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?