

PEER EXCHANGE FRAMEWORK

Underlying questions

1. **Who are the lead organisations** and other key agencies in your SLA? Are they local authority, public, third sector, charitable, social enterprise, commercial or public/ private partnerships?
2. Are there particular **organisational advantages or disadvantages** associated with the lead organisation in this SLA (institutional/ structural/ management)?
3. **Why** is this SLA a good idea? What are the aims, **motivations and rationale** behind it?

4. How do you establish and manage this SLA? Which **processes and business/funding models** are adopted and what **impact** do they have on the outcome?

5. What is your **service offer**? Is it predetermined/ a set menu or evolve according to types of service users and their needs? Are services provided in-house or contracted out?

THE 4 P's

1. PEOPLE:

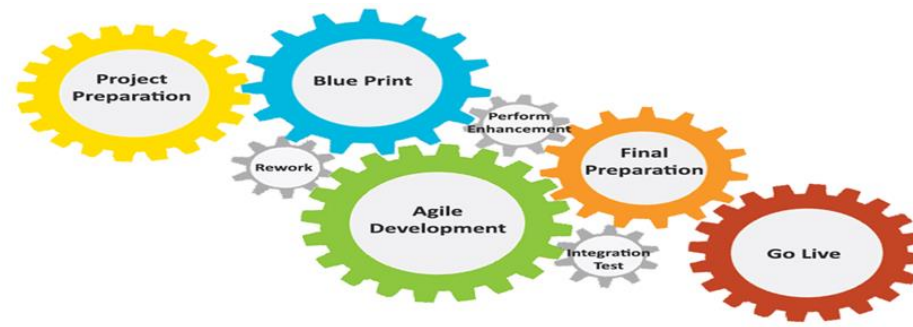
- Who is the scheme intended for (homeless accepted, homeless TA, housing options, other LA nominations, other)?
- How do tenants compare it with social housing or other private rent options?
- Does it provide comparable benefits to them to social housing?

2. PROPERTIES:

- How many properties has the case study SLA secured so far?
- What are the property standards?
- What are the rent/service charges?
- What motivates landlords to sign up?
- Do SLAs provide comparable benefits to landlords compared to commercial lettings agents?



3. PROCESS:



- The basics...Why, when, how and by whom was the SLA set up?
- How is it funded/ what is the current business model?
- Was an external subsidy needed initially?
- Do landlord fees cover costs and is there scope for cross-subsidy?
- How is it organised operationally?
- What is the scope for growth and challenges of expansion?
- What is the ideal scale and extent of niche specialism for future schemes?

4. POLICY



- What are the criteria for property procurement and client nomination/referrals?
- What interaction is there with homelessness applications, interaction with LHA rates (avoiding poverty traps)?
- What are the targets for growth and achievements so far?
- Is there interaction with placements by other agencies (e.g. London Boroughs)
- Is there scope to coordinate users of PRS to avoid competition and 'culture of incentive inflation'?
- Scope for Protocols and Shared Guidance?