navigate. Her home was unsuitable, with damp and mould affecting her health, and she struggled to manage day-to-day tasks. Losing her driving licence was devastating—it felt like losing a part of herself.

Determined to regain control, Carol moved to Cherry Tree House, Local Solutions' specialist residential extra care scheme. At first, the transition was difficult. She had always been independent, and accepting help didn't come easily.

With the support of the Cherry Tree team, Carol began to rebuild her confidence. She registered with a new GP and accessed specialist interventions to help manage her condition. She even took part in Chromotherapy courses, later travelling to Ireland for advanced training. At Cherry Tree, she found not just care, but a community.

The hardest part of her diagnosis had been giving up driving. It felt like a loss of freedom she could never get back. But the team at Cherry Tree believed in her. They worked with local authorities to assess her capacity, provided practical support for motorway driving, and assisted with her DVLA application. When her licence was reinstated, it was life-changing. She was back in the driver's seat—literally.

Carol now volunteers in Prenton and regularly visits her sister in Yorkshire.

While she still receives support with daily tasks, she has regained her independence and confidence.

"Losing my licence felt like losing a part of myself. Getting it back gave me more than just the ability to drive again—it gave me my freedom."

Carol knows her condition will progress, but she has peace of mind knowing that the staff at Cherry Tree will always be there for her

"People think a diagnosis like Parkinson's is the end of the road. But I've learned that with the right support, you can still live life on your own terms."



In 2024/25:
10 people received round the clock residential care at our Cherry Tree House

COMMUNITY WELLBEING HUB

The Community Wellbeing Hub is a friendly, welcoming space for people receiving care in Belle Vale and Netherley to come together, build friendships and take part in activities like crafts and gentle exercise. It offers vital companionship, reduces isolation and supports overall wellbeing - creating a real sense of community.

Meet Irene

Irene, 78, had been struggling with loneliness and limited mobility after losing touch with friends and family. Spending most of her days at home, she felt isolated and unsure of how to regain her confidence. But everything changed when she found our Wellbeing Hub.

At first, Irene was hesitant to attend, worried about meeting new people and joining in activities. But with the encouragement of staff and other members, she quickly began to feel at home. She started participating in gentle strength and balance classes, which helped improve her mobility and reduce her risk of falling.

Beyond the physical benefits, the Hub has given Irene a sense of purpose and belonging. She now looks forward to the social activities, whether it's a group exercise session, a chat over a cup of tea, or simply sharing laughter with new friends.

"I have loved attending the Hub - the staff are amazing. I would be lost without them."

Irene's confidence has blossomed, and she now attends independently, eager to stay active and connected. Her experience is proof that community-based support can transform lives, giving people not just the tools to stay safe but the companionship to truly thrive.

Through our Community Hub and activity programme, we have helped to reconnect individuals with social networks, meaningful activities and their local community.

Irene's story is one of many touched by our first Community Wellbeing Hub. With plans to expand city-wide over 3 years - some hubs volunteer led - we aim to deliver low-cost, community direct support that builds connection, confidence, and joy for many more people like Irene.



In 2024/25:
123 people attended our
Community Wellbeing Hub



In 2024/2025:
60 young people between the ages of 16-25 were provided with temporary accommodation at Homeground

HOMEGROUND

Homeground provides accommodation and support for homeless young people aged 16-21 in Liverpool. The service offers a structured environment with 24-hour staffing, focusing on helping young people develop essential life skills, manage their finances, and address health and wellbeing needs. The aim is to support young people to achieve stability and prepare for independent living.

Meet Charlie

Charlie joined Homeground Hostel at 21 after a childhood filled with instability and responsibility. Growing up with a father battling addiction and a mother struggling with severe mental health issues, he often felt overwhelmed. As an autistic child, managing his emotions was difficult, and at 16, he attempted to take his own life. This led to therapy and medication, helping him manage his anxiety and low mood.

Following his parents' divorce, Charlie became a caregiver for his younger siblings, suppressing his own struggles to support them.

"I wanted my sisters to feel safe and know they had someone to talk to. I was struggling, but I couldn't show that - men aren't supposed to, are they?"

The loss of two family members and his nan's dementia diagnosis caused his mental health to spiral, leading to suicidal thoughts.

His GP had him sectioned, and after three weeks in hospital, doctors deemed it unsafe for him to return home. He was placed at Homeground Hostel.

At first, Charlie isolated himself, but staff gave him space while offering support. Over time, he began to engage, learning essential life skills like budgeting, cooking, and maintaining his living space. More importantly, he recognised his emotional triggers and learned that seeking help wasn't a weakness.

"I still struggle with my mental health, but it's manageable with the support I have around me."

Homeground provided Charlie with a safe, inclusive environment where he built friendships and a support network. Now, he's preparing for his next steps - finding his own place, pursuing education or work, and focusing on his well-being.

"I'm ready for the next chapter. I know it won't be easy, but I have the skills to succeed."

SUPPORTED LODGINGS

Supported Lodgings provides young people (aged 16-25), with a safe and supportive place to live within a family or household setting. This arrangement helps them transition from care or homelessness to independent living. Householders offer accommodation and emotional support, guiding young people in developing essential life skills, pursuing education or employment, and preparing for a stable future. The goal is to provide a nurturing environment that promotes personal growth, independent living and stability.

Meet Sam

Sam became homeless at 16 after years of caring for her younger siblings while her mother struggled with mental health challenges. She had little time for school or friends and became the 'Mum of the family.' When home life became unbearable, she left with nothing but the clothes she was wearing, spending two months sleeping in the communal area of a maisonette building.

A concerned resident took Sam to Social Services, and she was placed in a young person's hostel. Struggling to fit in, she felt isolated and out of place. She moved between hostels and semi-independent accommodation, but managing bills proved overwhelming, and she was evicted.

Determined to find stability, Sam self-referred to Social Services and was offered a place in a Supported Lodgings placement. Initially reluctant, she moved in with a welcoming family, an experience unlike anything she had known before.

Being around other young people helped her cope with the pain of missing her siblings, and she slowly formed a strong bond with Cath, the mother of the household.

"I had never really seen how a family functioned until I moved in with them. I had my own room, bedding, and curtains! It was like a Christmas film I had seen on TV."

With Cath's encouragement, Sam pursued education, gaining basic qualifications before earning a Master's in Social Care and becoming a Social Worker. Now she has her own home and has spent 17 years as a Householder for Local Solutions' Supported Lodgings scheme, providing stability for ten young people. Passionate about breaking the stigma around youth homelessness, she continues to use the skills Cath taught her, giving others the same chance that changed her life.

"We all need someone in our corner. For me, that person was Cath."



In 2024/2025:
104 people between the ages of 16-25 were provided with a place to live through Supported Lodgings



Working in Partnership

At Local Solutions, we believe that bold, purposeful partnerships are key to unlocking positive change. Our work is enriched and extended by the incredible organisations we collaborate with - each bringing unique insight, innovation, and commitment to our shared mission of transforming lives and strengthening communities.



Through E3M, we're part of a powerful network of social enterprise leaders working to unleash the potential of socially driven delivery models. This collaboration drives innovation and impact across public services.



As active members of Well Placed, we join with third sector leaders across Liverpool to address health inequalities. Together, we amplify the voices of communities and shape responses that are rooted in lived experience and local knowledge.



Our partnership with SWAGGA is helping tackle health inequalities in South Liverpool. Together, we run wellbeing and loneliness-reduction programmes that make preventative care more accessible and human-centred.

#ProvidersUnite CAMPAIGN FOR CHANGE

As part of the Providers Unite movement, we advocate for a bold transformation in the adult social care system—calling for values-led, community-rooted care that restores dignity and independence.



Working alongside BelleVie, another purpose-led care organisation, we are co-developing tools that support recruitment and retention of values-driven care professionals, while nurturing thriving teams.



Through our Supported Lodgings work, we engage with networks such as Supported Families and Home for Good, building compassionate, safe and empowering accommodation pathways for young people in need.



Our Staying Safe team supports young people at risk of criminal exploitation. Through involvement with the Merseyside Violence Reduction Partnership, we bring our experience into collaborative strategies to keep young people safe and supported.



In partnership with the Canal & River Trust, we deliver water-based wellbeing activities at Queens Dock, supporting physical and mental health through outdoor adventure and connection to nature.



Together with Barnardo's, we bridge support between young carers and the adult carers we work with at our Carers Centre—maximising the impact and visibility of unpaid care across generations.



We support University of Liverpool students through placement and research opportunities, enriching academic learning while benefiting from fresh perspectives and evidence-led insight.



Our partnership with LandAid provides young people experiencing homelessness with high-quality, semi-independent housing - from Webster Road to subsidised units at Baltic Yard - giving them a safe base to thrive.



We are proud to be Charity of the Year for LJMU, deepening our partnership through volunteering, student engagement and shared commitment to community development.

Widening Community Impact

Local Solutions exists to empower individuals and communities - and that means constantly finding new ways to open our doors, extend our reach, and deepen our relevance. From Kirkby to Flintshire, we've been working hard to make our services more visible, more welcoming, and more empowering.



Using our sites as Community Hubs

Across our regional locations in Kirkby, Liverpool, Sefton, Wirral and Flintshire, we've expanded how we use our buildings - not just as service delivery points, but as community anchors. This year, our teams hosted open days, health and hydration events, employability drop-ins, and free training courses in areas like first aid and wellbeing. By unlocking the full potential of our physical spaces, we've been able to reach new communities and provide meaningful pathways to opportunity.



Extending our Community Wellbeing Hubs

Our pioneering Community Wellbeing Hub in Netherley has proven how hyper-local support can change lives. Building on that success, we are now developing two additional Hubs in Garston and Speke - bringing health advice, activities and social connection into the heart of neighbourhoods that need it most.



Community Empowerment Fund network meetings

Following the success of our Community Empowerment Fund in Liverpool, we launched a new series of Network Meetings - spaces for grantees to share ideas, build connections and access wider support. These sessions have sparked peer collaborations, inspired new projects, and reminded us all of the power of community-led solutions.



Volunteers Celebration

Volunteers are the heartbeat of our work. This year, we brought together volunteers from across our Supported Lodgings service, Shopmobility, Carers Centre and Domestic Abuse teams. Through storytelling, shared celebration, and heartfelt recognition, we honoured their time, energy, and quiet determination to make a difference.



Carers Week 2025

This year's Carers Week campaign was all about visibility and value. We ran a week-long programme to raise awareness of hidden carers, promote wellbeing resources, and amplify the stories of those caring for loved ones every day. By spotlighting their contributions, we hope to influence systems, strengthen policy, and build a more compassionate culture of care.



Nutrition & Hydration Week

With generous support from Mason Bibby, our care teams hand-delivered 500 water bottles and tailored nutrition guides to people receiving care in their own homes. The materials offered practical tips for maintaining hydration and eating well - empowering individuals to stay strong, energised, and healthy through everyday choices.



In 2024/2025:
1494

victims/survivors of
domestic abuse
have been
supported by our
IDVA team

IDVA

Our Independent Domestic Violence Advisor (IDVA) service provides support to high-risk victims and survivors of domestic abuse in Liverpool. This service offers a range of assistance, including safety planning, crisis intervention, home security applications, emotional and practical support, court support, and advocacy. Additionally, IDVA's represent victims at Multi-Agency Risk Assessment Conferences (MARAC) to ensure a coordinated response to their needs.

Meet John

At 63, John was assaulted by his son and his son's partner, leaving him hospitalised with a brain bleed. Found naked and bleeding in the street, he was deeply distressed yet reluctant to accept help, fearing eviction and shame.

When our Independent Domestic Violence Advisor (IDVA) service first reached out, John apologised for 'causing a fuss' and declined support. However, a Complex Lives IDVA gained his trust, providing essentials and uncovering unsafe living conditions. John had no legal tenancy, struggled with alcohol dependence, and had lost his ID over the years.

His IDVA and Resettlement Worker persistently advocated for John, securing a Safeguarding Social Worker. Despite initial resistance from Housing Services, they ensured he was placed in temporary accommodation.

With their help, he navigated DWP processes, regained identification, and started receiving benefits.

Those responsible for his assault were sentenced to prison, and both perpetrators received indefinite Restraining Orders. Meanwhile, IDVA support helped John reduce his drinking, engage with social services, and rebuild his confidence. He now attends community coffee mornings, is learning computer skills, and art courses.

Reflecting on his journey, John believes that without intervention, he would have remained 'invisible.' His dream is to secure permanent housing in Anfield, close to his beloved football club.

"Out of something bad came something good."

FLINTSHIRE FAMILY & YOUNG PERSON'S SUPPORT SERVICES

In North Wales, Local Solutions is supporting young people and families through a range of support services. These services offer a comprehensive range of tailored support to families and young people navigating challenges, particularly those experiencing homelessness, those at risk of homelessness and those who require additional support and guidance to establish or maintain new tenancies.

Meet Kevin

Kevin, 21, became homeless when a house share broke down and he had to leave. With no option to return home and limited affordable housing, he was left with nowhere safe to go.

He presented himself as homeless to the council and was placed in emergency bed-and-breakfast accommodation in Rhyl. The conditions were challenging - no cooking or laundry facilities, and an environment where antisocial behaviour, drugs, and alcohol misuse were common. Feeling unsafe, Kevin isolated himself in his room, struggling with anxiety and hopelessness.

That's when he was referred to Local Solutions' Flintshire Family and Young Person's Support Service and met Christian, an experienced key worker.

At first, Kevin was withdrawn and barely speaking. Christian took the time to build trust, meeting him regularly in Rhyl and checking in by phone. He encouraged Kevin to volunteer at a charity shop and library - helping him gain new skills and slowly rebuild his self-esteem.

Together, they searched for suitable housing. Kevin moved into accommodation in Buckley - a big improvement from temporary accommodation and closer to family. He also secured part-time work as a cleaner, taking a vital step toward financial independence.

Christian continues to support Kevin as he works toward living independently, developing life skills and planning for a permanent home.

"I couldn't see a way forward before, but now I feel like I'm getting my life back on track."

Kevin's story shows the power of early support to help young people in crisis rebuild their lives with confidence, purpose, and hope for the future



In 2024/2025:
118 families and **18** young people have been supported by Flintshire Family & Young Person's Support Services





In 2024/2025:
26 women were provided
with temporary
accommodation at Sunraye

SUNRAYE

Sunraye provides supported accommodation for women experiencing homelessness. Located in North Wales, Sunraye offers a safe environment with wrap-around support services aimed at addressing the diverse needs of its residents. The goal is to help these women achieve stability, personal growth, and independence.

Meet Bella

Bella moved into Sunraye in December 2023 after a turbulent experience in the care system. At six, she was removed from her mother's care due to her mother's severe mental health challenges and ongoing instability. Separated from her five siblings, Bella was placed into foster care and went through eight different placements between the ages of 6 and 11, never feeling settled. By 17, she had spent seven years in a children's home and was facing the daunting prospect of living independently.

"For most of my life, everything has felt temporary. As I approached 18, I wanted to go somewhere that was right for me."

Years of instability left Bella struggling with authority and reacting defensively. Sunraye became a turning point, offering her stability and support. The dedicated staff gave her the structure, support and sense of belonging she needed to feel safe and valued.

Since moving in at 17, Bella has built positive relationships and developed crucial life skills, from budgeting to meal preparation. With staff guidance, she's learned to manage stress and conflict, fostering resilience and emotional growth.

Today, Bella is thriving. She's studying animal care in college and plans to pursue health and social care to support others like herself. She's also working at Wrexham FC, growing her independence. A place on the Housing List marks a major step toward her goal of having a home of her own.

"I'm excited about finally getting a place that I can call home."

With confidence and self-awareness gained at Sunraye, Bella is embracing her future with optimism.

WEBSTER ROAD

Webster Road offers temporary, fully furnished accommodation for young people ready to take the next step towards independent living. It provides a safe, stable environment where residents can build life skills, grow in confidence and plan for the future—all while having the freedom and responsibility of managing their own space.

Meet Stefanie

Stefanie, 21, moved to Liverpool from the Czech Republic with her family when she was just eight months old. Her childhood was filled with instability, and when her parents separated at age 10, she lost all contact with her father.

By the time she turned 18, Stefanie and her sister were working full-time, contributing all their earnings towards rent, but when they were evicted, they discovered their mother, now with a new partner, had not been paying the landlord. The family was split up, and Stefanie was left without a stable home.

For months, she sofa-surfed, trying to find somewhere safe. She briefly moved back in with her sister, who was pregnant, but after a midwife visit deemed the property unfit, her sister was placed in emergency accommodation, leaving Stefanie homeless once again.

At 20, she was referred to Homeground Hostel.

Her experience had left her wary of others - she shut herself away, struggling to trust those around her. But over time, she formed a bond with her AIMS Support Mentor, who helped her feel safe enough to open up and understand herself better.

A turning point came when she started working with her Mentor. Together, they focused on the essential skills Stefanie needed to build a stable and independent life. She learned budgeting, how to pay bills, and how to cook for herself. She also took part in first aid training and workshops on staying safe - learning about county lines and healthy relationships. With support, she wrote her CV, started job searching, and gained the confidence to take control of her future.

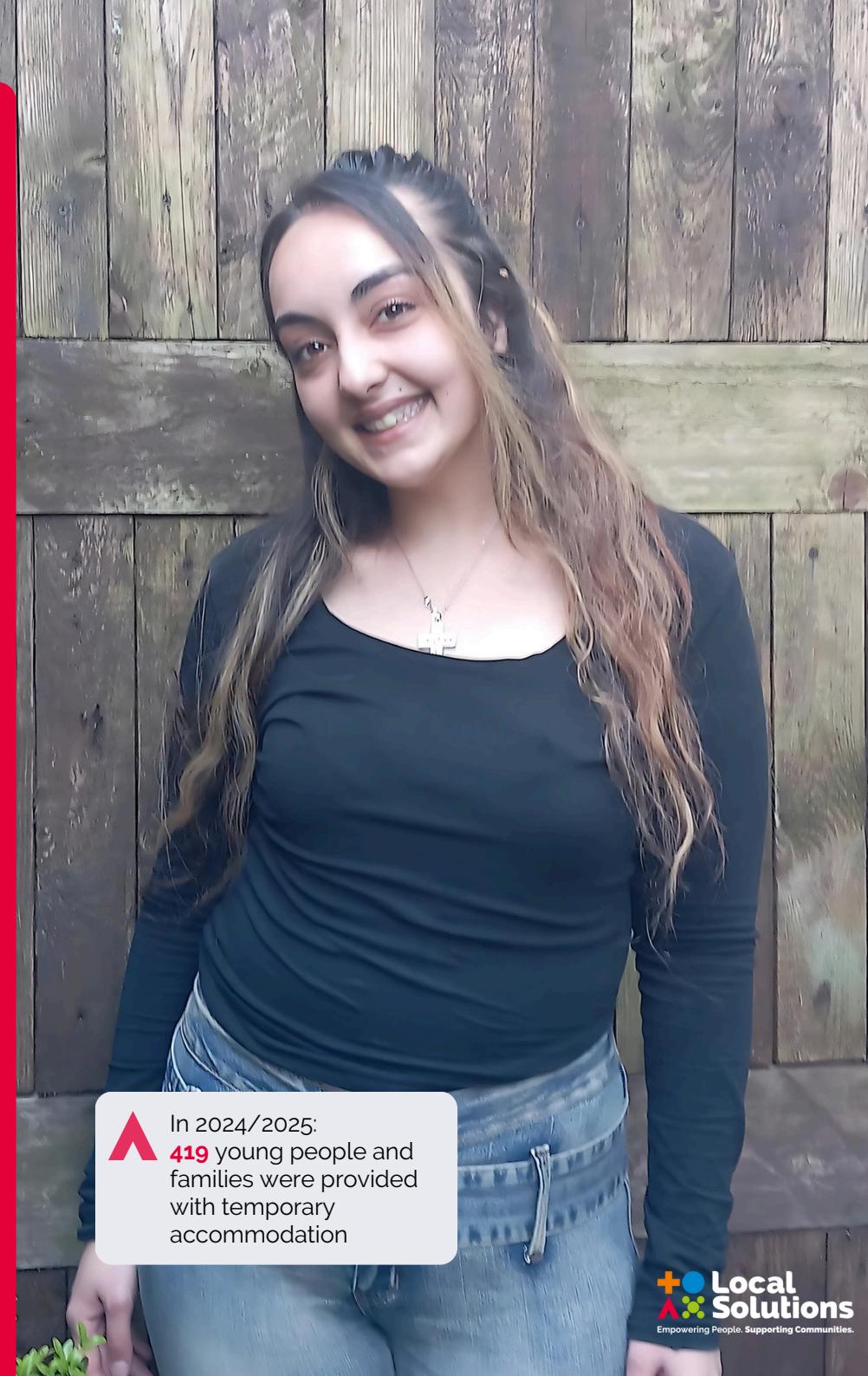
Six months ago, Stefanie moved into her own studio flat at Webster Road, our fully furnished move-on accommodation.

Having her own space, where no one could ask her to leave, was a life-changing moment.

"I'm not bothering anyone for the first time in a long time."

Now, Stefanie is embracing new opportunities. She has enrolled in a beauty course and completed training in lashes, eyebrows, and facials, funding her equipment and travel with money raised from Local Solutions' Big Sleep Out event. Her goal is to become a fully qualified beautician.

For the first time, Stefanie feels in control of her own future. Her home is not just a place to stay - it's a safe space to heal. With the support of her Mentor and Local Solutions, she has found stability, self-belief, and excitement for what lies ahead.



In 2024/2025:
419 young people and families were provided with temporary accommodation



In 2024/2025:
423 Bullybusters
sessions and **206**
AIMS Schools
sessions were
delivered across
629 schools

BULLYBUSTERS & AIMS SCHOOLS

Across Liverpool, Sefton and Knowsley, Local Solutions supports young people and families through Bullybusters and AIMS Schools. Bullybusters works with primary schools to tackle bullying through workshops, education and a helpline, helping children feel safe and supported. AIMS Schools offers tailored support in secondary schools and colleges, providing mentoring, life skills and emotional support to help young people build confidence and reach their potential.

Making a difference in schools

A secondary school approached Local Solutions' Bullybusters & AIMS Schools after noticing a troubling rise in derogatory language and misogynistic attitudes among students. Teachers were concerned about young male students making hurtful comments towards their female peers, and the school recognised the need for support in tackling this issue head-on.

To address the problem, we worked closely with the school's leadership to develop a series of interactive sessions aimed at challenging harmful gender stereotypes and encouraging healthy relationship practices. The goal was to help students understand how their values and behaviours are shaped, while giving them the tools to set boundaries and respect others.

One key activity involved students creating their personal "Bill of Rights" - a chance for them to identify their own core values and personal boundaries. This exercise encouraged deep self-reflection, allowing students to differentiate their true beliefs from the pressures they faced from peers and society.

The impact was immediate. Teachers reported a noticeable improvement in student behaviour, with less derogatory language and a stronger sense of mutual respect in daily interactions. Through the support of the Bullybusters & AIMS Schools, students were empowered to build healthier relationships, helping to create a safer and more inclusive school environment for everyone.

STAYING SAFE

Our Staying Safe programme, developed in partnership with Merseyside Police's Project Medusa, helps young people understand and navigate the risks linked to county lines, exploitation and criminal activity. Delivered free of charge in schools across Liverpool, Knowsley and Sefton, the sessions cover topics like Child Criminal Exploitation, Child Sexual Exploitation and the law, using workbooks to encourage reflection and active learning. The programme equips young people with the knowledge and confidence to stay safe and make informed decisions.

Empowering Young People to make safer choices

A secondary school contacted AIMS Schools after staff became concerned that many students didn't fully understand essential safety topics such as drug laws, what constitutes possession and the importance of respecting other people's privacy and property. The Head of Year was keen to address these gaps and give students the knowledge they needed to make informed, responsible choices.

In response, AIMS Schools delivered a series of interactive Staying Safe sessions tailored to the school's needs. The sessions were informal and engaging, creating a space where students could speak openly, ask questions and take part in discussions without judgement.

Real-life scenarios and relatable examples helped bring the topics to life and made the learning relevant to the students' everyday experiences.

A key theme that emerged was just how many students had never been taught the facts about the law or their rights. Many had misunderstood key concepts, particularly around drugs and personal responsibility. The sessions helped to clear up confusion and provided students with accurate, accessible information.

To reinforce the learning, students received workbooks with practical activities and clear summaries to help them apply what they had learned to real-life situations. Since the programme was delivered, staff have observed a noticeable change in how students engage with these topics.

Pupils are more thoughtful, more inquisitive and show a clearer understanding of boundaries and respectful behaviour.

The Staying Safe programme, delivered by AIMS Schools, didn't just share knowledge – it helped shape a safer, more confident and respectful school community.

A In 2024/25:
Staying Safe supported
418 young people.
365 through AIMS
Schools group sessions
and **53** through AIMS
Mentoring one-to-one
support.



Community Empowerment Fund

Over the past financial year, we received over 150 applications and awarded over £70,000 to support over 50 community projects across the Liverpool City Region.

The Community Empowerment Fund empowers individuals and groups to create projects that will make a lasting positive impact in their own communities. By offering grants and resources, the fund gives grassroots organisations and community leaders the tools they need to take action on local challenges. It's all about helping people bring their ideas to life, promoting fairness, and building stronger, more self-sufficient communities from the ground up.



Autism Adventure Training

Julie founded Autism Adventures Group after her son was diagnosed with autism at age 3. Feeling isolated and unsupported, she left work to care for him and became a strong advocate for better services for autistic children and their families.

Over the past nine years, she has worked with local leaders to develop autism-friendly spaces, inclusive sports groups, and accredited training for parents.

Thanks to a grant from the Community Empowerment Fund, Julie will now run 4-week courses to help parents understand their child's diagnosis, support their needs, and advocate for them in education and work.

Grant amount: £1,900

Reach: 25 people



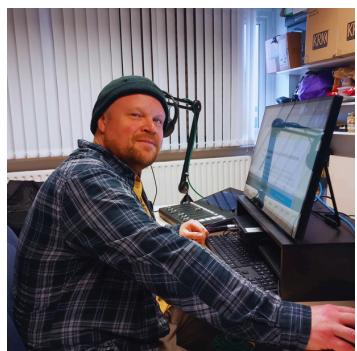
Lister Residents Association

Tucked away in Kensington, Lister Residents Association has spent the last 20 years transforming an overgrown green space into a thriving community garden. Now home to rockeries, a sensory garden, BBQ, hospitality areas, and a memorial space, the garden brings around 200 local people together each year for social events and family time.

Maintained by three committed volunteers and open to all residents, the space fosters a real sense of belonging. With support from Local Solutions' Community Empowerment Fund, they've now added a wooden outhouse – the final piece of their project – enabling year-round social activities in a sheltered setting.

Grant amount: £2,000

Reach: 100 people



Dementia Radio

Merseyside Dementia Friendly Radio, based at STEC in Speke, has supported people with dementia and their carers for five years. Founded by Nat, after his own family experience, the station now reaches over 250 listeners each month.

Unlike commercial radio, it offers calm, structured content that's easier for listeners to process. Broadcasting 24/7 with seven live shows weekly, it's run entirely by volunteers, including five Directors, 12 presenters, and University of Liverpool students.

The station reduces isolation, offers entertainment, and provides signposting support. With funding from the Community Empowerment Fund, it will cover essential costs, improve equipment, and prepare for DAB expansion.

Grant amount: £2,000

Reach: 250 people

Partner with us

Believe in community-led change? Let's make it happen together. Contact jsnell@localsolutions.org.uk to get involved.

CARERS CENTRE

Liverpool Carers Centre offers extensive support to unpaid carers, including providing information, advice, and emotional support, as well as organising activities and wellbeing sessions. The centre aims to alleviate the isolation often experienced by unpaid carers, offering a space where they can connect with other people experiencing similar situations.

Meet Tara

Tara's life changed dramatically when her husband, Dave, was forced to give up work due to his deteriorating health. Dave, now 43, was born with congestive heart failure, a progressive condition that affects his heart's ability to pump blood effectively. Over time, his condition worsened, leaving him breathless, in constant discomfort, and reliant on a wheelchair outside their home.

In 2019, following medical advice, Tara and Dave relocated from Stockport to Liverpool to be closer to the Liverpool Heart and Chest Hospital. While this move was necessary for Dave's care, it left Tara feeling isolated. With her parents in Germany and Dave's father in Wales, she had no local support network. She also had to leave her job as a support worker for adults with learning differences become Dave's full-time carer.

Every day she helps him with personal care, prepares his meals, ensures he takes his medication, and manages his hospital appointments.

Tara struggled to adjust to her new reality - until she discovered Liverpool Carers Centre, a service run by Local Solutions. Through the centre, she was introduced to Christine, a Carer's Development Worker, who quickly became a vital source of support.

Unable to leave Dave alone and without a car, Tara had limited access to external help. Christine provided much-needed guidance, helping Tara secure suitable housing - a ground-floor flat with an accessible wet room to accommodate Dave's needs. She also supported them in accessing essential benefits and introduced Tara to additional services that could help ease the challenges of being a full-time carer.

Beyond practical support, Christine has been someone Tara can turn to. Regular phone calls have given Tara a space to share her worries with someone who listens and understands. The Carers Centre also arranged for Tara to have a Mytime break - a guided walking tour to help her explore her new city and take time for herself.

Recently, thanks to Christine's help, Tara and Dave moved into their new home, designed to meet Dave's needs and offer Tara some much-needed relief.

"I wouldn't have been able to cope without the Carers Centre - I would be lost without them. I wouldn't know who to turn to."

Tara's story highlights the vital role that Liverpool Carers Centre plays - not just in providing practical assistance but in offering connection, guidance, and emotional support. For Tara, knowing she is not alone has made all the difference.



In 2024/2025:
1,105 carer assessments were completed for Unpaid Carers at Liverpool Carers Centre.

1,324 Unpaid Carers took part in a health and wellbeing activity at Liverpool Carers Centre



In 2024/2025:
817 Unpaid Carers benefitted from a free respite activity provided by Mytime Liverpool
512 Unpaid Carers benefitted from a free respite activity provided by Mytime Wigan
373 Unpaid Carers benefitted from a free respite activity provided by Mytime Coventry

MYTIME

Mytime offers unpaid carers free access to leisure, cultural and social activities, giving them a much-needed break from their caring responsibilities. Developed in response to carers asking for "a break," the programme includes opportunities like overnight stays, afternoon tea, theatre trips, dining out and relaxation activities - thanks to the support of local businesses. Following its success in Liverpool, Mytime has expanded to Wigan and Coventry, helping even more carers feel valued and supported.

Meet Jayne

Jayne is a single mum of three adult children and a full-time carer for her middle son, Adam, who is 36.

When Adam was nine, he was diagnosed with a brain tumour. He received treatment, including radiotherapy, and although the tumour was successfully removed, it left him with lifelong health challenges. As a result of the treatment, Adam lost his sight, his growth was affected, and his mobility declined.

Determined to give him as much independence as possible, Jayne supported him in moving into a home with his younger brother while still providing the care he needed.

Two years ago, Jayne noticed changes in Adam - his speech was slurred, and he was losing weight. She immediately sought medical help, and within days, doctors confirmed that Adam had developed a terminal brain tumor.

His condition deteriorated rapidly, and within four days, he lost his ability to speak. Now, he requires 24/7 care, and Jayne spends most of the week at his home, ensuring he has the support he needs while also giving his younger brother a break.

"For the past few years, I've been running on autopilot - just surviving each day as it comes. I was exhausted, but I didn't even realise how much I needed a break."

Caring for Adam has been both physically and emotionally demanding. Jayne felt burnt out and invisible, so when the Mytime team offered her a short break, she almost turned it down out of habit. But something told her to say yes, and she's so grateful that she did.

The team arranged a complimentary overnight stay for two at one of their partner hotels.

From the moment the break was booked, they stayed in touch, handling all the details so Jayne didn't have to worry about a thing.

She took her best friend with her - someone who had always been there for her but with whom she rarely got to spend quality time.

"The team made everything so easy - I just had to turn up. That break gave me the chance to breathe, to remember what it feels like to be me. For the first time in years, I felt seen."

The experience left Jayne feeling recharged and with a fresh perspective. She now understands that taking care of herself is just as important as caring for Adam.

"I'm so glad you called because I just want to say, from the bottom of my heart, what you do has a massive impact on people's daily lives."

LIVERPOOL WATERSPORTS CENTRE

Liverpool Watersports Centre is located at Queens Dock, offering a variety of watersports activities and training programmes. The Centre provides opportunities for people of all ages and abilities to engage in activities such as kayaking, canoeing, sailing and paddleboarding. The Centre aims to promote fitness, skills development and an enjoyment of watersports in a safe and supportive environment. We work with schools, community groups and social organisations as well as the public.

The Venny

For the past 15 years, children from Garston Adventure Playground - affectionately known as 'The Venny' - have been making a splash at Liverpool Watersports Centre. Twice a year, groups of up to ten children take the short journey into the city to experience the thrill of water-based activities, many for the very first time.

The Venny, a vital community space since 1980, welcomes around 150 children aged 5-16 every week. It provides a safe, free-to-access environment where kids can enjoy a huge outdoor play area, a 4G football pitch, a craft room, an IT suite and even a soft play zone. But with the rising cost of living placing extra strain on families, the centre's role has grown beyond recreation - it now ensures every child receives a hot meal and snacks during their visit.

Amidst the challenges these young people face, Liverpool Watersports Centre offers an invaluable escape. With its city-centre location easily accessible by public transport, it provides an affordable, exciting opportunity for children to engage in activities they might otherwise never experience. From kayaking and stand-up paddleboarding to tackling the inflatable Aqua Park, the sessions are packed with fun, adventure, and the chance to build confidence on the water.

'Many of the kids who come here have never done anything like this before. It's an opportunity to step away from the stresses of school, social media, and everyday pressures—giving them a chance to switch off, have fun, and just be themselves.'

Over the years, thousands of children have visited Liverpool Watersports Centre through The Venny.

They laugh as they plunge into the water, challenge themselves to balance on a paddleboard, and learn essential water safety skills along the way. For many, the highlight is the pure exhilaration of leaping from the top of the Aqua Park.

Beyond just being a fun day out, these visits foster resilience, teamwork, and self-belief. The physical activity is a great boost for their health, while the experience of trying something new builds confidence.

'The kids absolutely love it'

Thanks to Liverpool Watersports Centre's commitment to keeping costs accessible, The Venny can continue providing these experiences for children across the city. It's not just about getting out on the water—it's about giving young people a sense of adventure, belonging, and joy in a way that truly makes a difference.



In 2024/2025:
14,262 people took part on an activity at Liverpool Watersports Centre



In 2024/2025:
1,334 people hired mobility equipment from Shopmobility

SHOPMOBILITY

Shopmobility supports people with mobility restrictions through the loan of mobility equipment. The service provides freedom and independence to people and allows them to easily access amenities which improves accessibility and supports their independence.

Meet Emma

Emma started using the Shopmobility service two years ago after a life-altering health battle.

At 35, she was diagnosed with cervical cancer. Aggressive treatment - including a hysterectomy, radiotherapy, and chemotherapy - changed everything. Months later, she began experiencing severe back pain, later revealed to be pelvic fractures caused by radiotherapy. By 40, she was living with chronic pain that couldn't be cured, reliant on medication and her mum, Grace, for everyday support. Although she could still drive, tasks like lifting shopping bags had become impossible.

Losing her career as a primary school teacher and much of her independence took a huge toll on Emma's mental health. But she was determined not to let her condition define her. That's when she discovered Local Solutions' Shopmobility service.

'If the Shopmobility service wasn't available, I wouldn't be able to come into town.'

Since then, Emma uses the service once a month to hire a mobility scooter. Her own scooter wasn't practical - the battery was too heavy to lift - but Shopmobility's accessible Liverpool ONE location has made it easy to get around again.

The service has given Emma more than just mobility - it has restored a sense of normality. Shopping trips, hair appointments, and coffee outings with her mum have become regular highlights, helping her feel connected to the world again.

The staff greet Emma and her mum by name, creating a warm and welcoming atmosphere that makes each visit feel special.

With Shopmobility's support, Emma continues to face her challenges with resilience - proving that mobility issues don't mean giving up on independence or joy.



Last year marked 50 years of Local Solutions — a milestone that gave us time to pause, reflect, and celebrate.

Over five decades, we've stood alongside individuals and communities through challenge and change, always focused on creating opportunities, building resilience, and offering support where it's needed most.

Throughout our anniversary year, we celebrated not just our history, but the people who make it — the staff, volunteers, partners, and individuals who shape our work every day. We shared stories, reconnected with people we've supported over the years, and launched new initiatives like the Community Empowerment Fund to invest in local action.

Our 50th year reminded us what's possible when people work together with purpose, compassion, and belief in one another.





Independence

*“When we’re out together,
I feel like I’m 60 again.”*



Health & Wellbeing

*“That break gave me the
chance to breathe, to
remember what it feels like to
be me.”*



Safety & Security

*“I couldn’t see a way forward
before, but now I feel like I’m
getting my life back on track.”*



Skills & Confidence

*“I’m ready for the next chapter. I
know it won’t be easy, but I have
the skills to succeed.”*



Stabilised Accommodation

*“I’m excited about finally getting a
place that I can call home.”*



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