

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

Tuesday, 18 November 2025

5.12pm to 6.20pm

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

Substitutes: None.

In Attendance: Ros Adby, Non-Executive Director, Kyndi Ltd
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
Anna Simmonds, Non-Executive Director, Kyndi Ltd
Phil Watts, Chief Operating Officer
Neil Young, Head of Operations, Kyndi Ltd

1 Apologies for absence

No Sub-Committee Member apologies had been received.

Apologies for absence were received from Kyndi Board Member, Caterina Runa.

2 Record of Decisions

The record of the meeting held on 18 September 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

There were none.

4 Kyndi Strategic Plan

Background:

The report detailed key achievements and provided an overview of the progress made in quarter 2 of 2025/26 against the approved Kyndi Business Plan, with reference to the new Kyndi Strategic Plan 2025-28 document.

Key issues discussed included the following:

Customer Satisfaction – In relation to the high customer satisfaction score achieved of 98%, it was asked how this was measured. Everyone with equipment installed had been asked for feedback, this would include every interaction point.

Beechbands – Ten of these devices would be trialled with six installations to date. Clinical trials were ongoing with feedback being collected on a weekly basis.

CCTV – Requests had been made to focus on specific areas in Chatham. Additional provision would aim to address areas of concern. Four additional cameras were due to be installed. Partnership working with Kent Police would consider how coverage could be improved and consider different funding streams. Where CCTV footage was requested by the Police, this provision would follow a set process. There was a data sharing agreement in place between Kent Police, Medway Council and Kyndi.

Kyndi growth plans – baselining would be undertaken, particularly considering which areas were using assistive technology around environmental and daily living. Work this year would consider current market share, potential market share and resource allocation. This work had started in relation to housing and the transition from children's to adult social care, in order to understand where assistive technology was needed and how it could make a difference.

Carbon emissions – It was acknowledged that the 10% target for a reduction in carbon emissions from fleet and staff travel was modest. This target might be adjusted in the future once baselining had been undertaken.

Education provision – Kyndi was currently hosting two student work placements who were completing T-Level qualifications and work was taking place with colleagues to look at the development of an apprenticeship in Assistive Technology.

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Engagement work – Kyndi were thanked for all the engagement work undertaken in relation to development of the Strategic Plan.

Performance Management – It was asked how the development of a performance management system would enhance Kyndi's work. The Sub-Committee was advised that this would be steered by a Delivery Plan that sat beneath the Strategic Plan. Kyndi was working on the development of Key Performance Indicators and of a performance framework which would be developed into a dashboard. Performance Management would help to provide assurance, to give colleagues an understanding of their benefit to the organisation, to identify where there were gaps and to celebrate achievements. It would also provide increased clarity in relation to how the work of staff contributed to overall goals.

Financial Performance – The Chief Operating Officer considered that Kyndi's financial performance was strong. There was a healthy turnover margin and levels of reserve and Kyndi was effectively servicing and reducing its debt. It also had ambitious growth plans.

Marketing Plan – A three year Marketing Plan would be developed to underpin the Strategic Plan. Marketing activity would include increasing Kyndi's social media profile, undertaking more interactive marketing and looking at how to embed partnership working.

Engagement with Adult Social Care – Kyndi's attendance at Adult Social Care divisional meetings had been well received and it was requested that this be repeated as part of work to build assistive technology awareness in to Medway Council staff's training and development.

Data sharing – Concerns were raised that there was a lack of data sharing between organisations and there also being a lack of awareness of what was already available. Working with the Kent and Medway Integrated Care Board to prioritise use of clinical records was seen as being critical.

Local Government Reorganisation – there was concern that Kyndi did not have a contract in place to deliver services for the Council and that this could leave it vulnerable as Local Government Reorganisation progressed. It was requested that this be discussed at the next Sub Committee meeting and that the Council's Assistant Director, Legal and Governance, be asked to attend the meeting to provide advice on this matter.

**Decision
number:**

Decision:

The Sub-Committee noted the progress updates provided in the report.

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Reasons:

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

Chairperson

Date:

Jon Pitt - Democratic Services Officer

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