

**MINUTES
OVERVIEW AND SCRUTINY COMMITTEE**

Monday 13 January 2025

Councillor Catherine Pope (Chair)

Councillor David Brocklebank	Councillor Grahame Pope
Councillor Roy Allan	Councillor Kyle Robinson-Payne
Councillor Jim Creamer	Councillor Sam Smith
Councillor Andrew Dunkin	Councillor Michelle Welsh
Councillor Rachael Ellis	Councillor Russell Whiting
Councillor Darren Maltby	

Apologies for absence: Councillor Lorraine Brown

Officers in Attendance: B Hopewell, E McGinlay and F Whyley

Guests in Attendance: S Cox

81 APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor Roxanne Ellis. Councillor Welsh attended as substitute.

82 TO APPROVE, AS A CORRECT RECORD, THE MINUTES OF THE MEETING HELD ON 18 NOVEMBER 2024

RESOLVED:

That the minutes of the above meeting, having been circulated, be approved as a correct record.

83 DECLARATION OF INTERESTS

Councillor Maltby declared a non-pecuniary interest in item 5 as a tenant of Jigsaw Homes.

84 PROGRAMME OF PORTFOLIO HOLDER ATTENDANCE

The Chair notified Members that Councillor Hollingsworth had sent apologies and was unable to attend the meeting due to a family emergency.

85 PARTNERSHIP REVIEW - JIGSAW HOMES

The Chair welcomed Sue Cox from Jigsaw Homes to the committee as part of the Council's partnership review programme.

Sue delivered a presentation which provided an overview on the key areas of their work at Jigsaw Homes, highlights of which were as follows:

Jigsaw Homes is one of the largest social landlords in the country building, renovating and managing low-cost homes for rent and sale. The core of their business has been centred around the management of 37,500 homes, primarily being social housing for rent. It was noted that 3,297 of those were in the Midlands in Gedling Borough.

Members noted that Jigsaw operated a choice-based lettings scheme administered by Gedling Borough Council's Home Search system for the borough. It was noted that they assess housing need at the point of registration where applicants are given a banding. Available homes were advertised weekly, where all registered applicants could bid for properties.

Members noted that Jigsaw offered assistance for those struggling financially through a Money Advice Team, assisting tenants with financial health checks and income/expenditure forms, helping to prevent tenants from getting into debt with their rent. Members noted that Jigsaw also offered hardship funds, energy advice, fuel vouchers, employment and training clubs as well as low-cost food provision and more, helping residents with the cost-of-living crisis.

Members noted that as part of Jigsaw's Asset Management, they conduct regular assessments, training and provision of fire and building safety, Damp and Mould prevention, carbon footprint reduction, reactive repairs and planned prevention as well as regular grounds maintenance.

Members noted that Jigsaw Homes' Jigsaw foundation had provided grant funding of £45,000 per year to fund projects submitted by community groups, charities and residents to benefit communities. Members noted that all projects under £25,000 were voted on by residents through a Jigsaw Rewards portal and all projects over £25,000 were decided on by Jigsaw's Operational Directors team.

The Chair then allowed Members to ask questions.

Members noted that there could be some improvement in communication and partnership working between Gedling borough Councillors and Jigsaw Homes. It was noted that Members could help spotlight various community events hosted by Jigsaw Homes.

Members queried whether Jigsaw could provide some statistics on the timeframes when a resident contacts them, how the issue is categorised and when the issue has been resolved.

Jigsaw Homes agreed to provide some information on contact centre statistics in due course.

Members queried how many empty Jigsaw properties there were at present in the borough, the average time a property would remain empty and how many applicants an empty property would receive on average.

Jigsaw Homes agreed to provide some information on empty properties in due course.

It was noted that of the 3,297 Jigsaw properties in the borough, roughly 1% of those had been fitted with solar panels. Members queried whether Jigsaw had timeframes planned for when the other properties in the borough would be fitted with solar panels.

Jigsaw Homes agreed to provide some information on solar panels in due course.

Members suggested that joint drop-in sessions could be held by Jigsaw in partnership with local Councillors to allow residents to raise the issues they face in their properties and areas.

Members noted that tenants applying for disabled facilities grants had been given significant waiting times before the work could begin and were concerned that those waiting might struggle with retaining their independence throughout that time.

RESOLVED to:

- 1) Thank Jigsaw for attending the meeting and the information provided; and
- 2) Circulate additional information and answers to the questions asked by Members.

86

CORPORATE RISK MANAGEMENT SCORECARD Q2 2024-25

The Chief Finance and Section 151 Officer introduced a report, which had been circulated in advance of the meeting, updating members on the current risk level and actions identified within the Corporate Risk Register.

RESOLVED:

To note the current risk level and actions identified within the Corporate Risk Register.

87

GEDLING PLAN Q2 PERFORMANCE 2024/25 REPORT

The Chief Executive introduced a report, which had been circulated in advance of the meeting, informing members in summary of the position against Improvement Actions and Performance Indicators in the 2023-27 Gedling Plan at the end of Quarter 2 of 2024/25.

RESOLVED:

To note the progress against the Improvement Actions and Performance Indicators in the 2023-27 Gedling Plan for the end of Quarter 2 of 2024/25.

88

COMPLAINTS UPDATE

The Deputy Chief Executive and Monitoring Officer introduced a report, which had been circulated in advance of the meeting, informing Members of the receipt of the Annual review letter from the office of the Local Government and Social Care Ombudsman (LGSCO) and the complaints dealt with by the Council through the internal complaint's procedure during the year 2023/24. The report also sought to update Members on amendments made to the Council's Complaints, Compliments and Comments Policy to align with the LGSCO Complaint Handling Code.

RESOLVED to:

- 1) Note the details of the Annal Review letter from the Local government and Social Care Ombudsman and the information in relation to the number of complaints dealt with by the Council through the internal Complaint's procedure in 2023/24; and
- 2) Note the amendments to the Council's Complaints, Compliments and Comments Policy at appendix 2 to the report, which aligned with the Local Government and Social care Ombudsman's complaint code.

89

UPDATE REPORT AND INTERIM RECOMMENDATIONS OF THE FUNDING REVIEW WORKING GROUP

The Democratic Services Manager introduced a report, which had been circulated in advance of the meeting, providing and update and interim recommendations of the Funding Review working group.

RESOLVED to:

- 1) Note the report; and
- 2) Approve the report's submission to Cabinet.

90

SCRUTINY WORK PROGRAMME

The Democratic Services Manager introduced a report, which had been circulated in advance of the meeting, providing an update on the scrutiny work programme.

Members expressed an interest in receiving an annual report on warm home hubs.

RESOLVED to:

Note the report.

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ANY OTHER ITEM WHICH THE CHAIR CONSIDERS URGENT

None.

The meeting finished at 6.48 pm

Signed by Chair:

Date: