

Cabinet Sub-Committee
(Kyndi Ltd Shareholder Board)

18 September 2025

Kyndi Strategic Plan

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Summary

This covering report provides an overview of the progress made in quarter 1 of 2025/26 against the approved Kyndi Business Plan.

1. Recommendation

1.1 The Cabinet Sub Committee is asked to note the updates in the report.

2. Suggested reason 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 decision is within the Council's budget and policy framework, including the Council Plan.

3.2 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.

3.3 In line with these arrangements, the following information, key points of which is summarised of paragraphs 4 and 5 of this report, has been provided by Kyndi Ltd:

- Exempt Appendix 1 – CEO Report
- Exempt Appendix 2 – CFO Report
- Exempt Appendix 3 – Sales & Business Development Report

- Exempt Appendix 4 – Head of Operations Report
- Appendix 5 – Health and Safety Report Q1
- Appendix 6 – Smartbulb Case Study

4. Background

4.1 The Business Plan was agreed at Cabinet Sub-Committee dated on 11 June 2024.

4.2 Key achievements during Q1 include:

- 0 reported H&S incidents, with 112 days since the last incident as of 1 August.
- Tunstall to UMO migration project is now complete.
- Currently remaining under 1% target for calls greater than 3 minutes within the UMO project.
- BCF funding submission for £600k total was agreed in Q1.
- Circadacare Smart Lightbulbs funding is now in place.
- Total financial savings are £485,176, exceeding Q1 savings target by £35k.
- Statutory compliance remains up to date across GDPR, Safeguarding, and Health & Safety.
- Kyndi customer retention rate has increased from 82% to 84% - more than double of market average of 40%.
- A number of PR Activities have taken place.

5. Key points to note

5.1 Q1 has been a positive start to the year for Kyndi. There is measurable progress across all areas of the business, with Q2 expected to proceed positively.

5.2 New control centre located at Gun Wharf works are underway, estimated completion of December 25/January 26. Currently experiencing a 3-week delay. Awaiting full project plan from Medway and lease still to be agreed.

5.3 Kyndi is currently operating within budget YTD, in line with SMT-agreed targets & KPIs, and are expected to meet the approved budget for the year.

5.4 Transition to the UMO system is now complete and live without major issues. Minor IT challenges have been escalated and are being managed by Medway ICT.

5.5 Kyndi has engaged with a Swale Borough Council councillor regarding the potential use of assistive technology to support housing and anti-social behaviour strategies. This will be presented at a future committee meeting at Swale BC.

- 5.6 Capital projects have continued to pick up with the new engineer from Medway and have exceeded budget as we catch up with the projects we were unable to commence in Q4 last year and compensating for the seasonal drop against budget in private income.
- 5.7 Kyndi cashflow forecast looks positive for the remainder of 2025/26 financial year, as evidenced in exempt Appendix 2.
- 5.8 Capital projects in May increased the Medway % of group turnover.
- 5.9 Evondos - Medication Adherence system project – 42 dispensers deployed and implemented successfully, with £432k predicted annual savings for Medway Adult Social Care, and £58k for the Acute Trust.
- 5.10 Circadacare Smart Lightbulbs funding is now in place. 35 deployed units in situ are already providing strong savings for Medway Adult Social Care.
- 5.11 £100k bid from the Medway TEC fund is now being diverted from Averio to 2IC care, following supply chain concerns with Averio.
- 5.12 Medway Community Health is now involved in weekly review of complex community care cases.
- 5.13 Discussions with Medway Commissioners is underway to expand the Discharge Service to Medway Hospital.
- 5.14 Confirmation has been received that there will be Central Government Winter funding this year meaning that any Surge funding would need to come from ASC budget line. Only Kyndi and Beds will receive any funding from this source due to proven historic value provided. **Value £80k.**
- 5.15 A number of PR activities have taken place, including videos to demonstrate the positive impact of Assistive Technologies to people's lives, ATECH House of Commons Event and HSJ Panel Session.

6. Risk management

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

7. Consultation

- 7.1 N/A

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 Kyndi are currently preparing their strategic plan which will include their commitment and actions in relation to ESG and their support to Medway's Climate commitments.

9. Financial implications

9.1 The financial implications are set out in exempt Appendix 2 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 companies 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

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Appendices

Exempt Appendix 1 – CEO Report

Exempt Appendix 2 – CFO Report

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Appendix 5 – Health and Safety Report Q1

Appendix 6 – Smartbulb Case Study