Member responsible for Complaints event

Geoff Beales – Strategic Housing and Assurance

Manager

Paula Goddard – ALMO Board Member



Colchester City Council (CCC) Housing









Established ALMO (Colchester Borough Homes – CBH) in 2003 Covers all aspects of HRA housing delivery, delivery of housing options and homelessness.



Complaints 2024/25

Stage 1	Stage 2	Housing Ombudsman Determinations
331	86	8

Top Complaints issues

Asset Management and repairs

Communication

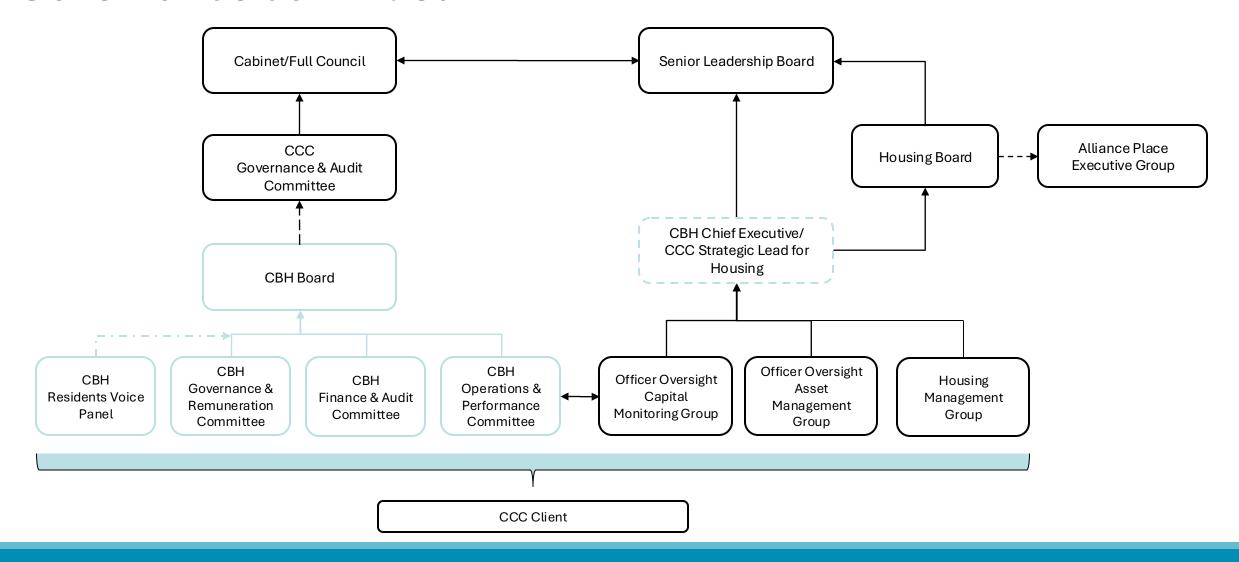


Governance

- Council with a Cabinet PFH for Housing with delegated responsibility
- 2 MRC's one CBH Board member/CCC Officer
- CCC Officers attend CBH Board (along with PFH for Housing)
- CBH Directors attend CCC Governance and Audit Committee to give assurance from the CBH Board on performance, adherence to Regulatory standards, compliance, report on any Housing Ombudsman findings
- Complaints performance reported to CBH Operations and Performance Committee (Officer from the Council attends)
- Updates to Cabinet/Full Council
- Annual review of complaints to CCC Cabinet



Governance continued





MRC – roles and responsibilities

Attend CBH Board Give assurance to the Council via CCC Governance and Audit Committee Attend CBH Operations and Performance Committee Meet monthly with Complaints Team Meet quarterly with Resident Voice group Oversight and contribution to annual return Raise awareness of issues and risks at Board and Council



Role of the MRC

Collaboration

Scrutiny and assurance

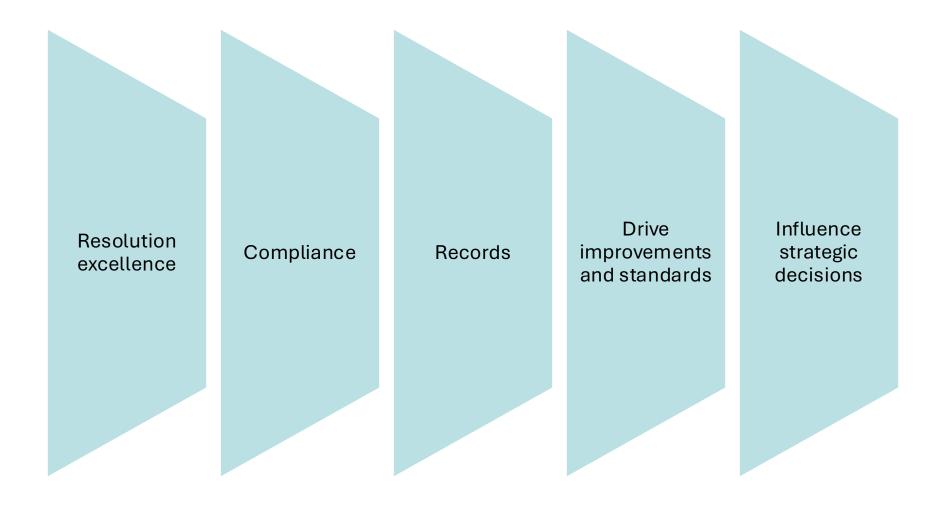
Complaints issues and risks are heard at a senior level

Champion a positive complaints culture

Influencer



What is success for an MRC?





MRC Driving Service Improvement

Source of insight Governance and Strategy Effective escalation management Residents voice Support staff and for residents





Check out our Complaints and Service Improvement annual report 24/25.

