Accreditation standards 2021

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| Standard | Title |
| C1 | Governance |
| C2 | Service Description and Standards |
| C3 | Service Improvement  |
| C4 | Customer Feedback |
| C5 | Strategic Customers involvement |
| C6 | Well Resourced Service |
| C7 | Value for Money & Efficiency |
| C8 | Staff Resources |
| C9 | Qualified and Trained Staff |
| C10 | Staff Health and Safety |
| C11 | Diverse Needs of Customers |
| C12 | Confidentiality and Privacy |
| C13 | Staff Recruitment |
| C14 | Ethics and Professional Boundaries |
| C15 | Discrimination, homophobia, bullying and harassment |
| C16 | Accommodation and the Environment is Appropriate to Meet Needs |
| C17 | Service Tailored and Responsive to Meet Individual Needs and Preferences |
| C18 | Loneliness and Social Isolation |
| C19 | Co-ordinated Services Working in Partnership |
| C20 | Assistive Technology |
| C21 | Keeping Customers and Staff Safe |
| C22 | Safe Accommodation  |
| C23 | Safeguarding  |
| C24 | Anti-Social Behaviour (ASB) |