



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://liftedmcr.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

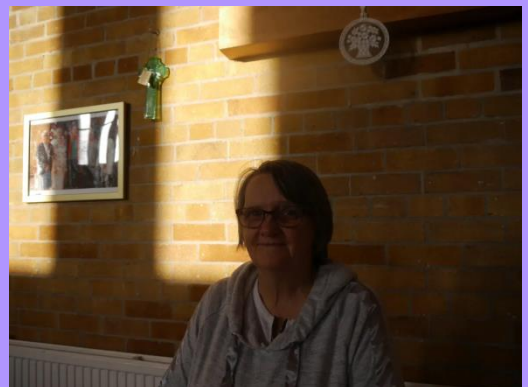


January 2023

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.

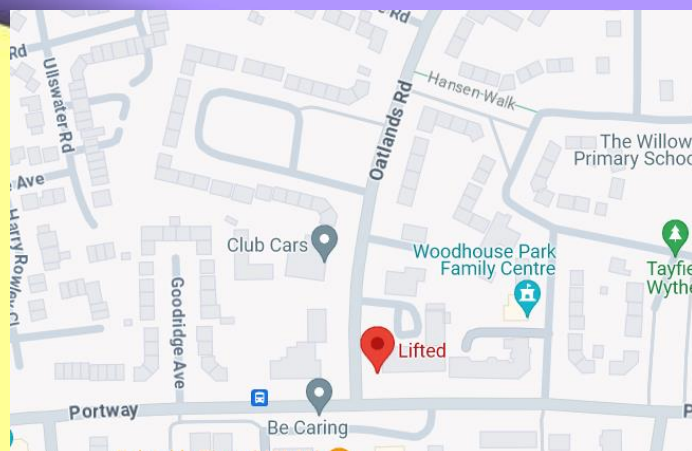
Thank you for reading and sharing our journey. We welcome your feedback and responses

CN: 1184747

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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.