



Triple C (Liverpool)

Churches Community Compassion





2026
ANNUAL IMPACT REPORT

April 2025 - March 2026

Registered Company Number: 05384480
Registered Charity Number: 1118424

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A Warm Welcome...

from our Chair of Trustees, Jacque Ayton







It is a privilege to introduce this year's Annual Report, my first one as Chair of Trustees. I joined the board in January 2025, and became the Chair in September 2025, so this will be my first AGM as Chair.

Reflecting on the past year serving as a Trustee and the Chair, I have had so many moments of joy. Whether it was volunteering at Playscheme, chatting with folks at the Tuesday Cafe, hearing the transformative stories of Debt Advice, sharing a cuppa with people accessing our Foodbank, or hearing the joyful stories from my own children when they returned home from Elevate, time and again Triple C has shown that it is an integral part of the community here in Norris Green.

Triple C is unique in that not only does it provide services spanning generations and life experiences, the people who work behind the scenes, the volunteers, know from their own experiences the vital impact Triple C has, as many of them started off as service users and have gone on to become volunteers or employees in the Triple C family.

As you read this year's report and reflect on the positive impact Triple C has on our community, I encourage you to consider joining this Triple C family, to be part of this positive change across Norris Green, transforming our community through compassion based at our churches.

Kind Regards,

Jacque

Our Story So Far...

2024

20 Years

Triple C celebrates 20 years of service to the community.

2023

Community Café

Community Café opens to replace pantry at CC

2020

Food Pantry

Food Pantry replaces one Foodbank at CC in response to the Pandemic

2012

Debt Advice & Foodbank

Debt Advice is set up in response to rising levels of problem debt in the community. Foodbanks open at TGS and CC.

2011

Foodbank

Foodbank opens at St Christopher's

2008

Children's & Families

First Children & Families Worker employed

2007

Triple C

Triple C is officially established as a charitable company.

2004

Triple C

Triple C is founded as the Three Churches Community Project. Collaboration begins between three Anglican churches in Norris Green and Croxteth:
St Christopher's, The Good Shepherd (TGS), and Christ Church (CC). Employing a Community Worker and Older Person's Worker.

About where we work

***L11 faces multiple deprivation challenges:**



- PARTS OF LIVERPOOL L11 FALL WITHIN THE 2% MOST DEPRIVED NEIGHBOURHOODS IN ENGLAND ACCORDING TO THE INDEX OF MULTIPLE DEPRIVATION 2025, WITH THE REMAINDER FALLING WITHIN TOP 5% NATIONALLY
- 32.8% OF CHILDREN LIVE IN POVERTY
- 38.5% CHILDREN ENTITLED TO FREE SCHOOL MEALS
- ABOVE LIVERPOOL CITY-WIDE AVERAGE FOR CHILDREN WITH SEN (26.4% TO 22.9%)

Throughout its history, Triple C has remained committed to improving the lives of people and families facing disadvantage and isolation across Liverpool, with a particular focus on the communities of Croxteth and Norris Green. within L11

KEY LOCAL COUNCIL PRIORITIES:
CHILD POVERTY,
COST-OF-LIVING PRESSURES
HEALTH INEQUALITIES
EDUCATION AND ATTENDANCE
EMPLOYMENT AND SKILLS,
SUPPORTING CHILDREN AND FAMILIES,

Liverpool has always been shaped by people, cultures and communities from around the world — and L11 is no different.

The communities we serve are vibrant, diverse and full of incredible people. Many of those who first connected with us for support have gone on to join us, volunteer with us and serve their own communities.

Families come in all shapes and sizes, bringing different cultures, experiences and strengths. Together, they make up the rich and colourful tapestry that is L11

OUR AIM

Triple C exists to improve the quality of life of people facing disadvantage in Liverpool 11 and surrounding communities by providing practical support, building connections, and creating opportunities for people to thrive.



HOW?

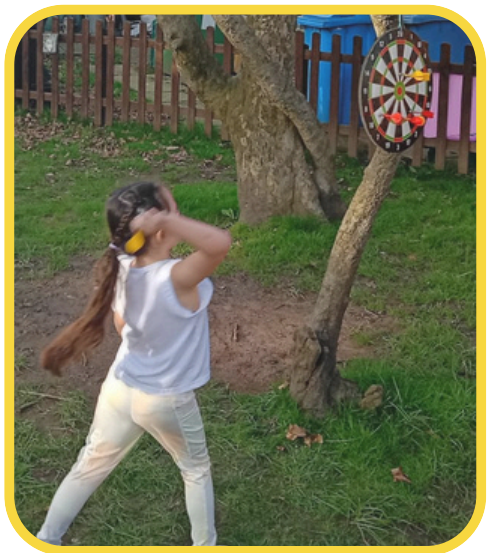
By building community involvement in the running of community groups and activities and other methods to contribute to regeneration and increase the quality of life

OUR VALUES

are guided by our Christian faith and the words in our logo: **Churches, Compassion and Community**



OUR GOALS



are guided by our Christian faith and our logo:

Churches, Compassion and Community

- Be financially secure: funding for projects, staff & running costs for the years ahead
- Review our charity values
- Succession planning for Chair of Trustees
- Be knowledgeable: build on training for staff & volunteers
- Widen our reach: continue building on community partner relationships, such as GP surgeries & local nurseries
- Expand our volunteer base: ensure activities continue to be successfully delivered

THE YEAR IN NUMBERS

127 VOLUNTEER HOURS



ON AVERAGE PER WEEK



14 FUNDERS PROVIDED £121,815



OVER £1,000,000 OF DEBT DEALT WITH FOR CASES CLOSED



59 AMAZING VOLUNTEERS!



6,000+ TOTAL HOURS DEDICATED BY VOLUNTEERS OVER THE YEAR



158 NEW FAMILIES CHILDREN & FAMILIES PROJECT



2,184 PEOPLE RECEIVED CRISIS SUPPORT

18,331 MEALS PROVIDED



HELPED CHILDREN FROM OVER 30 SCHOOLS



Preschool Groups



Little Lambs, launched in September 2022, meets Mondays 10–11.30am during term time at the Church of The Good Shepherd. The group offers weekly themed activities in a safe, friendly space for pre-school children and their carers.

Little Lambs Stay and Play

481 Adults **461** Children
Attendances

"Before Little Lambs, Marty mostly played at home and missed being around other children. Now he thrives on the interaction and is learning so much each week. For me, it's been just as valuable — a chance to relax, connect with other parents, and feel supported. I came here with my own children years ago, and it's still just as special today."
– Grandparent





Little Steps is a well-established preschool group held at Christ Church, Wednesdays 10-11.30am. Weekly themed activities create a safe, social environment, with outdoor play in good weather. It is a valued community space for early childhood development.

282 Adults **297** Children
Attendances

Little STEPS

"Presley didn't have many opportunities to mix with other children before Little Steps, but the change has been incredible. He's more engaged, confident, and enjoying being part of a group. It's also given me a place to connect with others; the support from staff has been amazing, especially with his additional needs." – Grandparent

Children & Families Groups

In one of Liverpool's most deprived areas, our Children and Families Project provides a safe, welcoming space where children, parents, and carers can connect, join varied activities and build lasting support networks. We adapted to need, offering food at every session to help tackle food insecurity during the cost-of-living crisis.



In 2025, Eleanor Rathbone funding enabled preschool trips to Acorn Farm.

Our 2-week summer Playscheme, run with Christ Church, was packed with fun: sports with Liverpool and Everton Community Coaches, Mersey Fire and Rescue and Merseyside Police, arts and crafts, games, 'Strawberry Fields', a bouncy castle, Lego, Sensory tuff trays, outside provision, and MJS Pets & Exotics creating unforgettable summer memories.



289
Families Supported

158 NEW FAMILIES BENEFITTED







Baby Sensory Bears



Baby Sensory Bears is a welcoming play group for babies aged 0–15 months and their parents or carers. Held Tuesdays 11am–12:15pm during term time, with activities designed to explore the 5 senses and to support development, bonding, and exploration, while giving families a friendly space to connect.

"Before Baby Bears, my little one hadn't spent much time around other children. Now, she's full of confidence and eager to play as soon as we arrive. It's been just as meaningful for me too - meeting other parents and feeling connected again has made such a difference."

– Parent

"We used to spend most of our time at home, but since joining Baby Bears, I've seen such a change. She's more independent, more social, and learning new skills every week. It's also helped me feel more confident as a parent and less alone - I'd really encourage others to give it a try."

– Parent



Infant Massage

Infant massage is a small intimate group held at the Good Shepherd. The course offers a wonderful experience and a special time to commmunicate both verbally and non verbally with babies, so that they feel loved, valued and respected through both Indian and Sweedish massage traditions.

A calm, welcoming, non-judgemental class. I learned the cues of when to massage and when not to and never felt like I was doing anything wrong if baby was cranky

It was a relaxing time for me and baby, a recognised way to soothe and bond. She likes her face being stroked and she sleeps well after massage



International Association of Infant Massage
IAIM



After School Club

Held Wednesdays 3:30–5pm during term time, Elevate is a popular after-school club for primary aged school children. With arts and crafts, games, and indoor/outdoor activities, it offers a safe, fun space to socialise, build skills, and enjoy time with friends. For some children Elevate is the highlight of their week, counting down the days when it is on.

"It's better for me as it gets him out socialising! I struggle to with anything else, but here he's comfortable, can be himself, and he's even starting to sit and eat with the other children, which he never used to do." - Parent





"Elevate has made my daughter so much more confident – she used to avoid playing with other children, but here she joins in and really looks forward to coming. It gives her something fun and safe to do after school with lovely staff and plenty of snacks so she's not hungry when she gets home. It even makes my life easier because I can get things sorted while she's at Elevate." - Parent

'I love playing games, learning basket ball and making bracelets. Being with my friends at snack time is the part! The helpers always help people'

Luca (6) and Alice (7)





It has been lovely to welcome new families as well as families who have been attending for quite some time. Seeing the children's confidence grow has been a highlight; hearing parents say ***how lucky their children are to have this provision, with staff and volunteers who their children can trust*** *is a huge privilege!*

~ Jan ~ our Children & Families \Worker

After School Club Family Cinema Trip with thanks to



"If we didn't have this trip we wouldn't go to the cinema as a family because it's so expensive and we feel uncomfortable as our kids have extra needs and have to get up a lot. With Elevate families we are welcomed and able to relax - and they provide snacks too so everyone is happy!" *Thanks National Lottery players and Triple C!*

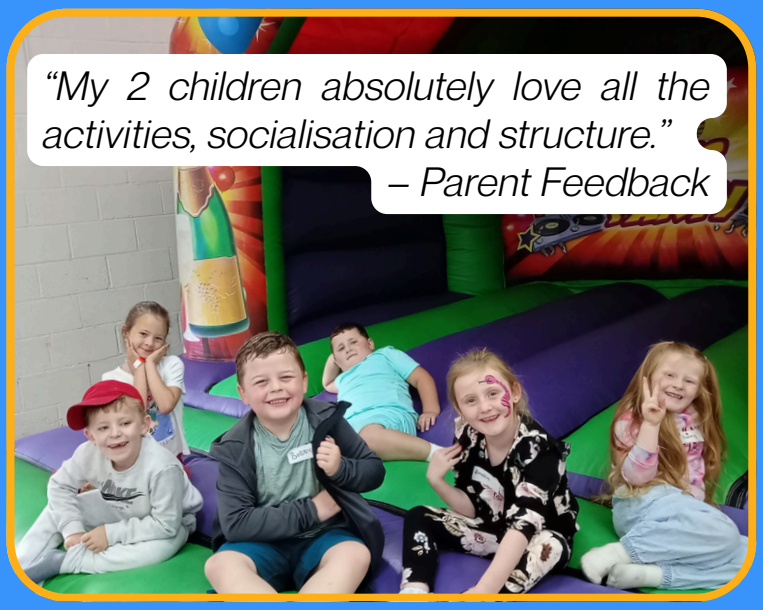




Playscheme 2025



During school holidays, we run a 2 week playscheme holiday club, offering a range of fun and engaging activities for children. This program provides a safe and supportive environment where children can socialise and provides relief for families facing increased costs and isolation during the school holidays. The playscheme is well-attended and valued by families in the community.



"My 2 children absolutely love all the activities, socialisation and structure."
– Parent Feedback



"Her social anxiety has been challenged positively."
– Parent Feedback



"Playscheme provides for the community a safe entertainment for children and a break for parents."
– Volunteer Feedback



"I made new friends."
– Child Feedback

With Special Thanks To...

COMMUNITY FUND

POSTCODE LOTTERY

POSTCODE NEIGHBOURHOOD TRUST

cashforkids

TOGETHER LIVERPOOL

Liverpool City Council

L.F.C. Foundation

110 Families

Meals Provided 737

28 Volunteers

7 Youth Apprentices

Norris Green DEBT ADVICE

community money advice

FCA FINANCIAL CONDUCT AUTHORITY

Our Debt Advice

Since 2012, our Debt Advice service has supported local residents with free, non-judgemental and confidential help, with face-to-face appointments to ensure clients receive personal support in a safe and understanding environment.

We have seen a rise in individuals who are in employment accessing debt help, with the rising cost of living and widespread redundancies contributing to this.

Our Impact

New Cases Opened	113
Cases Closed	129
Amount Debt Dealt With	£1,064,078
New Referral partners	4
Debt Relief Orders	31
Debt Management Plans	34
Trust Funds	2

CASE STUDY

"Looking back, my debt situation affected my daily life a lot. It just brought more debt, it was ***overwhelming****.*

After completing the debt advice process, ***everything changed****. My debts are all clear now and I'm starting from scratch. The support really* ***positively impacted*** *my stress, my wellbeing and even my home.*

My stress levels were always high, but now I'm moving forward with incentive. My house had gone to wrack and ruin but now I'm putting effort in.

The most helpful part was all of it was Julie and Val, they were ***amazing****. I have already recommended people to go!* ***The community would be lost without Norris Green Debt Advice.*** *Absolutely brilliant, they* ***don't judge****, they make people welcome*

Debt Advice Client

Kindly Funded By

jmf

Liverpool City Council

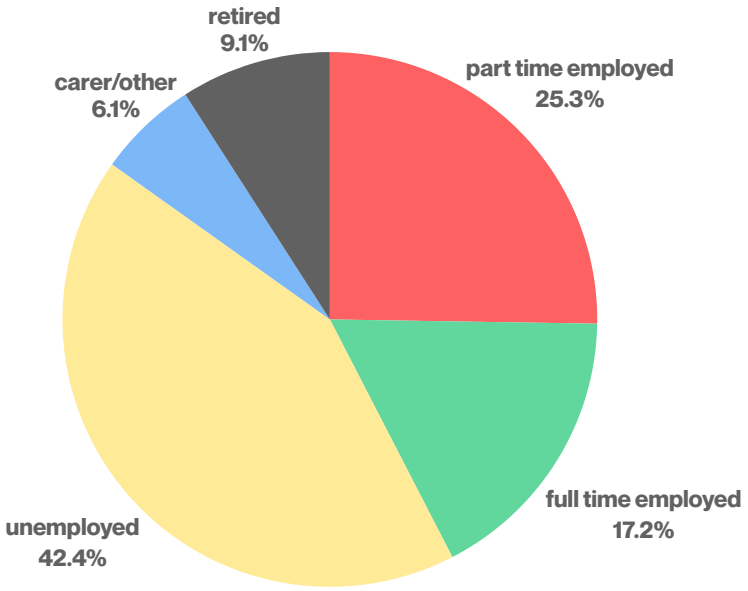
The Camelia Trust

CFM

Cobalt Housing

P. H. HOLT FOUNDATION

DEBT CLIENTS CASES CLOSED 2025-26



Norris Green
DEBT ADVICE



CASE STUDY

After years of struggling with debt and emotional hardship, one local resident found hope and stability through the support of Norris Green Debt Advice. Facing more than £12,000 in credit card debt after trying to support family members financially, the pressure began to take a serious toll on both mental and physical health, leading to isolation and a loss of hope.

Everything changed after reaching out for support. Through compassionate, practical guidance from the team at Norris Green Debt Advice, complex financial challenges became manageable for the first time in years. What once felt overwhelming was replaced with relief, clarity, and renewed confidence for the future.

Inspired by the support received, they are now giving back to the community by volunteering with Triple C Liverpool, helping others facing similar struggles. Their journey is a powerful reminder that, with the right support, recovery and hope is possible

Debt Advice Client

1,400+
Hours of Volunteer Work

5
Debt Advice Volunteers

150
Hours of drop-in Provision

130+ households
positively impacted by OUR Debt Advice service this year

Community Café

PLACES OF WELCOME



Christmas Café 2025

Our Impact

- Built a trusted weekly meeting place that welcomes all ages
- Reduced isolation by offering a friendly, inclusive setting
- Provided free hot, nourishing meals in a safe, comfortable space
- Strengthened community connections through shared conversation and activities
- Offered signposting to further support and services.

100% said the people & community keep them coming back.

Our Café

Our café is a part of the Places of Welcome Network, a safe warm space for visitors who enjoy a chat, a FREE hot meal, and company; many even have favourite seats! We welcome new faces most weeks and are working to raise our profile locally. Families from our Baby Bears' group often attend café straight after group, showing how Triple C's services connect to create a warm community hub.

"I'd still come no matter what time it runs or even if the food changed although getting something to eat is always a bonus. For me, it's all about the people. The café' has made a big difference socially, given me a routine, and it's just a really welcoming place where you feel part of something."

Regular Café Visitor



Dementia Friends Session

1,081 Meals Provided

76 Hours of Conversation

100% of Customers said they L♡VE cafe!

684 Hours of Volunteer's Time

998 Adults
83 Children
Attendances

North Liverpool Foodbank
Together with Trussell

Trussell
Ending hunger together

In partnership with North Liverpool Foodbank, we operate a distribution centre at The Good Shepherd in Croxteth, providing essential support to households in crisis. Individuals and families issued with vouchers can access food and practical support when they need it most.



"The support is amazing; we would have nothing to eat if this wasn't here. It means we'll be eating, feeding me and my daughter. Things are getting harder; you see it all around every day. Coming in here is difficult at first, it's embarrassing until you see you're not the only one and others are in the same situation. Staff welcome you, offer tea, coffee, a biscuit, then you feel at ease."

Foodbank User

1,062 Adults
555 Children
were fed

1000+
Hours of Volunteer's Time

14,553
Meals Provided

"People leave grateful and relieved. We help beyond food through counselling, debt advice, a friendly ear – even offering a drink and biscuit makes a big difference. I've worked in foodbanks 9 years, been here 4, it puts life into perspective, offering help does that."

Holly (Lead Volunteer of Foodbank)



Our Volunteers

What does a volunteer bring to our charity? Love, Hope, Time, Compassion! Community Spirit, Empathy, Giving, Care! A Listening Ear and Kind Words

What does volunteering do for the volunteer? sense of purpose, increased wellbeing, part of a team, feeling of being needed and valued, an integral part of a community, warmth of appreciation, good feelings from helping their local community, improved local area, sense of belonging and positive feelings around seeing positive change happen in people's lives because of THEIR volunteering!

We cannot put a price on our volunteers' contribution to our work - it is invaluable! Without them our services would be limited and some would cease to exist. They willingly give all they can to help the charity deliver on its' aims, and for that we are eternally grateful!

Kate Whiting, Operations Manager









Volunteer Celebration

HOMEBAKED BAKERY

In September, we celebrated our incredible volunteers with a “Pints, Pies and Pub Quiz” evening, bringing together volunteers, trustees, and staff for a relaxed and enjoyable night together.



With delicious pies from Homebaked, mashed potatoes, beers, soft drinks, and plenty of quiz competition, the evening was a chance to thank everyone for their continued support, dedication, and contribution throughout the year.



Volunteer Recruitment

LIVERPOOL JOHN MOORES UNIVERSITY

This year, we partnered with JMSU to recruit student volunteers and attended their Volunteer Fair with our Charity Support Assistant and three of our volunteers.



The event gave us the opportunity to speak with students about supporting communities across the L11 area, share volunteering experiences, and highlight the positive impact volunteers have across our services.





We look forward to continuing to build strong relationships with students who want to make a difference in their local community.





Satvik's Story

Satvik moved to Liverpool from India to study at Liverpool Hope University. Struggling with confidence and social isolation in a new city, he found it hard to communicate and engage with those around him. Encouraged by his sister, he attended a trial session at Elevate and met with Kate to talk through his goals. From the very first session, the children engaged with him openly and without judgement — giving him an immediate sense of belonging.

"Starting felt daunting, but I'm so glad I did it. There are so many benefits for you as well as the children you're helping."

Over time, Satvik grew significantly in confidence. He now speaks comfortably in group and academic settings, has built new friendships with peers and tutors, and — with Kate's support — has strengthened his CV, developed his interview skills, and secured part-time work. He is now working towards a career in primary teaching.

"Before volunteering, I wasn't sure what I wanted to do. Now I have a clear direction for my future."

Confidence

Speaks confidently in academic & group settings.

Connection

Built relationships with peers, tutors & community.

Employability

CV, interview skills & part-time work secured.

Direction

Pursuing a clear goal of primary teaching.

"The kids wanted to chat with me as I am and that me right away. They just took gave me such a boost."

Our Trustees

Saying Goodbye to Helen



In September 2025, our Chair of Trustees, Helen, stepped down after many years of dedicated and impactful leadership. During her time with Triple C, she provided invaluable guidance, stability, and strategic direction, helping to strengthen the organisation and support its continued growth. We are deeply grateful for her commitment, care, and lasting contribution.

"While funding has been important, the true strength of Triple C lies in the passion and commitment of its people - staff, volunteers and the wider community - who have turned resources into meaningful change. What stays with me most are the personal stories: individuals gaining confidence, families finding support, and people giving back through volunteering or employment. It has been a privilege to witness the growth of services including the café, foodbank, children's work, and FCA-recognised debt advice. I leave confident that Triple C is in excellent hands, led by a dedicated and capable team. It has been a joy to be part of this organisation for so many years, and I hope it continues to bring hope, dignity, and lasting change to all it serves."



In Memory of Steve Judge

In March 2026, we were saddened by the sudden passing of our Treasurer Trustee, Steve Judge. Steve served the organisation for 10 years, generously sharing his accountancy expertise and providing invaluable financial guidance and support. We are grateful for his dedication, commitment and contribution to the charity over many years. His service will be remembered with appreciation and respect and our thoughts are with his family and friends.

A Time of Transition

We also said goodbye to Roz, and Stephen King, who stepped down at the end of March after playing a valued part in Triple C's life—we're grateful Stephen continues to support the Foodbank. We also welcomed Jacque as our new Chair!

Reviewing

Trustees began to conduct an overall review of procedures, practices, polices and more. Jacque met with each Trustee to establish their reason for being a trustee and identify their strengths and how to utilise them within the Charity. Reviewing and adjusting to ensure we are compliant, efficient and refreshing our minds regarding our aims and purposes.

Looking Ahead

In order to continue meeting our charitable aims, we will endeavour to focus on the following priorities over the year to come, for our services, our foundations and our people. Building on successful projects and looking forward to plan the next focus and objectives.



Strengthening Our Services

- Explore expanding our financial support advice to include benefits guidance
- Review our Children's Groups, incorporating feedback directly from service users
- Review the Community Café project and consider what its future looks like

Building Strong Foundations

- Complete and publish our values review
- Continue working toward long-term financial security

Growing Our People

- Recruit a Trustee Treasurer
- Expand the skills and expertise within our Trustee board
- Build on training opportunities for both employees and volunteers

WITH GRATEFUL HEARTS

THANK YOU

This year has demonstrated the power of community, compassion and partnership. Despite ongoing challenges facing many families, Triple C has continued to provide hope, practical support and opportunities for people to connect and thrive.

We are grateful to our staff, volunteers, trustees, supporters, funders and community partners whose commitment makes this work possible. Together, we look forward to continuing to serve Liverpool 11 and surrounding communities in the years ahead.

"We are especially grateful for the ongoing support and partnership of everyone listed here — your belief in our community makes all the difference."

How you can help?

Triple C exists because people care - here's how to get involved!

Volunteer with Us

Give your time across our groups, foodbank, café or kids groups. No experience needed

Make a Donation

Every pound goes directly to keeping our services free for those who need them most



Follow & Share

Follow us on social media and share our work. Spreading the word costs nothing and means a lot

Refer Someone

Know someone who could benefit from our services? Let them know we're here!

Get In Touch

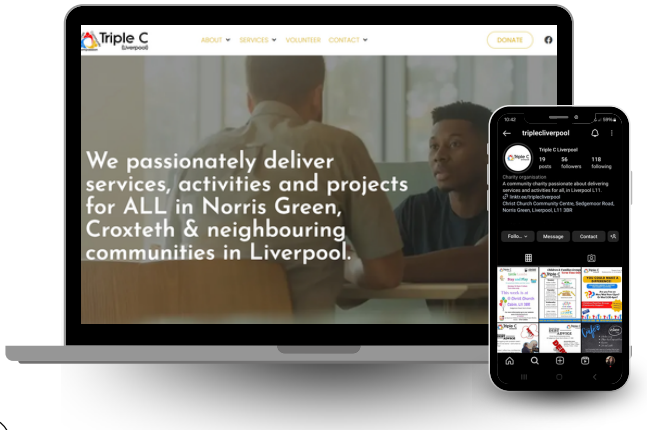
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Socials
Triple C Liverpool



*Data sources: Liverpool City Council Broadway Neighbourhood Profile; Census 2021; English Indices of Deprivation 2025.