

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



- Lifted Annual Report for 2023/2024
- Letter from our Manager
- Welcome from our Chairman
- 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 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.

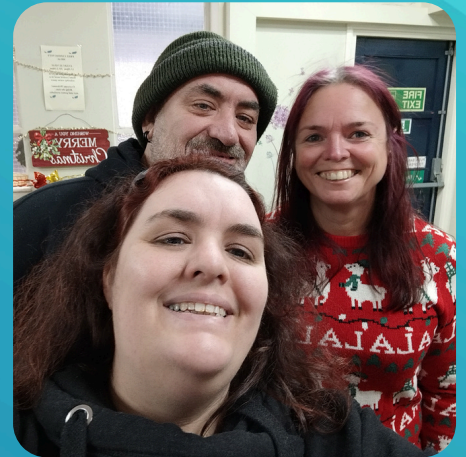
Lifted offers a fully open and transparent service with all its carers and network partners.

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.

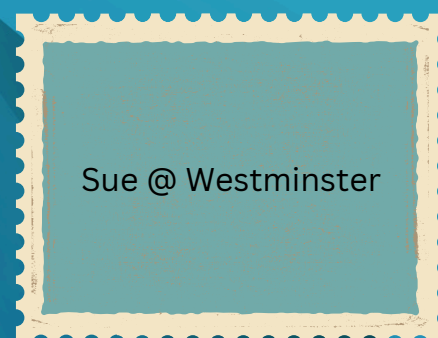


year at Lifted



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.