

Who we are

Catalyst is a charitable provider of social housing. We carry out business (providing housing and other services) to support our charitable beneficiaries including the elderly, people on low incomes and people in need of care and support.

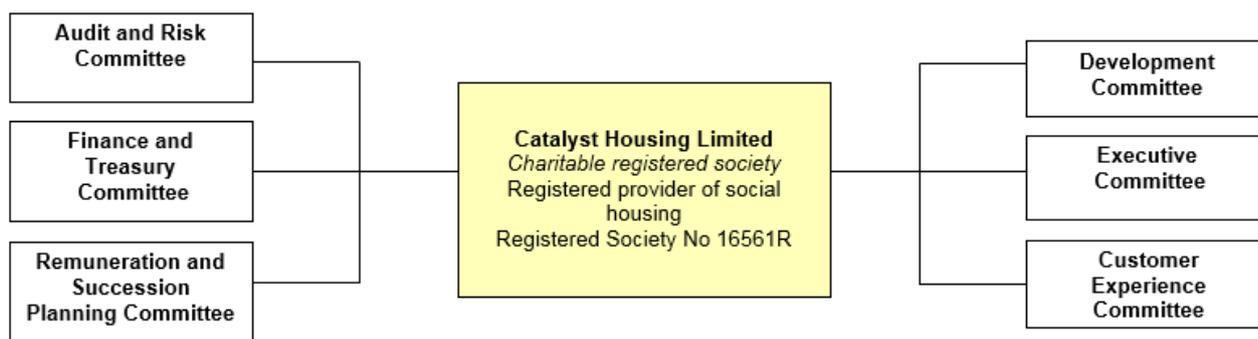
Regulation

We are regulated by the Social Housing Regulator which sets out a number of regulatory standards. You can visit gov.uk/guidance/regulatory-standards to find out more. These are designed to make sure that our business is well-run and financially viable, and that we provide good quality homes and services to our customers. The standards also require us to involve tenants in the scrutiny and governance of our housing services.

Governance

Catalyst is governed by the Group Board which is responsible for ensuring that all of our activities help to deliver our charitable purpose. The Group Board is supported by a number of committees, which help it to carry out certain specialist functions.

Our governance structure



Code of governance

We follow the National Housing Federation's (NHF) Code of Governance which sets provisions designed to support good governance. This is based on principles including:

- **Ethics** – Organisations should operate to high ethical standards and appropriate codes of governance and conduct
- **Customer first** – Organisations should put the needs of existing and future customers users at the heart of business decisions
- **Accountability** – Organisations should be accountable to all of its stakeholders, including its tenants
- **Clarity** - There should be a clarity of roles and responsibilities between the organisation's board members, employees and shareholders
- **Review and renewal** - There should be formal and open processes for the review of the performance of the board and its committees
- **Control** - There should be effective systems for delegation, audit, risk management and control

- **Openness** - There should be a spirit of openness, making full disclosure of governance matters and other information
- **Structures** - There should be effective staffing and committee structures to support the work of the board
- **Diversity and inclusion** - There should be fairness and equality of opportunity and a recognition of diversity in all aspects of the organisation's governance

Customers and governance

Our Customer Experience Committee is responsible for ensuring that Catalyst is a provider of good quality, value-for-money services to its current and future customers.

The role of the Customer Experience Committee is to:

- Ensure that the Group maintains strong and meaningful relationships with its customers, listening to customer feedback;
- Ensure that the Group provides effective, cost-efficient, high-quality services;
- Scrutinise, challenge and monitor performance to ensure the consistent delivery of excellent customer service;
- Oversee Catalyst's tenancy, housing and customer strategies and policies;
- Recommend new and innovative opportunities for service delivery;
- Act as a critical friend that challenges and advises the business; and
- Ensure that Catalyst follows relevant legislation and regulation.

The Customer Experience Committee is made up of a mixture of members, including members nominated by the Group Board, independents and customers. Customers include shared ownership and general needs customers from our main geographical areas of operation. Independents are people who are not customers or employees. All members are recruited on the basis of skills and experience, as required by the NHF Code of Governance.

The Customer Experience Committee has powers to create and direct scrutiny groups, made up of customers, to carry out deep dives into different service areas. These groups report their findings back to the Committee which will then recommend any actions to the Group Board.

Recruitment and vacancies

We hold open recruitment exercises for our board and committee members. These are informed by the skills requirement of each board or committee.

We currently have vacancies for independent members of our Customer Experience Committee. We can also hold details on record for anyone interested in future vacancies to let them know when one arises. Please email us if you are interested in applying to become a board or committee member.

The Voice of the customer

Historically, our Board has included one member who is a Catalyst customer member. This is not a requirement of Catalyst due in part to the legal responsibilities all Board members are required to take on for all of our stakeholders – not just a particular group.

Our belief is that one customer cannot possibly represent the views of all our many diverse customers. Therefore, we have set-up a Customer Experience Committee which includes three customer members. Two of the customer members are tenants, and one is a shared owner – and they reflect the geography of the areas in which we operate.

Unlike the Board, the Customer Experience Committee is responsible for ensuring that Catalyst has appropriate measures in place so that the voice of the customer is heard when decisions are made. We think it's important that our customers form part of the Committee which scrutinises this aspect of our business.

We also make sure that we listen to the views and concerns of our customers through our customer engagement model and scrutiny processes. You can find out more about this on our customer scrutiny factsheet.

Want to know more?

If you want to know more about governance and regulation at Catalyst, please email GovernanceandCompliance@chg.org.uk