

**Presentation – Bill Palmer, Consentricare**

Portfolio	Community
Ward(s) Affected:	All

**Purpose**

**To receive a presentation from Bill Palmer, Executive Partner Consentricare**

**1. Background**

This local privately owned business is the idea of the two founding executive partners Bill Palmer and Jon Murrell who formalised the company in 2017. Both partners have a wealth of experience in business, leadership, software, and consultancy. Their own personal circumstances had led themselves taking some difficult decisions relating to older relatives experiencing some form of trauma/illness; resulting in them becoming the sudden carer, overnight.

**2. The Company and Product**

Consentricare's first product, a free to use mobile app called Carehound was brought to the market in 2018. The app simplified the "Care conundrum", and allowed elderly people's relatives easy access to the right information, and enabled a suitable care package to be implemented. The app collated advice from non-governmental bodies such as Care UK and Age UK, acted as a directory of Care Services and trades who could adapt homes, and provided progress reports and alerts to relatives.

**3. 2019 Developments**

Over the past year the product has evolved so that the technical base of CareHound now separately takes the form of a platform called Houndation Suite. This comprises a managed service platform for apps (Houndation Platform) together with a simple to use content editor (Content Express) and a Business intelligence capability (Houndation Insight). The product has its first customer – a wellbeing app for a construction company – that is scheduled to commence in September 2019.

The beauty of Houndation is that it means organisations of any sort can have their own app for health and safety, or process compliance or even their own version of CareHound; available in weeks not months and at a comparatively low cost. Consentricare were talking to NHS Trusts, and GP consortia about using Houndation in support of social prescribing and patient flows, to police forces to help in the maintenance of the chain of evidence, and to manufacturing, utilities and construction companies

**4. SHBC – Economic Development.**

The Council's Economic Development team have worked with Bill Palmer since November 2017 to support its development and local connectivity. Consentricare, was short listed for the Business Innovation, SHBC Business Awards in February 2019.

**5 Recommendation**

The Committee is asked to consider the presentation in relation to Surrey Heath, and any future steps which Members would wish to recommend to the Executive and/or Council.

Background Papers:

None

Author:

Jayne Boitout 01276 707464

e-mail: [jayne.boitout@surreyheath.gov.uk](mailto:jayne.boitout@surreyheath.gov.uk)