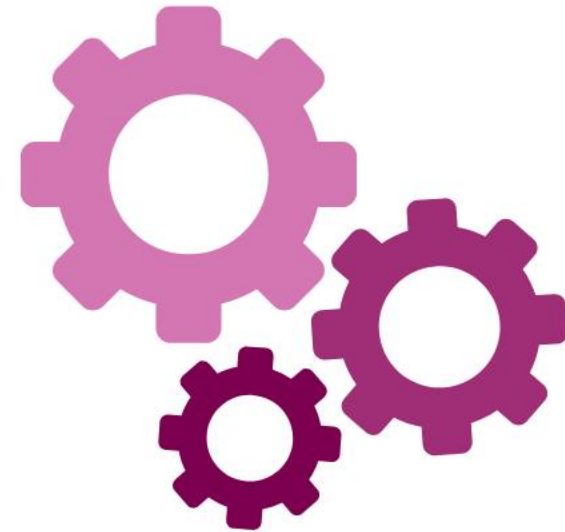


Organisational Chart

How we deliver The Care Act at
Manchester City Council
& Manchester Local Care
Organisation



Adult Social Care Senior Leadership Team



**Executive
Director
Adult Social
Services**

Bernie Enright

Bernie is responsible for the operational delivery of all adult social care services within Manchester Local Care Organisation (MLCO). Her role spans both MLCO and Manchester City Council, with a strong focus on partnership working. Bernie leads engagement with stakeholders across the NHS and the voluntary and community sector to integrate services around the needs of individuals and families.



**Deputy
Director
Adult Social
Services**

Sarah Broad

Sarah deputises for the Executive DASS within the MCC/LCO Adult Social Care Leadership team, with oversight and responsibility for strategic planning, budget, performance and transformation of services. Sarah also has responsibility for commissioning and contracting and adult social care's wider oversight of the care market in Manchester.



**Principal Social
Worker**

Nina Riddlesden

Nina is part of the MCC/LCO Adult Social Care Leadership Team and serves as the Principal Social Worker for Manchester. She ensures the highest standards of social work practice across the organisation by providing expert leadership and practice guidance to social workers, social care practitioners, and partners, embedding excellence and consistency in professional practice.



**Assistant
Director**

Karen Crier

Karen is a member of the MCC/LCO Adult Social Care Leadership Team and serves as an Assistant Director within Manchester City Council's Adult Social Care Senior Management Team. She specialises in targeted interventions, with responsibility for Hospitals, Community Response, Adults Early Support Team, Business Support, Principal Occupational Therapy, Manchester Equipment & Adaptations, Retained Advice, and Technology Enabled Care.



**Assistant
Director**

Paul Covell

Paul is a member of the MCC/LCO Adult Social Care Leadership Team. He holds a key leadership role in shaping and delivering place-based, person-centred services that promote community wellbeing and protect vulnerable individuals. His responsibilities include overseeing integrated neighbourhood teams and safeguarding functions, ensuring services are responsive, collaborative, and effective in meeting the needs of residents.



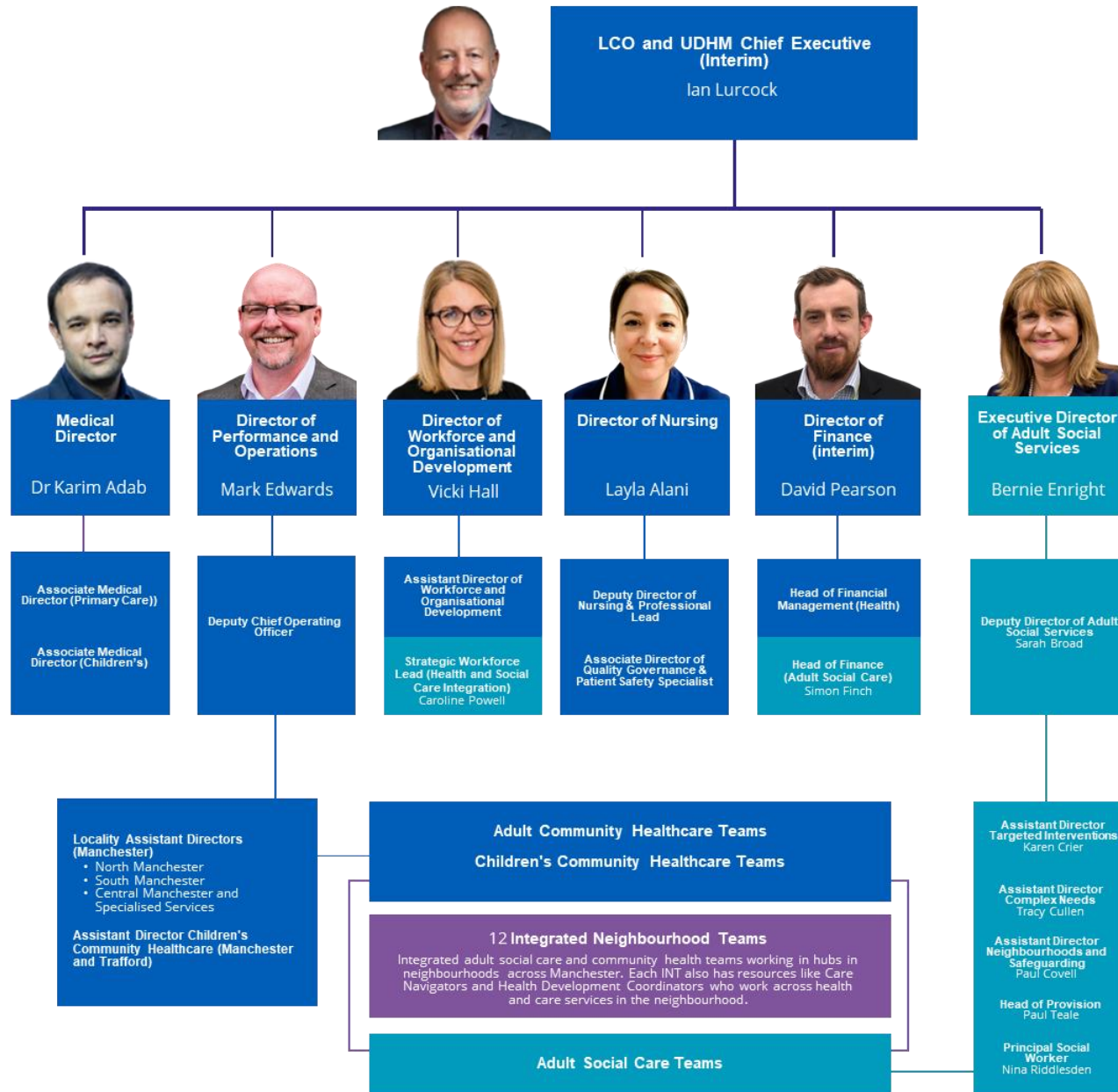
**Assistant
Director**

Tracy Cullen

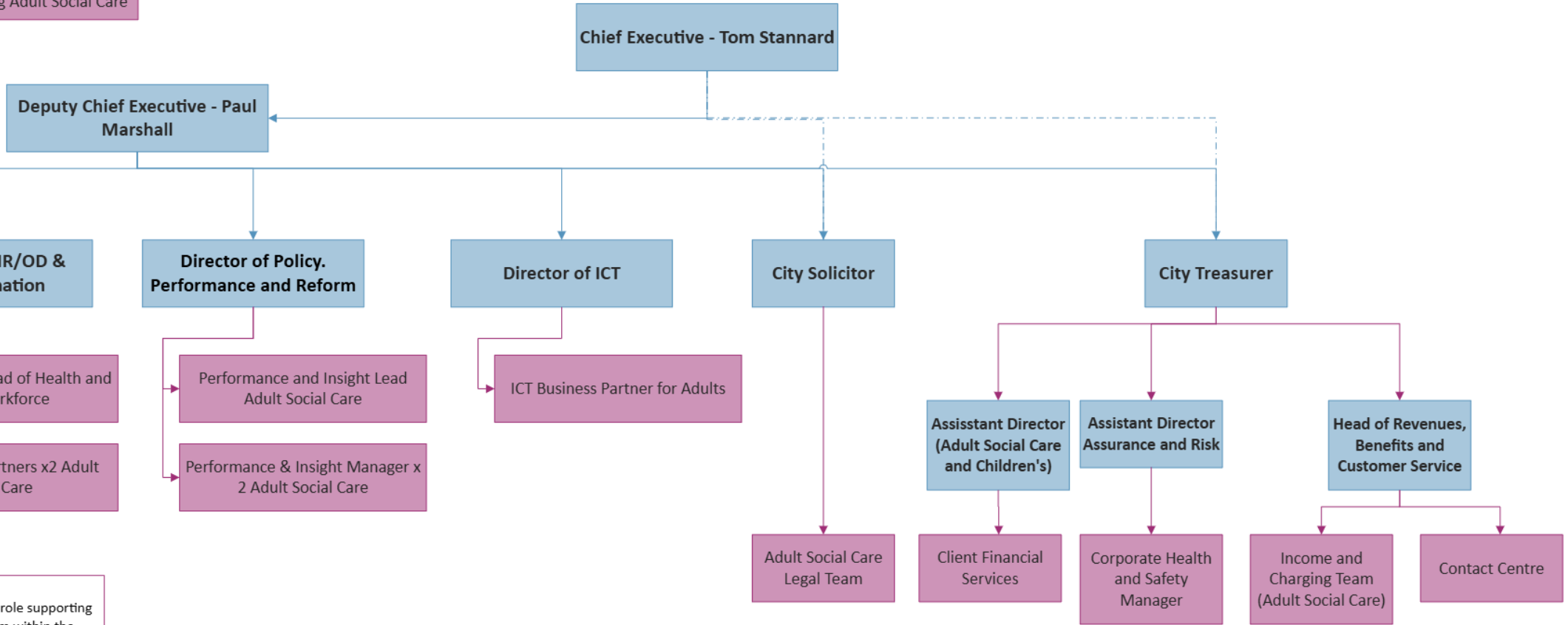
Tracy is part of the MCC/LCO Adult Social Care Leadership Team and leads a range of specialist services across Manchester. Her portfolio includes the Transforming Care Programme, integrated learning disability teams, and complex services such as autism, sensory needs, and substance misuse. Tracy also oversees the strategic redesign of Manchester's Mental Health Partnership, promoting integrated, person-centred approaches for individuals with complex and multiple needs.

Adult Social Care as part of Manchester Local Care Organisation

MLCO senior leadership team structure (ASC focus)

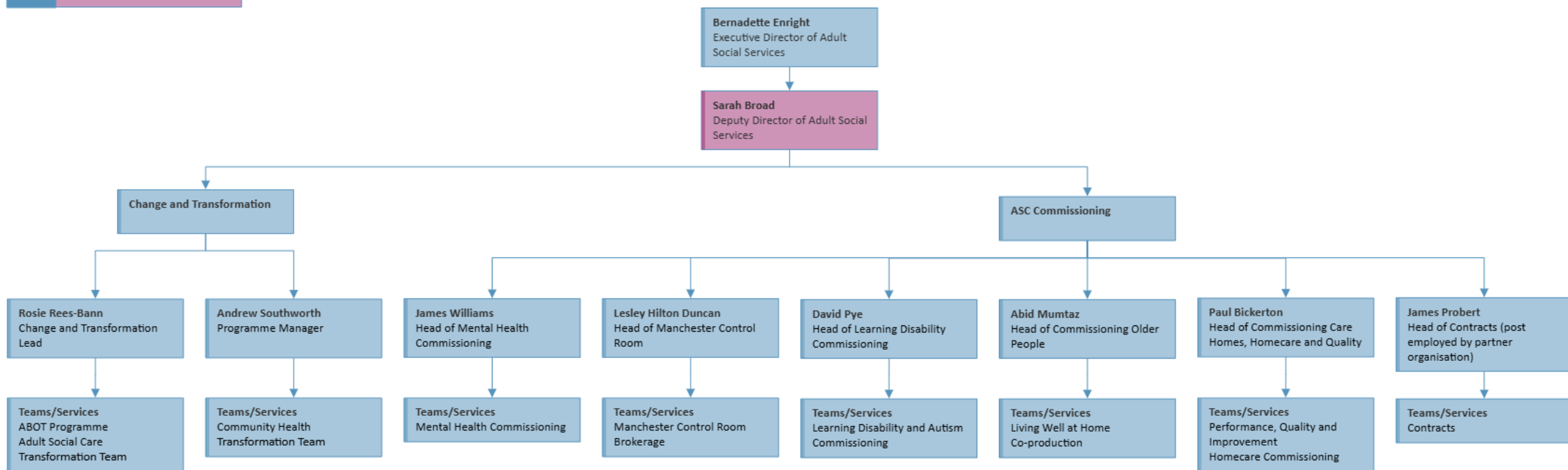
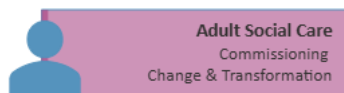


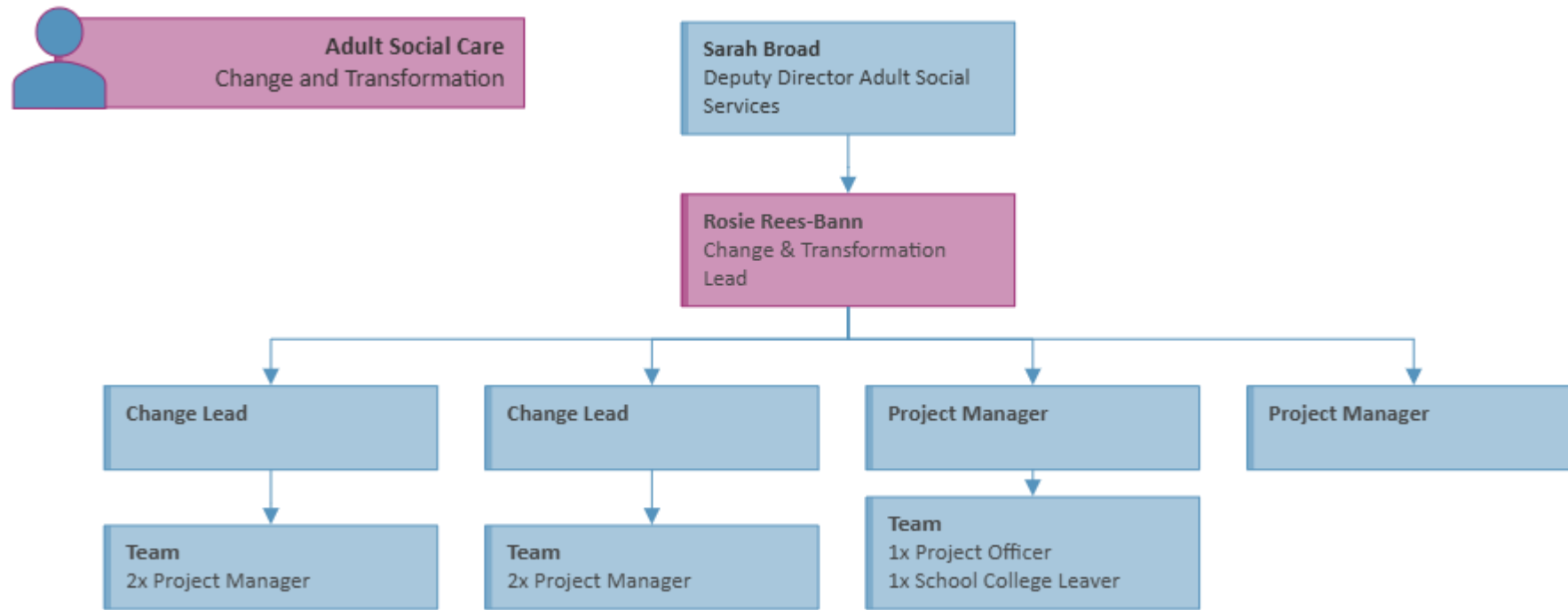
Adult Social Care within the wider Manchester City Council Structure and key roles that offer professional and technical support to our Directorate



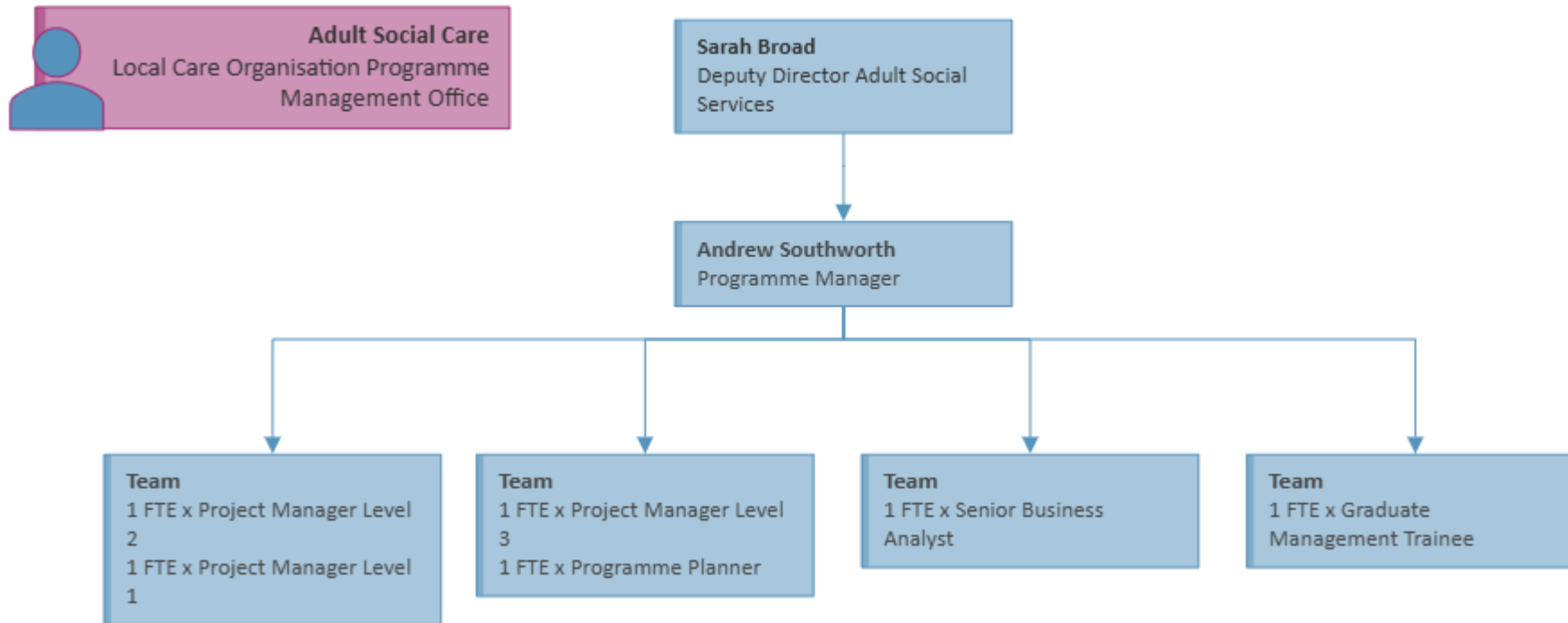
Roles shaded purple have a designated role supporting Adult Social Care, but are hosted from within the Corporate Council structure.

Structure Charts for the Adult Social Care Directorate along with Team/Service Descriptions

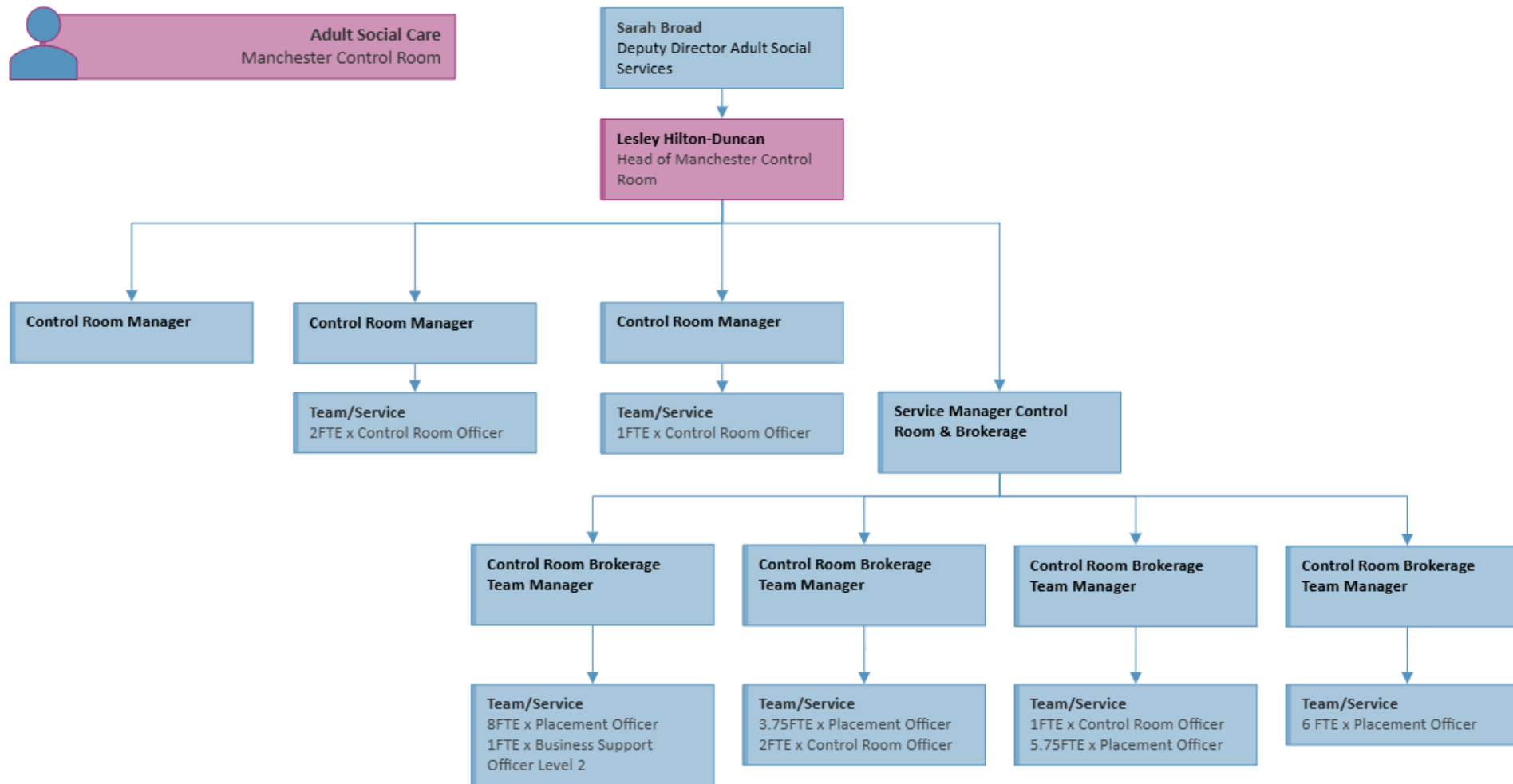




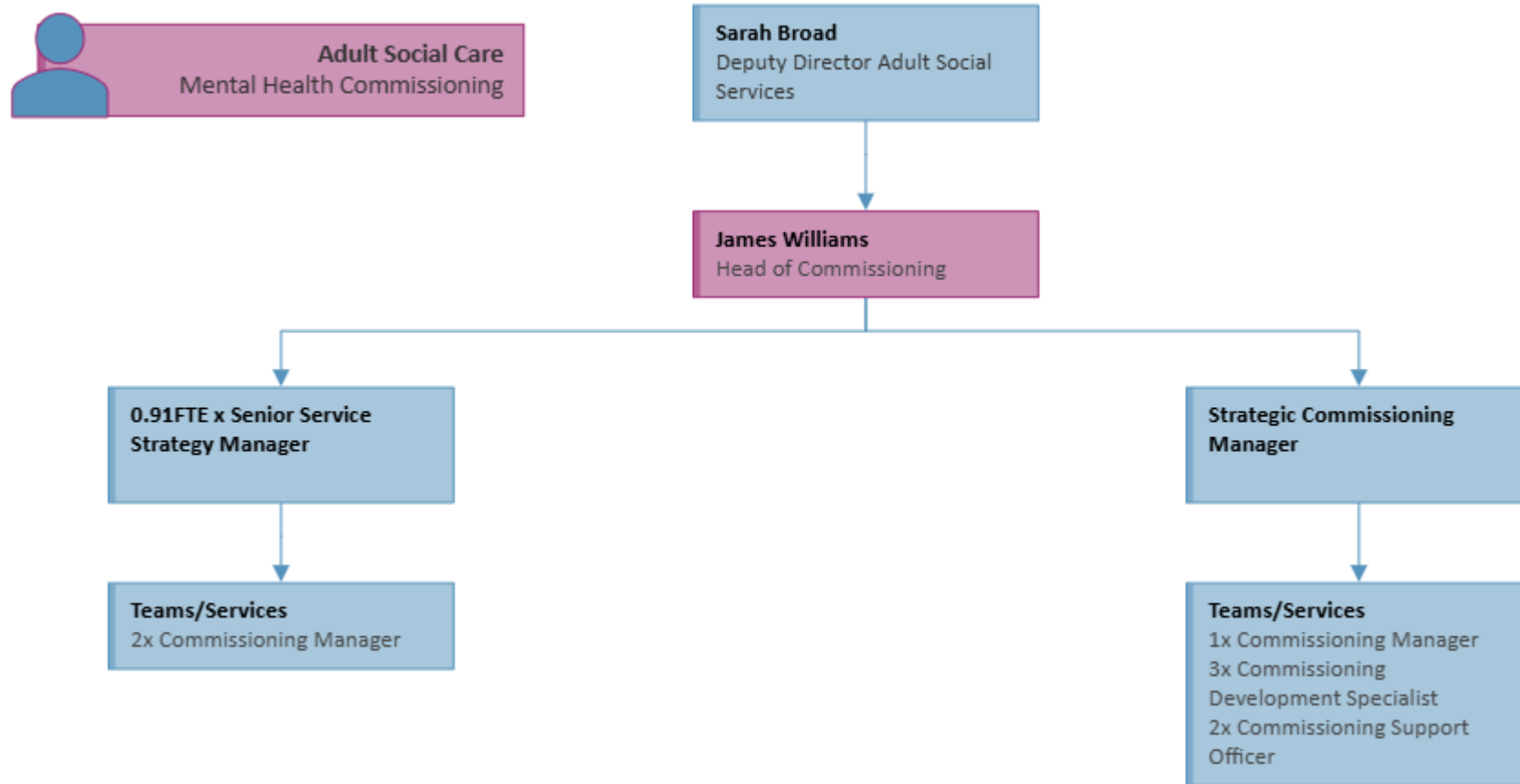
Change Management Team provides support to large-scale transformation and service improvement initiatives within Adult Social Care, aligned with both existing and emerging strategic priorities to help the service achieve the best outcomes for people in Manchester. The team delivers practical project management planning alongside change management approaches informed by behavioural insights. Working closely with frontline teams, the team seeks to understand the drivers of behaviour and the context in which people operate to design effective interventions. With a focus on strengths-based working and positive outcomes for Manchester residents, the team includes project managers, change leads, and a project officer, as well as a wider network of project managers supporting priority areas across Adult Social Care.



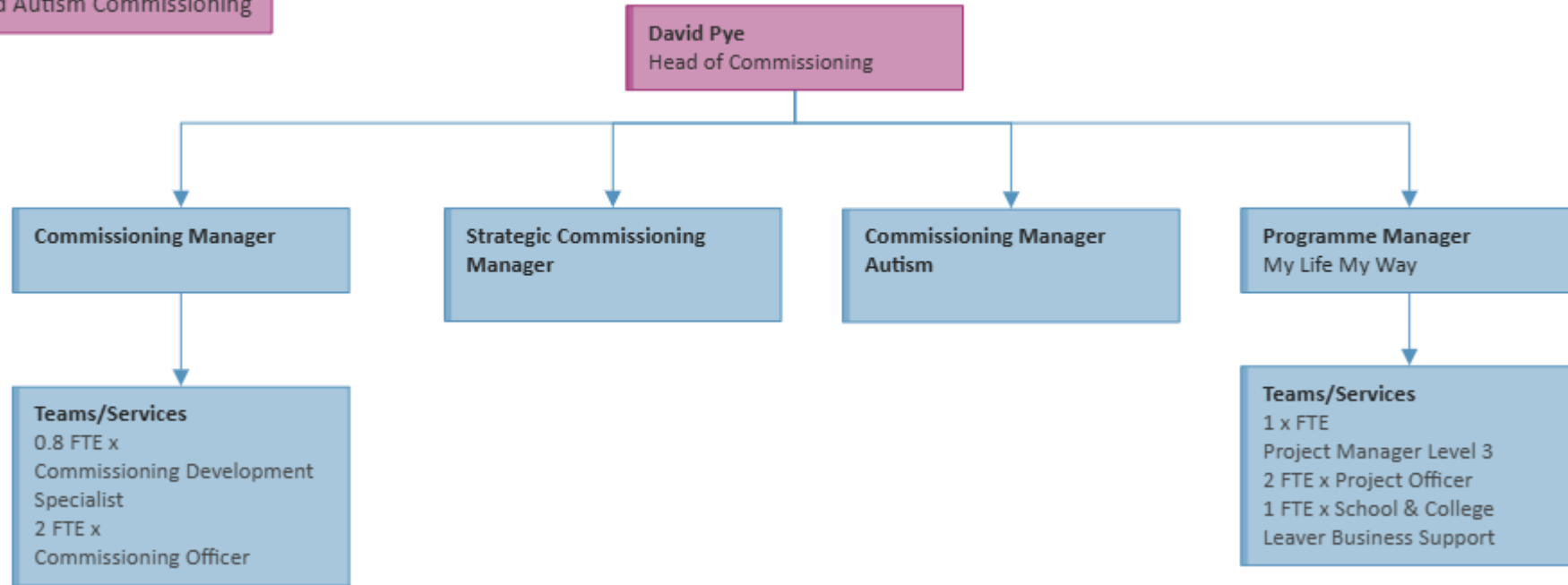
The Local Care Organisations Project Management Office supports the Local Care Organisations in delivering their strategic objectives and improving health outcomes for people in Manchester and Trafford through the delivery of programmes, projects, and service improvement initiatives. It continuously develops its experience, skills, and knowledge in programme, project, and change management to ensure it is recognised as an expert service. The team helps foster a positive change culture within the Local Care Organisations by providing targeted support and leading by example. It also establishes and maintains project and programme management networks both within and beyond the Local Care Organisations to ensure capacity is used effectively across the system.



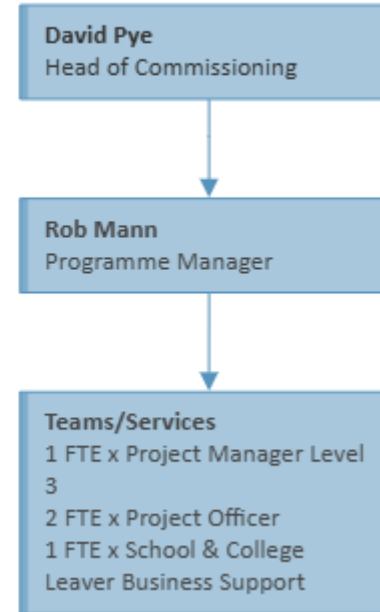
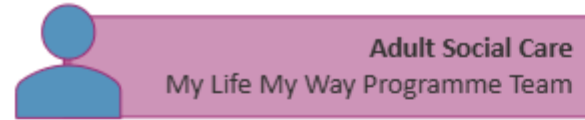
The Control Room provides an integrated hub for supporting flow out of hospitals into the community, ensuring the safe and timely discharge of citizens across Manchester's hospitals. Provide hospital admissions avoidance, to support citizens to remain at home for as long as possible. Support the flow from ICT, D2A beds, reablement and Hospital at home, moving people on from services to ensure flow continues. Have strong links with partner agencies across MCR and beyond to support systems and reduce barriers, creating a multi-disciplinary approach. Provide a centralised brokerage function, ensuring quality care packages are available for all Manchester Citizens when needed. Are responsible for the creation of all CPLI's across the city in Adults services and support the resolution of provider payments issues.



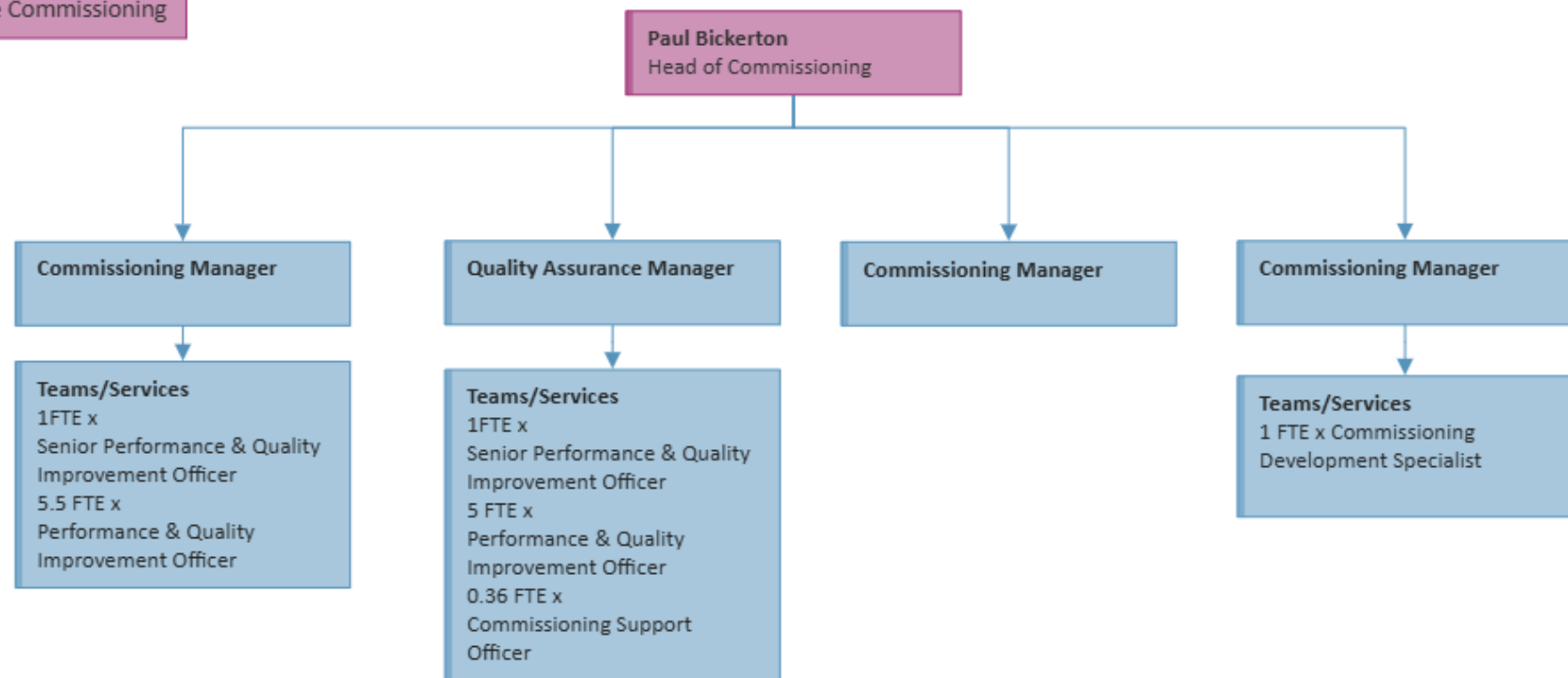
The Mental Health Commissioning Team commissions social care packages of care for Adults of Working Age (18-65) with mental health support needs. These services include Residential and Nursing Care, Supported Living services such as Supported Accommodation, floating/outreach and visiting support and mental health reablement. Access to these services is subject to a qualifying Care Act assessment completed by colleagues in Community Mental Health teams (CMHTs) within GMMH. The Team also manages the Mental Health Section 75 agreement with Greater Manchester Mental Health Foundation Trust (GMMH) which delegates statutory Adult Social Care - Care Act functions and duties.



The team are responsible for ensuring there are the right types of services available for adults with a learning disability and/or autism in the city. This includes services like (for example) Supported Living, Day Services, Short Breaks and Employment services. In LD/Autism we commission services for approximately 1200-1300 citizens access a variety of services including home care, day services, outreach, supported living and residential accommodation, employment and voluntary sector. We help the Council to direct its limited resources in the right way (within this area) over £80m per year.

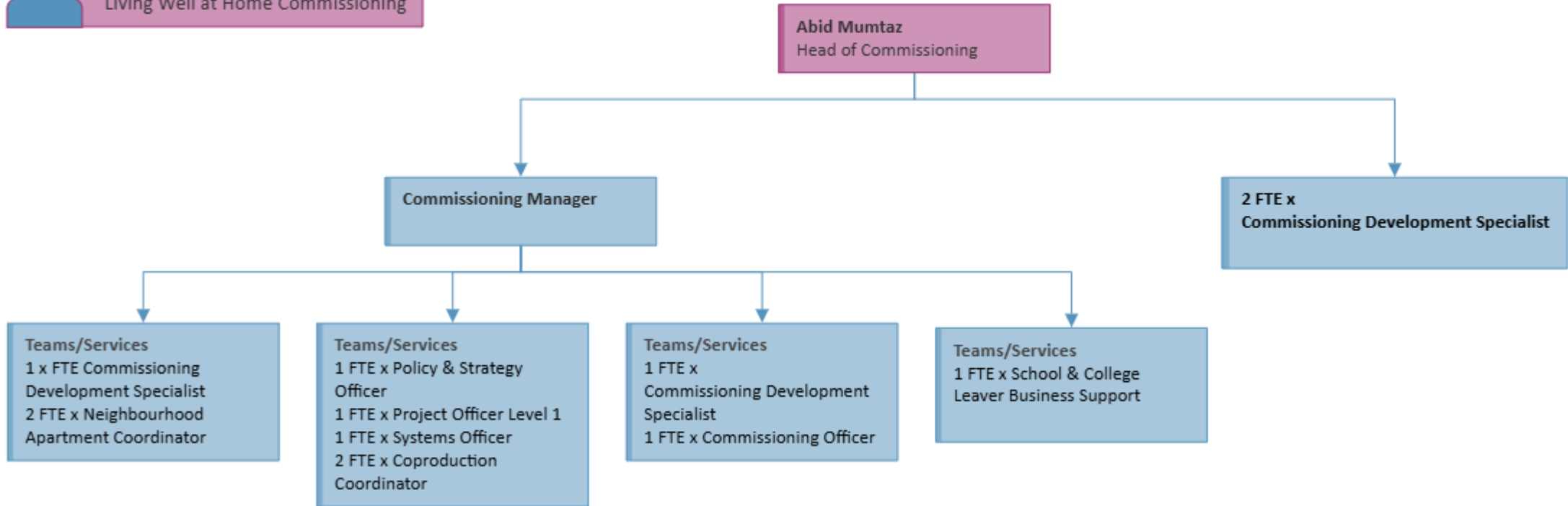


My Life My Way Programme – The programme is a transformation of our in-scope services into equitable, specialised and community-focused support that prioritise prevention, inclusion and person-centred approaches, enabling citizens with Learning Disabilities and Autism to achieve their goals, sustain independence and lead fulfilling lives.



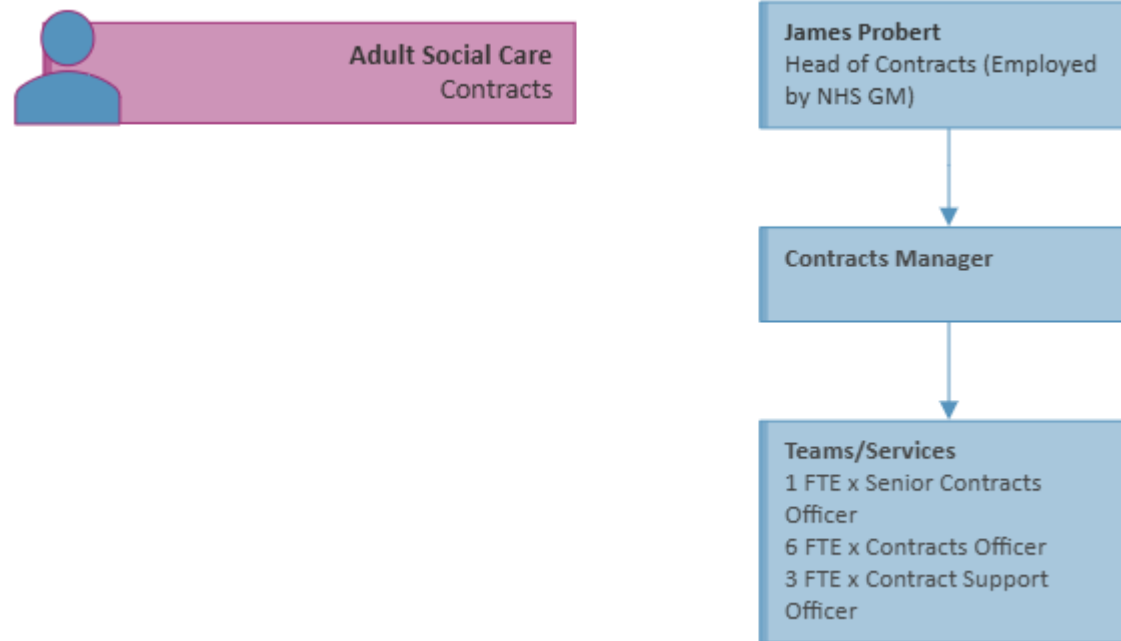
Commissioning Care Homes & Homecare - The team is responsible for ensuring they have the right amount of provision to meet current and future demands, suitable to the needs of the citizens of Manchester. Homecare for example is working on an increase in volume of around 7% a year, nursing beds that provide complex challenging care is also increasing each year, where it is expected we will see small reductions in our residential care market. Homecare is delivering around 43,000 hours of care each week citizens across OP/PD, MH & LD. We have around 2400 citizens using care home beds. Expenditure across these services is approximately £150m per annum The team manages provider engagement, forums, service development and ensures the market continues to learn and develop as we expand on our expectations and aspirations.

Performance and Quality Improvement Team - The role of this team is actively monitoring the quality of provision across all of the councils ASC commissioned providers, this includes MH, LD/A, OP/PD and equates to around 300 providers. The PQI team is the direct link with providers and is the main source of provider relationships for the council. The team ensures it has a robust plan of auditing and monitoring all services to be ahead of any expected issues, supporting providers every day to continue in their ongoing improvement journey and are at all times ready for CQC inspection. The team supports, tracks and monitors all activity associated to complaints and safeguarding and maintains provider KPIs and dashboards on performance.



Commissioners work in collaboration with stakeholders e.g. staff, care and housing providers, VCSE, and other partners to keep the people of Manchester independent in their own homes. The services include Extra Care, Neighbourhood Apartments, Housing Related Support, Carers Manchester, Manchester Support Services, Healthwatch Manchester, Coproduction programme and the prevention agenda.

The Co-production team, work in collaboration with stakeholders e.g. staff, care and housing providers, VCSE, and other partners to keep the people of Manchester independent in their own homes. The services include Extra Care, Neighbourhood Apartments, Housing Related Support, Carers Manchester, Manchester Support Services, Healthwatch Manchester, Coproduction programme and the prevention agenda.



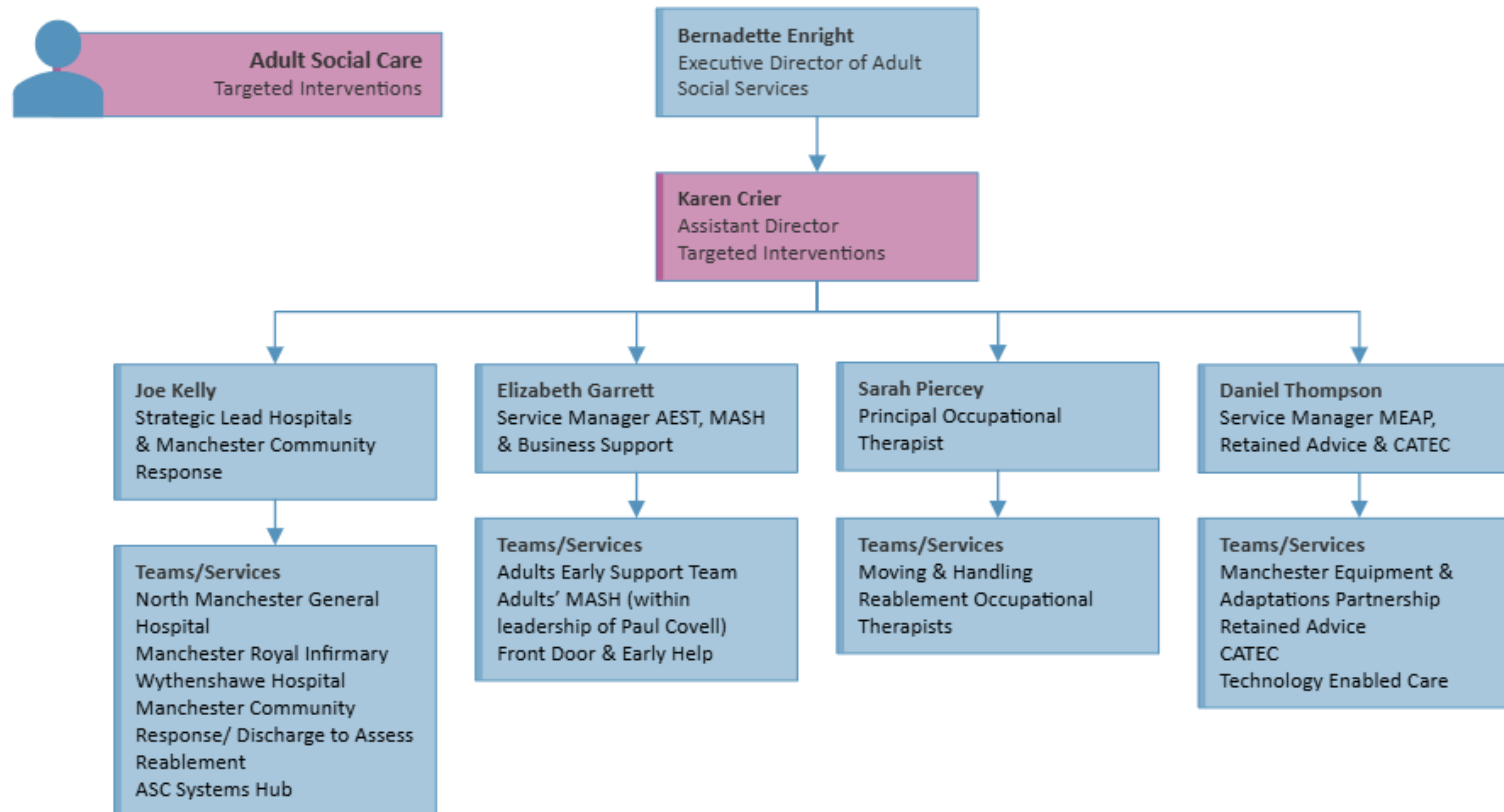
ASC Contracts is a department dedicated to the compliance of externally commissioned care providers delivering care for clients funded by Manchester City Council. Our role is to support the end to end commissioning cycle, ensuring services are delivering the maximum value and quality expected of a well-delivered service; offering support to Provider organisations where they are impacted by external factors that hinders contract delivery. Although our first port of call is to always use relationships to understand and address barriers to delivery as well as identifying opportunities, the Contracts team are responsible for ensuring that Provider contracts are robust, and expectations are clear and understood for the benefits of those in receipt of such care. Another key facet of the role is to ensure a sustainable care market for now and the future.

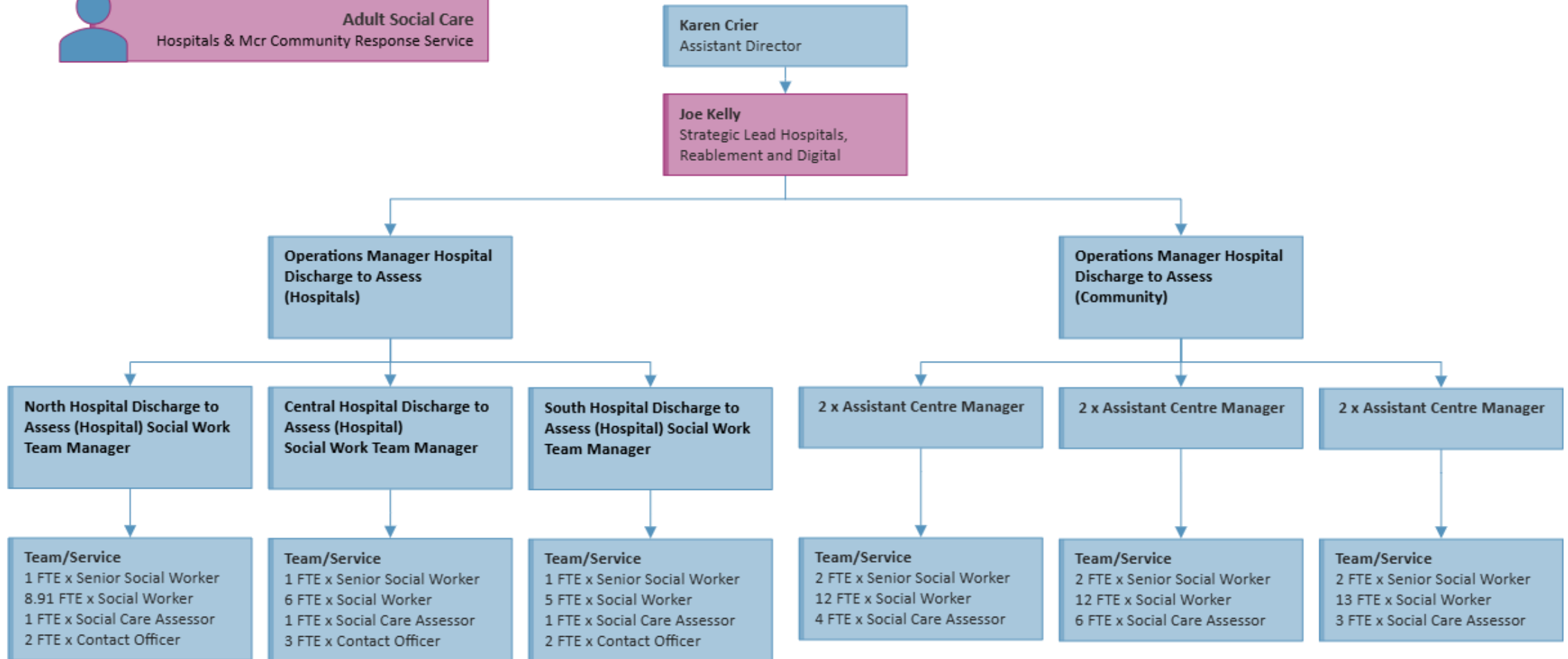


 **Assistant
Director**

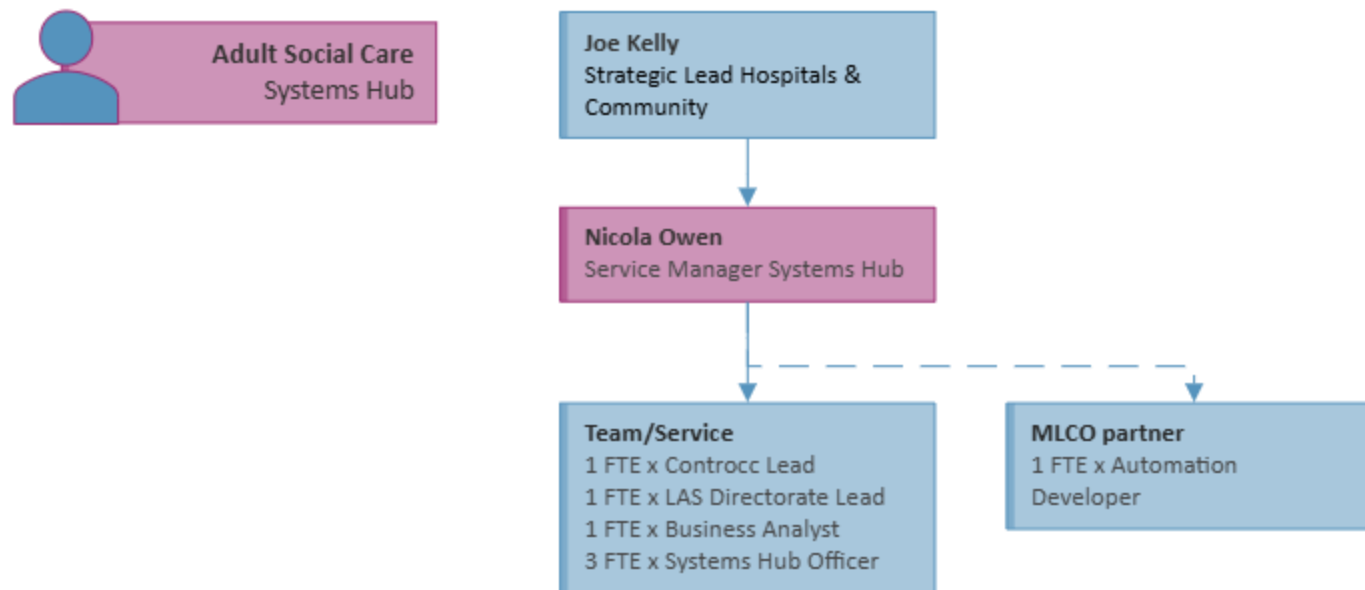
Karen Crier

Karen is an Assistant Director within Manchester City Council Adult Social Care Senior Management Team. Karen specialises in Targeted Interventions, including; Hospitals, Community Response, Adults Early Support Team, Business Support, Principal Occupational Therapy, Manchester Equipment & Adaptations, Retained advice and Technology Enabled Care.

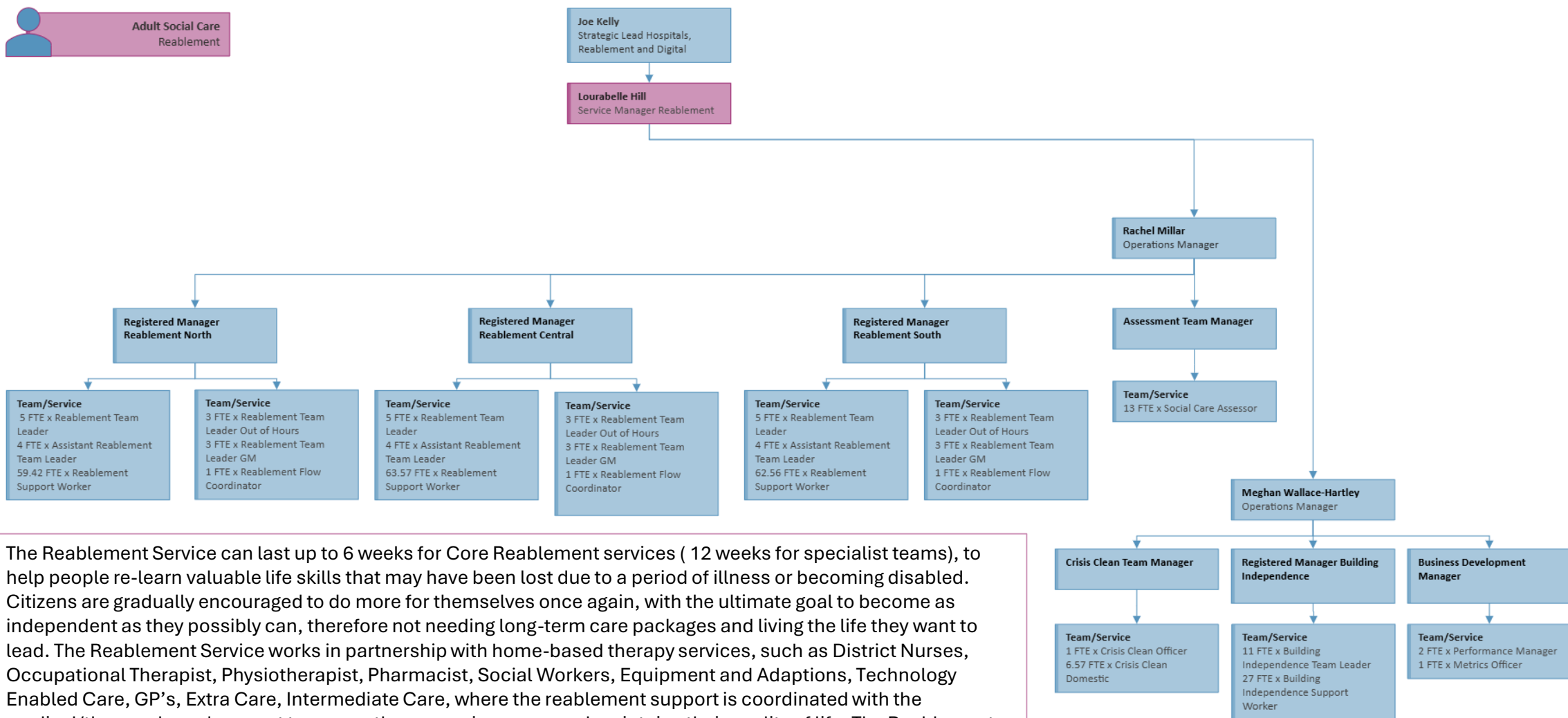
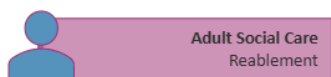




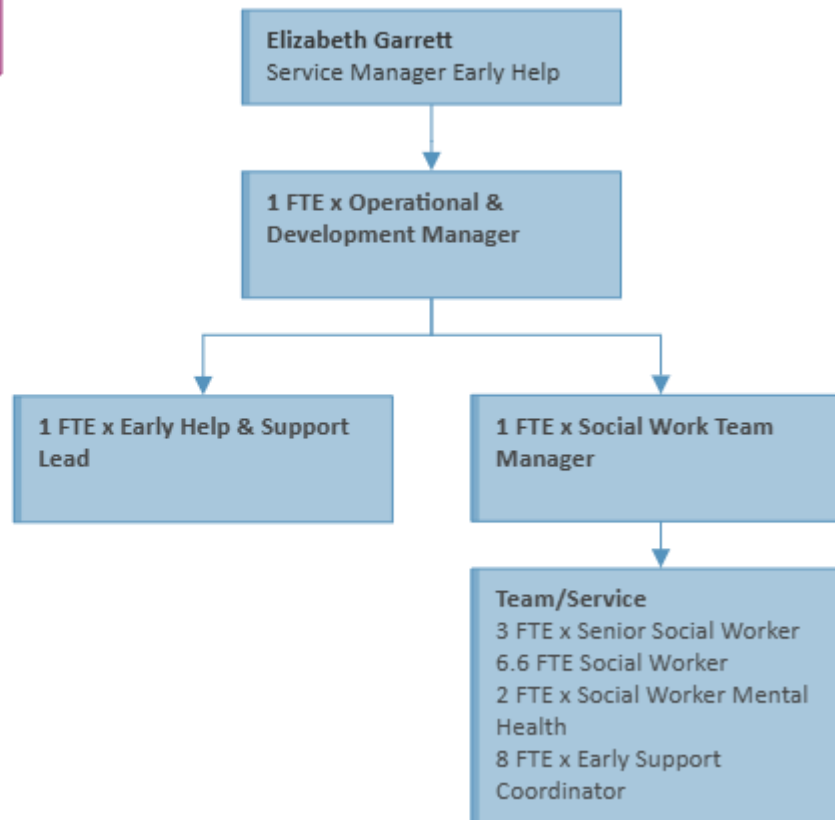
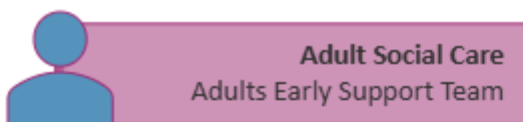
The Service supports discharge for Manchester citizens from hospital, primarily across the four MFT sites over the 3 discharge pathways. The service is part of the integrated Manchester Community Response which also includes the Crisis Response, and Hospital at Home. The service is split into 7 teams, 2 per each locality and a temporary pathway 3 team, which focuses on persons discharged into residential or nursing placements, either temporarily or to identify the long-term placement. The service operates with a strength based 'Home First' approach maximising Manchester citizen's outcomes and supporting independence wherever possible.



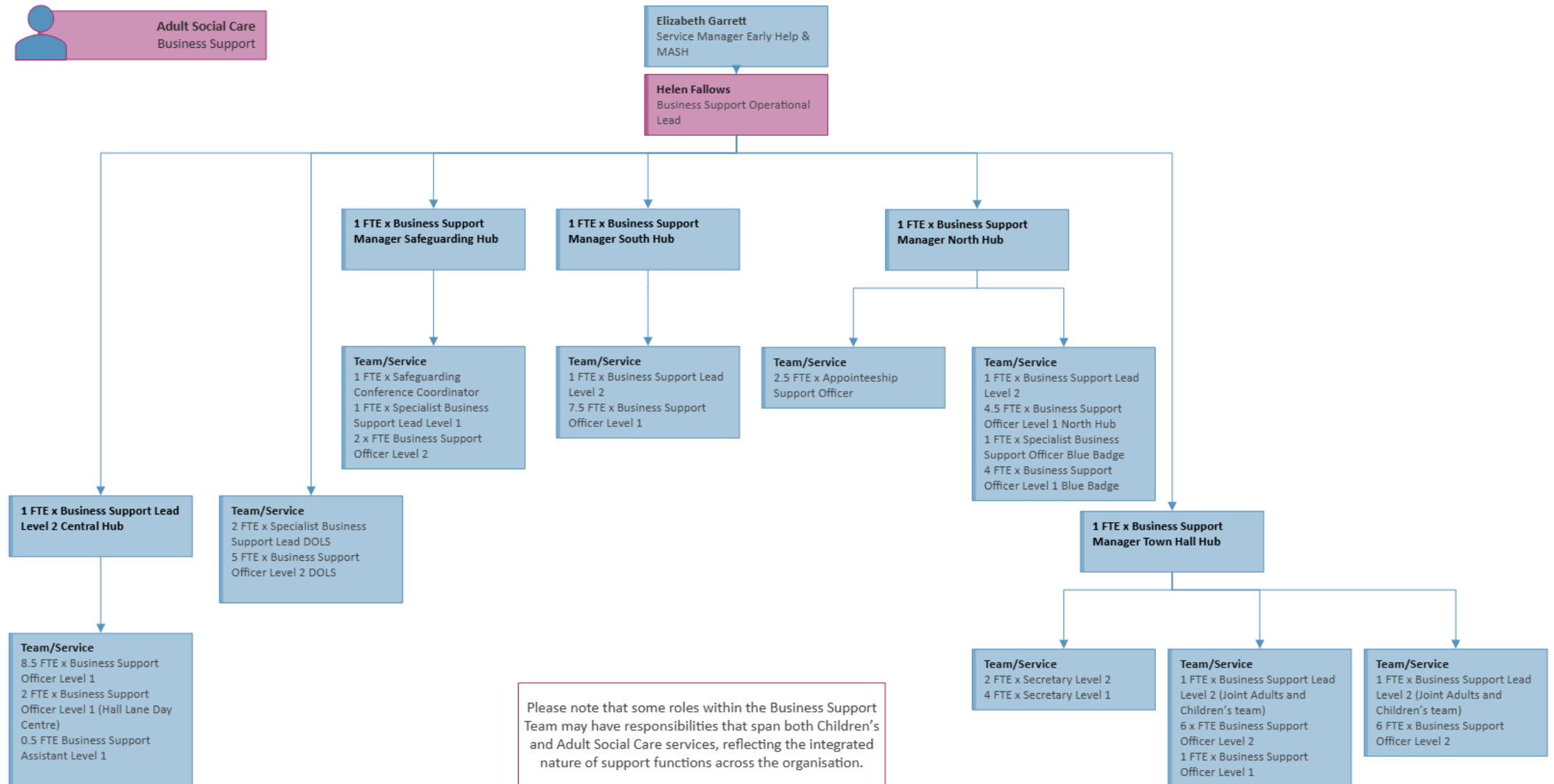
The Systems Hub team serves as the central point of contact and coordination for all Adult Social Care (ASC) system-related activities. Acting as business representatives and consultants, they liaise with Subject Matter Experts across the system, manage system-wide configuration, and provide advice and guidance, including training support. They are responsible for maintaining and managing data quality, handling non-standard system requests, and coordinating small system changes. Additionally, the team plays a key role in supporting the ASC digital strategy, driving future developments and implementation initiatives.



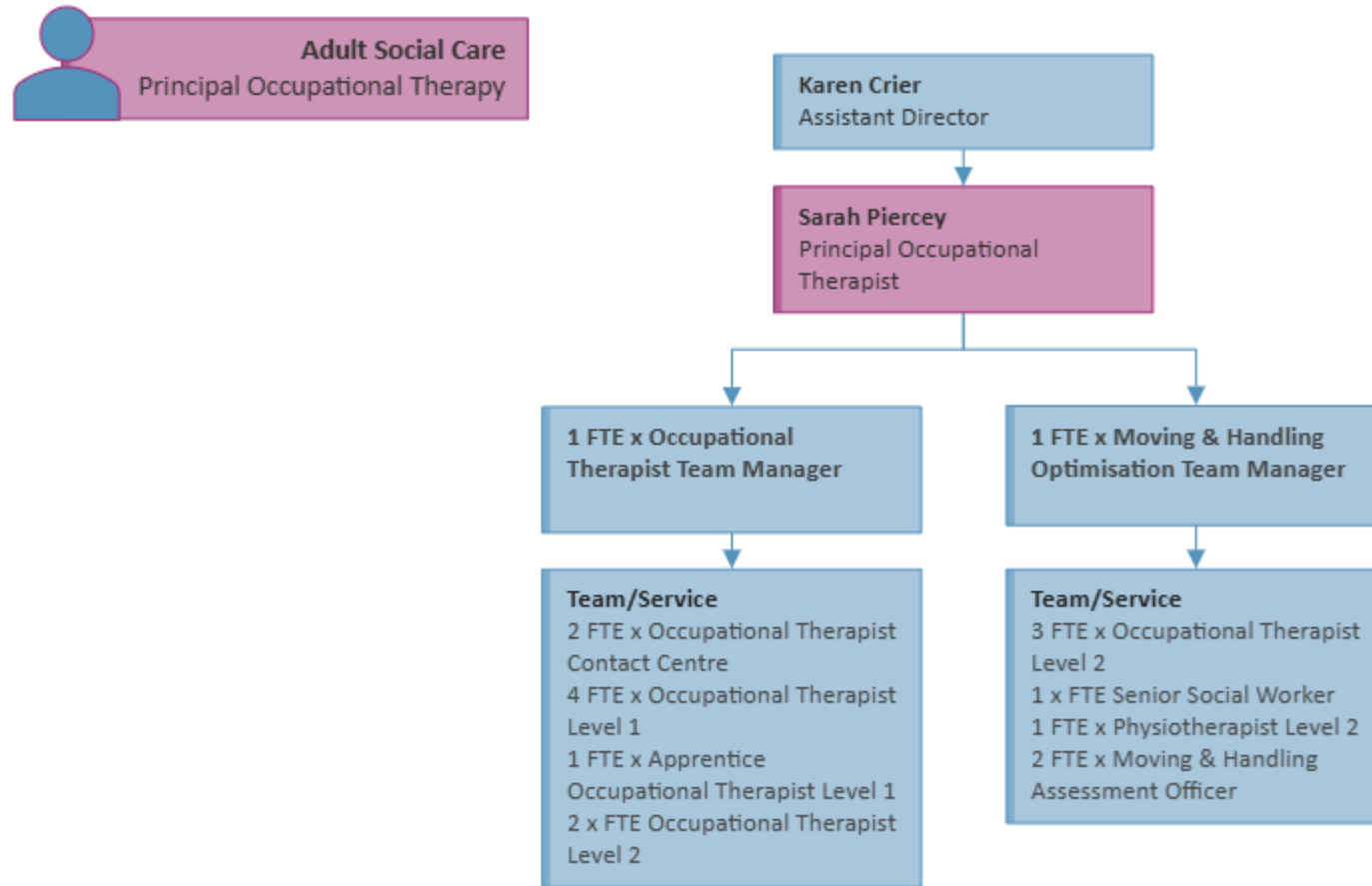
The Reablement Service can last up to 6 weeks for Core Reablement services (12 weeks for specialist teams), to help people re-learn valuable life skills that may have been lost due to a period of illness or becoming disabled. Citizens are gradually encouraged to do more for themselves once again, with the ultimate goal to become as independent as they possibly can, therefore not needing long-term care packages and living the life they want to lead. The Reablement Service works in partnership with home-based therapy services, such as District Nurses, Occupational Therapist, Physiotherapist, Pharmacist, Social Workers, Equipment and Adaptions, Technology Enabled Care, GP's, Extra Care, Intermediate Care, where the reablement support is coordinated with the medical/therapy-based support to ensure the person improves and maintains their quality of life. The Reablement services aims to keep citizens at home, minimise re-admissions to hospital and put in place careful planning and timely interventions by appropriate professionals or, where unforeseen events threaten readmission into hospital, the reablement workers and health teams work at speed to provide urgent interventions for the citizens to remain at home safely.



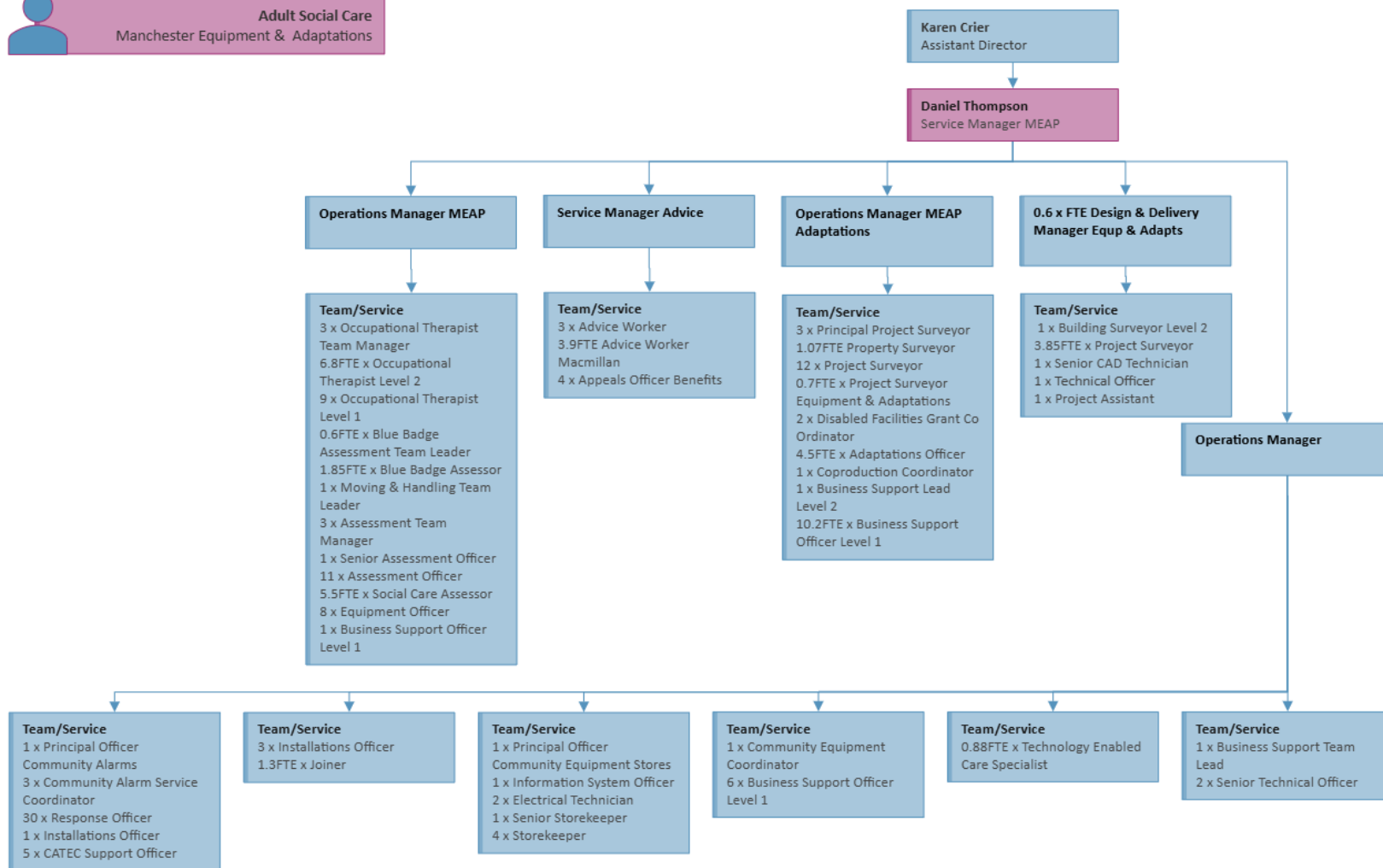
Adult Early Support Team work with adults who have not previously been known to Adult Social Care (ASC) or those known but not open to a worker and not in receipt of a commissioned service. Adult Early Support Team are aligned with Contact Manchester and MASH. They are an office-based team which is comprised of a Team Manager, Senior Social Worker, Occupational Therapists, Social Workers, Early Help Coordinators, MIND link worker and Mental Health Social Workers. The service aims to uphold the Principles of the Care Act 2014 and prevent, reduce or delay needs for care and support within Manchester to support citizens to maximise independence and reduce dependency on commissioned adult social care provisions.



The Business Support Team at Manchester City Council provides essential administrative and operational support to ensure frontline services run smoothly and efficiently. We work behind the scenes to coordinate processes, manage information, and enable teams to focus on delivering high-quality services to residents.



The Occupational Therapy Team at Manchester City Council helps residents live independently and safely by assessing needs and providing equipment, adaptations, and support. We work closely with individuals, families, and professionals to promote wellbeing and prevent hospital admissions.



CATEC - We're a citywide service and come under the MSIL umbrella (Manchester Service for Independent Living). We provide, fit and monitor devices in people's homes. Our aim is to prevent unnecessary admission into hospital and long-term residential care, or the upheaval of living with relatives. We support hospital discharge plans by installing alarms and pieces of assistive technology in the citizens home same or next day. We have a team of 21 full time staff, we work to cover a rota, all day every day 24/7/365.

Assessment - Range of assessment staff depending on the complexity of presenting needs. The assessment function includes our equipment only team, moving and handling, assessment officers and Occupational therapists.

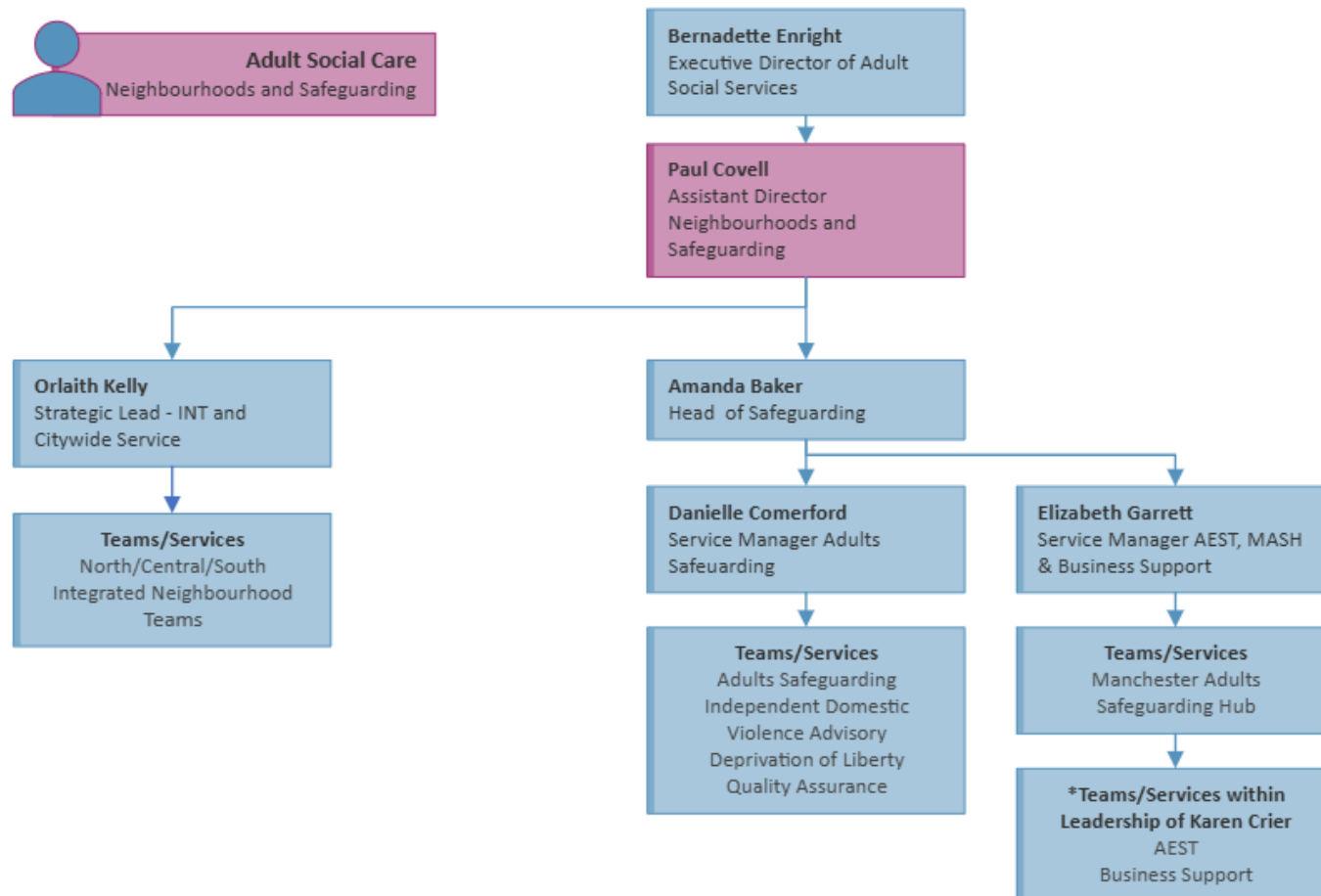
Our staff visit citizens in their properties to carry out an incremental, strengths bases assessment.

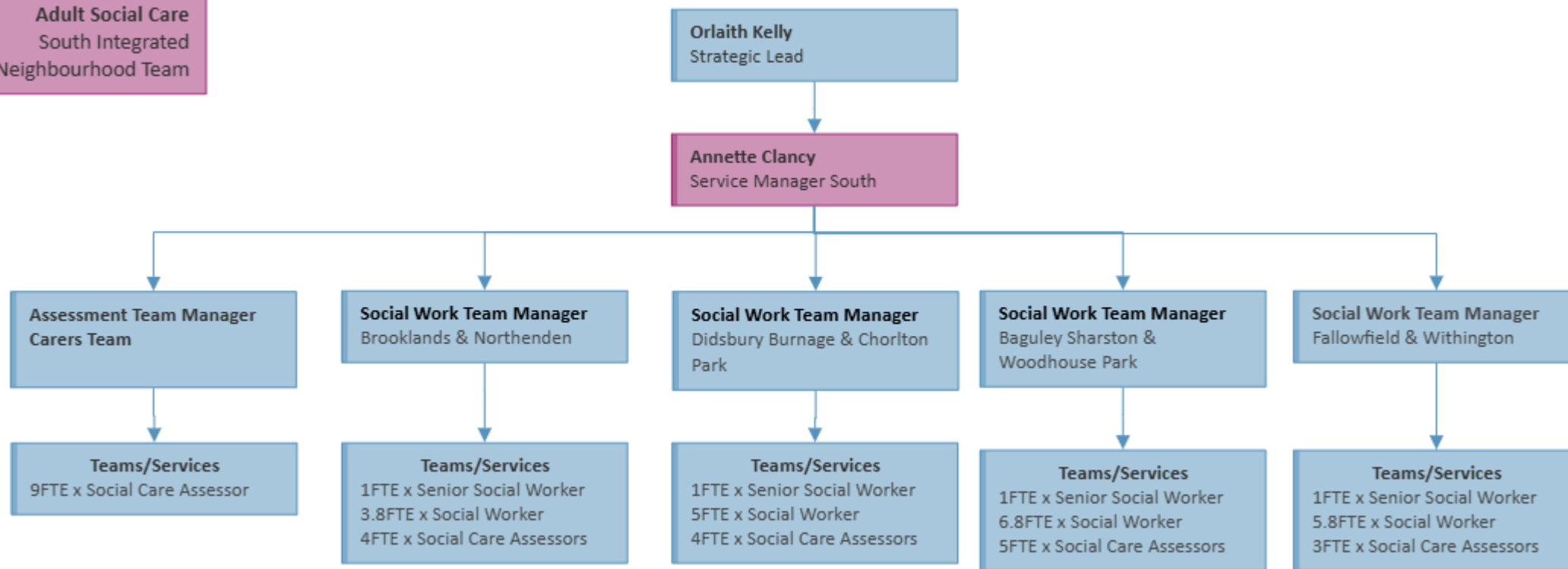
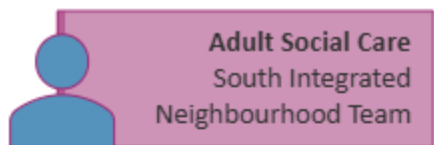


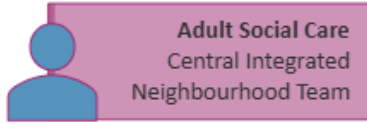
 **Assistant Director**

Paul Covell

Paul is a member of the MCC/LCO Adult Social Care Leadership Team. He holds a key leadership role in shaping and delivering place-based, person-centred services that promote community wellbeing and protect vulnerable individuals. His responsibilities include overseeing integrated neighbourhood teams and safeguarding functions, ensuring services are responsive, collaborative, and effective in meeting the needs of residents.







Adult Social Care
Central Integrated
Neighbourhood Team

Orlaith Kelly
Strategic Lead

Mulaula Salama
Service Manager Central

Social Work Team Manager
Review Team

Social Work Team Manager
Ardwick & Longsight

Social Work Team Manager
Gorton & Levenshulme

Social Work Team Manager
Chorlton, Whalley Range &
Fallowfield

Social Work Team Manager
Hulme, Moss Side & Rusholme

Social Work Team Manager

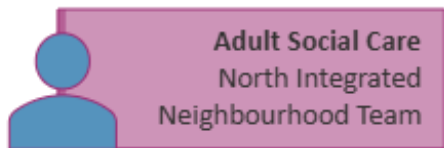
Teams/Services
1 x Senior Social Worker
7 x Social Worker
2.5 FTE x Social Care Assessor

Teams/Services
1 x Senior Social Worker
4 x Social Worker
3 x Social Care Assessor

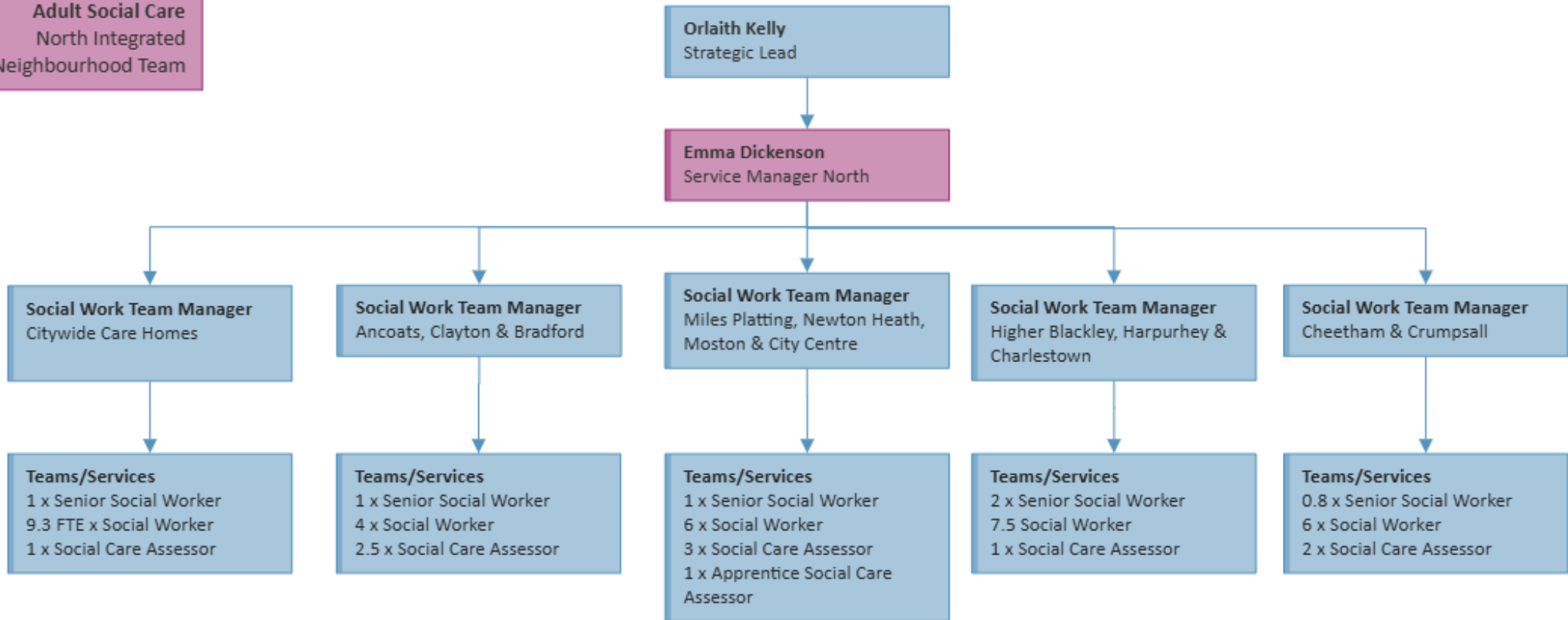
Teams/Services
1 x Senior Social Worker
6 x Social Worker
3 x Social Care Assessor

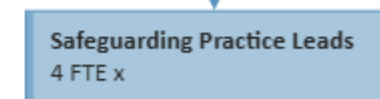
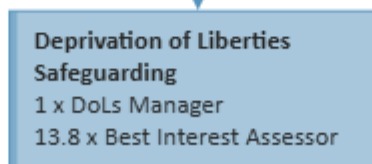
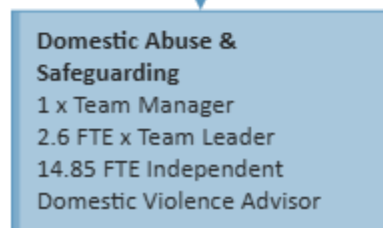
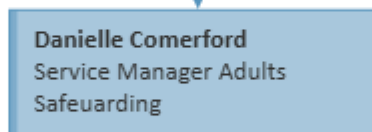
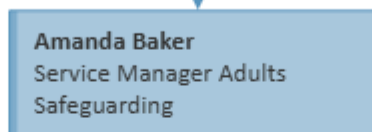
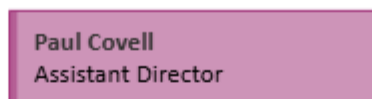
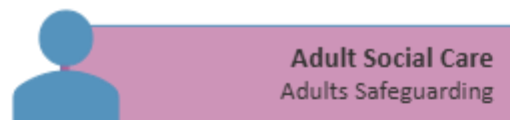
Teams/Services
1 x Senior Social Worker
5 x Social Worker
3 x Social Care Assessor

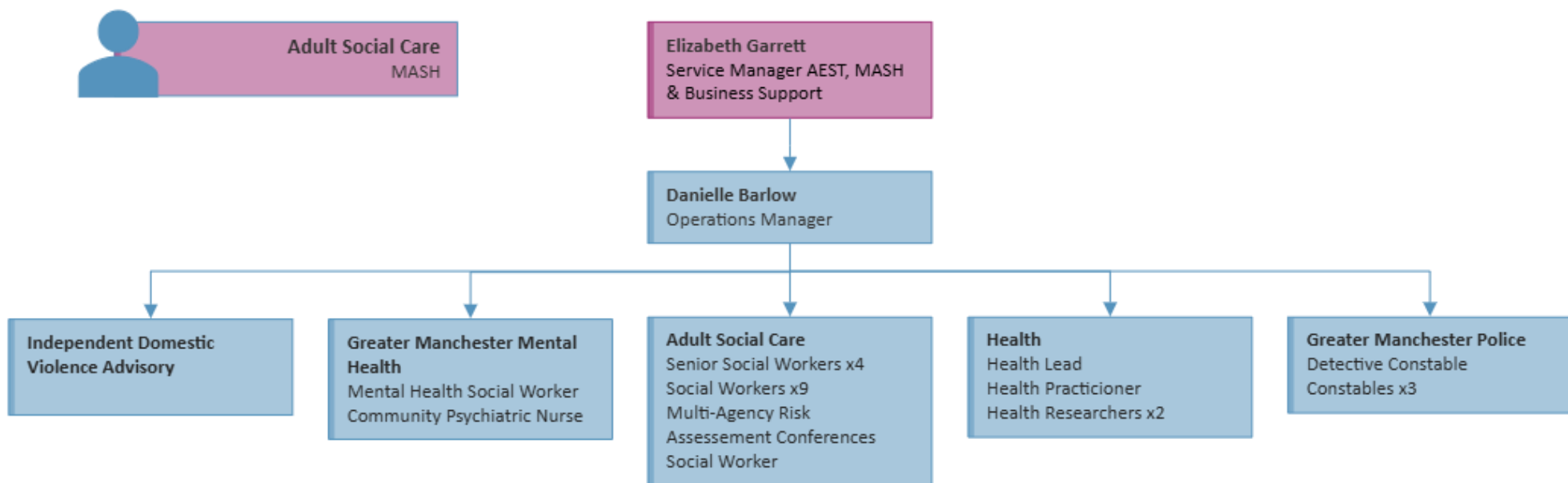
Teams/Services
1 x Senior Social Worker
4 x Social Worker
3.9 FTE x Social Care Assessor



Adult Social Care
North Integrated
Neighbourhood Team





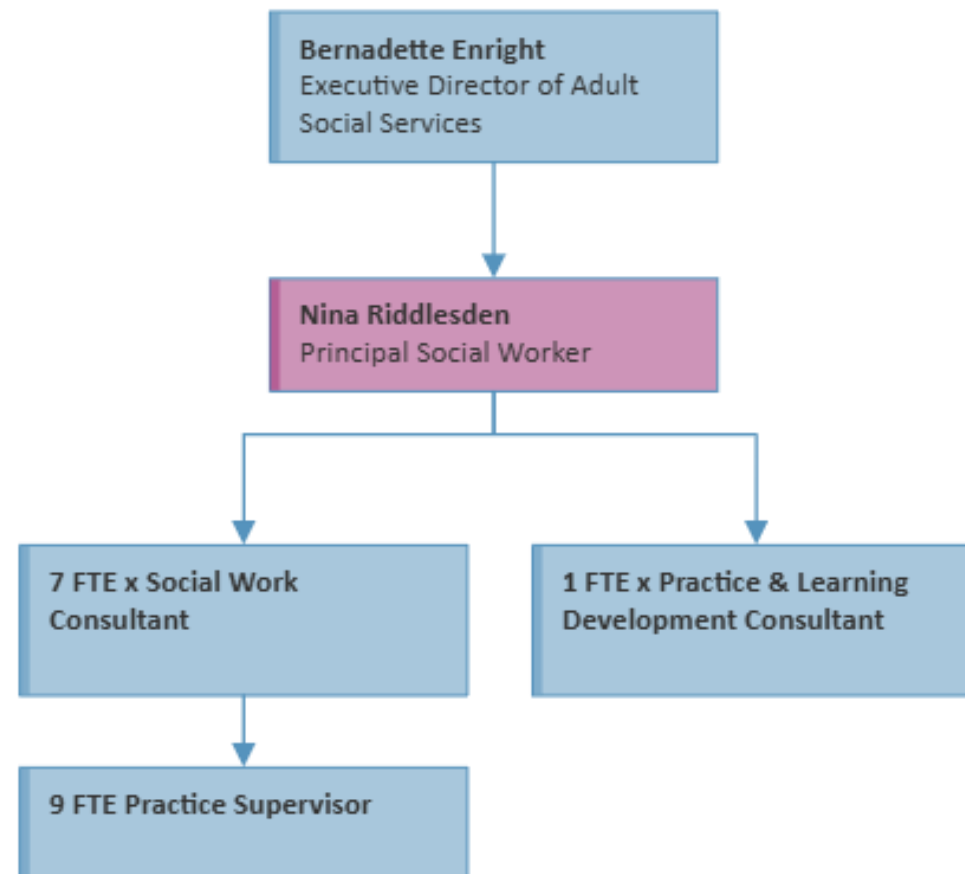
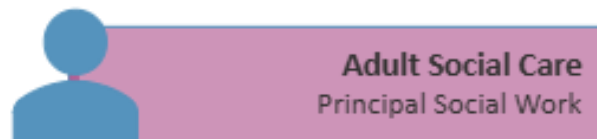




 **Principal Social Worker**

Nina Riddlesden

Nina is part of the MCC/LCO Adult Social Care Leadership Team and serves as the Principal Social Worker for Manchester. She ensures the highest standards of social work practice across the organisation by providing expert leadership and practice guidance to social workers, social care practitioners, and partners, embedding excellence and consistency in professional practice.

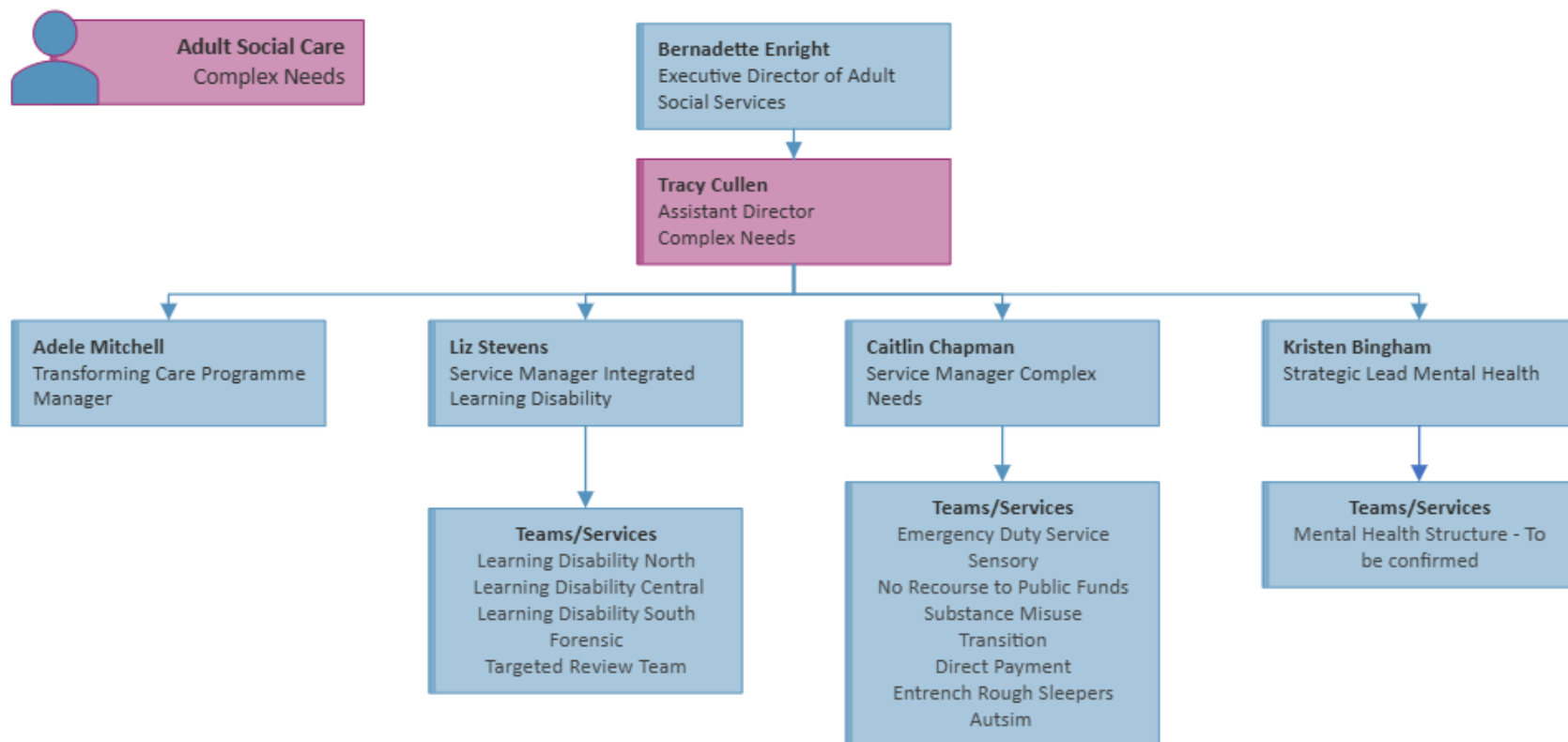


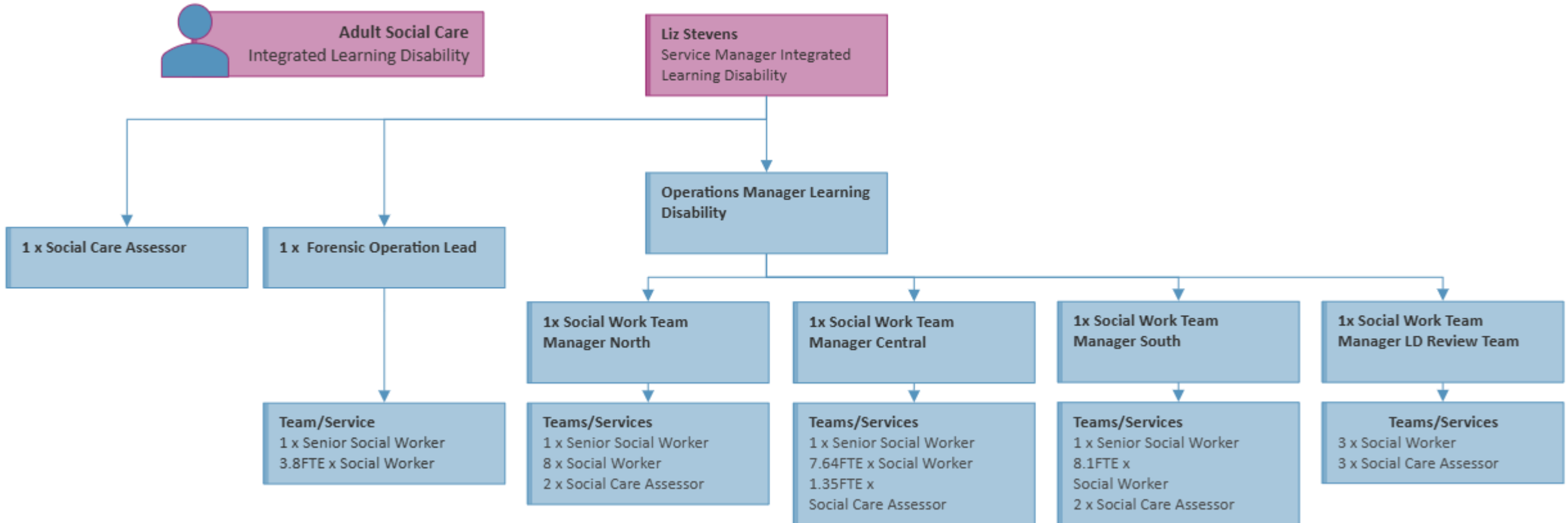


 **Assistant
Director**

Tracy Cullen

Tracy is part of the MCC/LCO Adult Social Care Leadership Team and leads a range of specialist services across Manchester. Her portfolio includes the Transforming Care Programme, integrated learning disability teams, and complex services such as autism, sensory needs, and substance misuse. Tracy also oversees the strategic redesign of Manchester's Mental Health Partnership, promoting integrated, person-centred approaches for individuals with complex and multiple needs.





Liz Stevens – Integrated Learning Disability

Forensic Team

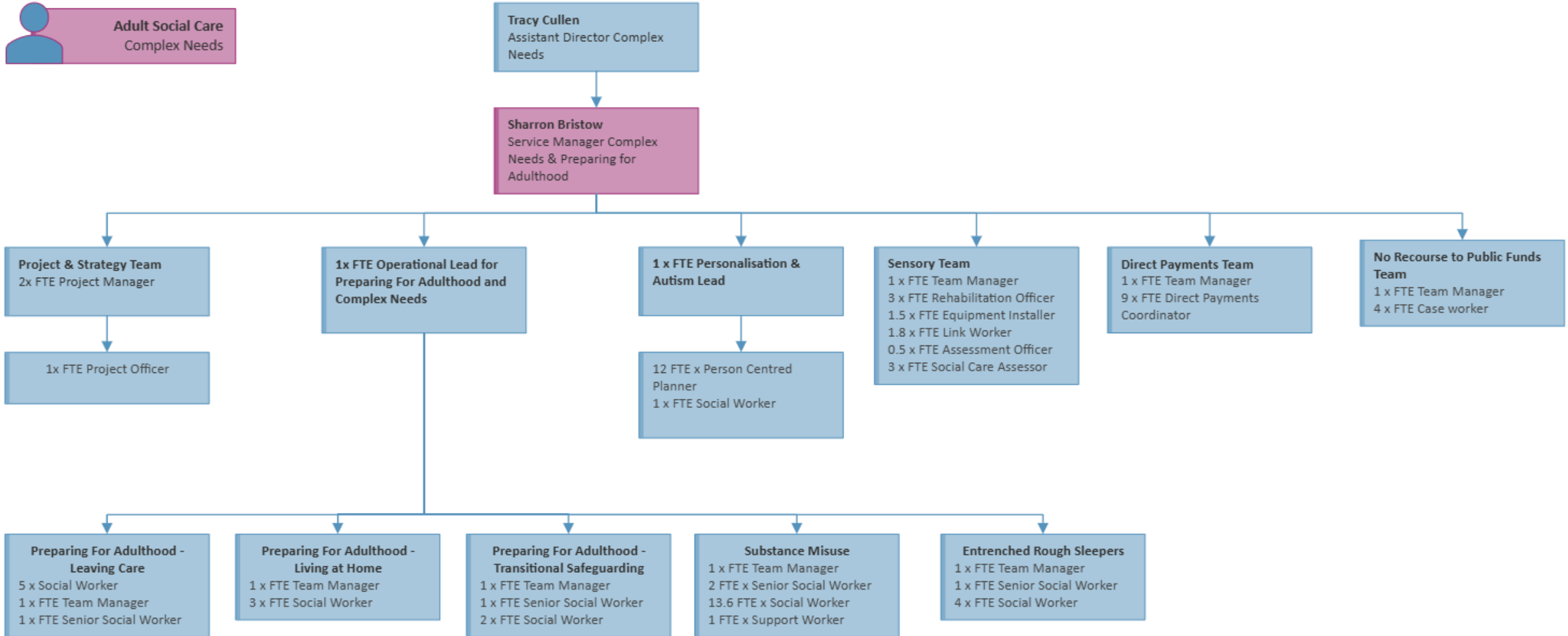
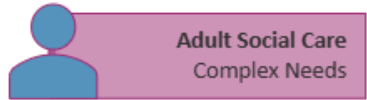
The forensic team supports and enabling citizens who have a learning disability (and other co-occurring or multi-layered needs) and their carers / families. They work closely with their Learning disability nurse colleague to ensure those people who are in hospital and admitted under the Mental health act have a coordinated person-centred approach to their discharges. The team also work with citizens who are in prison AND have a multitude of risks associated with life in a community setting.

Learning Disability North/Central/South

An integrating health and social care, city wide, service supporting and enabling citizens who have a learning disability (and other co-occurring or multi-layered needs) and their carers / families; Based in localities across north, central, and south of the city. The service takes a strength-based, positive behavioural support approach to interventions utilising the principles of the right support, at the right time, from the right person.

Targeted Review Team

This team supports and enabling citizens who have a learning disability (and other co-occurring or multi-layered needs) and their carers / families. the focus of who they work with is based on a review model, the type of review or reassessment depends on what is going on for the person. They lead on project work, for example where the house people live in might be closing or is changing registration or where the level of support is complex, and we try and look at any independence enablers.



Preparing for Adulthood Service

The Preparing for Adult Team has recently reconfigured into 3 teams which sit within one Service, and although based in adults' services, align to the team within Children Service. This is to support partnership and seamless transition to adulthood. The 3 teams include:

- Preparing for Adulthood: Living at Home
- Preparing for Adulthood: Leaving Care
- Preparing for Adulthood: Complex

We start to work directly with young people at 16 (although we work with young people in schools from 14). The key to working with young people is to support them to transition and prepare for adulthood, therefore we work with young people who may have Learning Disabilities, Learning Difficulties, Autism, ADHD, Physical disabilities, health needs, and needs due to complex trauma and attachment, this means no day is the same. We are person centred and aim to prevent, reduce and delay the need for long term services, but where they are needed, we work with the young person and their circle to ensure the support is right for them, and helps them to achieve the goals they aspire to. The team works across children's and adults' services. Manchester City Council have also recently invested in a number of Person Centred Planners, who work alongside the young people, carers and social workers, to develop a person centred preparing for adulthood plan, and will also directly support young people to achieve their plans where required. This means we will soon be able to really start to make a difference in young peoples lives.

Complex Needs Service

The Complex Needs Service is made up of several multi-disciplinary citywide teams which sit within Manchester Adult Social Care, supporting vulnerable citizens develop fulfilled, meaningful and safer lives.

The Service is made up of several, specialist teams made up of:

- Entrenched Rough Sleepers Team
- Sensory Team
- No Recourse to Public Funds Team
- Direct Payments Team
- Autism and Personalisation Team
- Substance Misuse Team
- Project & Strategy Team

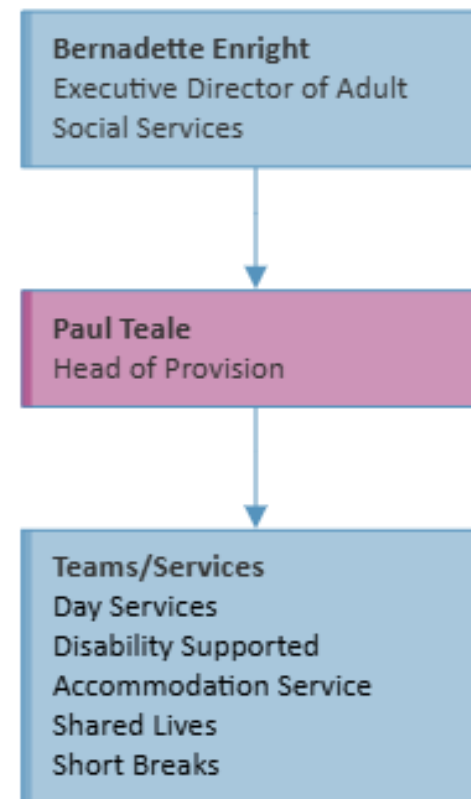
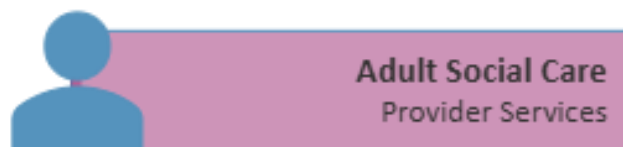
Over the last 3 years, significant investment has been provided to the Complex Needs Service, and within each team we have several specialist roles which include, an Autism Lead, Social Workers, Social Care Assessors, Person Centred Planners, Link Workers, Vision Rehabilitation Specialist, Specialist Sensory equipment assessment and installation officers, Direct Payment Coordinators, Assertive Outreach Workers, No Recourse to Public Funds Case Workers, Project Managers and a Project Officer.



 **Head of
Provision**

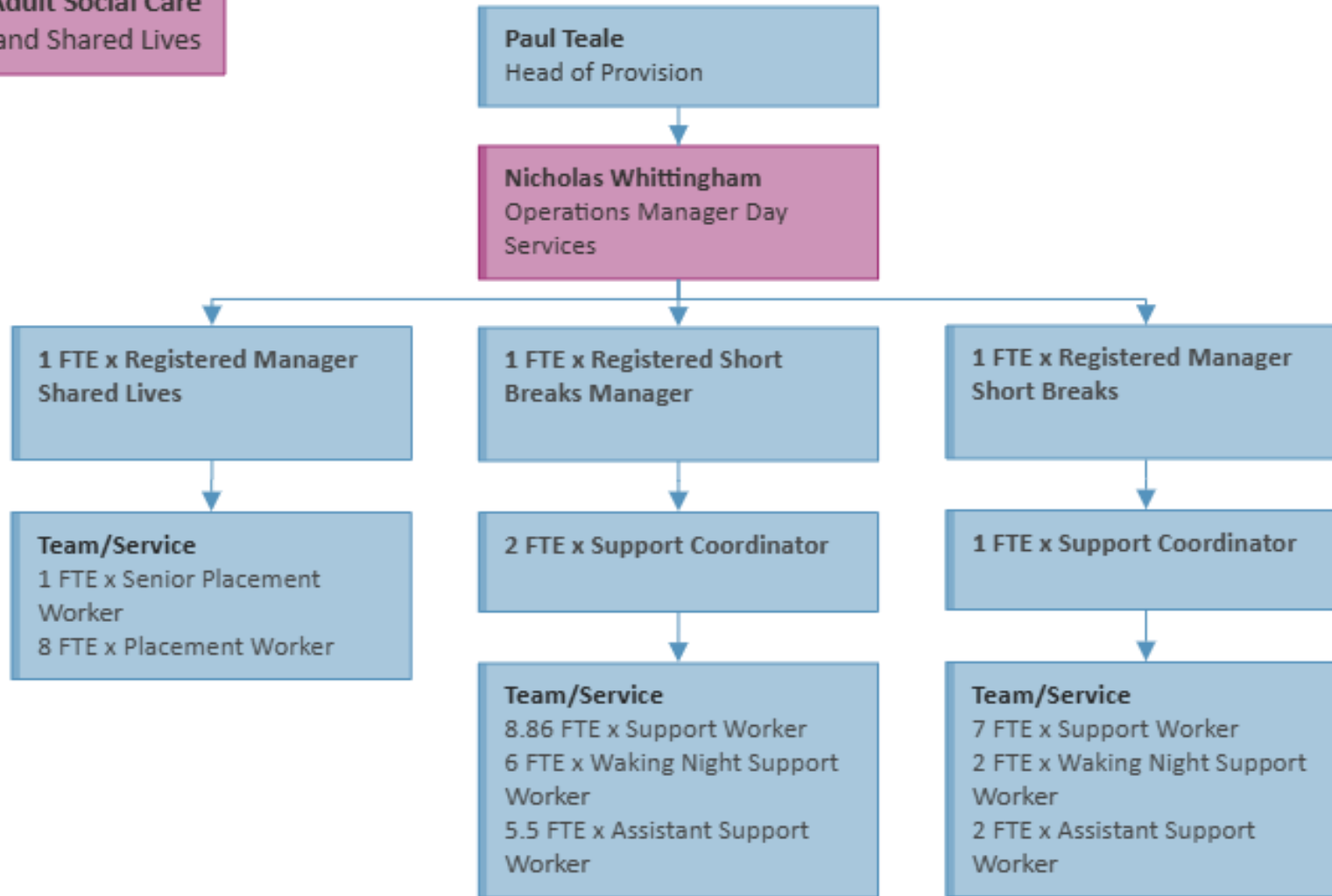
Paul Teale

Paul is a member of the MCC/LCO Adult Social Care Leadership Team and is responsible for the operational delivery of provider services, including Short Breaks, Shared Lives, the Disability Supported Accommodation Service, and Day Opportunities. He ensures high-quality, person-centred support for individuals accessing these services across the city.





Adult Social Care
Short Breaks and Shared Lives

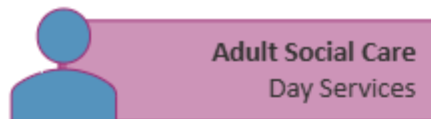


Manchester Shared Lives

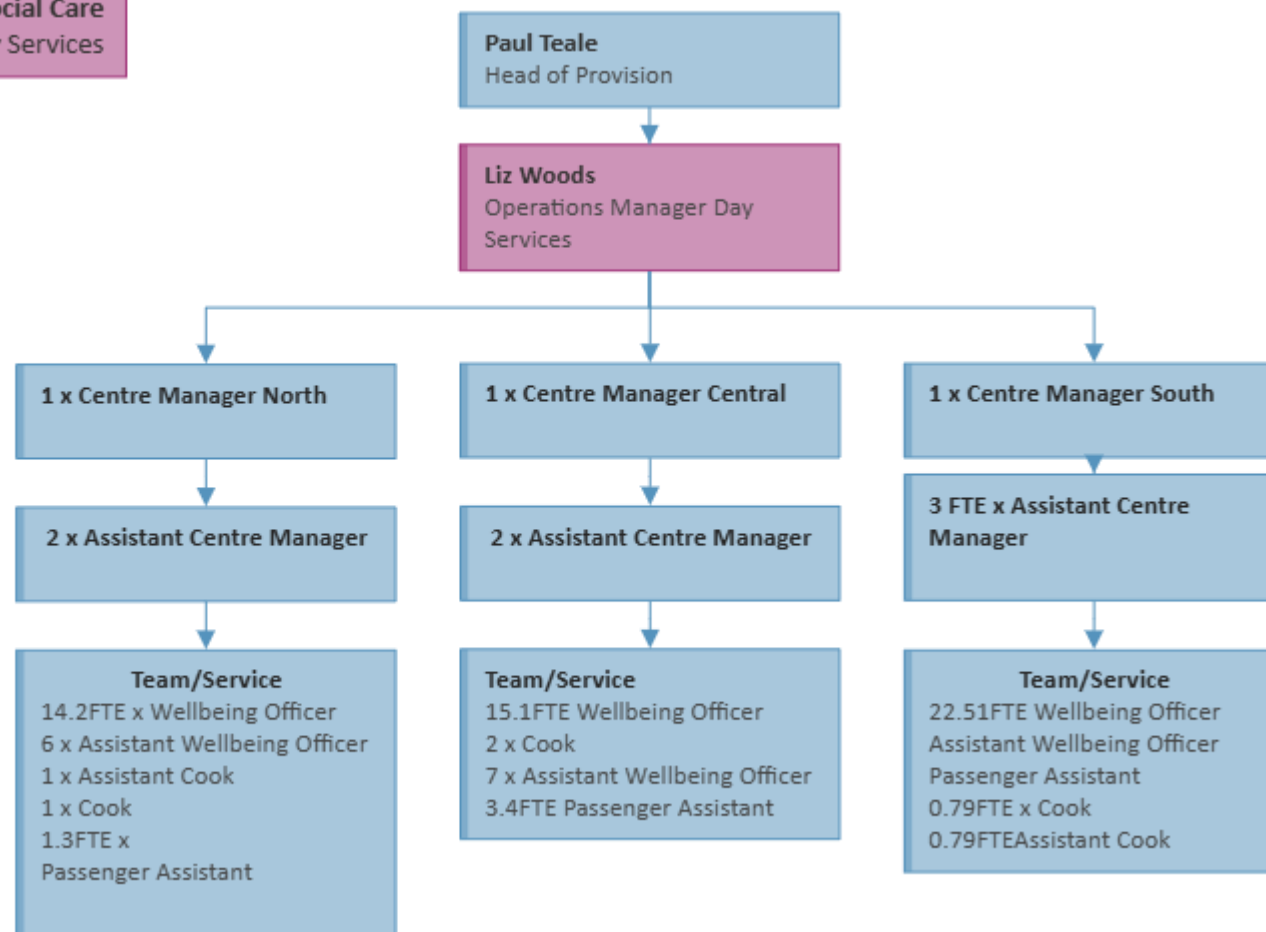
Our service is currently rated as GOOD with CQC. The service won the 'Inclusive Manchester' Award in 2017 (Awards for Excellence). The service offers Manchester people the opportunity to be part of a family environment and to live an ordinary life. We aim to encourage and enable independence (as appropriate), community participation and involvement, health care, nurture and nourishment, access to activities, relationships and friendships, appropriate risk management support (including positive risks). Adults over the age of 16 who have a health and social care need. Shared Lives is used by people with learning disabilities, people with mental health problems, older people, care leavers, young disabled adults, parents with learning disabilities and their children, people who misuse substances and offenders. People who are ready to leave hospital can move in to recuperate with a Shared Lives carer, and we are developing it as a form of short breaks for family carers. Shared Lives is also used as a stepping stone for someone to get their own place.

Short Breaks

The Short Breaks service operates across the City and provides 19 short break placements to people with a learning disability, and /or autism.



Adult Social Care
Day Services



The **Day Support Services** operate from three building across the city and are for people with a learning disability or physical support. The service provides several daytime well-being activities ranging from educational classes, exercise and fitness sessions, daytime excursions, painting, or just make new friends. Day support are usually for people who need quite a lot of support whilst they are there, with fully trained staff being on site to offer this support as and when required.