Engaging citizens to co-produce integrated care solutions that increase control and choice

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Harrow – the place

Forms part of north west London

Has a population of 247,130

Harrow has one of the most ethnically and religiously diverse areas in the country with more than 50% of its population coming from black & minority ethnic groups

Harrow has the highest population of people aged 65 and over in north west London

1) Office for National Statistics: Mid-year estimate - population change for LAs 2015
2) https://www.harrow.gov.uk
3) https://www.healthiernorthwestlondon.nhs.uk/services/harrow
Harrow - the council

A deep foundation and growing culture of innovation

Be courageous, Be visionary, Be radical, Be responsive to financial challenges, Challenge convention, Break barriers, Resilience, Join up disparate processes, Be ambitious, Do it together (co-production), Tenacity, Make it happen
Harrow Council’s ‘Citizen Portal’ expands won the Support for Independence Award at the NHS Institute for Innovation and Improvement Health and Social Care Awards (London Region) in 2010.

Harrow Council launches its first ‘Citizen Portal’ offering a digital platform for information and advice and an eMarketplace for social care services.

Harrow Council introduces personal budgets and creates the first cohort embedding co-production into the personalisation agenda.

My Community ePurse is developed by Harrow Council and introduces Dynamic Purchasing capability for citizens using social care personal budgets.

The Care Act is announced.

Solution needed to mitigate £18m savings of £62m controllable spend.
MCeP benefits & opportunities

MarketPlace

Providers

Providers

30

750

NHS

Personal health budgets

£4million

Savings

1m 1m 1m 1m
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Harrow Council’s ‘Citizen Portal’ expands won the Support for Independence Award at the NHS Institute for Innovation and Improvement Health and Social Care Awards (London Region) in 2010.

Harrow Council is the first council to partner with PayPal adding transactional capabilities to its eMarketPlace.

My Community ePurse is developed by Harrow Council and introduces Dynamic Purchasing capability for citizens using social care personal budgets.

The Care Act is announced.

Solution needed to mitigate £18m savings of £62m controllable spend.

2008
Harrow Council introduces personal budgets and creates the first cohort embedding co-production into the personalisation agenda.

2009
Start of procurement process to scale up and roll out new Project Infinity innovation.

2010
PayPal

2011
MCeP

2013
care and support & you

2014-2015
Project Infinity

2015 to 2017
Innovation
Project Infinity suite

is our e-marketplace. It allows people to use their Personal Budgets safely and securely online.

will expand upon MCeP. It will allow people who are arranging their care independently to access all of the services in MCeP.

a state of the art interactive system that assists an individual with all aspects of their social care needs & links with benefits agencies to join up to provide an easy to use, cost effective modern self-help system.
Engaging citizens to co-produce integrated care solutions that increase control and choice

1. Start with person centred co-production as the centre piece

2. Add MCeP – An innovatively unique dynamic purchasing system with more than 1000 users and evidenced savings of £4m for Harrow Council

3. Develop progressive ideas to enhance the user experience beyond MCeP & adult social care

4. Secure a world first deal with a global IT company to co-develop Harrow’s unique solution, deliver it worldwide and generate income, relieving millions of pounds of pressure on Harrow Council’s budget
Driven by service users, powered by co-production
Project Infinity: a revolutionary game-changer for health and social care = a paradigm shift from a local to a global solution
Thank you for listening

To learn more, email: mcep@harrow.gov.uk