



# Transparency Statement

**Responsible Officer: Head of Governance**

**Date: December 2019**

## Our commitment to Transparency

Adra (Tai) Cyfyngedig is committed to accounting for its actions and performance in an open and transparent manner. This commitment is to our customers, local communities, staff, partners, regulators and other stakeholders. We publish information about how we perform, what we spend and how we are governed, so that anyone who has an interest in our work can find out about the services we provide and our effectiveness.

Our **Corporate Plan** clearly denotes 'Openness' as one of its four core values. This is further described as: *"We are trustworthy and transparent in the way we work and make decisions"*.

Our guiding principles are that we will:

- Provide information in a way which reflects the wishes and needs of customers and other interested people
- Make information available about our plans, decisions, policies, standards, and performance
- Provide information about how we are governed, our finances and how we achieve value for money
- Make sure information is easy to find, relevant, accurate and wherever possible self-explanatory
- Respond to requests in a way which is cost effective and proportionate
- Always act lawfully and comply with any requirements set by our regulators

Although we have chosen to adopt an open approach we are not classed as a public authority for the purposes of the Freedom of Information Act and are therefore not bound by it. For more information on what you can expect on how we handle your personal data, please see our Privacy Statement (QPp011).

We have adopted the Community Housing Cymru (CHC) Code of Governance (which promotes excellence in governance) and undertake an annual review of our compliance against the Code.

## What this means in practice

We publish and provide the following information in different ways and formats to meet the diverse needs of our customers. In many cases we use our website to share information but we may print some documents such as leaflets and newsletters. We also use social media channels such as Twitter, Instagram and Facebook.

### **Our service standards, performance and plans:**

- Our Corporate Plan
- Our Annual Report to tenants and stakeholders
- A comprehensive list of all our main policies, which are available on request
- Information on our services and how we manage our properties
- Tenant satisfaction with the services we provide
- Our performance in key areas over the year

### **Financial information:**

The annual Financial Statements outline a range of information including:

- A Strategic Review of the company
- An overview of our Financial Performance, e.g. our operating surplus
- An Operational Review of our activities
- Details of how we are Governed and Regulated
- Detailed financial information in the form of the Statement of Comprehensive Income, Summary of Financial Position, Cashflow and accompanying Notes.

This detailed financial information shows our different sources of income, and how much we spend on maintenance, management, services, housing improvements and new homes.

This detail also shows issues such as our arrears position, our creditors and our borrowings.

### **How we are governed:**

- A clear explanation of how we are governed, including how Board members are appointed and their biographical details and photographs.
- Summary communication piece on the key discussions and decisions taken by the Adra Board.

### **Health and Safety:**

- We are committed to being open and honest with our customers about how we ensure safety in the home
- The safety of our customers is our absolute priority and we comply with all legal responsibilities to ensure your safety. This includes carrying out FRAs in all buildings where there are common areas and taking the required follow-up action(s)

## **Information available upon request, and circumstances where we will not be able to provide information**

Individuals and groups can request information about Adra that is not routinely published. We will comply with these requests wherever possible and respond within 20 working days.

In some cases we will be unable to provide information requested. This is likely to be the case where:

- it would involve disclosing personal information to a third party as defined by the Data Protection Act
- the information is confidential or commercially sensitive
- the information is in draft form
- disclosure is prevented by law
- the information is not readily available/ is difficult to access
- there is reason to believe that the information is being sought for market research purposes

In these circumstances we will respond to the request within 20 working days explaining why the information cannot be provided.

*Adra recognises the right to request a review of any decision taken relating to this Statement. Any such review will be dealt with as a complaint under the Complaints and Concerns Policy (CCpol01).*