

# Kyndi

## Cabinet Report: March 2022

Appendix 1  
6 Monthly Performance  
Update Report  
July 2021 - December 2021  
(Q2 & Q3)



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## Executive Summary

This report to Cabinet covers the 6-month period between July 2021 and December 2021, providing an overview of performance for the three Kyndi business areas of activity.

- Telecare
- CCTV
- Recruitment Services

This Executive Summary to Cabinet shows there has been a continued focus on relationship building, operational governance, this report also reflects the excellent performance of Telecare, CCTV and Recruitment Services with strong net profits, whilst still dealing with difficult issues due to COVID-19. Quarter 2 of 2021/22 saw a turnover of £3.2m and a net profit of £56.8K. The third quarter of 2021/22 yielded £2.9m revenue with a net profit of £136.7K. Our Statement of Accounts for 2020-21 have been signed off and lodged with Companies House, showing a profit of £345K. We have also completed Business Continuity Management Plan, Risk Management and Risk Registers (Strategic & Operational). Medway Council also brought forward the first phase of the Assistive Technology Pilot to Q4 with a roll-out of 40 units, a further planned 160 units to be programmed for the next financial year. The Telecare service has retained its annual Telecare Services Association (TSA) accreditation following an external audit.

Our Monitoring Centre / CCTV Team are continuing to deliver support to Kent Police and the Community Safety Teams. They have delivered many positive outcomes and a few success stories are shown below -

- A Kyndi CCTV Operator noticed a break in of a derelict building in Gillingham, the Police were informed and attended, it transpires the building was being used as a cannabis factory. The Police made successful arrests.
- Operators informed Police of a person carrying a handgun, the Police were able to attend and arrest the suspect.
- A number of individuals have been arrested for Drink and Drug driving, thanks to Kyndi CCTV Operators informing the Police.
- The Kyndi Telecare desk received the sad news one of their clients had passed away, the relative although clearly very emotional, wanted to thank the team for all their hard work and support.

Recruitment have provided invaluable support to Medway Council, successfully placing in excess of 300 positions, fulfilling varied and sometimes challenging roles.

Within this department, they continued to deliver staff to the Medway Covid-19 Testing Project at various locations across the area. This has now been extended into the next financial year and discussions are in place to role this out to other public health departments.



## Telecare

The Telecare Department delivers Assistive Technology (AT) services to the most vulnerable residents in Medway both Privately and through Council funded support to maintain individual's ability to live safely and independently in their own homes.

The council approved Business plan for Telecare is to achieve revenue of £940k which is driven by achieving 1,200 new clients both privately funded and via Kyndi's business to business growth.

### Sales Actual v Forecast Quarters 2 & 3

- Telecare posted revenue of £402K against a Quarter 2/3 budget of £497K (£95K below) and Year to Date revenue £615K against budget of £723K (£107K deficit). This is due to market trading performance exacerbated by COVID-19.
- Although Revenue targets have been missed, the Telecare Net Profit Year To Date (YTD) at £301.6K is only slightly below budget of £305.5K resulting in a small deficit of £3.9K
- This has been achieved by upselling additional products to existing and new clients and cost control on the operating model – see Table 2 below.
- Telecare is currently on track to meet Net Profit budgets at Full Year (FY) of £434K as a consequence of rollout of the Assistive Technology Pilot with Adult Social Care and migrating to a two Acute Hospital Trust Model from February 2022.

### Operational Performance - Quarter 2 & 3 (Installation Volumes)

Installation volumes are measures against new connections minus ceased connections to give a net volume metric. The adopted definitions for:

- New Connection - a new client with a lifeline (dispersed alarm) box.
- Ceased Connection - a client who has terminated the service.
- Net Connections - Growth in Client Base with a Lifeline Unit after new connections have been netted against ceased connections (Churn).

New connections to end of Quarter 3 are 650 (Qtr. 2 = 165 / Qtr. 3 = 209) and ceased connections year to date 593 (Qtr. 2 = 247 / Qtr. 3 = 194).

Net increase in connections year to date 130 (includes scheme 73) (target 333) resulting in a trading deficit of 203 against target.



Table 1 - Installation Volume Performance (YTD)

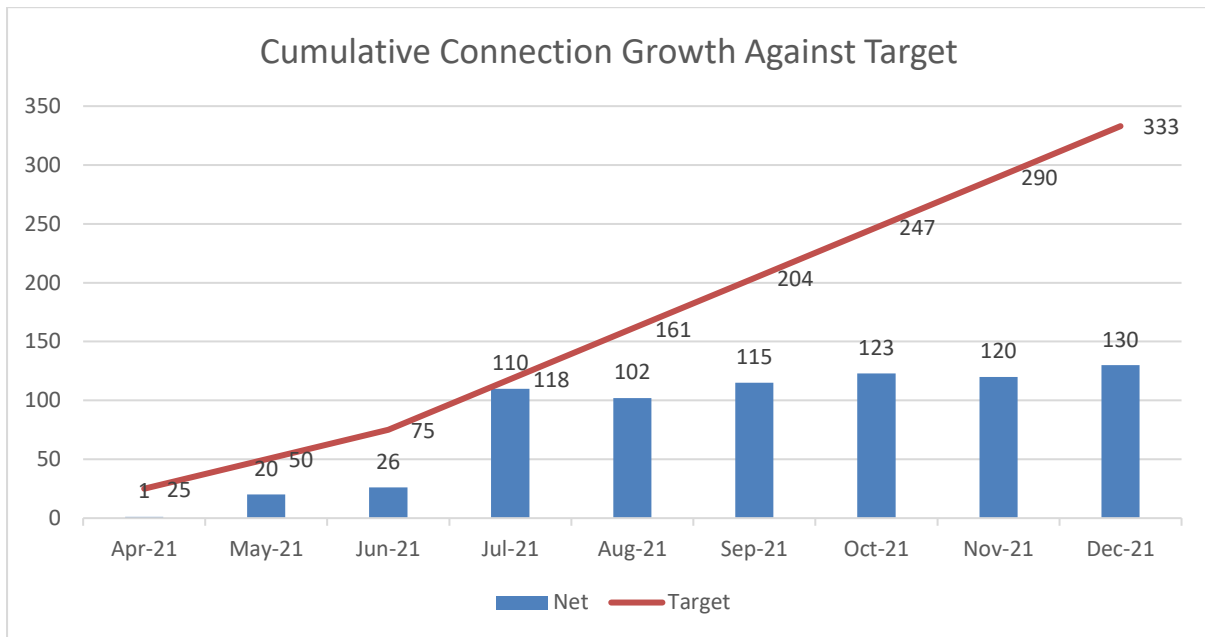
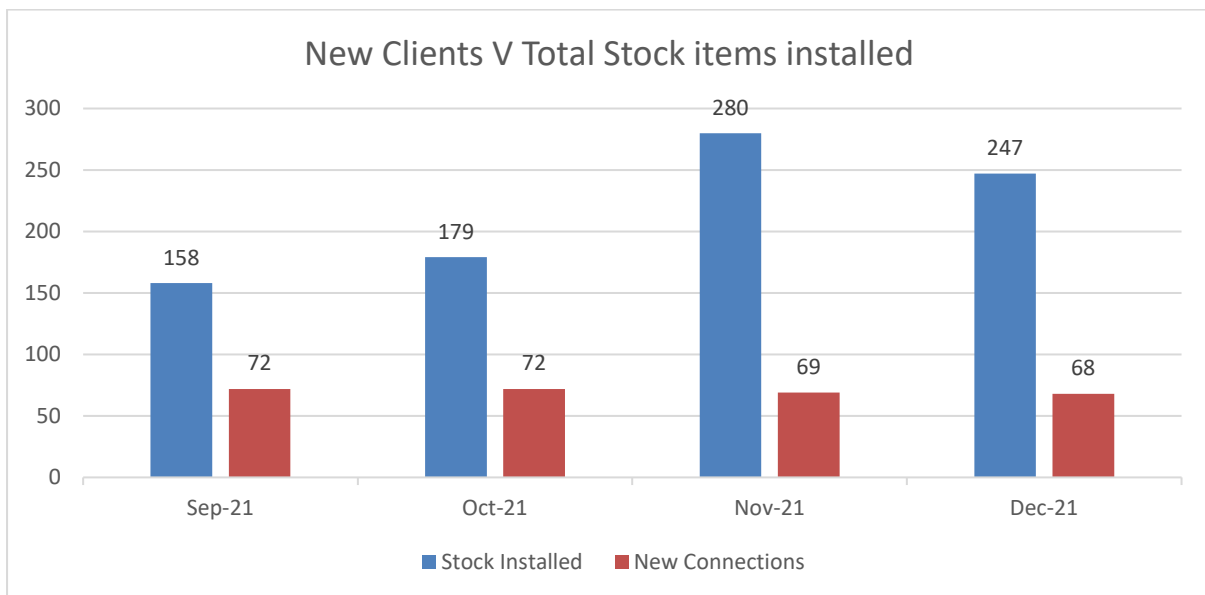


Table 2 demonstrates number of additional sales per new connection since Sept 21.



## Telecare Business Opportunities Adult Social Care Assistive Technology Pilot

### Background

The AT system comprises of a number of movement sensors that have inbuilt temperature and light detectors which are deployed around the residence to detect movement etc. They can be used as door alerts also. To get the most from the system the engineer will require detail as





to what exactly is the perceived problem and then he will assess and fit sensors to reflect for this. For example, if there are concerns that client has regular urinary tract infections (UTI) the sensors will be deployed focussing on the toilet.

Any change in usage will indicate the need to investigate a UTI or if the perceived issue is one of wandering, then the door sensors would indicate when the door had been opened / closed and a pattern established. The Dashboard then builds up a picture of what is a usual pattern of living for a client which can be used as a base line to measure changes against.

### **Initial Assessment Pilot**

The pilot was to be run as part of the discharge pathway (enablement) with any care package increase or any new care package should have Canary review to provide confirmation that care level is correct. This provided Social Care details of whether the number of care calls was set at correct level and the ASC cost savings demonstrated and shown as cost avoidance.

### **Revised Assessment Pilot - Quarter 3**

Instead of focussing on the systems as short-term assessment tools the new project will be utilising the “safe and well” function of the system to provide the opportunity underpinned by appropriate safeguards to reconfigure Home Care Agreements. The proposal is that the Pilot will run for a full year with a target cohort of 200 client and this Pilot is in the process of phased rollout from Quarter 4 of this financial year.

## **Acute Hospital Discharge**

At present, Kyndi support Medway Adult Social Care and our colleagues within Medway Foundation Trust (Medway Hospital) to facilitate safe and speedy discharge from the acute setting by advising and supplying Assistive Technology solutions available to patients.

This provides peace of mind for the patients and their next of kin enabling both have in depth discussions with staff at the hospital and the ability to demonstrate and handle to equipment. In addition, Kyndi are able to arrange installation on the day or before patient is discharged from hospital so that there is no time when the patient isn't being supported.

In addition, to Medway clients Kyndi also supports those discharged from Medway to the Swale and Gravesham areas and supports Darent Valley hospital in Dartford with discharge planning in a similar vein to that of Medway hospital and is looking to expand into a further 2 trusts in the new financial year.



## Monitoring Trading Performance - Quarter 2 / 3

### Summary

The Monitoring Service operated from the Old Civic Centre Bunker (24/7) provides:

- CCTV, Out-of-Hours and Lone Working monitoring for Medway Council, Gravesham Council (through the CCTV Partnership), and Commercial Clients.
- A turn-key provider service for new CCTV installations for Medway Council, Gravesham Council (through the CCTV Partnership), and Commercial Clients.

The Monitoring department is in steady state in terms of both revenue and profitability. These figures are largely driven by strong performance on Capital Projects as a result of a forward order book from Medway Council.

The CCTV Partnership hosted by Medway Council is operating to plan and for Quarter 3 there are no performance variances that require Board direction. We have provided Medway client lead with a detailed breakdown of repairs & renewals budgets for the next 3 years to enable camera stock reaching end of life to be replaced in a timely fashion and will cement part of our capital project target each year.

### Sales Actual v Forecast Quarters 2 & 3

- Monitoring posted revenue of £567K for Quarter's 2 & 3 against a forecast of £581K (£14K below) and YTD revenue is £858.8K against a revised budget of £895.6K (£36.8K deficit)
- A strong performance in CCTV capital projects where budget for the year was achieved in October (Quarter 3) led to an in-year target adjustment.
- Monitoring is currently on track to meet Net Profit forecast at FY with capital projects being completed in Quarter 4 of circa £80K.

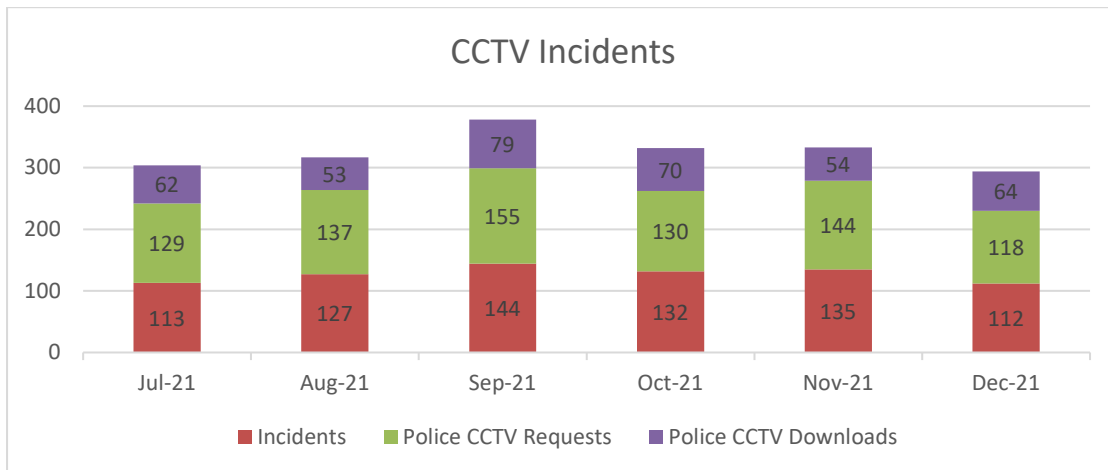
### Operating Performance Quarters 2 & 3

- Medway's total camera stock is at circa 420 cameras with 87 of these cameras falling under the remit of the Community Safety Partnership (predominantly town centre cameras).
- Of these cameras 98% are operational with only 2 cameras down in Medway which are being addressed within the planned repairs and renewals budget from the CSP.
- Gravesham currently have 53 cameras all of which are operational.
- For the coming year Kyndi have provided a forward list of cameras that are reaching end of useful life and have secured a renewals budget for the year to allow these to be replaced in a timely fashion and built schedules for their replacement.

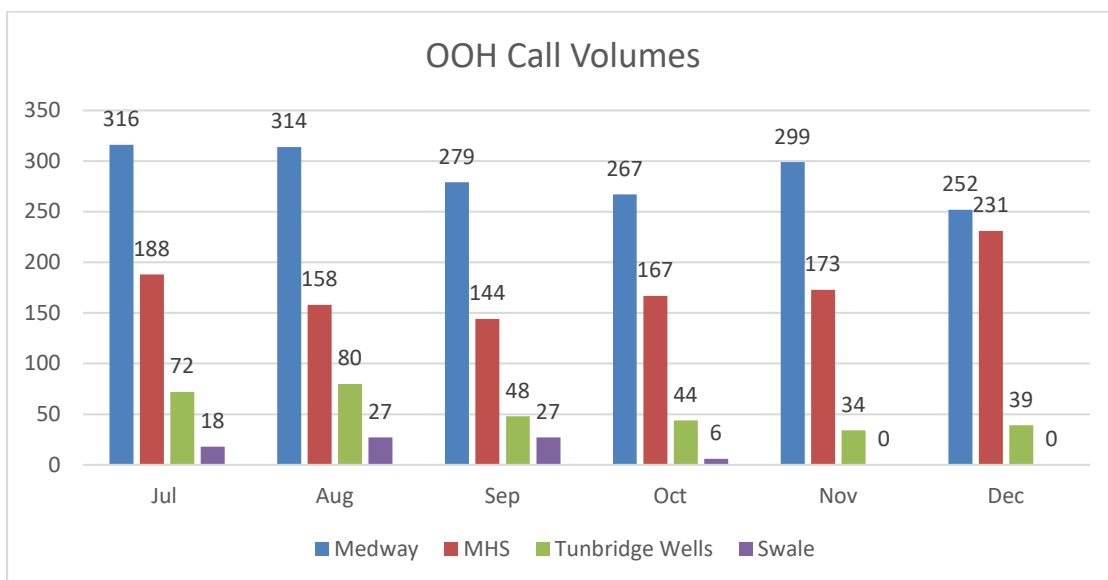
A key part of the delivery of the CCTV Partnership is the provision of statistics on a monthly basis of which the 2 tables below form an integral part.



## CCTV Requests for Footage



## Out of Hours Call Volumes





# Recruitment Trading Performance - Quarter 2/3

## Summary

### Overview of Service

The Kyndi Recruitment model is a single-supply chain providing candidates to one client, Medway Council and have 3 main areas of activity.

Temporary workers - supplied to all service areas of Medway Council via our Preferred Supplier Agency List (PSL) or directly through Kyndi Recruitment.

Permanent Recruitment - supply candidates for all permanent opportunities from Admin staff through to Director.

Asymptomatic COVID LFT Project - supply and oversee all Project staff from Operations Managers, Site Leads and Logistics Operators through to General Assistants. This project has been running since Dec 2020 and is currently due to continue until at least the end of March 2022.

Our agreed Key Performance Indicators (KPIs) are based on client agreed targets for recruitment to the service, such as acknowledging all new roles within 1 hour of receipt, advertising new roles to our PSL Agency list within 24 hours and ensuring all candidates are fully compliant for the start of their assignments.

### Sales Actual v Forecast by Period

Recruitment posted revenue of £5221K against a Qtr. 2/3 budget of £4270K (£951K above) and Year to date revenue £8021K against budget of £8000K (£21K surplus). This is due to several factors principally categorised by the increase in temporary positions and Medway Council and also the continued success of the Covid Project.

The Recruitment Net Profit YTD at £585.9K is only slightly below budget of £628K resulting in a small deficit of £42.1K. This has been achieved by continually delivering on KPI's and supported by strict cost control. Recruitment is currently now only slightly off track to meet Net Profit budgets at FY of £585K by £42K.

### Operational Performance - Recruitment Volumes

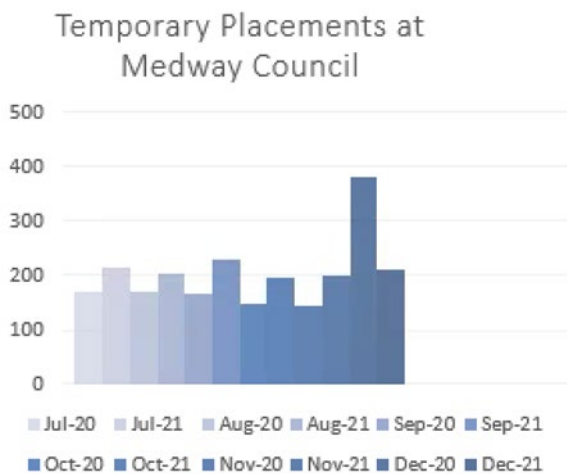
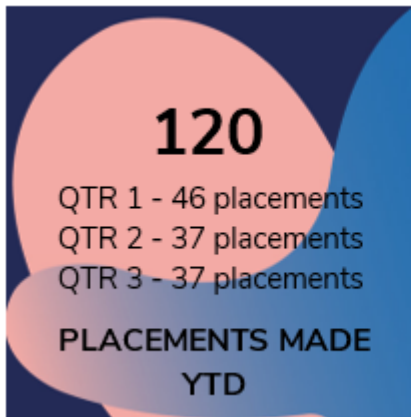
For the this report we are providing Quarters 2 and 3 summary.

New placements year to date 120 (Qtr. 2 = 37 / Qtr. 3 = 37) and total locums in place at the end of Quarter 3 for Medway Council was 212.

All of Medway / Kyndi's contracted KPIs continue to be met and all candidates on-boarded through Kyndi join fully compliant on day one according to UK Employment Law. Kyndi ensure that candidates use HMRC compliant umbrella companies to alleviate any risk of penalty to the Council.



Throughout the Pandemic Kyndi have recruited and staffed all teams for the Medway Council COVID Project and have provided all aspects of HR support for the Project's since the start in December 2020 this includes a supply of additional weekend / back up staff, but the core 37 FTEs work across 7 teams, of which 3 are Outreach and 4 are static collection sites. Although numbers are now reducing it is believed that numbers will remain between 37-40 FTEs for the duration of the project to 31<sup>st</sup> March 2022.



## Kyndi Financial Performance - Quarter 2 / 3

This summary is the Kyndi Profit and Loss to Q3 Full Year 22. This shows the business maintains profitability through quarters 2 and 3, despite fall in Sales since Q1. Year to date Sales are £482K ahead of the Business Plan.

The business has achieved 71.8% of its full year PBT business plan target by the ¾ point in the year.

GBP	Q2	Q3	Year to Date
<b>Sales</b>	<b>3,202,496</b>	<b>2,981,169</b>	<b>9,496,546</b>
<b>Gross Margin</b>	<b>576,096</b>	<b>541,175</b>	<b>1,889,163</b>
Total Labour Costs	(344,635)	(275,464)	(949,237)
<b>Expenses</b>			
Other Staff Costs	(2,178)	(2,300)	(9,890)
Equipment Costs	(5,738)	(4,219)	(16,912)
Rent and Rates	(21,137)	(21,478)	(63,120)
Office Running Costs	(2,652)	(2,780)	(7,235)
Professional Services	(57,682)	(60,726)	(185,206)
Travel & Entertainment	(2,496)	(2,501)	(6,970)
IT Support	(34,348)	(34,195)	(102,712)
Insurance	(6,892)	(6,892)	(20,795)
Other Expenses	(5,644)	49,052	38,727
Depreciation	(2,486)	(2,980)	(7,622)
Total Expenses	(141,251)	(89,019)	(381,736)
<b>Operating Profit</b>	<b>90,210</b>	<b>176,692</b>	<b>558,190</b>
<b>Profit Before Tax</b>	<b>56,813</b>	<b>136,773</b>	<b>450,813</b>