



# Transparency Statement 2020-21

## Our commitment

We're open and transparent about how we manage our business. We aim to make information easy to find for our stakeholders and provide it in accessible formats.

We provide the information listed in this statement on our website and we update it regularly. We can provide this information in other languages and formats.

We'll review the information we publish each year, taking into account any requests we've had for other information.

## A bit of small print

VIVID isn't a "public authority" using the definition from section 3 of the Freedom of Information Act 2000 and so the requirements under the Act for public authorities to share information don't apply to us. This includes Environmental Information Regulations (EIR). But we're still committed to helping our stakeholders understand our business, so we take account of information we're regularly asked for when we update our website.

## Information we share

Information is available on our website as follows:

### Our services and plans

- All the policies that determine how we provide services and manage our business
- Our Corporate Plan setting out our ambitions and how we're going to meet them
- Our service standards
- Our development pipeline showing the new homes we're building, when they'll be completed, their locations, tenure, the amounts we're investing and the partners we're working with
- Research and innovation projects we're working on

### How we're performing

- The performance measures used by our Board and Customer Service Committee
- Our complaints handling performance
- Our annual report
- Our gender pay gap report
- Our ethnicity pay gap report
- Payment performance (how quickly we pay our suppliers and contractors)

### Financial information

- Our annual financial statements
- Quarterly updates to our funders and investors
- Itemised expenditure (over £500) on our development programme

### Governance information

- Our regulator's assessment of our governance and financial viability
- Our Board membership and shareholding policy
- Biographical details of our board and committee members
- Board member declarations of interest
- Decisions taken by the Board (with all personal or sensitive information removed)