



Manchester Local
Care Organisation

Our priorities for 2024-2025

Summary operating plan
information for staff and partners.



**A population
health approach**



**Safe, effective and
efficient services**



**Working with primary care
& the voluntary sector**



**Developing our
neighbourhoods**



Resilience



**Building the future
for the LCOs**



#WeAreCommunity

Outlining our priorities for 2024-2025

Over the last six years we've continued to develop MLCO and demonstrate the impact that working together across health and social care can have for the people who use our services. I want to thank all of our staff, colleagues and partners and colleagues for the work they do each and every day.



For the next 12 months, I want us to ensure that together we don't lose sight of our core purpose – **the delivery of safe, effective services** for the people in Manchester in partnership with colleagues in primary care, the wider local authority, hospitals, voluntary sector and beyond. I also want us to look for and act upon opportunities to be **proactive in our approach** and really ensure we are 'preventing' ill health and the need for long term services through our health and care services.

This is the key to making a difference to people and we all have a role to play in this work in the contacts we make each and every day.



Katy Calvin-Thomas, LCO chief executive.

Our vision - as one health and care team

Working together we can help the people of Manchester:



Live healthy, independent, fulfilling lives



Have equal access to health and social care services



Be part of dynamic, thriving and supportive communities



Have the same opportunities and life chances, no matter where they live



Receive safe, effective and compassionate care, closer to their homes

Our way of working - #WeAreCommunity

- We provide **services in the community** across Manchester
- We work together with **partners in the community**
- We work across neighbourhoods with a focus on what is important to **local communities**
- We are a **staff community**, working as one team across community health and adult social care.

Our core priorities for 2024-2025

This year we have six core priorities. They are shaped by how we work in Manchester - focused around the needs of our community and delivered in partnership with other organisations.

A population health approach



Working with partners on prevention and reducing health inequalities - with a focus on hypertension, diabetes, take-up of bowel cancer screening and childhood asthma.



Safe, effective and efficient services

Ensuring our services meet core performance metrics and working across care pathways with partners to continually improve the service offer.

Working with primary care & the voluntary sector



Ensuring GP Leadership is at the heart of the LCO and co-producing priorities with the city's Primary Care Networks and VCSE sector to tackle health inequalities.



Developing our neighbourhoods

Delivering core health and care community services through our Integrated Neighbourhood Team model, with teams proactively working together.

Resilience



Continuing to keep people well in the community, reducing pressure on other services. Developing our community urgent care model to help keep people out of hospital.



Building the future for the LCOs

Increasing the scope of the LCO with a 'Think Family' approach. Playing a key role in the wider system developments in Manchester.

Service plans

Each of our community health and adult social care services have developed a service plan for 2024-2025 that contributes to the operating plan. These outline what they will be working on during the year, linking into the six priorities for the LCO. Speak to your team leader/line manager about the service plan for your area.



Enablers

As well as the overall priorities that are taken from our operating plan for the year, there are a number of enabling work programmes across the LCO. These are the corporate functions that support our teams to deliver what they need to. They have built requirements from your service plans into their work programmes for the year.



The enablers include:

- Digital, data and business intelligence
- Human resources and organisational development
- Quality, safety and professional
- Transformation, service improvement and business change
- Communications and engagement
- Commissioning.

Where you fit in

Every member of LCO staff, in whatever role you do, plays a part in delivering our priorities. Think about how you do this. For example:

- How can you support our population health approaches by promoting them to people you are in contact with?
- How do you build better links with primary care or VCSE sector?
- How can you help ensure people, services and colleagues are resilient?
- How do you and your teams ensure services are safe, effective and efficient?
- What service improvement ideas have you got, or learning to share with other teams?
- How do your one-to-one conversations and appraisals link to the LCO priorities and your service plan?



Read our full operating plan

You can read our detailed operating plan for 2024-2025 on the MLCO website at www.manchesterlco.org/resources

