

LIFTED

England & Wales · Charity number 1184747

Details

Other names	LIFTED CARERS CENTRE
Status	Registered
Legal form	CIO
Registered	2019-08-05
Register	View on the Charity Commission register

Contact

Address	Dandelion Community Oatland Road Wythenshawe M22 1AH
Phone	07385568990
Email	info@liftedmcr.org.uk
Website	http://liftedmcr.org.uk

Activities

Objects: - TO RELIEVE CARERS OF PEOPLE LIVING WITH LEARNING DISABILITIES IN GREATER MANCHESTER, IN PARTICULAR THROUGH PROVIDING PRACTICAL ADVICE, HELP, SUPPORT AND RESPIRE WITHIN A SOCIAL HUB.- TO PROVIDE ADVANCEMENT OF EDUCATION CONCERNING CARERS AND THE PUBLIC.

Activities: Support and Advice for Parent Carers of people with learning disabilities within a central hub.

Classification

- **How:** Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information
- **What:** Education/training, The Advancement Of Health Or Saving Of Lives, Disability, The Prevention Or Relief Of Poverty, Human Rights/religious Or Racial Harmony/equality Or Diversity, Recreation
- **Who:** People With Disabilities, Other Defined Groups

Geography

- Manchester City

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£187,786	£131,170	-	-
2024-03-31	£125,289	£80,578	-	-
2023-03-31	£42,003	£36,308	-	-
2022-03-31	£0	£0	-	-
2021-03-31	£0	£0	-	-

Trustees

Name	Role	Appointed
Anita Mulvey		2019-04-01
Christine Darby		2019-04-01
John Sibbald		2023-02-10
Kurt Coey		2020-07-01
Robert Kelly		2023-04-02
Samantha Jayne Fisher		2023-03-23
Willian John Mainwaring		2019-04-01

LIFTED

England & Wales - Charity number 1184747

Accounts

ANNUAL REPORT

2024 - 2025

LIFTED ANNUAL REPORT

EMMA GERRARD

Chief Officer



This has been a year of further growth and consolidation of our core structure.

With thanks and appreciation to funding from The National Lottery, MCC and Smallwood Trust. We have been able to focus on the core of the Team and future plans to meet the needs of those Parents seeking support not only in Wythenshawe and across the City.

Lifted have continued to work closely within the South and the North locality Teams and centrally under the Carers Manchester umbrella.

We have maintained and built upon our key advice services as well as blending our groups, social and training activities for service users.

Please do enjoy reading more about the year mapped out in this document.

Thanks to all those who are part of our Lifted journey as we continue to grow and develop side by side Lifting each other as we go.

ROBBIE KELLY

Chair Trustee



It is my pleasure to announce the 2024 to 2025 annual report on behalf of the Trustee's

2024 saw the start of a new exciting phase for lifted. We were awarded funding by The national Lottery Commission enabling us to cover core costs for the next 3 years.

We continue to work closely with Manchester City Council, and with additional funding from them we were able to employ a new part time welfare benefit officer, as this service is in very high demand at the moment.

Our close relationship with smallwood continues, and we are able to help address gendered poverty with the community and wider area.

On behalf of the Trustees, I would like to thank the core team, volunteers, and service users for helping make lifted such a success.

CONTENT

- Lifted Annual Report for 2024-2025
- Letter from our Manager
- Welcome from our chair
- Content
- Gallery
- Our Vision
- Our Purpose
- Our Values
- General Information
- Lifted's Offer
- A look back at Lifted through the year
- Testimonials
- Lifted Partners
- Financial Review for the year 2024-2025
- The Trustees
- The future





GALLERY



VISION

The organisation is called “Lifted” because the aim is to ‘Elevate parent carers of children & adults with special learning needs and neurodiversity’. Ensuring all carers have access to support, advice, safe space to cultivate friendships, activities and primarily the opportunity to know that their voice has been heard.

- Offering 1-1 support, guidance & advocacy and assistance with completing forms.
- Hosting special calendar events, lunches, days out and weekly walking sessions.
- Providing access to Training and information sessions for carers

PURPOSE

Lifted are a user-led organisation we seek to display empathy, understanding and care for all those accessing our service. Lifted strives to make a positive difference and improve the health and well-being of those carers using the service.

Lifted principle visions are:

- To improve the quality of support and care that is given to carers within the Manchester community through the provision of high-quality one to one appointments and advice and guidance given.
- To amplify the voice of carers in Manchester by active involvement in research, evaluation and consultation. This is to include active involvement in the decision making process both locally and nationally.
- To increase support and opportunities for carers to meet and socialise with like minded people.
- To work with partners, using our collective expertise to support carers and to raise awareness and understanding of carers needs.

VALUES

Lifted’s work is underpinned by these core values:

- Lifteds services are high quality and are friendly and professional.
- Lifted are inclusive and accessible to all.
- Lifted collaborate to increase their impact.
- Committed to future development in the Wider Manchester Carer Community as well as our local Community in South Manchester

INFORMATION

Lifted have been supporting carers for more than 15 years primarily in South Manchester and increasingly across the City.

This year, is the third year Lifted have run independently.

Lifted offers a full open and transparent service to everybody.

We have an elected board of trustees that oversee all projects, funding and development of the Lifted team, vision and growth.

All Staff, Volunteer and Trustees are or have been a carer and have a strong and personal connection to the work that Lifted provides to those in the community.

For more than 15 years, Lifted have been delivering and providing high quality support and guidance to the carer's community. Lifted offer their services for free and easily accessed.

Lifted are proud of the ever growing network of partners and organisations that we work with and look forward to developing these even further each year.

We continue to work in the South and North locality teams contributing towards the wider Carer Offer across the City.



OFFER

We offer 1 – 1 support with complete form completion of DLA, PIP, Universal credit, Carers Allowance and other individual grants.

- Lifted will also support those who are appealing a review of the verdict.
- We offer advocate service and information and guidance. Lifted can attend meetings along with carers for additional support such as CAMHS, Child in Need and School meetings.
- We hold a weekly drop-in session and cooked lunch on a Monday for carer's to catch up with each other.
- We have a weekly walking group on a Wednesday primarily in Wythenshawe park but we also have walks across the City and surrounding areas.
- We held multiple events, trips and excursions over the year.
- Lifted have a strong core team who oversee all appointments and guidance on offer, along with our excellent volunteers who are dedicated, passionate and support us in maintaining our high-quality service. Our volunteers lead on many of our events and activities that take place over the year.

**413 Individual
Appointment**

This year, Lifted have supported over 413 individual families with appointments. During these appointments, the team offer advice and guidance and support with form completions.

6 Carers Parties

Over the year, Lifted has held 6 carers parties. All parties are open to carers and their families to come and celebrate as one big #LiftedFamily Halloween. Christmas, Valentine, Mother's day Easter and Summer

**Multiple Carers
Supported**

This year, Lifted have supported over 2,000+ carers, who have come to use our services, from attending our weekly drop in to book club and our carers parties. Many Carers use a blend of our services and return on a regular basis.

26

This year, Lifted have supported over **26** families with mandatory reconsiderations and appeals against PIP and DLA outcomes. We also supported with one educational health and care plan appeal. Our success rate for this year is 100%

Over the

Lifted have hired two new members of the core team this year.

Nina who is our North and South Locality Coordinator and Shekila our Benefits Welfare Advisor.

We would like to welcome them both to the #LiftedFamily

Nina has been a part of Lifted for several years as a network partner before joining us as a core member of the team. Nina has a warmth and joy that can be felt through everything she does.

Shekila has herself used Lifted services prior to her employment with the organisation. She has a passion and dedication to secure the best outcomes for Carers. This is cushioned with her empathy and understanding of her role.

Shekila is also bilingual and this extends our diverse reach and support across the City.

2 Part time
Employees

year at Lifted

Lifted host four weekly groups for our carers:

- Carers Drop-in - Monday - 11am - 1pm
- WOW Uplift Meal - Monday - 1pm - 2pm
- Women only book club - Monday - 4pm - 6pm
- Carers walking group - Wednesday - 11am - 1pm

4 Weekly Events

This year Lifted attended 10 outreach days.

Outreach days are arranged via the Local Offer or through direct contact with schools across Manchester.

D

Our volunteers support the core team with attendance at these events.

10
Outreach days

Carers Trip

Lifted were awarded funding from WCHG to support our carers who live within the local community with an overnight trip to Leeds/York.
Lifted took 12 carers away for the weekend.
RWe welcome you to read the blog “Looking back at December with Lifted” on our website for the full story:
www.liftedmcr.org.uk

MP Consultation

In July, Lifted were invited to take part in a night with MPs hosted by Caritas, Lifted could challenge MPs around SEND policies.

We continue to work with policy makers on a local and national level.

Lottery

**We did it! Lifted were successful in getting through stage two of the Lottery.
We have been able to secure funding for the next three years to deliver our core services across Manchester. This has been invaluable in order to maintain and consolidate our charity.**

Over the



year at Lifted



TESTIMONIALS



Lifted is a source of community, you have a laugh, build confidence. I love the walking group. Lifted have helped me get time for myself.

Lifted is a life saver for many carers as it's a place where I can go and have a chat , a laugh and listen to and try and help other carers with their worries . The staff are amazing . Xx

Lifted has been an integral part of the Wythenshawe Community for many years. I have been so proud to work get to know and work with this team and support their endeavours to attract funding and support. The services they provide to our families in Wythenshawe is outstanding. Without these services, care and compassion the world would be a much darker place for them. Huge congratulations on your success and funding - Senior Community Development Manager – Wythenshawe Community Housing Group

Lifted brought their carers and families to join us to celebrate Chinese New Year few years ago. As we gathered together, it added a layer of warmth and joyful experience, highlighting the importance of unity and support within our community. We are not only celebrated cultural traditions but also embraced the spirit of compassion and togetherness, enriching the memories we created together. From CEO -Wai Yin Society

I've been lucky enough to see firsthand the amazing work that Lifted does on our walk together. The group members I've spoken to feel so supported by Lifted and say that the walks are the highlight of their week. I'm so proud to have become part of the Lifted family and can't wait to catch up with you all again on more walks in the future

LIFTED PARTNERS

Lifted prides themselves on their strong and dedicated networking skills that the team have spent the past fifteen years building. Below is a quick summary of those that we work with;

The Dandelion Community - 9 years

Schools and Colleges including Specialists 15 years

Tone and Trim – 10 years

Women of Wythenshawe (WOW)- 4 years

Carers Manchester - Network of Carer groups across the City (8 years)

Foodbank - 6 years

Manchester City Council including Adult Social Care, Parent Inclusion and Early Help - 15 years

Voluntary Sector organisations City wide 15 years

For more information on how we work within these networking groups please see below -

Lifted work within multiple community Networks. These include the Dandelion Community Hub where we are based. This is a shared space and network of support agencies all based in one place. We have worked closely together in order to build up a network of support within the community where we can share referrals amongst multiple agencies all in one location providing a carousel of support.

Lifted have also been an integral partner in the strengthening and cohesive approach to supporting Carers across the City of Manchester. This has been through a sharing of resources and networks of support across the Carer population.



FINANCIAL REVIEW

During 2024/25

Lifted entered a three year partnership with the National Lottery, this partnership will provide our core team with security and substantiality for the next three years.

We are grateful to have been given the opportunity to work with the Smallwood Trust for a second year to work with them on their mission to tackle gendered poverty within Manchester.

Lifted would like to thank the Our Manchester team for the one year contract, allowing us the opportunity to support even more families access and understand the benefit system for unpaid carers.

Our walking group, would like to thank GM Walking for supporting their walking group twice over the last year. We look forward to working with you in the future.

We also extend a warm thanks to our partners in the South Locality, North Locality, The Dandelion Community and the Carers Manchester Team.

Our financial accounts can be access on the Charity Commission Website.

THE TRUSTEES



Robbie
CHAIR



Kurt
TREASURER



Anita
EVENTS



Christine
EVENTS



John S
HR



Sam
SECRETARY

THE FUTURE

- Provide opportunities for volunteers to develop new skills and change the shape of Lifted
- Continue to work with Manchester City Council with funding opportunities for the development of Lifted.
- Maintain and expand the core team with the employment of an additional member of staff and resources.
- Develop and expand partnership collaboration across the City.
- Secure long term funding for core services
- To open additional office space to increase accessibility for clients.

Thank you for reading and sharing our journey. We welcome your responses.

LIFTED

CN: 1184747

The Dandelion
Oatlands Road
Wythenshawe
Manchester
M22 1AH

info@liftedmcr.org.uk
www.liftedmcr.org.uk

Profit and Loss

Lifted

For the year ended 31 March 2025

2025

Turnover

ASC Manchester	129.60
Donations	6,342.72
Gaddum	100.00
GM Salford	1,991.72
Lottery	77,240.00
North Locality	13,840.00
Our Manchester	15,000.00
Smallwood Trust	20,000.00
South Locality	25,000.00
Tone and Trim	2,189.12
WCHG	2,500.00
Women of Wythenshawe	14,900.00
WOW SEND	8,553.00
Total Turnover	187,786.16

Gross Profit	187,786.16
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Administrative Costs

Audit & Accountancy fees	612.00
Employers National Insurance	3,184.90
General Expenses	11,182.32
Insurance	157.00
IT Software and Consumables	1,307.32
Pensions Costs	1,941.45
Printing & Stationery	1,772.76
Rent	4,300.00
Salaries	97,123.61
Staff Training	5,845.60
Subscriptions	1,022.12
Telephone & Internet	859.23
Travel - National	1,862.03
Total Administrative Costs	131,170.34

Operating Profit	56,615.82
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Profit on Ordinary Activities Before Taxation	56,615.82
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Profit after Taxation	56,615.82
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Section A

Independent Examiner's Report

Report to the trustees/
members of

Charity Name
LIFTED

On accounts for the year
ended

31st MARCH 2025

Charity no
(if any)

1184747

Set out on pages

(remember to include the page numbers of additional sheets)

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/03/2025.

Responsibilities and
basis of report

As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent
examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention (other than that disclosed below *) in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached.

* Please delete the words in the brackets if they do not apply.

Signed:

Date:

29-01-2026

Name:

Jayne Price

Relevant professional
qualification(s) or body
(if any):

Address:

Charter House, 63 Main Street, Frodsham WA6 7DF

Section B

Disclosure

Only complete if the examiner needs to highlight matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.

LIFTED

England & Wales - Charity number 1184747

Accounts



ANNUAL REPORT

2023 - 2024

LIFTED ANNUAL REPORT

EMMA GERRARD

Lifted Manager

Welcome to our annual report for 2023 – 2024.



This has been a year filled with challenges, growth and development.

At the start of this period, we were faced with a great deal of uncertainty. Our core funding from Manchester City Council Voluntary sector wasn't renewed. This was a reflection of the current financial climate and not on the quality or the demand for our services.

I would like to thank The MCC Adult Social Care Commissioning Team and our peers and colleagues at Carers Manchester and within our Locality Partnership for their support and solidarity at this time.

We were able to apply for the Emergency Carers Fund for 12 months funding successfully and swiftly. This gave us recognition and reaffirmed our resolve to continue our commitment towards the valuable contribution that we are making within the carer community across the city.

During this period one of our main focuses was our overall development plan. Fundraising and grant applications were a major part of this.

We were successful with one long term core bid, and in addition we successfully completed stage one of another long-term core bid.

These included a three-year grant from The Smallwood Trust – Women's Urgent Support Fund. At the end of the year we completed stage one of our three-year lottery funded reaching communities grant and were successfully moved onto stage two of the bid.

We continue to work closely within the Manchester Carer Network. This includes a recent development and successful bid to be locality partners in the North of the City as well as the South.

Lifted also continues to focus on matters pertinent to Special Educational Need and the extensive and frustrating wait parent carers face in accessing services. We continue to work closely across the SEND networks within MCC, CAMHS and our own WOW – Women Of Wythenshawe SEND group.

I hope you enjoy reading our report.

Emma

ROBBIE KELLY



WELCOME TO LIFTED A MESSAGE FROM OUR CHAIR

“What a year it has been for Lifted.”

It my pleasure to announce the very successful year filled with growth and dedication from the core team and volunteers.

At Lifted we really are privileged. The last year has seen us taken on a new member of staff. Our growth has a much larger presence in the North of Manchester with partnership and collaboration with Manchester Careers North and Manchester Carers South.

Our presence as a charity and a place to turn to, for clients has become a lot more accessible and visible. This is due to the outreach drop in, community connections and welfare information days that we attend.

On behalf of the Trustee's I would like to thank the core team, volunteers and carers for making lifted such a success.

Robbie Kelly

CONTENT



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- Testimonials
- Lifted Partners
- Financial Review for the year 2023-2024
- The Trustees
- The Future



GALLERY



VISION

Lifted's organisation is called "Lifted" because their aim is to 'Elevate parent carers of children & adults with special learning needs and autism'. Ensuring all carers have access to support, friendships, activities and most importantly know that their voice has been heard.

- Offering 1-1 support, guidance & advocacy and assistance with completing forms.
- Hosting special calendar events, lunches, days out and weekly walking sessions.
- Providing access to Training and information sessions for carers

PURPOSE

Lifted, are a user-led organisation displaying empathy, understanding and care for all those visiting the centre. Lifted strives to make a positive difference and improve the health and well-being of those carers using the service.

Lifted principle visions are:

- To improve the quality of support and care that is given to carers who are full/part time carers within the local community and south Manchester through the provision of high-quality one to one appointment and advice and guidance given.
- To amplify the voice of carers in south Manchester by participating in research and making changes to the services that are on offer in Manchester.
- To increase support and opportunities for carers to meet and socialise with others who also are carers by providing weekly meeting opportunities within the community.
- To work with partners, using our collective expertise to support carers and to raise awareness and understanding of carers needs through information provisions, training and developing a growing community

VALUES

Lifted's work is underpinned by these core values:

- Lifted's services are high quality and are friendly and professional
- Lifted are inclusive and accessible
- Lifted collaborate to increase their impact
- We are committed to future development in the Wider Manchester Carer Community as well as our local Community in South Manchester

INFORMATION

Lifted have been supporting carers for more than 14 years in Manchester

This year, is the second year Lifted have ran fully independent, and has full control over the running and direction of Lifted.

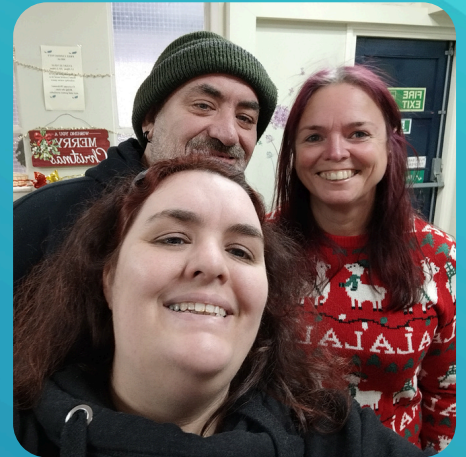
Lifted offers a fully open and transparent service with all its carers and network partners.

We have an elected board of trustees that oversee all projects, funding and development of the Lifted team, vision and growth.

All staff, volunteer and trustees are or have been a carer's and have a strong and personal connection to the work that Lifted provides to those in the community

For more than 14 years, Lifted have been delivering and providing high quality support and guidance to the carer's community. Lifted offers their services for free ensuring that all our services can be freely accessed.

Lifted are proud of the ever growing network of partners and organisations that we work with and look forward to developing these even further each year.



OFFER

We offer 1 – 1 support with complete form completion of DLA, PIP, Universal credit, Carers Allowance and other individual grants.

- Lifted will also support those who are appealing a review of the verdict.
- We offer advocate service and information and guidance. Lifted can attend meetings along with carers for additional support such as CAMHS, School meetings.
- We hold a weekly drop-in session on a Monday for carer's to catch up with each other
- We have a weekly walking group on a Wednesday in Wythenshawe Park
- We hold multiple events and courses over the year with our network partners
- Lifted have a strong core team who oversee all appointments and guidance on offer, along with our excellent volunteers who are dedicated, passionate and support us in maintaining our high-quality service and lead on many of our events and activities that take place over the year.

387
Individual
Appointments

This year, Lifted have supported over 387 individual families with appointments. During these appointments, the team offer advice and guidance and support with form completions

6
Carer
Parties

Over the year, Lifted has held 6 carers parties. All parties are opened to carers and their families to come celebrate as one big #LiftedFamily
Halloween, Christmas, Valentine, Mother's day
Easter and Summer



Over the

726
Carers Supported

This year, Lifted have supported over 726 carers, who have come to use our services, from attending our weekly drop in to book club

30
Appeals

This year, Lifted have supported over 30 families with appeals against PIP and DLA outcomes
Our success rate for this year is 100%

Lifted as part of the cares Manchester network has been awarded the North Manchester Locality project. The project starts in November 2023 and will work alongside the South Manchester Locality project that Lifted is also a part of.

Recruitment for this role to take place 2024

Commitment from core staff for development of this partnership took place from November 2023



Lifted have teamed up with Carers Manchester, Ramblers and Manchester Carers Forum, this year. To be able to provide all types of carers the chance to meet up and socialise with each other, whilst enjoying the great outdoors.

Between us all we were able to invite over 40 different carers from across Manchester to come and take part in these walks on three different walks. Each of the main groups selects the walk and route and we are then supported by the amazing Ramblers team in delivering these walks on a large scale.

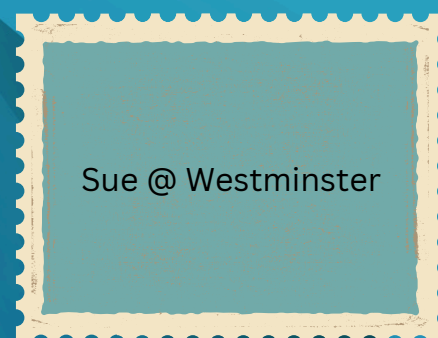


year at Lifted



As part of Lifted's work with Women of Wythenshawe Sue was given the chance to challenge the government to review carer's benefits especially the gender disparity for those that are on Universal Credit and how being a single parent with carer responsibilities are hit the hardest.

<https://liftedmcr.org.uk/2024/02/23/turn2us-hosts-all-party-parliamentary-group-on-universal-credit-and-gender/>





Lifted have been successful with their latest Smallwood Bid, which has given Lifted the opportunity to employ a new member of the team for the next three years.

We would like to welcome Kate to the #LiftedFamily. Kate has been a volunteer for the last two years supporting us with all our Admin and ICT work. We can't wait to see what Kate does over the next three years.



Lifted host four weekly groups for our carers:

- Carers Drop-in -Monday - 11am – 1pm
- WOW Uplift Meal – Monday - 1pm – 2pm
- Women's only book club – Monday - 4pm – 6pm
- Carers walking group – Wednesday - 11am – 1pm



Over the



With the development and growth of Lifted over the last 12 months it has allowed Lifted the opportunity to invite new trustee along for our journey. Lifted would like to welcome and introduce you to our latest trustee:

- Robbie Kelly – Chairman
- John Sibbald – HR Trustee
- Sam Fisher – Secretary



Our WOW project leaders

Have developed and hosted two groups this year.

- WOW uplift meal
- Women only book club

These groups have been created to tackle food poverty and female isolation. Both of these groups are growing in numbers each month and will continue next year due to demand.



year at Lifted



TESTIMONIALS



Happy pleasant place..... Cheers guys xx. Nice to meet you all - Mr A

You are all very welcoming... a good cause and you all work so hard... The Wightman's. !!!

My sincere thanks for all your help, I would of been lost without you. - Ms K

Friendly, nothing is to much bother for them, very efficient and welcoming, which put me at ease. - Ms B

Lifted have helped me so much over the years since I was first introduced to them. They help with everything form filling and benefits advice to breaks and days out. Made friends for life at Lifted. - Ms T

Lifted are amazing very helpful. staff there are very friendly. they are lovely group of people always have the time to listen to us and help with my child send needs, highly recommend - Mr J

LIFTED PARTNERS

Lifted prides themselves on their strong and dedicated networking skills that the team have spent the past fourteen years building. Below is a quick summary of those that we work with;

The Dandelion Community - 8 years
Schools and Colleges including Specialists 14 years
Tone and Trim – 9 years
Women of Wythenshawe (WOW)- 3 years
Connect Support – 14 Years
Carers Manchester - Network of 18 Carer groups across the City (7 years)
Foodbank - 5 years
Manchester City Council including Adult Social Care, Parent Inclusion and Early Help - 14 years
Voluntary Sector organisations City wide 14 years
Smallwood - 1 year

For more information on how we work within these networking groups please see below -

Lifted work within multiple community Networks. These include the Dandelion Community Hub where we are based. This is a shared home and network of support agencies all based in one place. We have worked closely together in order to build up a network of support within the community where we can share referrals amongst multiple agencies all in one location providing a carousel of support.

Lifted have also been an integral partner in the strengthening and cohesive approach to supporting Carers across the City of Manchester. This has been through a sharing of resources and networks of support across the Carer population. In 2020 Lifted were successful in securing a contract to work with partners in the South of the City to develop a locality offer from a cohesive multi carer support team. This was extended to cover North Manchester in 2023.



FINANCIAL REVIEW

The funding for Lifted to continue became uncertain in Feb/March 23 and this was an unsettling process.

The resolve and commitment of the team, stakeholders and partners to find additional funding came to the fore and numerous applications to funding organisations were made.

This process included the national lottery for a three year core funding bid.

In particular we wish to thank MCC Adult Social Care for providing us the opportunity to apply for funding from the carers emergency fund.

We are grateful to have been given the opportunity to work with the Smallwood Trust to work with them on their mission to tackle gendered poverty within Manchester

We also extend a warm thanks to our partners in the South Locality, The Dandelion Community and the Carers Manchester Team

Our financial accounts can be access on the Charity Commission Website.



THE TRUSTEES



Robbie
CHAIR



Kurt
TREASURE



Anita
EVENTS



Christine
EVENTS



John S
HR



Sam
SECRETARY



John M
NETWORK

THE FUTURE

- Provide opportunities for volunteers to develop new skills and change the shape of Lifted
- Continue to work with Manchester City Council with funding opportunities for development of Lifted access in Manchester
- Expand the core team with the employment of an additional member of staff (two in situ)
- Develop and expand partnership collaboration
- Secure long term funding for core services
- Continue to respond to and consult closely with Carers to amplify their voices.

Thank you for reading and sharing our journey. We welcome your feedback and responses

LIFTED

CN: 1184747

The Dandelion
Oatlands Road
Wythenshawe
Manchester
M22 1AH

info@liftedmcr.org.uk
www.liftedmcr.org.uk

Profit and Loss

Lifted

For the year ended 31 March 2024

2024

Turnover

ASC Manchester	70,000.00
Donations	1,700.03
GM Salford	1,892.20
Living Well Fund	1,704.67
MACC - Volunteer	920.00
Other Revenue	196.62
Our Manchester	17,000.00
Smallwood Trust	20,000.00
Women of Wythenshawe	10,900.00
WOW Uplift	975.00
Total Turnover	125,288.52

Gross Profit

125,288.52

Administrative Costs

Audit & Accountancy fees	309.00
Charitable and Political Donations	100.00
Employers National Insurance	503.28
Entertainment-100% business	300.00
General Expenses	1,389.22
Insurance	157.00
IT Software and Consumables	3,126.61
Motor Vehicle Expenses	73.75
Pensions Costs	906.63
Printing & Stationery	665.85
Rent	2,800.00
Salaries	69,514.32
Telephone & Internet	136.93
Travel - National	595.38
Total Administrative Costs	80,577.97

Operating Profit

44,710.55

Profit on Ordinary Activities Before Taxation

44,710.55

Profit after Taxation

44,710.55



Section A

Independent Examiner's Report

Report to the trustees/
members of

Charity Name
LIFTED

On accounts for the year
ended

31st MARCH 2024

Charity no
(if any)

1184747

Set out on pages

(remember to include the page numbers of additional sheets)

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/03/2024.

Responsibilities and
basis of report

As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent
examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention (other than that disclosed below *) in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached.

** Please delete the words in the brackets if they do not apply.*

Signed:

Date:

28-01-2025

Name:

Jayne Price

Relevant professional
qualification(s) or body
(if any):

Address:

Charter House, 63 Main Street, Frodsham WA6 7DF

Only complete if the examiner needs to highlight matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.

LIFTED

England & Wales - Charity number 1184747

Accounts



Lifted Annual Report for 2022/2023



Letter from our Manager

Welcome to our first independent Annual Report.

We are so grateful to all our Supporters, Stakeholders, Volunteers and Funders and of course the amazing Parent Carer community whom we are privileged to be a part of in our journey to make a positive difference.

Greater Manchester Centre for Voluntary Organisation (GMCVO) we wish to thank you for hosting us during our growth and development and Our Manchester for working with us over the years to develop our business plans and structure.

For our first annual report we are striving to showcase who we are and what we do, there is so much to share and to celebrate. It has been a long and challenging journey to have come so far and the resilience and resolve of our team is inspiring.

Lifted has been through a huge amount of transformation during this period. We have found and settled into our new home in “The Dandelion Community” at St Mark's Church in Wythenshawe. Here we have been integral partners in developing and supporting the community hub with our partners. The aim of this is to have services together in one accessible, warm and friendly space with access to support and information quickly.

We have continued our campaign alongside other amazing Carer Charities and under the Carers Manchester banner to reach out further to those carers not aware of the support out there. This is with a primary focus to reduce isolation and lack of resources and information. We are also working closely within our South Locality Partnership and this partnership approach is bringing on board so many fresh opportunities for Carers in the South of our City. Lifted are particularly focused on the bespoke group for Parent Carers of Adults with Autism and Carers affected by substance misuse issues impacting on their loved ones.

At a time where cost of living has hit crisis point, Lifted have adapted and sought additional support for families known to us. This has been through the “Fighting the cost of Living Crisis” Wythenshawe based action group, food bank referrals, support for the dandelion Hub community Sunday lunches, referrals for carers grants, increased overall benefits support and additional cost of living grants for access to food, support with bills and prevention of crisis.

During this period we are also working with partners in the locality to tackle gender based poverty for women and this is through three year targeted funding from Smallwood Trust. It has been a powerful journey so far combining with other local women's groups to network, share and common ground.

Please enjoy reading all we have to share.



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Our Vision

Lifted's organisation is called "Lifted" because their aim is to 'Elevate parent carers of children & adults with special learning needs and autism'. Ensuring all carers have access to support, friendships, activities and most importantly know that their voice has been heard.

- ❖ Offering 1-1 support, guidance & advocacy and assistance with completing forms.
- ❖ Hosting special calendar events, lunches, days out and weekly walking sessions.
- ❖ Providing access to Training and information sessions for carers

Our Purpose

Lifted, are a user-led organisation displaying empathy, understanding and care for all those visiting the centre. Lifted strives to make a positive difference and improve the health and well-being of those carers using the service.

Lifted principle visions are:

- ❖ To improve the quality of support and care that is given to carers who are full/part time carers within the local community and south Manchester through the provision of high-quality one to one appointment and advice and guidance given.
- ❖ To amplify the voice of carers in south Manchester by participating in research and making changes to the services that are on offer in Manchester.
- ❖ To increase support and opportunities for carers to meet and socialise with others who also are carers by providing weekly meeting opportunities within the community.
- ❖ To work with partners, using our collective expertise to support carers and to raise awareness and understanding of carers needs through information provisions, training and developing a growing community.

Our Values

Lifted's work is underpinned by these core values:

- ❖ Lifted's services are high quality and are friendly and professional
- ❖ Lifted are inclusive and accessible
- ❖ Lifted collaborate to increase their impact
- ❖ We are committed to future development in the Wider Manchester Carer Community as well as our local Community in South Manchester



General Information

Lifted have been supporting carers for more than 13 years in South Manchester and now central and North Manchester. For the last 12 years Lifted has been supported by GMCVO who has helped monitor us and support us while we do what we do best.

This year, is the first year Lifted became fully independent, and has full control over the running and direction of Lifted.

Lifted offers a fully open and transparent service with all its carers and network partners. We have an elected board of trustees that oversee all projects, funding and development of the Lifted team, vision and growth.

All staff, volunteer and trustees are or have been a carer's and have a strong and personal connection to the work that Lifted provides to those in the community

For more than 12 years, Lifted have been delivering and providing high quality support and guidance to the carer's community. Lifted offers their services for free ensuring that all our services can be freely accessed.

Lifted are proud of the ever growing network of partners and organisations that we work with and look forward to developing these even further each year.

Lifted's Offer

- ✚ We offer 1 – 1 support with complete form completion of DLA, PIP, Universal credit, Carers Allowance and other individual grants.
- ✚ Lifted will also support those who are appealing a review of the verdict.
- ✚ We offer advocate service and information and guidance. Lifted can attend meetings along with carers for additional support such as CAMHS, School meetings.
- ✚ We hold a weekly drop in session on a Monday for carer's to catch up with each other
- ✚ We half a weekly walking group on a Wednesday in Wythenshawe Park
- ✚ We hold multiple events and courses over the year with our network partners

Lifted have a strong core team who oversee all appointments and guidance on offer, along with our excellent volunteers who are dedicated, passionate and support us in maintaining our high quality service and lead on many of our events and activities that take place over the year.

A look back at Lifted through the year

March 2022

Our volunteer Kate took the opportunity to write one of her many blogs for Lifted, this month's topic was mental health and how important it is for carers to make sure that they find a moment a day to themselves. You can read it here:

<https://liftedmc.org.uk/2022/03/04/wellbeing-blog/>

37 support cases were completed



April 2022

April is stress awareness month and it's something that affects the carers community hard. Lifted partners with local networks who we can refer to our clients to help with their own stress.

Lifted have a weekly walking group, which is open to all carer's during these walks, you can walk and talk your stress away or just to be in the moment and breath. Along with a weekly drop in session, where you can be with other carers

27 support cases were completed



May 2022

As always our appointment system is incredibly busy with complex information and systems for carers to navigate and follow. We have been successful in a number of new claims and appeals this month and this is a key motivating factor for our team knowing we are making that small difference from the work that we do.

36 support cases were completed

June 2022

We have some fantastic news to share with you all! The official opening of the community hub is taking place on the 30th June. When you are next in the area, pop in and say hello to the members of the community hub.

We are proud to working with the following Hub members

- The Dandelion Community – part of The United Reformed Church
- Lifted
- Manchester Local Care Organisation
- Tone and Trim
- Connect Support

Blending with existing amazing groups already in the Dandelion Community and Church

We have also had the privilege of working with Bounce back food in order to help facilitate cookery sessions, health and hygiene training and batch meals to share within the Hub Community.

45 support cases we completed

July 2022

43 support cases we completed



August 2022

While summer is upon us, we thought why not give the website a summer clean.

We are also adding a new section, where you can have your say about Lifted. We would love to hear about your experience and thoughts about Lifted. We look forward to hearing from you all.

Come visit us on our new website www.liftedmcr.org.uk

30 support cases were completed



September 2022

Drop in session Every Monday we have hold a catch up session for the #liftedFamily and any new carers that would like to join the family.

We have this catch up every Monday at 10am at the Dandelion building. Were you will always be greeted by a fantastic smile and brew (or cold drink if you're like me and don't drink hot drinks)

This is our time to just sit back and catch up with everyone and laugh and just be ourselves for a few hours.

Don't worry if you don't know anyone yet, you will be made to be part of the family from the moment you arrive.

22 support cases were completed



October 2022

There have been a lot of new projects that have been going on behind the blog that have needed my attention! I can now spill all the gossip and share with you all, all the new exciting new things we have created at Lifted. We really hope that the #LiftedFamily really loves the new projects we have been involved in. You can read all about these projects here:

<https://liftedmcr.org.uk/2022/10/14/the-goings-on-at-lifted-blog/>

47 support cases were completed



November 2022

Lifted have joined up with Smallwood trust to become of the 10 local charities in Wythenshawe to help create the Women of Wythenshawe Project.

The goal of the project is to give women from the local area a chance for their voices to be heard and to make a change within the community itself. Lifted have selected it's volunteers for the project and the volunteers want to look at developing the communities understanding and knowledge of SEND and also SEND Mental Health. The project will run for three years and will provide skills and training for the WOW volunteers to become advocates within Wythenshawe

29 support cases were completed



December 2022

Lifted held their annual Christmas party for carers and their families that use the Lifted services, it's a great time of year as we can all come and celebrate the year we have had at Lifted. This event is our main each year and we cater for a minimum of 30 families. This was Lifted first Christmas after locked down and being at the dandelion. Lifted also have their own Santa for the event

13 support cases were completed

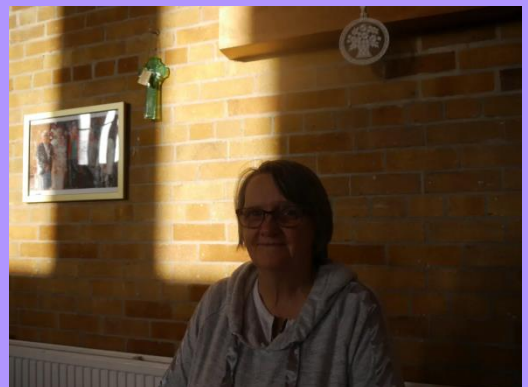


January 2023

In Wythenshawe, a women's group was recently granted £500,000 to enhance the services of ten charities in the area and empower women to decide for themselves where they think funding should go. Charities such as Lifted, who work with female carers to offer them financial support, will receive a total of around £20,000 in instalments over the next three years.

"It's making women feel stronger about themselves," Sue, a family support worker at Lifted Carers, told us. "You're not just a little woman at home; do you know what I mean? You're powerful. You can be a powerful woman."

16 support cases were completed



February 2023

Carers from Lifted enjoyed celebrating the Chinese New Year with the Manchester Carers South Partners; the event was hosted by our network partner Wai Yin Society.

Lifted had an amazing day out learning about the Chinese culture and why the New Year is so important and created an even stronger bond with the Manchester Carers South Partners teams

Wai Yin Society put on an amazing event; we were treated to a beautiful Chinese banquet. We also learnt to write our names in Chinese and we were also treated to a dragon dance. We also took part in singing and karaoke. Thanks to Wai Yin for such a warm welcome and enjoyable time.

44 support cases were completed



March 2023

Lifted held our Mother's day bingo event. It was a fantastic day and we had so much fun, there was so much laughter it was a great time catching up with everyone.

We were also blessed with fantastic gifts that were donated for event.

37 support cases were completed



Testimonials

- ✚ *"I have been doing the walks on Wednesday for some months now. The people there are friendly and helpful so make for good companion we usually have a drink and a chat afterwards. Ms F"*
- ✚ *"I have used Lifted personally and would highly recommend there help and advice, I help at a foodbank and I am always referring customers to them, I trust that the help and advice is always there and up to date, they are a fantastic team, if you need any help being a carer or with benefit advice, pick up the phone! It may be hard at first but they are so welcoming and you will soon become part of the Lifted family. Mr K"*
- ✚ *"lifted are amazing very helpful. staff there are very friendly. they are lovely group of people always have the time to listen to us and help with my child send needs, highly recommend. Mr J"*
- ✚ *"Lifted has helped me and my family .Be able to part of a larger family. Mr C"*
- ✚ *"Lifted are great, very welcoming to everyone. Very very helpful with lots of knowledge and info, especially when you need help with forms. Emma and her team are the best. Ms C"*
- ✚ *"Lifted have helped me so much over the years since I was first introduced to them. They help with everything form filling and benefits advice to breaks and days out. I've made friends for life at Lifted. Ms T"*
- ✚ *"Friendly nothing is too much bother for them, very efficient and welcoming, which put me at ease. Ms B"*
- ✚ *"A place that feels like home. Ms S"*
- ✚ *"My sincere thanks for all your help, I would of been lost without you. Ms K"*

Lifted Partners

Lifted prides themselves on their strong and dedicated networking skills that the team have spent the past fourteen years building. Below is a quick summary of those that we work with;

- The Dandelion Community - 7 years
- Schools and Colleges including Specialists 13 years
- Tone and Trim - 8 years Years.
- Women of Wythenshawe (WOW)- 2 years
- Connect Support – 13 Years
- Carers Manchester - Network of 18 Carer groups across the City (6 years)
- Foodbank - 4 years
- Manchester City Council including Adult Social Care, Parent Inclusion and Early Help - 13 years
- Voluntary Sector organisations City wide 13 years

For more information on how we work within these networking groups please see below -

Lifted work within multiple community Networks. These include the Dandelion Community Hub where we are based. This is a shared home and network of support agencies all based in one place. We have worked closely together in order to build up a network of support within the community where we can share referrals amongst multiple agencies all in one location providing a carousel of support.

Lifted have also been an integral partner in the strengthening and cohesive approach to supporting Carers across the City of Manchester. This has been through a sharing of resources and networks of support across the Carer population. In 2020 Lifted were successful in securing a contract to work with partners in the South of the City to develop a locality offer from a cohesive multi carer support team.



Financial Review for the year 2022-2023

The funding for Lifted to continue became uncertain in Feb/March 23 and this was an unsettling process. The resolve and commitment of the team, stakeholders and partners to find additional funding came to the fore and numerous applications to funding organisations were made. This process included the national lottery for a three year core funding bid.

In particular we wish to thank MCC Adult Social Care for providing us the opportunity to apply for funding from the carers emergency fund. We also extend a warm thanks to our partners in the South Locality, The Dandelion Community and the Carers Manchester Team

Our financial accounts can be accessed on the Charity Commission Website.

*Note – Lifted took control of financial responsibilities from July 22, prior to this we were financially managed by GMCVO

The Trustees



Christine – Chair



Kurt – Treasure



Anita – Events



John – Trustee



Nina – Trustee

The future

- ✚ Provide opportunities for volunteers to develop new skills and change the shape of Lifted
- ✚ Continue to work with Manchester City Council with funding opportunities for development of Lifted access in Manchester
- ✚ Expand the core team with the employment of an additional member of staff
- ✚ Develop and expand partnership collaboration
- ✚ Secure long term funding for core services
- ✚ Continue to respond to and consult closely with Carers to amplify their voices.

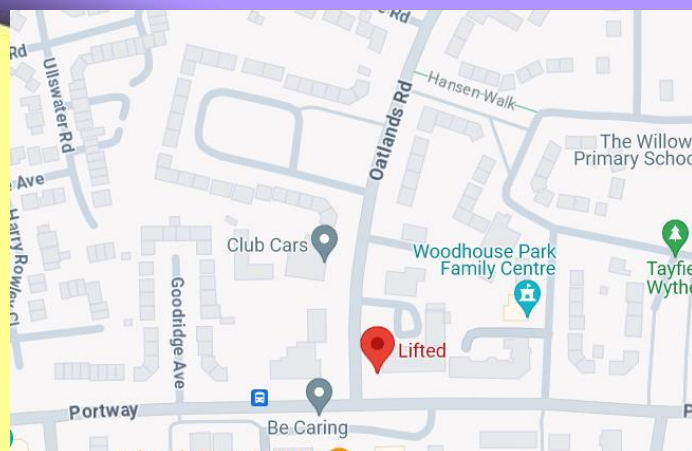
Thank you for reading and sharing our journey. We welcome your feedback and responses

CN: 1184747

**The Dandelion
Oatlands Road
Wythenshawe
Manchester
M22 1AH**

info@liftedmcr.org.uk

www.liftedmcr.org.uk



Profit and Loss

Lifted

For the year ended 31 March 2023

2023

Turnover

CRF Grant	(2,512.50)
Donations	1,179.89
Living Well Fund	1,063.54
Our Manchester	21,083.69
South Locality Partnership Work	10,618.74
Women of Wythenshawe	10,600.00
Total Turnover	42,033.36

Gross Profit

42,033.36

Administrative Costs

General Expenses	105.00
Insurance	170.00
IT Software and Consumables	458.88
Rent	1,400.00
Salaries	34,174.61
Total Administrative Costs	36,308.49

Operating Profit

5,724.87

Profit on Ordinary Activities Before Taxation

5,724.87

Profit after Taxation

5,724.87



Section A

Independent Examiner's Report

Report to the trustees/
members of

Charity Name
LIFTED

On accounts for the year
ended

31st MARCH 2023

Charity no
(if any)

1184747

Set out on pages

(remember to include the page numbers of additional sheets)

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/03/2023.

Responsibilities and
basis of report

As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent
examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention (other than that disclosed below *) in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached.

** Please delete the words in the brackets if they do not apply.*

Signed:

Date:

31-01-2024

Name:

Jayne Price

Relevant professional
qualification(s) or body
(if any):

Address:

Charter House, 63 Main Street, Frodsham WA6 7DF

Only complete if the examiner needs to highlight matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.

LIFTED

England & Wales - Charity number 1184747

Accounts

Annual Report - Financial Year end 31/03/2022

The annual report relates to the period 1st April 2021 to 31st March 2022. Lifted CIO is still in it's infancy as an established Charitable Incorporated Organisation.

Registered with the Charity Commission -Registered number 1184747

The Charity's governing document is its foundation model constitution for a charitable incorporated organisation, who's only voting members are its charity trustees, agreed in December 2018.

The trustees have lived-experience and/or are experienced staff in associate voluntary sector organisations. They collectively prepared for the establishment of the independent charity by working through relevant charity commission guidance on roles and responsibilities supported by staff from Manchester Alliance for Community Care (infrastructure organisation)

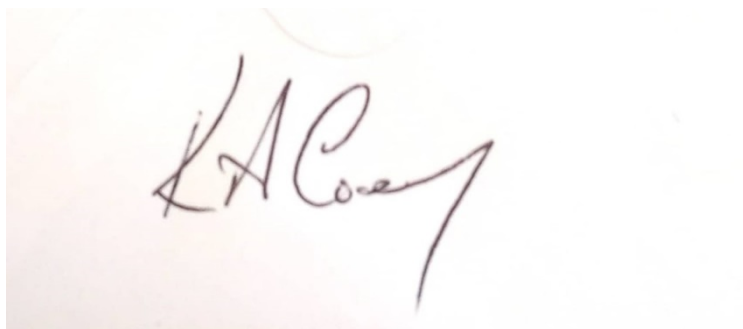
The Trustees approved their financial controls policy on 29th November 2019. This includes provision for free reserves to be deposited into a charity investment account.

The charitable activities have been hosted as an incubator project by The Greater Manchester Centre for the Voluntary Organisation (registered charity number 504542) for 5 years. Once Lifted CIO became constituted and future funding confirmed by the primary source (Manchester City Council) a bank account has been sought so that the CIO can trade independently. To date due to the response of the banking sector and additional barriers and restrictions due to the impact of covid no progress has been made with obtaining an appropriate bank account.

The charitable activities are continuing under the hosting arrangement and Lifted CIO has remained dormant. Lifted has not been able to receive income or commit to any expenditure.

The trustees are still governing and providing charitable activities and continued to do so throughout the pandemic including seeking independent banking services.

Update from July 22 - Bank Account opened and full independent status achieved



Kurt Coey

Treasurer Lifted CIO

Accounts summary for 1st April 2021 - 31st March 2022

Lifted Carers Centre

Charity number 1184747

The summary for this period remains 0 as documented in the Annual Report also attached.

Kurt Coey

Trustee of Lifted CIO

LIFTED

England & Wales - Charity number 1184747

Accounts

ANNUAL REPORT 2019-20

The Annual Report relates to the period 5th August 2019 to the 31st March 2020, which is the first year of Lifted CIO being established as a Charitable Incorporated Organisation registered with the Charity Commission. Registered No. 1184747.

The principle and registered office for the CIO is the Ground floor unit, Alpha House, Rowlandsway, Wythenshawe, Manchester M22 5RG.

The Trustees of the CIO were:

Clare North – Chair
Ian Taylor – Treasurer
Anita Mulvey
Christine Darby
John Mainwaring

The charity's governing document is its Foundation Model Constitution for a Charitable Incorporated Organisation, whose only voting members are its charity trustees, agreed in December 2018.

The trustees have lived-experience and/or are experienced staff in associate voluntary sector organisations. They collectively prepared for the establishment of the independent charity by working through relevant Charity Commission guidance on roles and responsibilities supported by staff from Manchester Alliance for Community Care (local infrastructure organisation).

The trustees approved their Financial Controls Policy on 29th November 2019. This includes provision for free reserves to be deposited into a Charity Investment Account.

The charitable activities have been hosted as an incubator project by the Greater Manchester Centre for Voluntary Organisation (registered charity No. 504542) for four years. Once Lifted CIO became constituted and future funding confirmed by the primary source (Manchester City Council) a bank account has been sought so that the CIO can trade independently. To date, due to the response of the banking sector no progress has been made with obtaining an appropriate bank account. The charitable activities are continuing under the hosting arrangement and Lifted CIO has remained dormant. Lifted CIO has not been able to receive income or commit to any expenditure.

The trustees are still participating in providing charitable activities outside of Lifted CIO and seeking banking services.



Ian D Taylor
Treasurer Lifted CIO