

The background of the entire page is a photograph of a young man with dark, curly hair and a beard, smiling and looking off to the side. He is wearing a grey zip-up hoodie over a light blue shirt. The text "Impact Report 2025/26" is overlaid in large white font, with an orange horizontal line underlining the year "2025/26".

Impact Report **2025/26**

2025/26 Impact Report

Across the Liverpool City Region and North Wales, we see acts of kindness, resilience and community spirit every single day. Despite increasing pressures on individuals and communities, people continue to support one another, build connections and create positive change.

This report celebrates the impact that can be achieved when communities, partners, volunteers and staff come together with compassion, determination and a shared commitment to helping people thrive. Throughout 2025/26, we have continued to strengthen our work to End Homelessness, Transform Social Care and Empower Communities, supporting thousands of people to access help earlier, build stability and move towards brighter futures.

A major milestone this year was our move to Boaler Street, marking the beginning of an exciting new chapter for Local Solutions. Bringing a number of our services together under one roof has created a welcoming space where people can access support, build connections and feel part of their local community.

As we look ahead, we remain committed to working alongside our communities and partners to create opportunities, reduce inequalities and help people live healthier, safer and more connected lives.

Helen Heap | Chair

Tom Harrison | Chief Executive



35,486
people were
supported by
Local Solutions in
2025/26

Our impact in numbers

35,486

People supported by
Local Solutions

1,259

People supported to live
independently at home

396,620

Hours of care
delivered in people's
homes

11,308

People accessed
watersports activities

1,086

People benefited from
a Mytime break

183

Bullybusters sessions
supporting children and
young people

1,823

Unpaid Carers took part
in health and wellbeing
activities

106

People given a safe place
to stay through Supported
Lodgings

166

AIMS Schools sessions
delivered

743

People supported into
safe temporary
accommodation

1,717

Domestic abuse
survivors supported

£23.5m

Social & economic
value generated

Ending Homelessness

At Local Solutions, we provide accommodation, practical help and day-to-day assistance for people facing homelessness and housing instability. Our teams work alongside individuals during some of the most difficult periods of their lives, helping create greater security, develop their skills and increase independence.

Across the Liverpool City Region and North Wales, increasing demand for temporary accommodation and limited access to affordable housing continue to place more people at risk of homelessness. Many of those accessing our services are experiencing trauma, poor mental health, financial pressure or family breakdown long before emergency intervention is needed.

Through prevention, early intervention and sustained involvement, we help individuals access the right assistance sooner, reduce risk and begin rebuilding their lives.

A person with dreadlocks is shown from the side, standing at a kitchen sink and washing their hands. The sink is white, and the faucet is silver. The person is wearing a grey t-shirt and a beaded bracelet. The background is a white wall with a light fixture.

79%

**OF PEOPLE
SUPPORTED FELT
SAFER AND MORE
SECURE**

89%

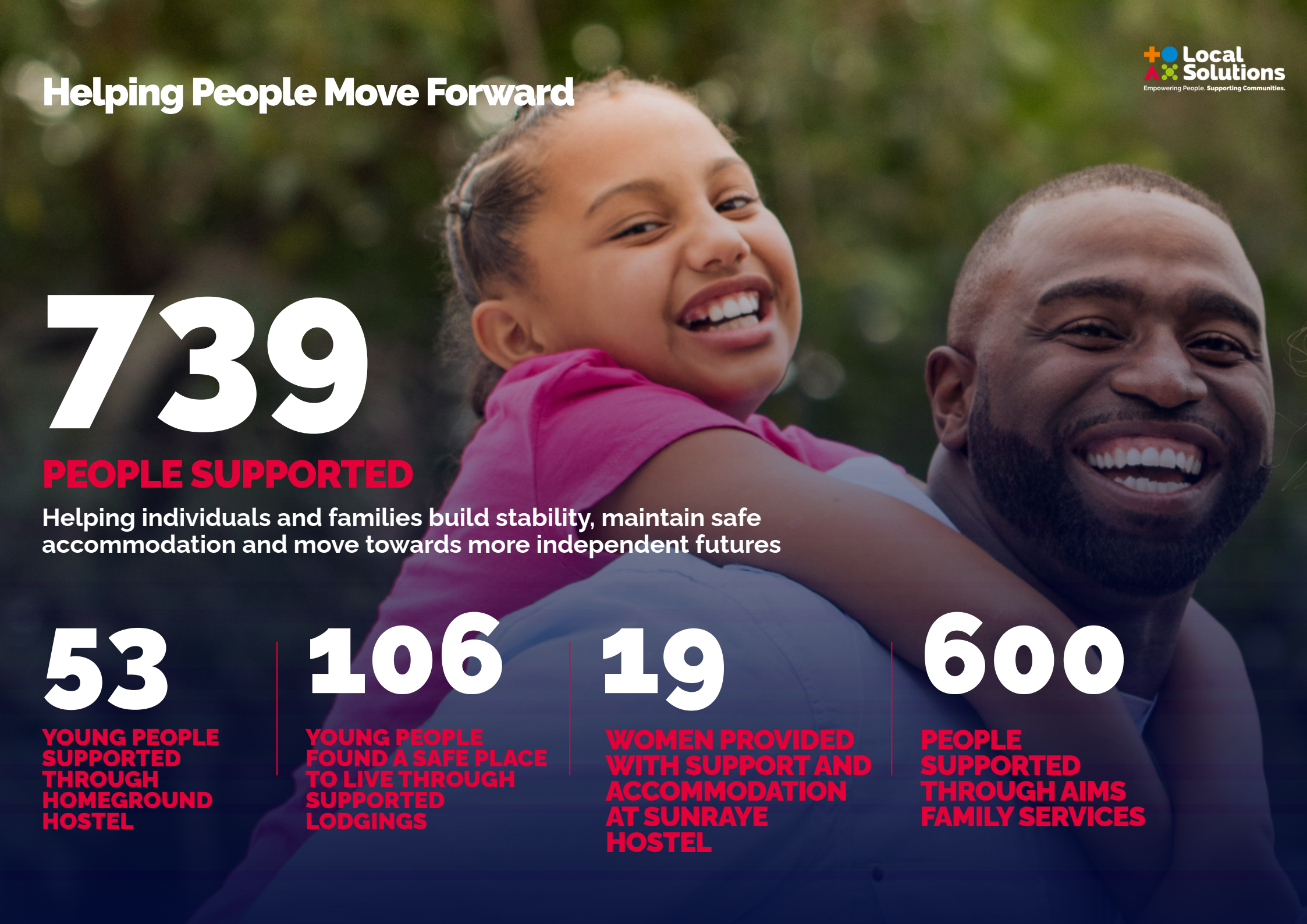
**OF PEOPLE
SUPPORTED TO
STABILISE THEIR
ACCOMMODATION**

A person wearing a dark cap and a dark jacket with a grey hood stands in front of a vibrant, stylized mural. The mural depicts a city street scene with various buildings, including a purple building with the text 'ty pawlb' and a red building with 'WREX' on it. There are also green trees and a blue sky. The person is smiling and has a lanyard around their neck.

“Being here has helped me start thinking about my future again. For the first time in a long time, I feel like I’m moving forward”

Sian, Sunraye

[Read more about Sian here](#)

A smiling man and a young girl hugging outdoors. The man is on the right, wearing a blue shirt, and the girl is on the left, wearing a pink shirt. They are both smiling and looking towards the camera. The background is a blurred green field.

Helping People Move Forward

739

PEOPLE SUPPORTED

Helping individuals and families build stability, maintain safe accommodation and move towards more independent futures

53

**YOUNG PEOPLE
SUPPORTED
THROUGH
HOMEGROUND
HOSTEL**

106

**YOUNG PEOPLE
FOUND A SAFE PLACE
TO LIVE THROUGH
SUPPORTED
LODGINGS**

19

**WOMEN PROVIDED
WITH SUPPORT AND
ACCOMMODATION
AT SUNRAYE
HOSTEL**

600

**PEOPLE
SUPPORTED
THROUGH AIMS
FAMILY SERVICES**



Supported Accommodation & Housing

Having somewhere stable to stay can be the first step towards recovery after homelessness, trauma or family breakdown.

Through **Sunraye**, **Homeground**, **Supported Lodgings**, **Webster Road** and **Baltic Yard**, we provide accommodation alongside day-to-day assistance that helps residents feel more settled and able to move forward.

Stability & Structured Support

Regular contact with trusted staff provides consistency during uncertain periods and assistance with everyday challenges. This can include appointments, budgeting, emotional wellbeing, tenancy responsibilities and access to wider services, depending on personal circumstances.

Building Independence

Through **AIMS Life Skills** and **AIMS Family Support**, people and families can strengthen practical skills, prepare for employment, continue education and explore personal goals. The focus is on supporting gradual progress and creating activities that feel achievable for each individual.

Move-On & Long-Term Stability

Securing accommodation is only one part of the journey. Outreach support helps residents maintain tenancies, navigate new responsibilities and adapt to living more independently, reducing the likelihood of cyclical breakdown and homelessness.

Why This Support Matters

£21,000

VS

£35,000+

Average annual cost of Supported Lodgings vs residential care

89%

of people supported to stabilise their accommodation

Statistics For England

132,000+

households currently living in temporary accommodation in England

£2.8billion

annual local authorities spending on temporary accommodation

174,000+

children currently living in temporary accommodation in England

Supported Lodgings Summit

Our first Supported Lodgings Summit brought together senior leaders, commissioners, practitioners, householders and people with lived experience from across the Liverpool City Region and North Wales.

The event focused on the growing need for safe, family-based accommodation for young people facing homelessness or instability. Sessions explored how earlier action, clearer referral routes and closer partnership working can improve access to suitable homes and earlier help.

The Summit also reflected our wider commitment to strengthening Supported Lodgings provision and encouraging stronger regional dialogue around accommodation and prevention.

[**Access our Supported Lodgings Guide here**](#)

Sharing Ideas

Workshops and group sessions explored pressures affecting the sector, including rising demand, barriers to suitable housing and the ongoing need to recruit more householders. Discussions also examined how services can respond more effectively to changing circumstances and provide earlier access to assistance.

Celebrating Impact

Stories shared by care experienced young adults, householders and practitioners highlighted the difference a welcoming home environment can make. Speakers reflected on the value of trusted relationships, consistency and having somewhere reliable to turn during difficult periods.

Shaping The Future

Householders, sector leaders and people with lived experience contributed ideas about how family-based provision can evolve to meet future demand. Discussions identified ways to improve local routes into accommodation, encourage closer partnership working and widen access to suitable homes.

Driving Change

The Summit marked an important step in raising the profile of Supported Lodgings across the Liverpool City Region and North Wales. By bringing together lived experience, frontline insight and strategic leadership, the event encouraged wider discussions around prevention, housing insecurity and earlier intervention for those at risk of homelessness.

Transforming Social Care

Social care is about people, relationships and the everyday support that helps someone feel safe, valued and connected. It is about dignity, trust and knowing that somebody is there when they are needed most. For many people, the right support can make the difference between coping alone and living well within their own home and community.

Many of the people we support are living with complex health conditions, caring responsibilities, loneliness or changing support needs while trying to maintain their independence and quality of life. At the same time, growing pressures on health and care services can make it harder for people to access support before challenges escalate.

Through homecare, carers support, wellbeing activities and practical community services, we help people stay connected, maintain independence and feel supported in the places that matter most to them.



96% 98%

**OF PEOPLE SUPPORTED
REPORTED GREATER
INDEPENDENCE**

**OF PEOPLE SUPPORTED
REPORTED IMPROVED
HEALTH AND
WELLBEING**

396,620

HOURS OF CARE DELIVERED

To help people live safely and independently at home

1,259

**PEOPLE SUPPORTED TO
LIVE INDEPENDENTLY
AT HOME**

32,549

**HOURS OF CARE
DELIVERED BY THE
SPECIALISED CARE TEAM**

1,086

**CARERS TOOK PART
IN A MYTIME BREAK**

1,105

**ASSESSMENTS COMPLETED
FOR UNPAID CARERS**



Support At Home

Homecare and **Extra Care** services help people remain in familiar surroundings for as long as possible, with tailored day-to-day assistance that promotes safety, routine and dignity. Regular contact also reduces loneliness and provides reassurance for both individuals and families.

Supporting Carers

Liverpool Carers Centre and **Mytime** provide advice, practical assistance and opportunities for unpaid carers to take time for themselves. Activities, peer support and wellbeing sessions create space to share experiences, access information and feel acknowledged within caring responsibilities.

Everyday Activities & Social Groups

Mytime, **Shopmobility** and community wellbeing activities encourage people to stay active and continue to lead fulfilling lives. Accessible sessions and social opportunities reduce isolation, encourage self-belief and make it easier to remain involved in hobbies, interests and local activities.

Community Outreach

Neighbourhood-based outreach, including activity delivered through the **Community Wellbeing Hub** in Speke, brings advice and practical assistance closer to local residents. These services make it easier to access information earlier, build supportive local networks and raise awareness of the help available.



A photograph of two women in a home care setting. In the foreground, a woman with reddish-brown hair and glasses, wearing a teal cardigan over a dark patterned top, sits at a desk. Behind her, a woman with blonde hair and glasses, wearing a dark blue top, leans over her shoulder. They are both looking at a laptop screen. The background shows a home office with shelves, a radiator, and a doorway leading to another room.

**“I couldn’t live at home
without Local Solutions”**

Lucy, Homecare

[Read more about Lucy here](#)



Carers Week

During National Carers Week, we launched a city-wide awareness campaign and consultation designed to uncover hidden carers and better understand the experiences of unpaid carers across Liverpool.

Using simple, relatable messaging displayed across hospitals, GP practices, transport networks, workplaces and community spaces, the campaign encouraged people to reflect on the everyday responsibilities they carry for family members, friends and neighbours.

Hidden Carers

We used honest, real-life language to reach people who may never have described themselves as carers before. Visible messaging across the city encouraged earlier recognition and helped more people understand where advice and assistance is available.

Listening to Carers

Conversations, workshops and online engagement created opportunities for carers to share personal experiences, daily pressures and ideas for improvement. Feedback gathered throughout the week is helping us better understand the realities faced by unpaid carers across Liverpool.

Looking Ahead

Insight gathered during Carers Week is helping inform future planning and identify where gaps remain for carers across the city. The campaign also brought organisations working alongside carers in health, education, transport and the voluntary sector closer together.

City-Wide Involvement

Organisations across Liverpool helped extend the reach of the campaign through posters, digital screens, staff communications, social media and community spaces. Working together in this way helped start conversations, increase visibility and encourage more people to seek advice earlier.

***I JUST FIT EVERYTHING
AROUND WORK...***

YOU MIGHT BE A CARER

***YOU ARE NOT ALONE.
SUPPORT IS AVAILABLE TO YOU.***



Scan to find
support
near you



carerscentre@localsolutions.org.uk
0151 705 2307
www.localsolutions.org.uk/am-i-a-carer



Reducing Pressure on Public Services

£14m

**in estimated
public sector
savings**

96%

of people developed greater independence

98%

of people reported improved health
and wellbeing

Statistics For England

£34.5 billion

annual adult social care
spending

£35k–£50k

an annual residential
placement cost

372,000+

people waiting for adult
social care assessments,
care or reviews

Empowering Communities

Having somewhere familiar to go, people to talk to and opportunities to take part in local activities can make a significant difference to the quality of life. For many, regular social contact and feeling part of something helps reduce loneliness and creates a greater sense of reassurance.

Many of those we work alongside are experiencing isolation, poor mental health, domestic abuse, financial hardship or other challenging circumstances. In some cases, simply having a welcoming environment, trusted staff or familiar faces can help people feel less alone and more able to cope with everyday life.

Through wellbeing activities, education programmes, specialist services and community spaces, we create ways for people to meet others, learn new skills and access practical advice closer to home. Every day we see the value of shared experiences and supportive local networks in helping people feel empowered.



95%

**OF PEOPLE SUPPORTED
GAINED SKILLS AND
CONFIDENCE**

96%

**OF PEOPLE SUPPORTED
REPORTED IMPROVED
HEALTH AND WELLBEING**



Connection & Wellbeing

Liverpool Watersports Centre and community wellbeing activities give people opportunities to stay active, try new experiences and spend time with others in welcoming surroundings. Taking part in shared activities can reduce loneliness, encourage self-belief and provide a positive sense of routine.

Safer Communities

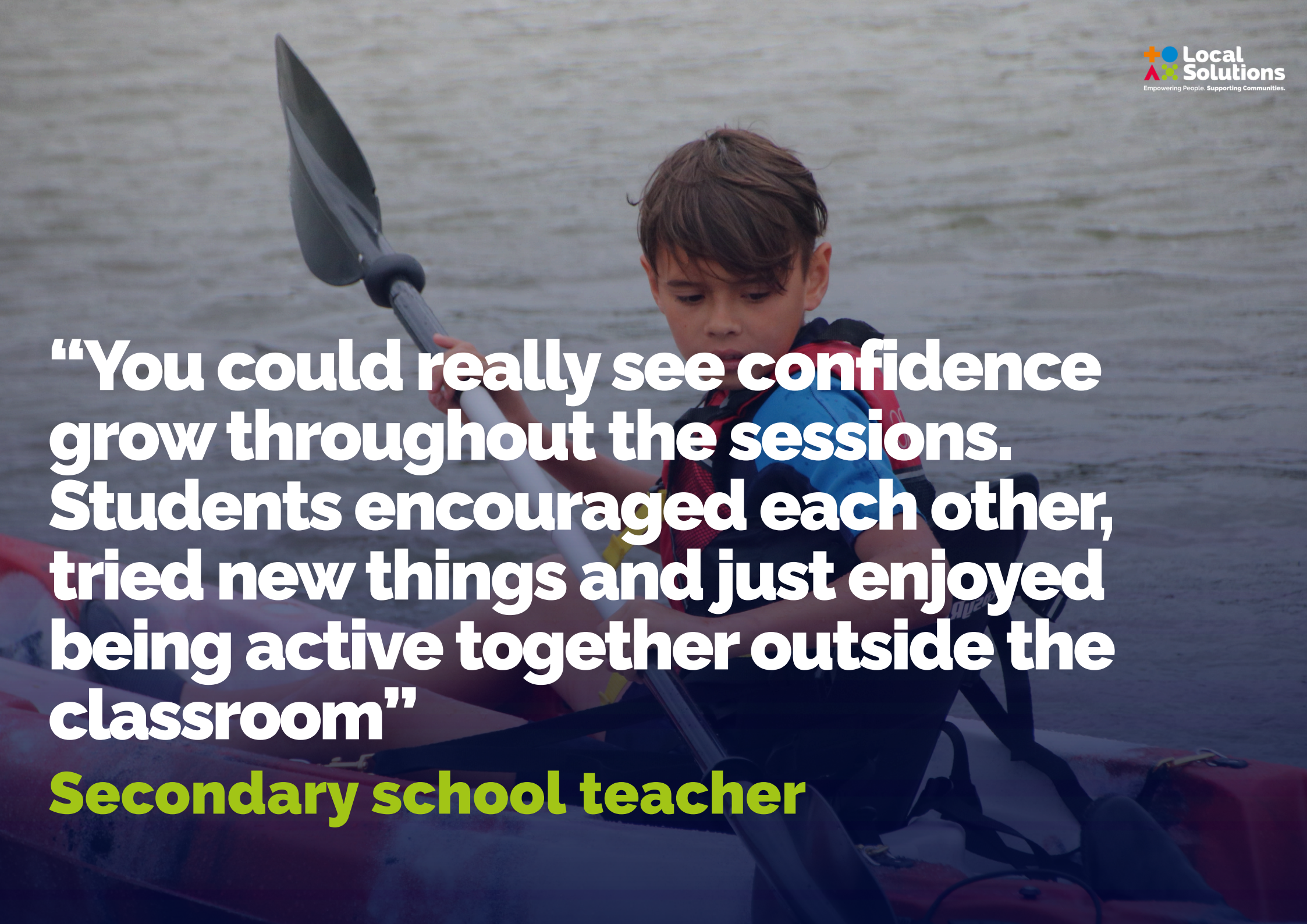
IDVA and specialist services provide advocacy, expertise and practical assistance for individuals and families facing difficult or unsafe circumstances. Access to trusted, independent advice and day-to-day help can support people in regaining a sense of security and moving towards greater stability.

Building Independence

AIMS Schools, **Bullybusters** and mentoring programmes work alongside children and young people across schools and neighbourhood settings. Sessions focus on self-esteem, healthy relationships, **Staying Safe**, recognising exploitation and creating spaces where young people feel listened to, respected and better equipped to manage everyday challenges.

Grassroots Support

The **Community Empowerment Fund** provides funding for local organisations and grassroots projects delivering activities shaped around the needs of local residents. From social groups and wellbeing sessions to practical neighbourhood initiatives, these projects create inclusive local spaces, encourage participation and make local social action easier to access across the region.



“You could really see confidence grow throughout the sessions. Students encouraged each other, tried new things and just enjoyed being active together outside the classroom”

Secondary school teacher

11,308

PEOPLE TOOK PART IN A WATERSPORTS ACTIVITY

Helping people build confidence, wellbeing and connection through accessible watersports activities

29

COMMUNITY
PROJECTS
FUNDED
THROUGH THE
COMMUNITY
EMPOWERMENT
FUND

166

AIMS SESSIONS
PROVIDED

183

BULLYBUSTERS
SESSIONS
PROVIDED

1,717

PEOPLE SUPPORTED
THROUGH
INDEPENDENT
DOMESTIC VIOLENCE
ADVISORS (IDVA)



Community Empowerment Fund

The Local Solutions Community Empowerment Fund provides funding for organisations and community-led projects across the Liverpool City Region, helping smaller groups respond to the needs of local residents in practical and meaningful ways.

From wellbeing activities and social groups to food projects, youth sessions and neighbourhood initiatives, funded projects are creating inclusive local spaces, bringing people together and creating welcoming places for local residents to meet, talk and take part.

Continued demand for the Fund highlights the important role grassroots organisations play within local neighbourhoods, particularly for people experiencing isolation, financial pressure or difficult personal circumstances.

1,450

**PEOPLE SUPPORTED THROUGH
COMMUNITY EMPOWERMENT
FUND PROJECTS**

29

**COMMUNITY
PROJECTS FUNDED**

131

**FUNDING APPLICATIONS
RECEIVED**



Reducing Pressure on Public Services

£2.15
generated for every
£1 invested

Community-based support continues to create social and economic value across local communities.

95%

of people supported gained skills and confidence

96%

of people supported reported improved health and wellbeing

Statistics For England

£85 billion

annual cost of domestic abuse in the UK

early intervention and specialist support help reduce long-term pressure on public services

£300 billion

cost of poor mental health

accessible wellbeing and community support play an important role in prevention and resilience

22%

of adults report feeling lonely

community connection and early support help reduce isolation and improve wellbeing

Working in Partnership

We believe the best solutions come from working together. Here are some of the partners we collaborate with to strengthen services and support communities across our region.



Building Stronger Communities Together

Our partnership with Capacity through the Social Climbers Programme gave us time to reflect on how we can become more rooted within the neighbourhoods where we work, using our buildings, spaces and relationships to better support local people.

What we worked on together

Together we explored what place-based working looks like in practice - understanding the strengths that already exists within communities, listening more closely to residents and considering how our services and spaces can become a more active part of everyday community life.

What this is helping us achieve

This work is shaping how we think about partnership working, community spaces and neighbourhood involvement across Local Solutions. It is helping us create services that feel more visible, accessible and connected to the people and places around them.

Rooted in Communities

Our move to Boaler Street in January marked the beginning of a new chapter for Local Solutions. Bringing services together under one roof has created more opportunities for people to access advice, spend time with others and feel part of a community environment.

The next stage of that journey is the development of our new Community Kitchen and Partner Hub within the former food bank area. Plans for the space have been shaped through conversations with residents, partners, local groups and people who use our services, reflecting what people told us matters most - affordable food, friendly spaces, social interaction and easier access to everyday help.

The Community Kitchen and Partner Hub are being developed as places where people can eat together, learn practical skills, meet others and take part in local activity. More than a building, the space represents a long-term commitment to neighbourhoods, relationships and creating opportunities for people to feel part of something locally.



120

CONVERSATIONS

With local people through community drop-ins and pop-ups

300

SURVEYS

Online and paper surveys completed to capture community voices

12

FOCUS GROUPS

Held with residents and community organisations

What We Heard From Our Community

A welcoming and inclusive space for everyone

Easier access to support and information

Affordable food and cooking opportunities

More opportunities to build skills and confidence

Safe spaces to connect and reduce isolation

Better joined-up community services

Supporting Local Employment

£15m

INVESTED INTO THE LOCAL COMMUNITY

Creating opportunities, supporting local employment and strengthening local communities

463

**EMPLOYEES LIVE
ACROSS THE
LIVERPOOL CITY
REGION AND
FLINTSHIRE**

475

**LOCAL PEOPLE
EMPLOYED**

224

**STAFF
QUALIFICATIONS
ACHIEVED**

233

**STAFF
TRAINING
SESSIONS DELIVERED**

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Local Solutions



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