

## Appendix 3 : Adult Social Care vision

The vision of adult social care is resilient communities. Community resilience in the context of the Adult Social Care Vision (2018) can be defined as empowering citizens to maintain their well-being and independence, strengthening support networks within their families and communities; enabling them to be stronger, healthier, more resilient and less reliant on formal social care services.

As an enabler to explore a community assets model to support community resilience, an external agency, 'Lateral' were commissioned. Lateral delivered a project to find opportunities within the current system and way of doing things in the current climate of financial constraints and increasing citizen need. Coming from a design stance, Lateral's methodology included developing the 'Lateral' room, a process designed to re-think the 'problem' and 'solutions' in a way which can lead to new ways of thinking.

Key themes that emerged were;

- Information: How might we make information visible and accessible to all.
- The business model: How might we re-think the business models supporting how VCS organisations operate and deliver services to clients, carers and citizens.
- Carers: How might we provide carers with more support, opportunities and services
- Volunteers: How might we recruit and use volunteers more effectively.

From these themes and evidence based, the Lateral piece of work concluded with 3 potential projects areas to pilot and test the hypotheses.

These were:

- Connected Community Hubs e.g. multi-purposes places to connect information, advice, activities and opportunities.
- Connected digital services e.g. a holistic way to access information together.
- Shared lives / Home-share and how might we increase home share programmes to support people with different needs in Harrow.