

We want to make it easier for you to share your thoughts and ideas with us. By working together, you can hold us accountable and shape and improve the services that matter most to you to shape and improve the services that matter most to you.

As part of our broader engagement offer, we're creating a flexible and welcoming scrutiny panel structure. This will provide you with an opportunity to have your say and influence housing services such as carrying our repairs, cleaning communal areas or investigating anti-social behaviour

Giving you opportunities to scrutinise our performance and services is a regulatory requirement. The Social Housing Regulator sets out standards to make sure social landlords - like Catalyst - involve customers in improving their services. These requirements are stated in the Tenant Involvement and Empowerment Standard. You can visit <https://www.gov.uk/guidance/regulatory-standards> to find out more.

A new opportunity to get involved

We're designing a scrutiny opportunity, which will allow you and other customers to get involved from the comfort of your home. This approach reflects feedback from our customer survey, when over 200 customers told us they wish to scrutinise our performance on a range of topics, when it's convenient for them.

We're looking for customers to join our scrutiny panel and work with us to improve our services and customer experience.

How will it work?

We'll use customer feedback and complaints to identify the areas that need review and improvement. Alongside the scrutiny panel, we'll facilitate local area scrutiny forums to capture local issues and ideas. The actions from these panels will then feed into the overarching scrutiny panel.

By getting involved in a scrutiny panel, you'll get under the skin of the challenges we sometimes encounter alongside Catalyst colleagues. You'll help us to get things right when our performance does not meet our standards – and you'll be part of the solution.

The work will be monitored by our Customer Experience Committee. This Committee is responsible for ensuring that Catalyst is a provider of good quality, value-for-money services - for its current and future customers. The Committee is made up of a mixture of members, including members nominated by the Board, customers and independent members. The scrutiny panel's findings will be reported back to the Committee, who will then recommend any actions to the Board.

How can I get involved?

There are many ways you can get involved. We'll recruit customers using Catalyst Voice - our community of involved customers. Our customer facing colleagues will also help us identify customers who may wish to get involved in their locality. We'll use a range of communication channels to ensure as many of you can be involved as possible. Look out for more information on the get involved page, including our social media channels. Please email get.involved@chg.org.uk if you're interested in finding out more or you'd like to join Catalyst Voice.