

ONE Community
ONE Future

2023 Sustainability Report

Positively impacting
on communities
and the environment

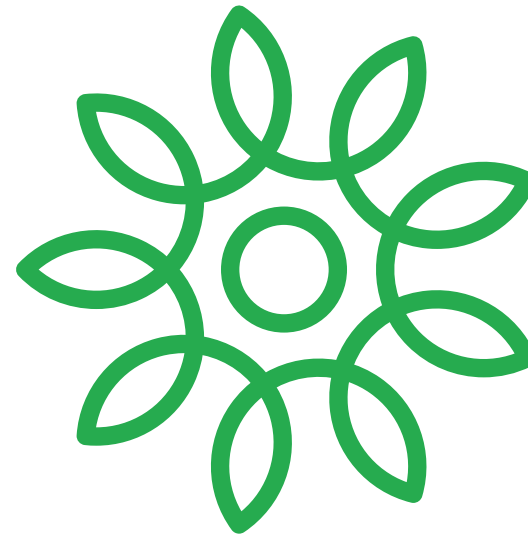


LIVERPOOL
ONE

2023 marked a milestone year as Liverpool ONE not only celebrated its 15 year anniversary, but also exceeded £3m worth of grants, awarded across the Liverpool City Region by the Liverpool ONE Foundation.

Numerous events and activities held across Liverpool ONE provided enhanced support for organisations with young people's mental health and wellbeing at their core, including a significant focus on Children's Mental Health Week in February, going well beyond grant-giving.

The city was fortunate to host Eurovision on behalf of Ukraine and Liverpool ONE became a major partner in event delivery and community engagement over several weeks leading up to the main Eurovision Festival in May. Strong relationships were formed with Ukrainian communities, with green space at the Liverpool ONE memorial garden transformed thanks to input from Ukrainian communities. The memorial garden now proudly displays Ukrainian poetry and exists as a space for quiet reflection. Eurovision also provided a platform for Liverpool ONE to partner with schools to engage young people and artists, resulting in a proud display of Pysanky Eggs – celebrating Ukrainian tradition and enlivening the public realm with vibrant art. A continued commitment to arts, culture and music also saw an extended piano busking festival over several weeks of the year, new artworks introduced in public spaces and around 500 individual performers from schools, charities and community groups who came together to put on an evening of free fun and entertainment to kick off the Christmas season at Liverpool ONE.



With exceptionally strong commitments to social impact and inclusion, we have remained committed to environmental care and to making sustainable choices. A newly established partnership with Liverpool John Moores University saw the flags and banners created for Eurovision upcycled and made into hats, bags and wearable clothing. In 2024, these items will be showcased at the city's first sustainable fashion show.

The introduction of Nature Connection sessions for young people in November 2023 will continue, with young visitors from local schools and nurseries invited to learn about nature on Chavasse Park. The Greener Futures Fund, which exists to support small community and charitable groups in driving community-based environmental initiatives, will continue to financially support those projects which have demonstrated the greatest impact. We look forward to hosting a new sustainability festival later this year, promoting sustainable life choices and green travel, not only to our visitors but to the vast Liverpool ONE community of staff and residents. We continue to develop more biodiverse areas across the Liverpool ONE estate to enhance green spaces.

We continue to work with our team and city partners on the delivery and development of our ESG roadmap and journey to net carbon zero. The learnings and knowledge we hold as we seek to reduce our energy consumption, environmental impact and vastly improve key measures such as recycling targets in 2024, will be shared with young people keen to learn about Liverpool ONE and our sustainability goals. University industry days, school tours and knowledge-sharing will continue, as we not only ensure that the customer experience is second to none, but we maintain the highest levels of commitment to our communities, and protect the environment for generations to come.

As we embark on a new year, we will build on the success of the first Liverpool ONE Brand Experience Week, hosting the initiative once more at the end of the summer term, whilst encouraging our city region partners to do the same, building a depth of opportunity for the region's young people. We will increase the number of hours invested by our own team members in volunteering, taking on community projects such as skills development for young people, decorating and gardening at youth and community clubs.

Finally, as we look to the future, we are committed to ensuring that Liverpool ONE is truly for everyone. The launch of a fully informed and progressive accessibility strategy will be achieved with input and learnings from diverse groups that can offer lived experiences. Our focus on accessibility goes way beyond our physical spaces. We are invested in learning, training, technology and development, working with experts and encouraging continual feedback. Liverpool ONE is at the heart of communities and it is the input of these communities that ultimately ensures a strong and vibrant destination for all.

Liverpool ONE Leadership Team





6-12 FEBRUARY
Children's Mental Health Week activities

MARCH - MAY
Pysanka Eggs

APRIL
Memorial Garden

MAY
Stage on the Park during Eurovision

JUNE
Brand Experience Week

JUNE
£3m grant milestone with Liverpool ONE Foundation

2023 at a glance

JULY
Running Out of Time relay

JULY - SEPTEMBER
Tickle the Ivories Piano Festival


JULY
ChessFest

AUGUST
LVP 3x3 basketball event

NOVEMBER
Christmas Launch school participation

NOVEMBER
Nature Connection sessions





We take pride
in protecting
and maintaining
our natural
environment.

Our Commitments to the Environment

We work with the environment around three pillars:



Waste

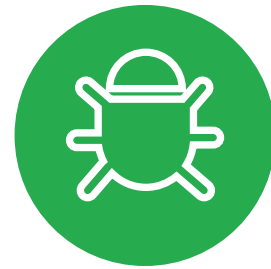
Maintaining 100% zero waste to landfill and encouraging the reduction of waste generated by our tenants and visitors.

We aim to continually increase recycling figures across Liverpool ONE.



Energy & Transport

Our aim is to reduce energy consumption year on year, continue to produce onsite renewable energy and facilitate green travel options into Liverpool ONE as we continue our journey to Net Zero.



Green Spaces

Working to increase the biodiversity across Liverpool ONE year on year. We work with the community to increase access to nature and encourage responsible environmental behaviour.



Our 2023 Environment Highlights

Launched Nature Sessions on Chavasse Park



Retained Green Flag for Chavasse Park for the 11th consecutive year



Transformed Memorial Garden to mark Eurovision celebrations



1,000 trees distributed working with The Mersey Forest

Maintained 100% Zero waste to landfill, diverting 2,560 tonnes from landfill.



95,499 kWh generated by our solar panels

Environmental Initiatives

Waste Management

We maintain a 100% zero waste to landfill commitment, diverting 2,560 tonnes going to landfill. On site we recycle 41% of the total waste, the rest is reclassified to identify further recyclable materials. We have ambitious targets to increase our recycling rates and we are working with our tenants to reduce waste and improve recycling practice. The remainder gets either transformed into construction materials or turned into energy at an Energy From Waste facility.

Aiming to minimise our impact to the environment, we have been working with partners and organisations across the region to donate materials no longer needed at Liverpool ONE. Some examples include the donation of over 20 wooden bins and 1,751 litres of hand sanitiser to Everton in the Community and 8 tonnes of grit donated to Biffa to use on their open service yard.

The Waste Management System in place at Liverpool ONE continues to be ISO14001 accredited which helps organisations reduce their environmental impact while growing their business – ultimately achieving sustainable success.

Solar Panels

We continue to produce electricity with the solar panels installed at Liverpool ONE, annually producing 95,499kWh.

Free Travel

Working with Merseyrail, we run free travel days throughout the year with over 20,000 residents in the region benefitting from free return tickets to Liverpool city centre on the Merseyrail network.



Green Spaces and biodiversity

Chavasse Park has held the prestigious Green Flag Award since 2013, which reflects on its cleanliness, litter management, overall condition, biodiversity and the quality and frequency of activities hosted at the park.

During 2023 St Thomas's Memorial Gardens saw the introduction of new flower beds and poetry panels to celebrate and honour Ukrainian culture and botanical heritage in celebration of Liverpool hosting Eurovision on behalf of Ukraine.

In 2023, we improved 120sqm of additional green spaces across Liverpool ONE. We also continue to be home to over 100,000 honeybees with beehives located on the rooftops of Liverpool ONE.

Working with The Mersey Forest, we distributed 1,000 trees to local residents during our Christmas launch event in November.

Nature Trail and Heritage Trail

To promote our year-round commitment to sustainability education, we continue to offer the Nature Trail all year around as well as expanding the Heritage Trail to feature the Memorial Garden.

Environment Awareness Initiatives

We Hosted our first cohort of Carbon Literacy training within the Liverpool ONE Team, training 15 team members as Carbon Literacy Champions across the organisation.

We continue our commitment to encourage responsible shopping with regular communications shared with our visitors and followers on social media and our website.

In June, we hosted one of the stages of the Running Out of Time Relay, the 2,661 km relay from Ben Nevis to Big Ben raising awareness on climate emergency. The team and local school children took part on the relay and participated on environment awareness initiatives.

In July, working with local schools we hosted the annual Young Children's Veg Market on Paradise Street, giving the opportunity to local school pupils to sell their home grown vegetables at Liverpool ONE.

During November the inaugural Nature Sessions took place at Chavasse Park working with Camp Curiosity and nearby centre Pagoda Nursery. The session saw young pupils learn about their local environment, taking part in bug hunts, bird watching and craft-making.

In Focus: Memorial Garden

Working with partners across the city and volunteers from the Ukrainian community groups we introduced new plants, flowerbeds and poetry connected to Ukraine to commemorate Liverpool hosting Eurovision on behalf of Ukraine.


Memorial Garden is located at a cross section of the boundaries of Liverpool ONE, the Baltic Triangle and the Waterfront. Here once stood St Thomas's Church of the inner-city parish.

New plants and flowers that are significant to Ukraine, along with common types that traditionally represent themes of love, family, beauty, youth, hope, wisdom and truth, were planted to create an inviting and peaceful space.

Poetry panels with references ranging from historical representations of home and hearth by poet Shevchenko in 1847 in *Beside the house, the cherry's flowering...*, to a recent poetic cry from current Ukrainian soldier Vyshebaba in the stunning new elegy *To My Daughter...*. The mix of old and new chronicles the literary heritage of Ukraine, also including contemporary young poet Yuliya Musakovska.

This initiative would not have been possible without the financial support of Liverpool ONE, Grosvenor, McAleer and Rushe (developers of a building adjacent to the garden) as well as the volunteering support of Pagoda Nursery, Liverpool City Council and the Ukrainian refugee community.



An aerial photograph of a city street. The street is paved with grey bricks and lined with lush green trees. In the background, a multi-story brick building features large, colorful murals on its facade. A few people are walking on the sidewalk, and a person is sitting on a bench. A large blue circle is overlaid in the center of the image, containing white text.

Our communities
are the lifeblood of
the work we do at
Liverpool ONE.



Our Commitments to Communities & People

We work with communities around three pillars:



Young People & Skills

Positively impacting the lives of around 30,000 young people via the Liverpool ONE Foundation working with Youth Clubs and local charities on mental health initiatives. Collaborating with schools, colleges and universities to improve skills and talent retention.



Inclusivity & Accessibility

Working with partners and community groups to make Liverpool ONE to most welcoming and accessible place for all communities and people.



Wellbeing & Culture

Showcasing Arts & Culture from across the region with the aim to improve people's wellbeing. Aiming to collaborate with at least 100 local artists and organisations every year.

Our 2023 Communities & People Highlights



Reached £3m grant
distributed via the
Liverpool ONE Foundation,
£277,725 distributed during 2023.



Helped over 50
community groups
and charities
fundraising over £20,000.



250 local students
and 20 schools
participated in
Christmas Launch event.



Hosted 100 students
through Industry
Days and Brand
Experience Week.



Co-hosted
Accessibility
Forum
with ACC Liverpool.



20
organisations
benefitted from
team volunteering



Hosted over 50
community events
including LVP 3x3 Basketball
competition, ChessFest,
Young Veg Market.



Communities & People Initiatives

Liverpool ONE Foundation

The Liverpool ONE Foundation continues to invest in community projects that promote positive mental health and wellbeing amongst our city's young people. Since its launch in 2009, it has helped almost 500,000 people and distributed over £3m in grants working with charities and community projects across Liverpool City Region. In 2023 alone £277,725 worth of grants have been distributed to 20 organisations. An expanded description of the organisations benefitted from Liverpool ONE Foundation grants can be seen on page 25.

Culture and wellbeing

In the past 12 months we supported cultural events and community groups such as Homotopia, dot-art schools, Liverpool Arab Arts Festival, Heritage Open Days and Biennial, as well numerous choir performances and charity collections.

We supported events taking place in Liverpool such as the Bambis National Breastfeeding Awareness Week Picnic, Walk of Remembrance for Slavery Remembrance Day, European Dance Spectacular & Parade and other family friendly large scale events including ChessFest, Youth Social hosted by National Museums Liverpool and the inaugural LVP 3x3 basketball tournament at Chavasse Park.

Two of the main spotlights of the year were Eurovision and our collaboration with Liverpool Empire Creative Learning team involving hundreds of schools pupils from 20 schools in the region at the Christmas launch event at Liverpool ONE.

The end of the year saw the launch of our Culture Partners programme aimed at community groups and organisations who are keen to promote and celebrate culture through displays or performances at Liverpool ONE. Building on the success of our established cultural collaborations that see over 100 artists and organisations showcasing their art and talent at Liverpool ONE every year, we are enhancing how we support groups across the region who will benefit from step-by-step guidance on delivering activity in public spaces safely and effectively, the chance to display and perform in high footfall areas across Liverpool ONE and the benefit of in-house marketing and PR support.

We continue to support the Culture & Creativity Awards and Wirral Sports Awards during 2023, maintaining our commitment to support young people and culture across the region.

Young people and Mental Health

We work closely with charities and community groups funded through the Liverpool ONE Foundation and invite them to Liverpool ONE regularly to highlight their mental health services to young people in the city.

Through the year we are involved in numerous initiatives to support the wellbeing and mental health of visitors and the communities across Liverpool City Region.

In February we hosted a full week of activities and workshops during Children's Mental Health Week involving Ykids, Conquer Life, Open Door Charity and Creative Spaces Co. Our Happy to Chat tables return every year providing a friendly and inviting space to enjoy a conversation with friends and new people. We also supported the work of Open Door Charity with their Bazaar sessions hosted in cafes across Liverpool ONE in the summer and while working with City of Liverpool College we assisted with their flashmob for World Mental Health Day in October.

Skills and Talent Retention

Working with schools, colleges and universities we give hundreds of students a deeper insight into the retail and hospitality sector by hosting industry days during January and February, when we open the doors of Liverpool ONE to visitors from universities.

2023 saw the inaugural Brand Experience Week in June when 15 students aged 14-17 experienced the different functions of Liverpool ONE over a working week.

All for ONE

We continue with our team the mental health and wellbeing programme 'All for ONE' led by our Wellbeing Champions organising anything from sport activities and cooking to training and awareness activities. The programme will expand during 2024 to include our stores and restaurants.

Within Liverpool ONE, we have trained 25 people on mental health skills in the past 2 years and we have 5 fully trained Mental Health First Aiders across the organisation.

Our team continues to give back to the community, with up to 2 paid days for volunteering available for each team member. During 2023 our team supported over 20 organisations across the region including Strawberry Fields, Everton in the Community, Centre 63 and We are Juno.

Liverpool ONE Foundation 2023 Grants



The Liverpool ONE Foundation, administered by the Community Foundation for Merseyside (CFM), invests in community projects across Liverpool City Region that promote positive mental health and wellbeing among the city’s young people. Since its launch in 2009, it has donated more than £3m to community projects across Liverpool City Region.

During 2023, acknowledging the growing applications from youth and community centres looking to fund a mental health provision in recognition of the fact that, post-Covid, these community organisations have become a vital source of mental health support but lack the resources to implement support as effectively as they would like, a decision was made to focus specifically on direct support for youth clubs at the heart of communities in the Liverpool City Region. Therefore in 2023, 10 Youth Clubs were awarded funding via the Liverpool ONE Foundation while 12 organisations received their year 2 grant, totalling a grant distribution of £277,725 during the year.

Wirral

- The Belvidere Centre**
To begin a children’s youth club for children with additional needs and children with specific challenges.
- Shaftsbury Youth Club**
To cover the salaries of 2 part time youth club workers (15 hours a week) to continue delivering their projects including games, individual support, refreshments, wellbeing, and mental health education.

Sefton

- Phoenix Community & Youth Project**
To employ a part time mental health first aid support worker and the creation of a peer mentoring project. Previous NEET (Not in education or employment) projects by the group have highlighted the young people’s difficulties with mental health, the addition of a Support Worker would address this.
- Litherland Youth and Community Centre**
To employ a Health and Wellbeing leader to deliver a programme of activities to young people based on the promotion of positive health, wellbeing and mental health.

- Brunswick Youth and Community Centre**
To employ a part time children and young peoples mental wellbeing worker. They will support families and children through self-help, professional help, and understanding peer support.

Knowsley

- Centre 63**
To provide a range of activities for young people that support their wellbeing through eating well and exercise, by offering mental health training in young people and employing a mental health advocate so young people have someone to talk to and gain support from.

St. Helens

- Park Farm ACYP Centre**
To employ 4 youth workers and 1 youth coordinator. They will offer support and activities to 30-40 local young people.

Liverpool

- Garston Adventure Playground**
To cover the salary of a Playworker for 25 hours per week (increased during school holidays) to work directly with children, planning activities based around play and skill building. They will enable development, support disabled children, and assist them on trips out.
- Speke Childrens Environment Committee**
To support the costs of a mental health and wellbeing coordinator to identify needs in individuals and families. They will receive training and support, deliver projects, link with schools and other organisations, and research relevant policy.

Halton

- Transform Widnes**
To employ a youth worker for 12-18 year olds to provide counselling and groups for the local children.

There were also a series of organisations who received their year 2 allocation of grants, a break down of the organisations by local authority are listed below.

Liverpool: Autism Adventures Training CIC, Creative Spaces Company Liverpool CIC, Daisy Inclusive UK, Rewved Up and Walton Youth Project; Sefton: Shy Lowen (Horse Sanctuary) Care Committee and Conquer Life CIC; St Helens: Deafness Resource Centre; Wirral: Tailored Yarn CIC and Utopia Project CIC.

In Focus: Eurovision

Liverpool was honoured to host the Eurovision Song Contest on behalf of Ukraine in 2023. We worked closely with city partners, cultural organisations, community groups and the Ukrainian refugee community to make sure Ukrainian culture was central to in the preparations for the event. Below are some of the best examples of this collaboration:

Piano performance on one year anniversary

In February we invited talented local Ukrainian pianist, Alisa Bushuieva, to play piano following a one-minute silence that marked the anniversary since the start of the war in Ukraine. In a solemn and poignant moment, our team came together with members of the public to pay our respects to the Ukrainian community.

Pysanka Giant Eggs Display

Giant eggs designed by children from across the Liverpool City Region and the Ukrainian community were displayed on South John Street. The display featured seven eggs, one for each city region, plus an additional egg to represent Ukraine. The designs reflected Ukrainian culture and traditions, those of the other competing Eurovision countries and the wider Liverpool City Region communities. Inspired by the Ukrainian and Eastern European tradition of egg painting, Pysanka Eggs was a partnership between Liverpool City Council and Liverpool ONE. The project was part of EuroLearn, made possible thanks to funding from The National Lottery Heritage Fund with additional support from the Department for Culture, Media and Sport.



Piano performance on one year anniversary



Pysanka Giant Eggs Display



Sustainable Fashion Catwalk



Soloveiko Songbird Nightingales Game



Stage on the Park



The People's Flag

Tickle the Ivories Pop up



The People's Flag

'The People's Flag' Project was a mass participation choreograph film that took part on Chavasse Park. The event saw 1,000 people wearing colourful blue and yellow ponchos and choreographed to create shapes designed to deliver a unique, warm welcome to all Eurovision-comers and honour Ukraine. This event was part EuroFestival.

Tickle the Ivories Pop up

Our piano festival, Tickle the Ivories, returned for a 3-week pop-up to champion local talent and fill the streets of Liverpool City Centre in the run-up to Eurovision. Local artists were asked to reskin the pianos with Ukrainian and Eurovision-inspired designs.

Stage on the Park

Over on Chavasse Park, we hosted a free-to-attend week full of programmed dance, theatre, and music performances taking place on a specially-installed stage from Monday 8 May until Saturday 13 May.

For the first three days, in partnership with Culture Liverpool, EuroCamp took over the Stage at Chavasse Park featuring stars of RuPaul's Drag Race UK as part of a programme of arts, cabaret and music performances commissioned for EuroFestival, the 14-day cultural festival across Liverpool featuring Black Gold Arts, Hackney Showroom and Homotopia.

On the remaining three days, Liverpool ONE's community-led performances showcased up and coming local talent with staged performances planned in partnership with LIPA, LIPA Sixth Form and City of Liverpool College.

Soloveiko Songbird Nightingales Game

We teamed up with global technology experts Thoughtworks to create a virtual gaming experience for children, taking inspiration from the Soloveiko Songbirds trail in Liverpool and the digital model of the city of Liverpool created by the University of Liverpool. The new gaming initiative stood as a legacy for children and families to enjoy, with virtual and augmented reality technologies creating an exciting and interactive experience.

Sustainable Fashion Catwalk

Following the success of Eurovision, we partnered with Liverpool John Moores University and clothing brand, Be Positive Taylored, to create ecological messenger bags, headgear, including unisex outerwear and t-shirts using the Eurovision flags and banners that decorated Liverpool ONE. A catwalk will take place in Spring 2024.



Keeping
communities at
the heart of
Liverpool ONE



LIVERPOOL
ONE