Standard	Required Outcomes	Specific Expectations	Key Deliverables	Specific Outcomes	Responsible Officer	Target Date	Status	RAG Rating
Neighbourhood & Community	**Safety of shared spaces**							
	Registered providers must work co-operatively with tenants, other landlords and relevant organisations to take all reasonable steps to ensure the safety of shared spaces.		Tenancy audits to update PEEPs (and evidence compliance), CX case/task tracking for PEEPs, April 2026 legislation training/guidance for frontline staff, liaison with Fire & Rescue, plus regular communal inspections, cleaning, fire and health & safety checks by the Caretaking Team	Communal areas are consistently clean, safe and free from hazards, with routine inspections, prompt remedial action and up-to-date PEEPs evidenced through tenancy audits and CX records.	Housing Service Manager	31/03/2027	BAU	Green
				Frontline staff understand and consistently apply the April 2026 PEEP requirements, with assessments recorded accurately and residents supported by clear, current evacuation plans.	Housing Service Manager	30/04/2026	COMPLETE	COMPLETE
	Local cooperation							
	Registered providers must co-operate with relevant partners to promote social, enviornmental and economic wellbeing in the areas where they provide social housing.	Registered providers, having taken account of their strategic objectives, the views of tenants and their presence within the areas where they provide social housing, must: a) idenitfy and communicate to tenants the roles registered providers play in promoting social, environmental and economic wellbeing and how those roles will be delivered; and b) co-operate with local partnership arrangements and the strategic housing function of local authorities where they are able to assist local authorities in achieving their objectives.		Partnership activity produces recorded decisions and actions that improve access to support, neighbourhood safety and wider social, environmental and economic wellbeing for tenants.	Housing Service Manager	30/09/2026	BAU	COMPLETE
	Anti-social behaviour and hate incidents							

Registered providers must work in partnership with appropriate local authority departments, the police and other relevant organisations to deter and tackle anti-social behaviour (ASB) and hate incidents in the neighbourhoods where they provide social housing.	Registered providers must have a policy on how they work with relevant organisations to deter and tackle ASB in the neighbourhoods where they provide social housing.	Work has commenced on writing a Housing service ASB Policy, that will reflect our day to day practice in ASB management. This Policy will align with RBC's broader ASB Policy which we will be wrining in conjunction with our collegues in Community safety who 'own' RBC's broader ASB Policy. The Policy draft will be consulted on through all appropriate TE methods to ensure it reflects our tenants views on our approach within the leal framework and the tools atto address ASB that are at our disposal.	A clear, tenant-informed Housing ASB Policy and partnership protocol is published and consistently applied, with joint actions, escalation routes and quarterly learning evidenced through CX and partnership records.	Housing Service Manager	30/6/26 REVISED 31 January 2027 to complete the Housing ASB Policy	In Progress	AMBER
	Registered providers must clearly set out their approach for how they deter and tackle hate incidents in neighbourhoods where they provide social housing.	We have seen an increase in the reporting of HC linked to ASB. However, I have asked the N&T Manger to speak further with the team and offer more training and support to front line officers to ensure that we are always capturing any percieved element of HC in reported nuisance and ASB.	Hate incidents are identified and recorded consistently, responded to within 24 hours and managed through a victim-led approach with timely Police/SNT involvement and appropriate support.	Housing Service Manager	6/30/2026 REVISED 31/12/26	In Progress	AMBER
			The CX ASB module provides a complete, auditable case record, prompts timely case reviews and tenant updates, and strengthens management oversight of actions and outcomes.	Housing Service Manager	31/12/2026	In Progress	Green

		Registered providers must enable ASB and hate incidents to be reported easily and keep tenants informed about the progress of their case.		Tenants can report ASB and hate incidents easily and receive regular, timely progress updates through accessible channels, supported by the Tenant Portal and improved CX workflows.	Housing Service Manager	31/12/2026	In Progress	Green
		Registered providers must provide prompt and appropriate action in response to ASB and hate incidents, having regard to the full range of tools and legal powers available to them.	No futher actions this casn be marked as complete and we can evidence on request.	ASB and hate incidents receive proportionate action within published timescales, with staff confidently using the full range of prevention, support and legal powers and maintaining court-ready evidence.	Housing Service Manager	31/12/2026	In Progress	Green
		Registered providers must support tenants who are affected by ASB and hate incidents, including by signposting them to agencies who can give them appropriate support and assistance.		Tenants affected by ASB or hate incidents receive timely, tailored support, including tenancy sustainment, mediation, advocacy and referral to appropriate specialist agencies.	Housing Service Manager	30/06/2026	COMPLETE	COMPLETE

			ASB waiting times promotion to tenants	Tenants understand how to report ASB and hate incidents and the response times they can expect, with 24-hour hate-incident and 48-hour ASB standards clearly published across all channels.	Housing Service Manager	30/06/2026	COMPLETE	COMPLETE
			Root cause analysis for low ASB satisfaction (TSMs)	The causes of ASB dissatisfaction are understood through survey evidence and targeted tenant engagement, with resulting service improvements tracked and reflected in increased tenant confidence and satisfaction.	Housing Service Manager	30/06/2026	COMPLETE	COMPLETE
			Training for N&T Officers, discussions in their one to ones re surveys completed and outcomes. Making the completion of surveys mandatory.	Post-case ASB surveys are completed consistently, producing a reliable evidence base to monitor satisfaction, identify learning and target service improvements while sustaining the positive feedback already received.	Housing Service Manager	31/07/2026	In Progress	Green
Domestic abuse								

	Registered providers must work co-operatively with other agencies tackling domestic abuse and enable tenants to access appropriate support and advice.	Registered providers must have a policy for how they recognise and effectively respond to cases of domestic abuse.		Tenants experiencing domestic abuse receive a consistent, trauma-informed response from trained staff, with robust risk assessment, safeguarding/MARAC referrals, specialist support and safe accommodation options.	Housing Service Manager	30/06/2026	COMPLETE	COMPLETE
		Registered providers must co-operate with appropriate local authority departments to support the local authority in meeting its duty to develop a strategy and commission services for victims of domestic abuse and their children within safe accommodation.		Effective partnership working supports the local domestic abuse strategy and the provision of safe accommodation for victims and children, with clear referral pathways and learning from multi-agency and Domestic Homicide Reviews implemented.	Housing Service Manager	31/12/2026	BAU	Green