

Shropshire Rural Housing Association



TRANSPARENCY POLICY

(November 2023 – Review – November 2026)



TRANSPARENCY POLICY

INTRODUCTION

Shropshire Rural Housing Association aims to be an open and transparent organisation. We aim to make information about the Association available and easily accessible for anybody who needs to know. This includes our tenants, partner organisations, regulators, elected members, local communities or other stakeholders.

Our Guiding Principles

In order to achieve this we will:

- Provide information in a way that reflects the needs and wishes of tenants and other interested people.
- Provide a range of publicly available information.
- Make sure information is easy to find, relevant and accurate.
- Respond to requests for information in a cost effective and proportionate way.
- Always act lawfully and comply with any regulations set out by regulators.

What and How we Publish

We will use our website shropshirerural.co.uk to publish information. Information available on our website will also be available in printed form on request. We will use our social media channels to share information.

We will publish information including:

- Our Vision, Values and Mission
- How we are governed
 - Our governance structures
 - Our Board and committee members, including declared interests
 - Key Board decisions
- Our finances
- Our performance
- Our plans
- How we achieve value for money
- Our policies

Information Available on Request

Information about Shropshire Rural that is not routinely published can be requested by individuals or groups. We will respond to such requests within 20 working days.

In some cases, we will decide not to provide the information requested. This is likely to be the case where:

- It would involve disclosing personal information as defined by the Data Protection Act 2018.
- The information is confidential or commercially sensitive.
- The information is in draft form.
- Disclosure is prevented by law.
- The information is not readily available or is difficult to access.
- We believe the requester is seeking to use the information maliciously or in pursuit of an agenda contrary to the aims of the Association.

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