

Cabinet Sub-Committee
(Kyndi Ltd Shareholder Board)

18 February 2025

Progress of Business Plan and KPIs

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

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Summary

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

1. Recommendation

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 LATCo's.

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 shows continued progress in reviewing operational processes while maintaining financial performance against budget and exceeding 2023/24. The group achieved ISO 27001 & ISO 9001 together with Industry standard Telecare Services Association

accreditations for the next three years. The Primary KPIs highlight the successes achieved in all areas, while continuing to face challenges changing the internal culture.

- 4.3. Q3 results overall are positive against budget and last year and the benefits of additional recruitment into the marketing and business development team can now be seen coming through in the improved numbers.
- 4.4. Key achievements in Q3 include:
 - 128 Lilli installations against an expected projection of 90.
 - Recruitment of a new Head of Operations.
 - Transition to a new Alarm Receiving Centre provider giving us greater flexibility.
 - The launch of Assistive Technology Suites.
 - Evondos pill dispensers concept proved and launched, with videos released on social media.

5. Key Updates to Note

- 5.1. Lilli installations continue to exceed initial expectations with an additional 38 (42%) installations year to date. Currently, 48 units are deployed and savings to Medway Council have now exceeded £1.2m for the current financial year, 3 months earlier than anticipated, and £1.5m since inception.
- 5.2. Following the successful proof of concept of the Evondos dispensers, 12 have now been installed with a further 8 going in over the next 3 months. This will again lead to significant savings for Medway Social Care and the Acute Trust. expressed.
- 5.3. Kyndi has secured funding from the Accelerated Reform fund of £71,000 to support unpaid carers with technology assessments and the provision of Medication Adherence robots.
- 5.4. In addition, external funding of £50,000 has been secured from the Digitising the Social care fund to roll-out the Circadian smart lightbulb system across Medway providing peace of mind and falls alerts without the need for intrusive cameras and wearable technology.
- 5.5. The ASC Winter plan has enabled Kyndi to provide equipment facilitating safe discharge from hospital in a timely fashion with equipment installed pre or on the day of discharge. Since October, Kyndi has supported 284 patients to safely discharge from acute setting.
- 5.6. Averio non-wearable TEC to detect Falls utilising radar technology to distinguish falls and send alerts to Family members or the Control Centre. A Bid of £100k has been submitted to Medway TEC fund
- 5.7. The Kyndi and Medway Virtual House continues to attract visitors with Kyndi signposting equipment in the community for Medway residents and providing

innovative solutions to challenges. Currently we have seen over 6,500 visits to the Virtual House.

5.8. Daily attendance on the Transfer of Care hub meetings allows Kyndi to provide input into solutions and accelerate discharges for the acute setting and weekly ASC panel meeting attendance has allowed technology solutions to be provided to residents which provide support in the least restrictive way.

5.9. Strategic partnerships:

- East Kent and North Kent Colleges – presentations have been made to their Health and Social Care students across 6 colleges.

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 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 group'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 group's activities, its performance, outlook

over the next quarter and beyond. The shareholders need to be confident that the Chief Executive and Board Directors can deliver on the approved business plan and to be informed if there are any material changes to the business plan or divergence from expected returns.

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Appendices

Exempt Appendix 1 – Shareholder Board Report

Exempt Appendix 2 – Quarter 3 Head of Sales & Business Development Report Case
(see also link to publicly available case study, [Impact of Evondos](#))

Background papers

None