FUTUREGOV

Show & Tell: Sprint Three
Hackney Ways into Work

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Show & Tells: What and Why

Show and tells are one of the regular methods we use during our agile project approach to keep everyone updated on project progress.

Here we quickly explain what they are and why we use them.

WHAT?

Fortnightly - We run our projects in two week periods of time known as "sprints". At the end of each sprint, we bring all the project stakeholders together to show progress made in that sprint.

Face to Face - Show and tells are interactive face to face sessions led by the project team which run for between 30 mins - 1 hour.

Interactive - They aim to demonstrate progress in a tangible way. Examples include demonstrating digital tools, walking attendees through journey maps etc.

Participatory - Attendees are encouraged to ask questions, comment and challenge.

WHY?

Transparent - Show & tells encourage us to share our work early and often. This reduces surprises and increases participation.

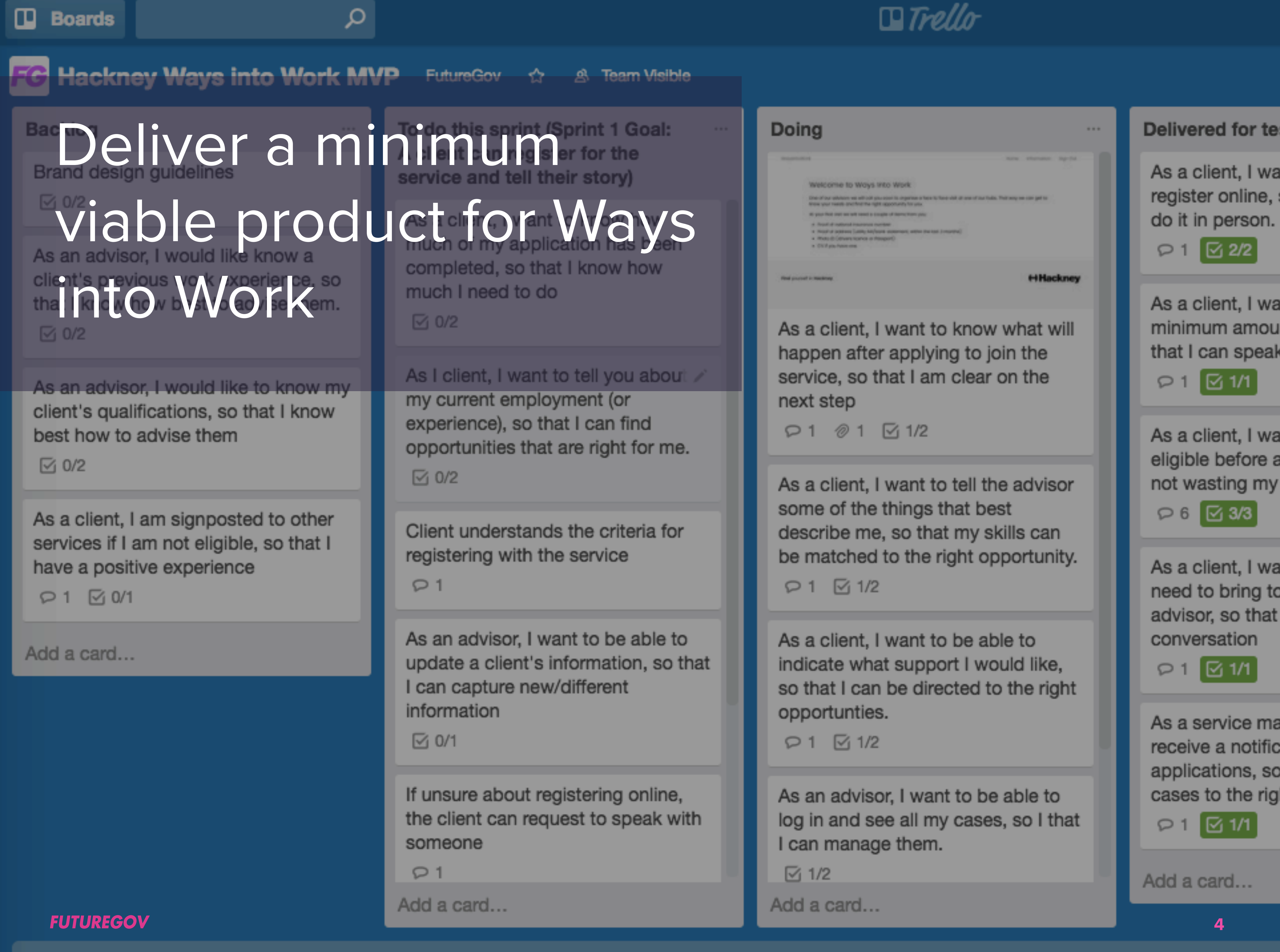
Clear communication - Seeing work in person enables everyone involved to clearly see what's happening and helps to get instant feedback and answers to questions.

Open - Show & tells aim to bring all stakeholders into one room which adds diverse views and helps resolve differences.

Constructive Constraint - Knowing that we'll be demonstrating our progress at the end of every sprint helps us focus our sprint planning on what the priority outputs will be.

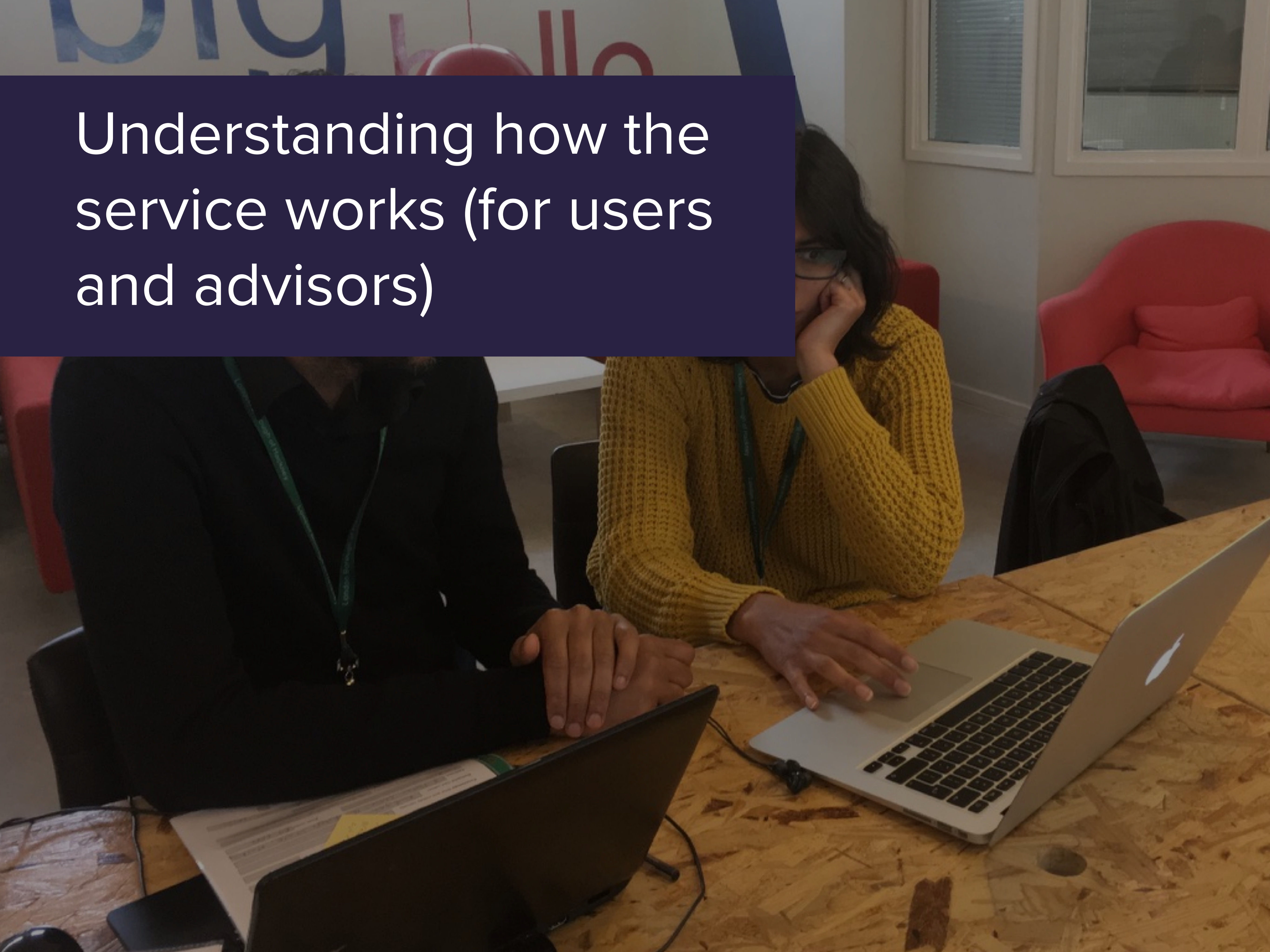
What were we asked to do?

Deliver a minimum viable product for Ways into Work



This meant doing two things, across three sprints

Understanding how the service works (for users and advisors)



Building the digital platform.

Sprint One Recap

The aim of our first project sprint was to establish the project tools, rhythms and rituals, and begin development based on the discovery findings. To make the most of the short development time, we have also carried out testing with users and advisors to find out more about the service.

Met People - Met senior staff in the service, employment advisors and service users.

Began Development - Working from the original discovery, we’ve built working software.

Tested assumptions - As we move through the development, our user research and design teams have been testing concepts with users.

Introduced Agile approach - Held first sprint planning and daily stand ups.

Setup Tools and Working Space - Established development environment, trello board to track tasks, have a physical space in Hackney’s offices.

Sprint Two Recap

The aim of our second project sprint was to develop the platform so that we can get to know the client, enable advisors to book meetings and record all the information during the meeting.

Retrospective - discussed what we've learned during sprint 1 and applied the learning to the second sprint

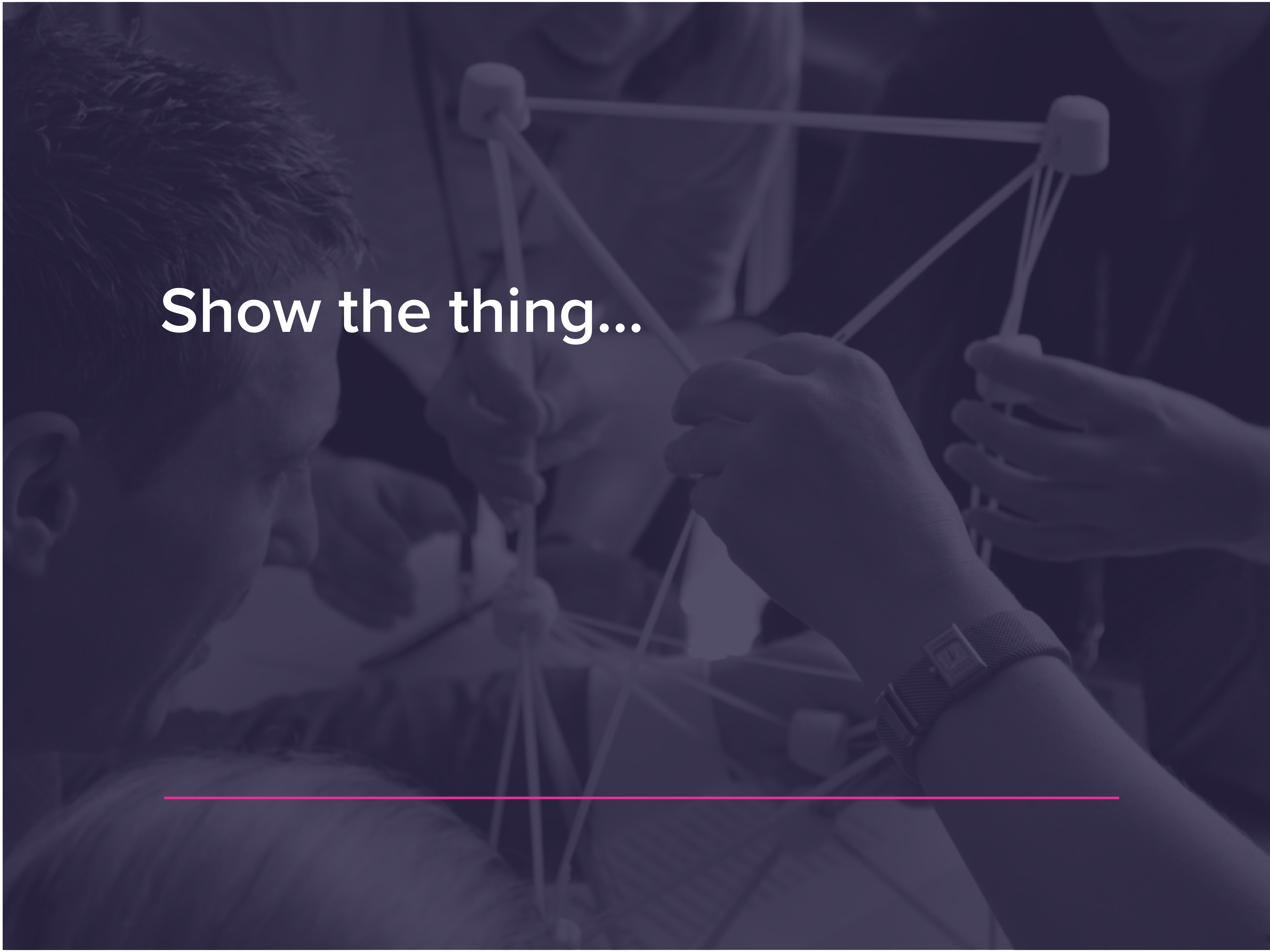
Research - we took a short break between sprints to carry out and plan for user testing of the initial development. We hear about: the importance of communicating a compelling offer, that the digital tool should support the face to face experience - not be a diagnostic tool

Testing - took clickable prototypes out to test with users and staff. We learned that: a low barrier to registration improves access, softer questions can encourage people to use the application and mobile is (as we know) an important channel

Sprint Planning - we re-prioritised the backlog, agreed a goal for sprint 2 and agreed what we could achieve during this development sprint

Development - a focussed two-week period of development and user research to build features based on: getting to know the client, assigning, scheduling and assessment.

What have we done in Sprint 3?


Show the thing...

Next steps

1. Roll out into one of the hubs and start using the platform with real clients
2. Agreeing more robust hosting and support arrangements
3. Prioritise features for future development:
    - Data reporting
    - Client engagement and notifications
    - Client accessing their action plan
    - Opportunties
    - Accessing the service