

## **Cabinet Sub-Committee**

### **(Kyndi Ltd Shareholder Board)**

**14 November 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.

#### **1. Recommendations**

1.1. The Sub-Committee is asked to note the progress updates provided.

#### **2. Suggested reasons for decision**

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

#### **3. Budget and policy framework**

3.1. The decision is within the Council's budget and policy framework, including the Council Plan.

3.2. The receipt of regular reports to the 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 by the Cabinet Sub-Committee on 11 June 2024.

4.2. The year to date's performance summary highlights solid progress in key areas, with some strategic aspects needing additional focus. Primary KPIs reflect the success of Kyndi's installation initiatives, emphasizing the need for a targeted approach to growth and internal culture.

4.3. Half year results are overall in line with budget and improved on last year, driven by pro-active partnering with Medway Council, MFT and improved stock and cost control.

4.4. Key milestones during Q2 2024/25 include:

- Lilli installations have surpassed initial projections.
- The launch of the Virtual House has seen in the region of 5000+ hits on the site leading to interest and partnership conversations being generated with other local authorities.
- CCTV monitoring – new proposals in the pipeline for Q4.

## 5. Key updates to note

5.1. Lilli installations have surpassed initial projections, with current deployments exceeding targets. This achievement has provided direct financial value to Medway Council, with projected savings reaching approximately £1.25 million by year-end. This milestone demonstrates the value of Kyndi's installation program and strengthens their position for future partnerships with local councils.

5.2. 4 Evondos Automated Medication System dispensers have been deployed and are producing positive results leading to savings for Medway Adult Social Care and the Acute Trust. Exempt Appendix 2 includes a case study showing the impact of Evondos.

5.3. There is a continued focus on ARC implementation, which has been hampered by data transfer and product compatibility issues. Testing of an alternative product has been completed.

5.4. Highlights from contract relationship meetings:

- Renewal of all linked optical smoke detectors in flats in Rochester.
- System bid via K&M ICS approved, with Kyndi likely to receive funding to provide technology to support unpaid Carers in Medway.
- CCTV to provide security at a Medway Development Company development. Transmission to be monitored and camera infrastructure to be fully maintained.

## 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. The nature of Kyndi's business requires engineers to travel throughout Kent and Medway.

8.3. Assistive technology is, in the main, powered by electricity.

8.4. Both have implications for climate change and should be considered by Kyndi.

## 9. Financial implications

9.1. The financial implications are set out in exempt Appendix 1 of this report.

## 10. Legal implications

10.1. The shareholders own the business, however the day to day management of the business is the responsibility of the Chief Executive and the Board of Directors. The shareholders 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. As a 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 shareholders need 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](mailto:jackie.brown@medway.gov.uk)

## Appendices

Exempt Appendix 1 – Shareholder Board Report  
Exempt Appendix 2 – Case Study, Impact of Evondos

## Background papers

None