

**Medway Council**  
**Meeting of Cabinet Sub Committee (Kyndi Ltd Shareholder Board)**

**Tuesday, 18 February 2025**

**6.00pm to 6.35pm**

**Record of the meeting**

**Subject to approval as an accurate record at the next meeting of this committee**

**Present:** Councillors: Murray (Chairperson), Curry and Paterson

**In Attendance:** Caroline Beaumont, Chief Finance Officer, Kyndi Ltd  
Jackie Brown, Assistant Director Adult Social Care  
Clare Burgess, Chief Executive Officer, Kyndi Ltd  
Robert Kennedy, Head of Operations, Kyndi Ltd  
Peter Little, Chair of the Board, Kyndi Ltd  
Jon Pitt, Democratic Services Officer

**1 Apologies for absence**

There were none.

**2 Record of Decisions**

The record of the meeting held on 14 November 2025 was agreed by the Sub-Committee and signed by the Chairperson as correct.

**3 Declarations of Disclosable Pecuniary Interests and Other Significant Interests**

Disclosable pecuniary interests

There were none.

Other significant interests (OSIs)

There were none.

Other interests

Councillor Curry declared an interest in relation to agenda item No. 4 (Progress of Business Plan and KPIs) as his wife is a Trustee of the Richard Watts Charity. Councillor Curry remained in the room during discussion and determination of the item.

## **Cabinet Sub Committee (Kyndi Ltd Shareholder Board), 18 February 2025**

It was also noted that Peter Little was the Chair of Southern Care, with his term due to end on 31 March 2025.

### **4 Exclusion of the Press and Public**

The Sub-Committee agreed that the press and public be excluded from the meeting during the consideration of the exempt material relating to agenda items 4, 5 and 6 because consideration of these matters in public would disclose information falling within one or more categories of exempt information contained in Schedule 12A of the Local Government Act 1972 as specified in agenda item 7 and, in all the circumstances of the case, the Sub-Committee considered that the public interest in maintaining the exemption outweighed the public interest in disclosing the information.

### **5 Progress of Business Plan and KPIs**

#### **Background:**

This report presented an overview of the progress made against the approved Kyndi Business Plan, as well as Key Performance Indicator (KPI) targets.

Key milestones during Quarter 3 2024/25 included 128 Lilli installations against an expected projection of 90; recruitment of a new Head of Operations; transition to a new Alarm Receiving Centre provider, which would provide greater flexibility; the launch of Assistive Technology Suites and; the Evondos pill dispensers concept which had been proved and launched, with videos released on social media.

Exempt Appendices to the report set out the Quarter 3 Shareholder Board report and the Quarter 3 Head of Sales & Business Development Report.

In relation to the Virtual House product tour, it was noted that the planned training facility for Medway was not yet up and running and that this would complement the Virtual House once available.

It was requested that the Executive Assistant to Cabinet Members arrange a Member visit to the assistive technology demonstration Smart Suite in Manchester.

It was also requested that the Assistant Director, Adult Social Care, liaise with the Council's Communications Team to consider how opportunities around assistive technology could be promoted to Medway residents.

#### ***Decision number:***

#### ***Decision:***

**The Sub-Committee noted the progress updates provided, noted that a Member visit would be arranged to the assistive technology Smart Suite in Manchester and noted that the Assistant Director, Adult Social Care, would liaise with the**

**Council's Communications Team about promotion of assistive technology.**

**Reasons:**

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

**6 Financial Monitoring Q3 2024/25**

**Background:**

This report set out the 2024/2025 Quarter 3 financial monitoring for Kyndi Ltd under new governance arrangements that had been established earlier in the year.

The Strategic Plan for the company had been approved at the Shareholder Sub-Committee meeting held on 11 June 2024. This included financial projections for the three years 2024/25, 2025/26 and 2026/27, against which financial performance would be monitored.

An Exempt Appendix to the report set out details of the company's Q3 financial performance.

***Decision number:***

***Decision:***

**The Sub-Committee noted the contents of the report and its Exempt Appendix.**

**Reasons:**

In order to fulfil its role as shareholder, on behalf of the Council, the Sub-Committee must be apprised of the financial performance of the company.

**7 Review of the Company's Risk Register**

**Background:**

This report set out the Strategic Risk Register for Kyndi Ltd. This had been prepared by the company in a format that allowed risks to be ranked and prioritised.

The Risk Register which was regularly reviewed by the Board, was comprehensive, including those where mitigating action had been completed and those being managed under 'business as usual', in addition to those which required further management action.

## **Cabinet Sub Committee (Kyndi Ltd Shareholder Board), 18 February 2025**

The only risk with a score above 15 and so ranked as 'high' continued to be Risk 1, 'Employee Retention'.

An Exempt Appendix to the report set out the Kyndi Ltd Strategic Risk Register.

In response to a Member question about the sharing of the risk register with Kyndi Employees, the Kyndi Chief Executive Officer said she would consider how this could be shared more widely.

The importance was highlighted of those receiving care feeling safe and of Adult Social Care working with the Police and other partners through the Community Safety Partnership to help support the tackling of related crime.

***Decision  
number:***

***Decision:***

**The Sub-Committee noted the contents of the report and its Exempt appendix.**

### **8 Closing Announcement**

It was noted that Medway Council's Assistant Director, Adult Social Care, Jackie Brown, had been nominated as an awards finalist in the Strategic Leader Category of International Technology Enabled Care (ITEC) Awards. Winners were due to be announced on 17 March 2025.

**Chairperson**

**Date:**

**Jon Pitt - Democratic Services Officer**

Telephone: 01634 332715

Email: [democratic.services@medway.gov.uk](mailto:democratic.services@medway.gov.uk)