



# Housing Association Review Meeting: Exercise Description

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# Housing Association Review Meeting

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## Background

This is an analysis and presentation exercise designed to test the capacity of candidates to sift through detailed information to identify and prioritise important issues. It is suitable for graduate to middle managers. Candidates are provided with a set of performance data relating to a housing association group and asked to analyse this information and present results in the format of an agenda for a housing service review.

The exercise also tests the capacity of candidates to communicate good arguments clearly and succinctly. Although set in the context of a fictitious government organisation established to monitor and improve the quality of housing provision, the issues are relevant to any role where there is a need to interpret data to uncover strengths and weaknesses and plan action that is customer focused.

The competencies that are relevant to this exercise and can be used as rating dimensions are as follows:

### **Innovative thinking**

### **Communication skills**

### **Customer service orientation**

Users may substitute versions of the competencies above from their own existing competency framework as desired.

This exercise can be administered on a group basis although each candidate works and presents individually. Up to ten minutes is required for briefing candidates and handing out any required stationery. The preparation time allowed (to include analysis and preparation of the presentation) is 80 minutes, although this can be reduced for more able groups of candidates. This is followed by a presentation which is timed at 15 minutes plus 5 minutes for questions. Assessors will then spend up to 10 minutes rating the candidate.

## Exercise Content

The 12-page participant brief provides all of the background information including the organisation's aims and objectives. There are extracts from a report that provides detailed information about the housing association under review, the area in which it operates, and performance data across various criteria. The instructions to participants outline the scenario as follows:

“In this exercise you are required to analyse some information relating to a Housing Association Review, and to prepare and deliver a brief presentation of your analysis. You will have \_\_ minutes for your preparation time.

You are to take the role of a Review Team Member working for the new Commission for Housing Improvement (CHI) – an amalgamation of the Housing Corporation and the Housing Inspectorate. CHI was set up by the Deputy Prime Minister to assure, monitor and improve the quality of housing provision in England and Wales.

You have been contacted by the Chair of the Review Team to assist in drawing up the Agenda for a visit to the Arrow Housing Group. Specifically, the Chair wants to know which are the most pressing issues for discussion at the Review, taking into account their importance .....

In your presentation, you should outline your analysis of the current state of Arrow and its constituent Housing Associations. You should summarise the most significant areas of good practice and high achievement, as well as .....

The participant brief includes comprehensive details about the housing association under review including various tables and graphs of performance data, for example (actual data omitted):

**TABLE 1.** *Breakdown of provision for each group member (number of homes)*

| Type of provision             | Golden Days | MH  | Star | Midshires | Refuge | Whole Group |
|-------------------------------|-------------|-----|------|-----------|--------|-------------|
| Owned General Needs Housing   | ...         | ... | ...  | ...       | ...    | ...         |
| Managed General Needs Housing | ...         | ... | ...  | ...       | ...    | ...         |
| Owned Supported Housing       | ...         | ... | ...  | ...       | ...    | ...         |
| Managed Supported Housing     | ...         | ... | ...  | ...       | ...    | ...         |
| TOTALS                        | ...         | ... | ...  | ...       | ...    | ...         |

Other performance data includes details of tenant satisfaction, employee satisfaction, and other factors.

There are also details about the housing group's origins, its partnerships, and guiding principles, for example:

- “ 1. Improving the lives of people in the areas where we manage homes
- 3. Supporting sustainable regeneration within diverse neighbourhoods”

## Assessor Brief

The Assessor Brief provides an Overview of the exercise aims, Relevant Competencies, Timing, and Exercise Materials needed. A separate full set of Administration Instructions is provided. General advice is provided on observing and rating the exercises, along with rating guidelines, and details of how to conduct a Post Exercise Review.

For each housing association in the group a summary of Key Issues highlights a range of factors including general aspects of the association, together with performance highs and lows. Assessors are also provided with some suggested specific standardised questions to ask candidates on completion of the presentation. These focus on the analysis of high and low performance across the group.

## Quantities

The Administration Pack contains the following items:

- 12 Participant Briefs
- 2 sets of Admin Instructions
- 12 Observation Sheets
- 12 Rating Forms
- 4 Assessor Briefs

After initial purchase of the Admin Pack, a Refill Pack may be purchased which contains the following consumable items:

- 12 Participant Briefs
- 12 Observation Sheets
- 12 Rating Forms

Current pricing can be determined by reference to <http://www.sr-associates.com/pricing.html>

If desired, further queries as to the exercise demands and content can be made to:

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