

Cabinet Sub-Committee
(Kyndi Ltd Shareholder Board)

26 September 2024

Progress of Business Plan and KPIs

Portfolio Holder: Councillor Teresa Murray, Deputy Leader of the Council

Report from / author: Jackie Brown, Assistant Director, Adult Social Care

Summary

This covering report provides an overview of the progress made against the approved Kyndi Business Plan as well as KPI targets.

1. Recommendations

- 1.1. The Sub-Committee is asked to note the updates provided.
- 1.2. The Sub-Committee is asked to give in principle approval for the group re-structure as set out in the paper appended to the Board report in Appendix 1.

2. Suggested reasons for decision

- 2.1 In order for the company to fulfil its purpose, the Shareholder should monitor progress of its objectives against the Business Plan.

3. Budget and policy framework

- 3.1. The receipt of regular reports to shareholder board, and the opportunity to hold the Chief Executive and the Chair of the Board of Directors to account in respect of the company's performance, aids and enhances transparency and accountability of the Council's interactions with the LATCos.

4. Background

- 4.1. The Strategic Plan was agreed at the previous Sub-committee.
- 4.2 Key milestones during Q1 2024/25 include:
 - Implementing change of the digital lifeline and peripherals from the existing provider for short term mitigation of risk,
 - Mobilising the finance system,
 - Completing the organisational restructure.

5. Key updates to note

- 5.1 The key strategic project to change the digital lifeline and peripherals from the existing provider is ongoing. A barrier has been identified around accessing data to convert it into a format fit for transfer. Manual manipulation of data is required, which has extended timescales. The project is being reviewed to check that the solution is still fit for purpose, and alternative options are being investigated.
- 5.2 Parallel running has commenced for the finance system, with a complete switch planned for Quarter 2.
- 5.3 The organisational restructure was completed in Quarter 1. External recruitment is being undertaken for some key roles.
- 5.4 The partnership with Intelligent Lilli is proving impactful. 35 cases were monitored in the first quarter, delivering £385,000 of combined cost avoidance and savings to Medway Council. A case study is included at Appendix 2.
- 5.5 The Virtual House is live on both the Kyndi and Medway Council websites. There have been over 1,500 visits since its launch.
- 5.6 Highlights from contract relationship meetings:
 - Supporting the Kent and Medway Integrated Care System to provide technology to unpaid carers in Medway through the use of the Accelerated Reform Fund. This is expected to be achieved by Quarter 3. This includes providing Technology Enabled Care assessments and various levels of technology, from stand alone to monitored.
 - Providing assistive technology to a new assessment bed unit by Quarter 3.
 - Providing CCTV to a Medway Development Company development by Quarter 3.

6. Risk management

- 6.1. The risk register has been separately assessed by the Chief Operating Officer.

7. Consultation

- 7.1. The business plan was agreed by the Board, comprising two non-executive directors who both have experience and expertise in a commercial environment.

8. Climate Change implications

- 8.1 The Council has declared a climate change emergency in April 2019 – item 1038D refers, and has set a target for Medway to become carbon neutral by 2050.
- 8.2 There are no direct implications arising from this report.

9. Financial implications

- 9.1. Net profit for the quarter is broadly in line with the budget, reporting a very modest overspend of £1,779 and more detailed financial information is set out in Exempt Appendix 1 of this report.

10. Legal implications

- 10.1. The shareholder owns the business, however the day to day management of the business is the responsibility of the Chief Executive and the Board of Directors. The shareholder's responsibility derives from the Articles of Association (which set out the company's purpose and governance framework) and the Memorandum of Understanding sets out the operational decision- making framework.
- 10.2. Acting for the shareholder, the Sub- Committee is entitled to receive regular reports from the Board of Directors on the company's activities, its performance, outlook over the next quarter and beyond. The shareholder needs to be confident that the company's Chief Executive and the Board Directors can deliver on the approved business plan and to be informed if there are any material changes to the business plan or divergences from expected returns.

Lead officer contact

Jackie Brown, Assistant Director, Adult Social Care
jackie.brown@medway.gov.uk

Appendices

Exempt Appendix 1 – Shareholder Board Report
Exempt Appendix 2 – Lilli Case Study

Background papers

None