

MAXLIFE

MAGAZINE OF
CITY CARE
PARTNERSHIP

ISSUE 17

LAURA;
WE COULDN'T
BE PROUDER
REAL
TENANCY

ON THE CANAL CRUISE
ROB TAKES THE HELM

MEET THE
CST TEAM
DERRION'S
GYM JOURNEY
EASTER PARTY

STEERING
HIS OWN PATH!



MESSAGE FROM THE EDITOR

This edition of *MaxLife* shines a light on the progress, confidence and achievements growing right across City Care and, above all, the difference that consistent, meaningful support makes in people's lives every day.

A real thread running through this issue is the power of activities. As Mike shares in his feature, activities are not just something we offer, they are at the heart of building confidence, strengthening relationships and creating a genuine sense of belonging. When shaped around the individual and delivered with energy and care, they open doors for people to grow, try new things and achieve what matters most to them.

You can see this come to life in the stories throughout the magazine. Derrion's journey at the gym is a great example of how a simple idea can grow into something much bigger. What began as a small step has become a positive routine that supports his wellbeing and gives him something to look forward to each week.

Rob's story is just as inspiring. Now confidently captaining the canal boat, he shows what is possible with the right support in place. These are not just moments, they reflect real growth in confidence, independence and pride.

Behind the scenes, the Central Support Team continues to play a vital role, strengthening practice, supporting colleagues and helping to embed positive approaches into everyday support.

This connects closely with our work on Real Tenancies, where the focus is on people having greater choice and control over their home and how they live. It is about independence that is meaningful, personal and led by the individual. Alongside this, Laura's story highlights how steady support and the right opportunities can lead to strong connections and a real sense of community.

What stands out most in this edition is how people are developing, each in their own way and at their own pace.

Thank you to everyone who plays a part in making this happen.

Phillip

Phillip Jones
 Director of Health and Social Care

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WE COULDN'T BE PROUDER OF YOU!

A year of confidence and community for Laura



After a year of volunteering at a charity shop in Harpurhey, Laura has become a valued member of the team and was recognised this year with a Volunteer of the Month award.

Laura volunteers at a shop that raises funds for The A World Community Interest Company, an organisation that supports autistic people and their families.

Over the past year she has built confidence in her role, developed new skills and become part of the shop's friendly team.

When Laura first began volunteering, she admits she felt nervous about starting somewhere new. With time and support from everyone, she quickly settled in.

"I was scared at first but I'm settled there now. I like it and I like being with the other people in the shop."



Spending time with the team and meeting customers has become one of the things Laura enjoys most about volunteering.

"Everyone is so nice. I've been there a year now and I still love it."

Laura's commitment and enthusiasm have not gone unnoticed. She was recently awarded Volunteer of the Month across the whole organisation, recognising the dedication she brings to the role.

"It was a big surprise when I got the certificate. It was lovely."

Laura's support team say the opportunity has had a very positive impact on her confidence.

Patience, Team Leader, explained: "Laura has been so brave in her life. Finding this role and going every week has given her strength and belief."

Monika, Community Access Support Partner also praised Laura's dedication.

"Laura is extremely dedicated. She walks to the shop every week, whatever the weather. She is a real part of the community."

At the charity shop, Laura has become a familiar face and a valued member of the team. Shop Manager Angela Kusumah says everyone was delighted to see

her recognised.

"She's settled in so well. Everyone knows her and the whole team was delighted when she won the certificate. She's been brilliant, we're all really proud of her"

For Laura, volunteering is more than the work itself. It is about the friendships and connections she has built along the way.

"All the staff are really good with me at work. They are helpful and kind."

What started as a nervous first step has become a place where Laura feels confident, valued and truly part of the community.



About The A World CIC

The A World Community Interest Company supports autistic people and their families by raising awareness, sharing information and creating opportunities for inclusion.

Through community initiatives, such as charity shops, the organisation helps create welcoming spaces where people can volunteer, connect with others and play an active role in their local community. Laura's volunteering role is one example of how these opportunities can help people build confidence, develop new skills and form meaningful relationships.

VALENTINE'S PARTY



Friends, Cake and Laughter



MEET THE CST TEAM

Strengthening support across City Care

Behind the scenes, City Care Partnership's Central Support Team (CST) works alongside services to strengthen practice, support staff teams and help ensure the people we support can live safe, meaningful and fulfilling lives.

Great support does not happen by chance. It is built through learning, collaboration and a shared commitment to helping people thrive.

The Central Support Team works across the organisation to build staff confidence, strengthen practice and support positive outcomes. The team includes a central support team manager, senior PBS practitioner, PBS practitioner and a network of practice leads based within services. Together they are involved in observing support in practice, analysing patterns, contributing to multidisciplinary meetings and delivering training to help staff teams develop skills, ensuring positive approaches are consistently embedded in everyday support.



"A big part of our role is making sure Positive Behavioural Support isn't just written in a policy somewhere. It needs to

be visible in everyday practice and reflected in how we support people."

Radha, Central Support Team Manager. BCBA, UKBA (cert)

Positive Behavioural Support (PBS) focuses on understanding the reasons behind behaviour and creating environments where people feel safe, respected and able to thrive.

Central Support Team Manager Radha leads the team and works closely with

senior leaders and external professionals to ensure support across the organisation remains high quality and evidence-based.

"Every day is different, but the focus is always the same – making sure staff feel confident and supported in the work they do."

Niamh, Senior PBS Practitioner, works directly with services to better understand the reasons behind behaviour and develop practical strategies that improve quality of life.

"When we understand why



someone behaves in a certain way, we can support them better," Niamh explains.

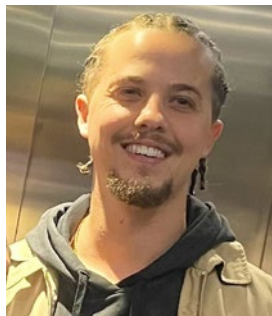
"Our aim

is always to help services create meaningful strategies that improve people's lives." UKBA (cert)

Josh, the team's PBS Practitioner, supports services. He works alongside staff teams to gather information, identify patterns and develop practical tools such as visual supports and communication resources.

"It's rewarding to see how small changes can make a big difference," Josh says.

"When teams work together and share learning, people's quality of life can really improve."



An important part of the team's work is the network of practice leads who remain based within services while championing good practice in everyday support.

They help colleagues reflect on practice, monitor progress and ensure positive approaches are embedded in day-to-day support.

"Our role is to bridge the gap between strategy and reality. We help make sure good practice is actually happening day to day in our services."



Members of the practice lead team

A shared goal

Whether supporting teams, delivering training or developing communication tools, the central support team shares one clear aim: helping services create environments where people feel safe, respected and supported to live meaningful lives.

Their work strengthens practice across City Care Partnership and helps build confident teams and positive environments where people can flourish.

By working alongside services every day, the central support team helps ensure that positive approaches are embedded in practice, giving staff the confidence and skills to support people to live meaningful lives and reach their full potential.

Easter Magic in Every Moment





UPCOMING EVENTS



DERRION'S GYM JOURNEY BUILDS STRENGTH, CONFIDENCE & WELLBEING

A huge well done to Derrion, who has been making fantastic progress by building consistent exercise into his weekly routine.

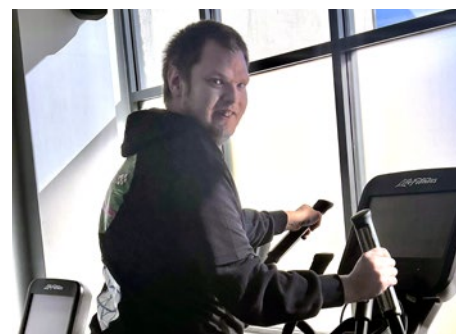
It was Derrion's own idea to start going to the gym with Sean who also runs a personal training business called Mentally Active. Since taking that first step Derrion has developed a strong and positive routine and now regularly looks forward to his gym sessions.



Derrion enjoys training at Fusion Fitness where he has found a space that works well for him. One of his favourite parts of the gym is the private room where he can connect his laptop, play his favourite song "Rhythm Is a Dancer" and exercise in a way that feels motivating and enjoyable; often with a Costa coffee to keep him going. Over time there is a clear goal to build on this routine by gradually increasing his confidence in shared spaces and supporting opportunities to develop positive relationships with other people using the gym.

His enthusiasm has grown so much that he even asked for his own Mentally Active

T-shirt combining Sean's brand with the Fusion Fitness logo which reflects how proud he feels about being part of the sessions.



During sessions Derrion has found the equipment he likes, such as the rowing machine and exercise bike and has progressed into using free weights showing clear development in both confidence and ability over time.

Derrion's journey highlights the wider benefits of regular physical activity not just in building strength but in supporting overall wellbeing, confidence, routine and positive engagement for everyone.



SPOTLIGHT ON ACTIVITIES: Leading from the front



Phillip, Director of Health & Social Care, sat down with Activities Team Manager Mike to talk about his journey with City Care and why activities remain such a vital part of the support we provide.

Phillip: How long have you been with City Care?

Mike: I've been with City Care for 20 years, starting in 2006. I briefly left in 2012 to work in a school for autistic people while remaining on the bank before returning in 2016.

Phillip: What does the role mean to you?

Mike: I feel genuinely honoured. Activities have always been at the heart of what we do and I've seen first-hand the impact they have. I believe in leading from the front and

building on what's already in place while adapting to each person's needs.

"Activities have always been the cornerstone of what we do."

Phillip: Why are activities so important?

Mike: Physical and mental health matter but activities offer much more. They build friendships, confidence and a sense of achievement while helping people develop skills and social understanding.

"It's about friendship, confidence and being part of something."

Phillip: How can staff encourage participation while respecting choice?

Mike: It starts with attitude. Bring energy, make it fun and stay fully engaged even if that means not taking yourself too seriously. If that means pretending to be a shark in the pool then so be it. At the same time we respect choice. Not everyone will engage and that's okay. Keep trying and keep adapting.

"Keep trying, keep adapting and respect choice."

Phillip: Can you share an example of impact?

Mike: We see progress every day whether that's in confidence health or social

engagement. One moment that stands out is the joy on Rob's face when he scores a goal on a Friday. That's what it's all about.

Phillip: Yes, I recently saw Rob captaining the long boat. The pride and self-esteem he shows in those moments says everything about the impact meaningful activities can have.

Mike: And don't forget, activities benefit staff too by building confidence, skills and a deeper understanding of the people we support.

"It's those moments of joy that remind us why we do it."

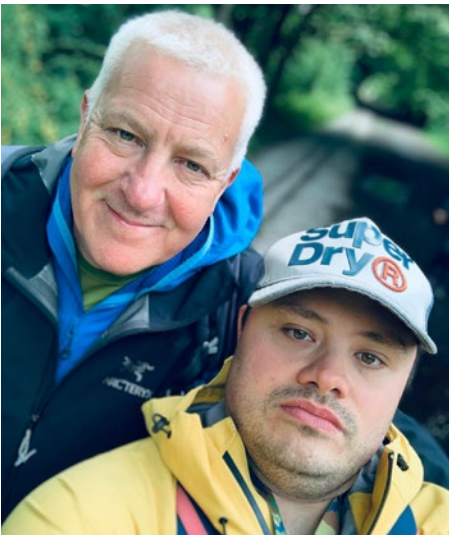
Phillip: What would success look like in a year?

Mike: We've already increased engagement and strengthened links with the Central Support Team. Next, I want people we support to have more ownership



over shaping activities, suggesting ideas and having a real voice. There's been a real shift in attitude and I want to keep that momentum going.

"Success means people having real ownership of their activities."



REAL TENANCY

A Home That Truly Belongs to You

Real Tenancy Charter

Your Rights in Easy Read

Your home is your home. You have rights and choices.

 Your home should feel like your own, not a place where staff work.	 Where you live and the support you get are separate.	 Staff use of space should be agreed and fair.	 Agreed
 We will help you understand choices and make decisions.	 New Support	 Rules should be fair and checked often.	 Knock Knock
 If you share your home, we will listen to how you feel.	 You can change your support without losing your home.	 Staff should knock, ask, and respect your privacy.	 Knock Knock

Real Tenancies are about people having a proper home of their own, separate from the care they receive. Put simply, it means your home is your home, not something that sits under a care arrangement.

This is something we are working towards at City Care because it fits closely with our values. Having a real home supports choice, independence and a stronger sense of control over everyday life.

Real Tenancies are not just about paperwork. They change the way everyone thinks. When someone is a tenant in their own right, decisions are more clearly led by the person. What matters to them, how they want to live and what feels right in their home comes first. This shift encourages people to have more of a say and supports decision making at a pace that works for them.

It also shapes how our staff work. Supporting someone who has a Real Tenancy means thinking differently about power, responsibility and choice. Staff are encouraged to step back, listen more closely and support people to make their own decisions rather than making decisions for them. This is empowering for individuals

and strengthens respectful, adult relationships.

We are taking a careful and practical approach. Everyone we support is different. Some people are ready for this step quickly. Others need more time, reassurance and support. Stability, safety and wellbeing always come first and nothing is rushed.

Real Tenancies do not mean removing support or leaving people to manage alone. Support remains in place and is shaped around the individual. For many people, this is a gradual journey that builds confidence over time.

There is more to do and we are open about that. What matters most to us is getting it right and making sure it genuinely benefits the people we support.

What this means day to day

- * People have more say over their home and how they live
- * Decision making is led by the individual
- * Staff support rather than take over
- * Care and housing are separate but work alongside each other
- * Independence grows at a pace that feels right



POWERING OUR PATH TO NET ZERO

We've kicked off an exciting new chapter in City Care's environmental journey – and it starts at home.

Our new Energy Performance Certificate (EPC) Improvement Programme is all about making our properties warmer, greener and more efficient. The goal? Every owned property reaching EPC Band C or above by 2028 and a push to improve the properties we rent.

"It's a practical step that supports Manchester's net zero ambitions and keeps us aligned with CQC standards for safe, well-maintained environments," explains Tony Crowther, Business Development Manager.

"We're already getting started. Across several homes we're upgrading to LED lighting, improved insulation, adding better heating controls and carrying out draught proofing. We're also arranging fresh EPC surveys to track our progress properly."

Small upgrades. Big difference. And we're just getting started.





SIX HIRES, ONE POWERFUL RECRUITMENT DAY

City Care's latest Recruitment Day at Belle Vue Leisure Centre wasn't your typical interview event – and that was entirely the point.

As part of our Social Value Strategy (2024–2027), we are committed to creating meaningful employment opportunities within Manchester's local communities, particularly in high Index of Multiple Deprivation (IMD) areas. Hosting the event in the heart of the community made it accessible, welcoming and reflective of the people we support.

But what truly set the day apart was the format.

Rather than relying on formal interviews or academic credentials, candidates took part in a series of hands-on, practical sessions designed to explore values, empathy and real-world decision-making. Through group activities, scenario-based exercises and reflective discussions, we were able to see how

individuals communicate, problem-solve and respond to the kinds of situations that arise in specialist supported living.

The focus was simple: do you have the right values?



Mike Case, Regional Manager, explained:

"We're not looking for polished interview answers. We're looking for compassion, resilience and a genuine belief in parity. Our recruitment days are designed to give people the chance to show who they are, not how well they perform in a formal interview. The practical sessions help us see how someone might respond in real-life situations, because that's what really matters in our work."

By the end of the day, six candidates had secured roles. Once employed they will complete their induction training which includes the Care Certificate and Positive Behavioural Support training. Each appointment represents more than a vacancy filled. It's about giving local people opportunities, recognising potential and strengthening services with people who share our values.

Welcome to City Care.

CITY CARE PARTNERSHIP

SUMMER FESTIVAL

SATURDAY 5TH
SEPTEMBER
2PM - 7PM

STALLS, GAMES, FOOD, PRIZES, MUSIC
YEW TREE, FAIRY LANE, SALE, M33 2JT
FRIENDS & FAMILY WELCOME