Form Title: Transparency Statement
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TRANSPARENCY STATEMENT

The company aims to be open and accountable to customers, stakeholders and other service-users. We aim to make information easy to find for other interested parties such as partners, suppliers and industry regulators. We also encourage employees or others with serious concerns about any aspect of our work to come forward and express their concerns.

Our guiding principles are that we will:

- Provide information in a way which reflects the wishes and needs of customers and other interested parties
- 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/the industry or its 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 from organisations which handle your personal data, please see the Information Commissioner's Office website.
We are committed to being open and honest with our customers about how we undertake our business operations. Further details regarding how we manage our data can be found in our Privacy Policy

Signed: 

Dean Jump
Role: Managing Director

Date: October 2026

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