

# Accountability Policy

<b>Department</b>	<i>Communication</i>
<b>Policy Owner</b>	<i>Director of Communication and External Affairs</i>
<b>Approved Date</b>	<b>April 2024</b>
<b>Date for Review</b>	<b>April 2027</b>
<b>Approving Body</b>	<i>FLT</i>
<b>Associated Legislation/Regulation</b>	<i>The Transparency, Influence and Accountability Standard 2024</i>
<b>Equality Impact Assessment Date</b>	<i>21 June 2024</i>
<b>Version Number</b>	2.1

## Purpose

To ensure we are open and accountable across our business operations, and remain accountable to our customer, stakeholders and the wider community.

## Principles

- We will comply with The Transparency, Influence and Accountability Standard 2024; to be open with tenants and treat them with fairness and respect so they can access services, raise concerns, when necessary influence decision making and hold us to account
- We are committed to the availability of information on request (subject to confidentiality/GDPR data protection considerations) including:
  - Audited annual accounts produced on time and made available on our websites
  - Customer annual reports available on our website
  - Key governance documents and policies available on bob (our intranet)
  - Non-confidential items/minutes available on request
  - Information and statistics relevant to our tenants published on our websites
  - Achievement against our measures on the Board App and bob
- We will operate in an open and accountable way
- We will create opportunities for customers to participate in the decision-making process

## Equality impact assessment statement

An EIA was completed on this policy on 21/06/24 and all identified negative impacts have been mitigated.

## Review Period

This policy will be reviewed every three years.

