

Appendix 1



## **CABINET REPORT APPENDIX 1**

# **KYNDI 6 Monthly Performance Report January – June 2021 (Q4 2021 & Q1 2022)**

Date: 03-August-2021

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## 2 Executive Summary

Sean Kearns, Chief Executive

### 2.1 Chief Executives Overview

These Cabinet papers summarise the performance of the company over the final quarter of 2020/21 final year and the first quarter of the 2021/22 year. Overall, the business finished very well in its final quarter of 2020/21 posting an unaudited net profit of circa £330k (the half year trading position was anticipating a further trading deficit of circa £500k). The business is moving forward broadly in line with the 2021/22 Business Plan and has ended the first quarter with a net profit of £257k within 6% of overall budget, and on target to deliver a second successive financial year net profit.

The Education traded service successfully transferred back into the council on 1 February as agreed in the business plan. The Recruitment Service temporary worker and permanent employee agreement was agreed and re-signed in December 2020 for supply of all council recruitment services.

The Kyndi teams have continued to follow covid-19 government guidelines mainly working from home, with Innovation Centre staff increasing their days in the office to 2 or 3 days per week in the last two months of the quarter and returning full time to the office at the end of July. The Recruitment, Monitoring and Telecare staff have managed in controlled team bubbles throughout the pandemic and delivered continued customer service to all of our clients, with limited risk of staff infections. The Recruitment Team have supplied and supported, initially 200 Covid Testing staff over Christmas 2020, that has reduced to circa 55 in the last quarter in support of the Medway Public Health Team.

### 2.2 Summary Performance

Section 3 of the appendix details the performance of the three areas of the business.

**Telecare:** with the introduction of a new private scheme in the first quarter client numbers are marginally above target. The involvement of Kyndi in the Adult Social Care assessment and re-assessment process post Covid-19 restrictions is improving the deployment of assistive technology to vulnerable and elderly clients.

**Recruitment:** Continues to support all of the council service teams in the supply of temporary workers and increasingly in the support of the recruitment of permanent employees. Three key Children Services roles have been in very short market supply in the last quarter.

**Monitoring Services:** continue to meet and exceed customer expectations. Work with Norse in the last quarter has increased collaboration between the councils two trading companies, Kyndi supporting the Norse security teams to support resolving antisocial behaviour and response to incidents.

### 2.3 Profit & Loss Summary

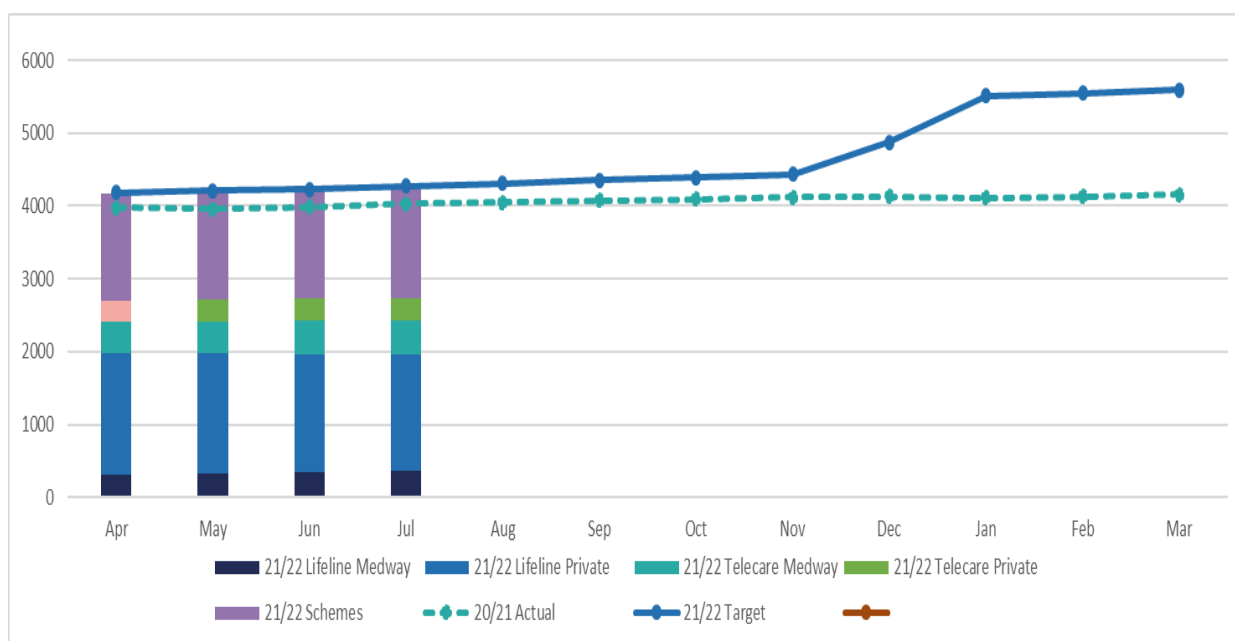
The final quarter of 2020/21 saw a turnover of £14.1m and net profit of £330k in the profit and loss sheet. The first quarter of 2021/22 has yielded £3.3m revenue with a net profit of £257k) as indicated in the profit and loss sheet.

### 3 Trading Performance

#### 3.1 Telecare – Rob Kennedy, Head of Operations

- Client Base Increase

Column1	Apr	May	Jun
20/21 Actual	3977	3963	3984
21/22 Target	4181	4206	4231
21/22 Lifeline Medway	313	324	348
21/22 Lifeline Private	1659	1647	1622
21/22 Telecare Medway	432	441	451
21/22 Telecare Private	294	311	314
21/22 Schemes	1465	1465	1538
Total	4163	4188	4273



#### 3.1.1 Canary Project – Update & Forward View

The project had a slow start following the initial client list from Social Care for triaging. This was due to the volume of investigative work that had to be undertaken and the sparsity of information on the Mosaic system. This has now been resolved with a clear and direct process document agreed by the Telecare team and ASC.

#### In Numbers

- 409 triaged:

- a. Canary/Miicare - 30 highlighted – 10 installed – 10 declined – 2 booked
- b. 8 awaiting NOK agreement or still in acute setting (Pipeline)
- c. Enhanced Telecare identified – 81 highlighted
- d. 24 – Enhanced Telecare agreed – awaiting ASC purchase – 4 installed – 20 with Social Care for Locality mosaic confirmation
- e. 14 – declined
- f. 57 – require further ASC input – financial assessment etc.

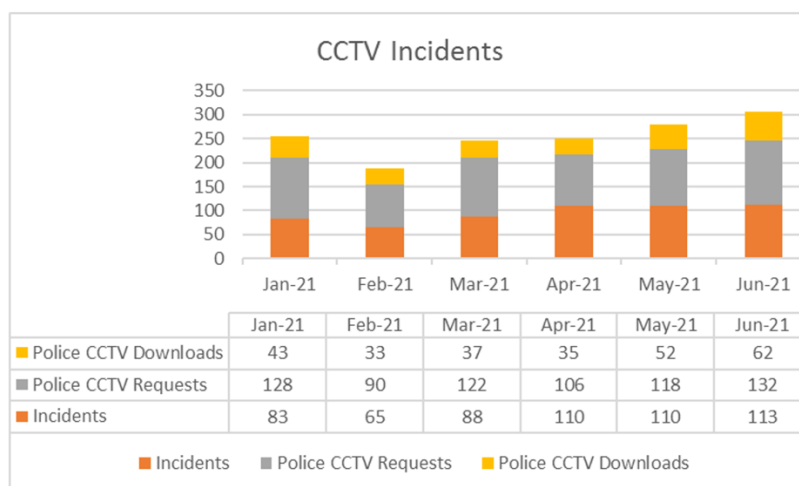
The Project has so far demonstrated cost savings to the ASC management teams as below of £2987 per week over 4 cases (1 TBC) this equates to £12.9k per month.

Client	Install Date	Objective or Concerns	Number Of Care Calls Per Day	Result	Assumed Cost Without Canary Per Week	Cost With Canary Per Week	Savings
MT	24/05/2021	Concerns about self neglect	Nil	Concerns substantiated	£1050 per week for residential care	£25	£1025 per week
SM	10/06/2021	Concerns about self neglect	Lives in supported housing	Concerns substantiated	£500 to £1500 per week	£25	TBC
GE	23/06/2021	Concerns about self neglect	Lives alone	Concerns substantiated	£1050 per week for residential care	2 X Care Call per day + Canary = £211	£839 per week
DM	01/07/2021	Potential Wandering	Nil	Concerns unsubstantiated	£1050 per week for residential care	£25	£1,025
SW	08/07/2021	Not Sleeping in Bedroom - ADLs	2	Concerns substantiated	4 care calls per day £392 per week	4 calls not required temporarily increased to 3	£98 per week

### 3.2 CCTV Monitoring – Rob Kennedy, Head of Operations

- Continued strong monitoring performance within the reduced Shift numbers has been maintained and excellent service as always is being provided to partners and Commercial clients alike.

## Monitoring Centre Performance



## Out-Of-Hours Stats

	Average Call Duration	Jan	Feb	Mar	Apr	May	Jun
Medway	240	381	325	321	296	348	311
MHS	240	234	211	171	172	217	169
Tunbridge Wells	210	44	31	49	53	46	39
Swale	300	40	32	36	25	35	23
Telecare Calls	120	11136	14434	11680	11556	10717	11429
Total Calls		11835	15033	12257	12102	11363	11971

### 3.3 Recruitment Services – Claire Poynter, Head of Recruitment

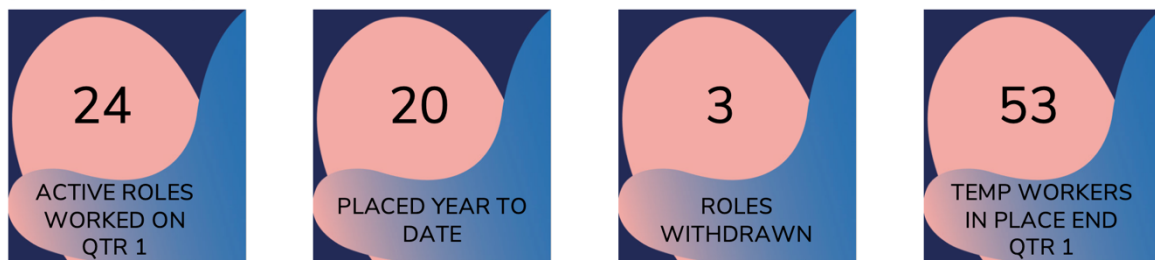
#### Quarter 1 – Headlines

OVERVIEW OF SERVICES

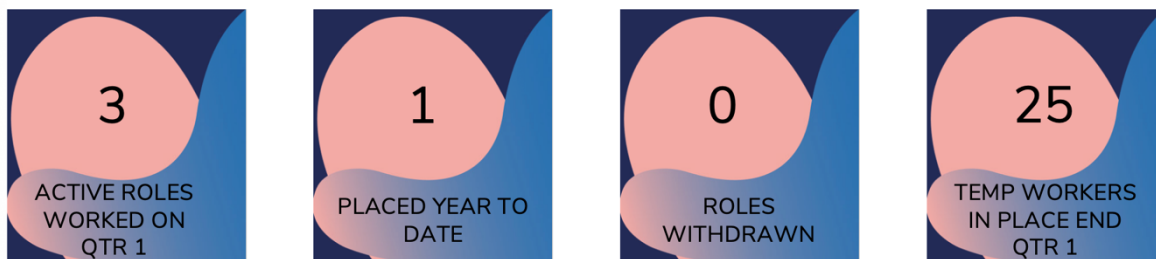


The following headline metrics summarise the number of active placements of temporary workers in the last quarter for Medway and summarised by service area.

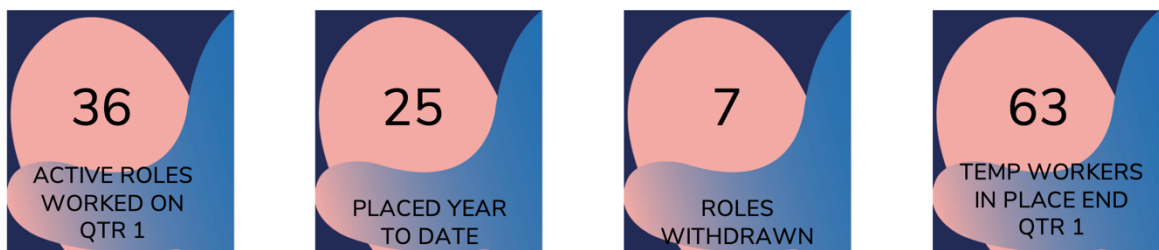
CHILDREN'S SERVICES



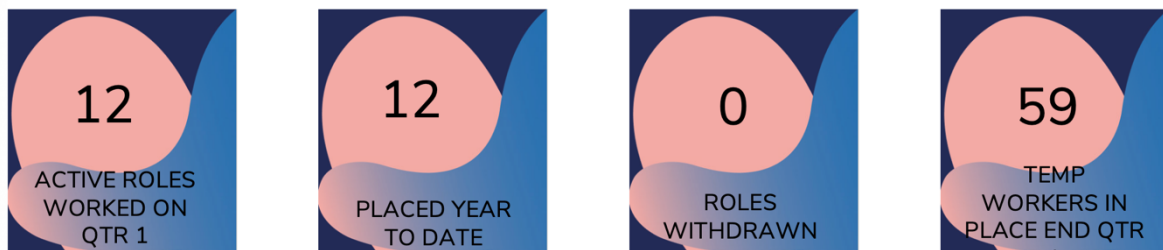
ADULT'S SERVICES



NON SOCIAL CARE – ALL ROLES

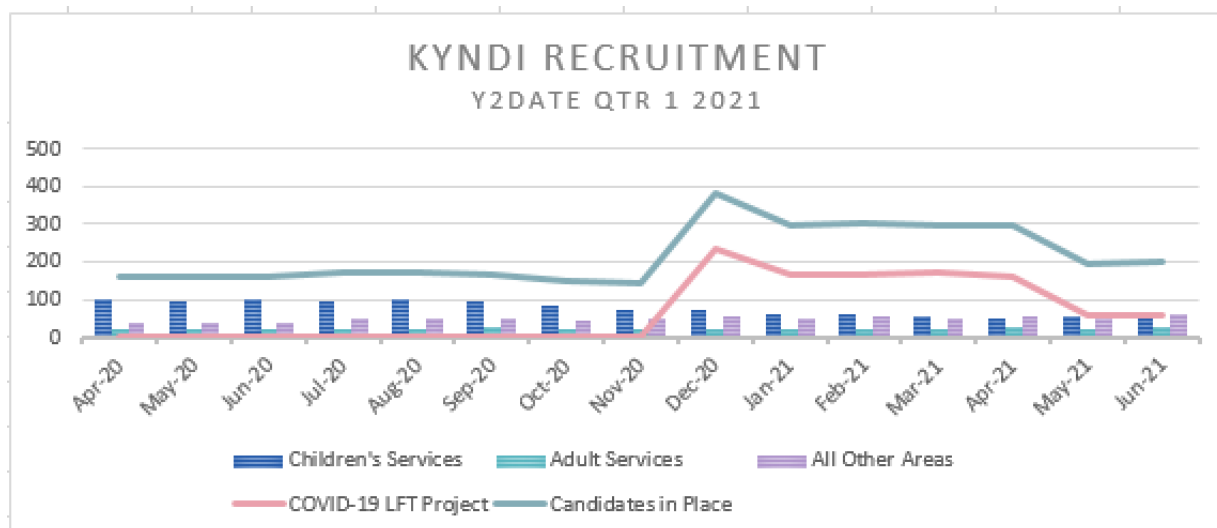


COVID PROJECT – ALL ROLES



The table below illustrates the approach Kyndi have taken to support Medway in reducing its reliance on temporary workers in Children’s Services. Also illustrates the number of temporary workers supplied by Kyndi in December and January to meet the short term Covid Testing programme with Public Health sourced and mobilised within 10 days just prior to Christmas and over the Christmas period.

Month	Children's Services	Adult Services	All Other Areas	COVID-19 LFT Project	Candidates in Place
Apr-20	99	22	39	0	160
May-20	97	22	40	0	159
Jun-20	100	23	38	0	161
Jul-20	98	23	48	0	169
Aug-20	101	21	48	0	170
Sep-20	94	25	48	0	167
Oct-20	82	22	44	0	148
Nov-20	75	20	48	0	143
Dec-20	71	22	58	232	383
Jan-21	62	20	50	167	299
Feb-21	60	22	53	165	300
Mar-21	56	22	51	169	298
Apr-21	51	26	56	163	296
May-21	54	24	59	59	196
Jun-21	53	25	63	59	200





## 4 Profit & Loss Performance (2021/22)

Ben Murphy, Head of Finance, Support and Governance

### 4.1 Profit & Loss Summary March 2021

GBP'000	Total
<b>Revenue</b>	<b>14,125.1</b>
Direct Service Costs	(11,738.3)
<b>Gross Margin</b>	<b>2,386.8</b>
<b>Labour</b>	
Permanent Staff	(1,048.5)
Bonuses	(14.4)
Overtime	(48.0)
Temporary Staff	(19.2)
<b>Total Labour Costs</b>	<b>(1,130.1)</b>
<b>Expenses</b>	
Other Staff Costs	(20.5)
Equipment	(44.3)
Rent & Rates	(82.2)
Office Running Costs	(8.4)
Professional Services	(279.9)
Travel and Entertainment	(10.0)
IT Support	(138.9)
Insurance	(27.9)
Other expenses	(13.1)
Depreciation	(43.9)
<b>Total Expenses</b>	<b>(669.1)</b>
<b>Operating Profit</b>	<b>587.6</b>
<b>Other Costs</b>	
Bank Charges	(2.5)
Other Interest	(9.2)
Bank Interest	(0.6)
Management Fees	(245.0)
<b>Net profit before Tax</b>	<b>330.4</b>

## 4.2 Profit & Loss Summary June 2021 (Year to Date) – GBP'000

Main Category	SubCategory	Total
01_Gross Margin	01_Sales	3,312.3
	02_DirectServiceCosts	(2,541.0)
01_Gross Margin Total		771.3
02_Staff Costs	01_Perm Staff	(262.7)
	02_Bonuses	(22.3)
	03_Overtime	(13.2)
	04_Temporary Staff	(31.0)
02_Staff Costs Total		(329.1)
03_Expenses	04_Other Staff Costs	(5.4)
	05_Equipment Costs	(7.0)
	06_Rent and Rates	(20.5)
	07_Office Costs	(1.8)
	08_Professional Services	(66.8)
	09_Travel & Entertainment	(2.0)
	10_IT and Communications	(34.2)
	11_Insurance	(7.0)
	12_Other Expenses	(4.6)
	13_Depreciation	(2.2)
03_Expenses Total		(151.4)
Operating Profit		290.8
04_Non Op Expenses	20_Bank Charges	(0.7)
	21_Other Interest	(33.3)
	22_Bank Interest	-
	23_Management Fees	-
04_Non Op Expenses Total		(34.1)
Net Profit		256.7