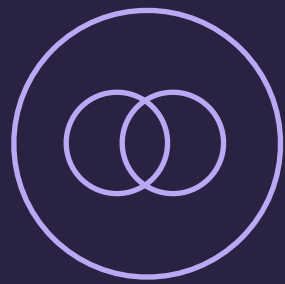


FUTUREGOV

Show & Tell: Sprint One *(23 May to 6 June)* Hackney Ways into Work

DATE: JUNE 2017
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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 have we been doing?



Setting up the agile rhythms & rituals and building the product

As an advisor, I would like to know my client's qualifications, so that I know best how to advise them

0/2

As a client, I am signposted to other services if I am not eligible, so that I have a positive experience

1 0/1

Add a card...

my current employment (or experience), so that I can find opportunities that are right for me.

0/2

Client understands the criteria for registering with the service

1

As an advisor, I want to be able to update a client's information, so that I can capture new/different information

0/1

If unsure about registering online, the client can request to speak with someone

1

Add a card...

Doing

Welcome to Ways into Work

One of our advisors will call you soon to organise a face-to-face visit at one of our hubs. That way we can get to know your needs and find the right opportunity for you.

At your first visit we will need a couple of items from you:

- Proof of national insurance number
- Proof of address (utility bill/bank statement, within the last 3 months)
- Photo ID (drivers licence or Passport)
- If you have one

Real yourself in Hackney

Hackney

As a client, I want to know what will happen after applying to join the service, so that I am clear on the next step

1 1 1/2

As a client, I want to tell the advisor some of the things that best describe me, so that my skills can be matched to the right opportunity.

1 1/2

As a client, I want to be able to indicate what support I would like, so that I can be directed to the right opportunities.

1 1/2

As an advisor, I want to be able to log in and see all my cases, so I that I can manage them.

1/2

Add a card...

Delivered for te

As a client, I want to register online, so that I can do it in person.

1 2/2

As a client, I want to know the minimum amount I need to speak with an advisor

1 1/1

As a client, I want to know if I am eligible before a meeting, so that I am not wasting my time

6 3/3

As a client, I want to be able to bring to the attention of the advisor, so that I can have a conversation

1 1/1

As a service manager, I want to receive a notification when new applications are submitted, so that I can direct cases to the right advisor

1 1/1

Add a card...

Visiting the opportunity hubs & talking to users

“When an advisor is expecting someone they have assumptions. At least the advisor would know now what kind of person you are before they see you. It shows that they’re caring, that they take time for you.”

“People are busy and need reminders and it shows advisors that they’re making time for them. It’s a personal thing!”

A person is sitting at a desk, working on a laptop. The desk is cluttered with papers, a water bottle, and other items. The wall behind them is covered in many yellow sticky notes. A dark blue semi-transparent box is overlaid on the right side of the image, containing white text. A white semi-transparent box is overlaid on the bottom right, containing pink text.

Our employees are users too!

“If data from the forms we complete with the client automatically populated the tracker, it would save me ½ a day / week!”

“The jobs are not put into different categories. I put them into a spreadsheet and I know which job would be interesting for a client.”

“I would wish that if somebody registers, the system filters per postcode and gets it through to advisor directly.”

A group of people, including a man in the foreground, are working together on a complex string-and-button model. The model consists of numerous white buttons connected by thin white strings, forming a dense network. The man in the foreground is wearing a watch and is focused on the task. The background shows other people, some of whom are also working on similar models. The overall scene suggests a collaborative learning or research activity.

Show the thing...

Welcome to Ways Into Work

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Morbi cursus eros vel turpis posuere vehicula. Quisque a nulla sed orci vulputate viverra non nec lacus. Mauris eleifend semper placerat. Donec lobortis dui ut elementum viverra. Cras orci dolor, dignissim at accumsan id, blandit varius erat.

[Register for the service](#)



Find yourself in Hackney



Are you Eligible?

In order to register for this service you need to fulfil these three criteria:

- ☐ Are you a Hackney Resident?
- ☐ Are you legally eligible to work in the UK?
- ☐ Are you unemployed or earning below the London living wage?

Accept and sign up

Already have an account? [Log in](#)

Find yourself in Hackney



Sign up for Account

In order to get you registered we need to take a few of your details. We will then create an account for you and send you an email for you to create a password for this account and log in.

First name*

Last name*

Email*

Phone*

Address line 1*

Address line 2

Postcode*

Save details

You will receive an email with instructions for how to confirm your email address in a few minutes.

x

Welcome to Ways Into Work

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Register for the service



Find yourself in Hackney



Welcome to Ways Into Work

Thanks for taking the time to register. One of our advisors we will call you soon to organise a face to face visit at one of our hubs. That way we can get to know your needs and find the right opportunity for you.

At your first visit we will need a couple of items from you:

- Proof of national insurance number
- Proof of address (utility bill/bank statement, within the last 3 months)
- Photo ID (drivers licence or passport)
- CV if you have one.

If you have time it would help us get some more information. Please could you follow the link below and answer a couple more questions:

[Complete my profile](#)

About You

Employment

Goals

Education

Tell us a little about yourself

What would you say best describes you?

Creative

Active

Caring

Problem solver

Organised

People person

Persuasive

Chatty

Other

Next

Find yourself in Hackney



Tell us about your employment status

Are you currently employed?

Yes

No

How long have you been out of work for?

0-6

7-11

12-23

24-35

More than 36 Months

Next

What can we help you with?

Which of these do you want to discuss with an advisor?

Job

Apprenticeship

Training

Work experience

Other

Next



Your Profile

Full Name:

Ben Unsworth

Email account:

benunsworth+client@wearefuturegov.com

Phone number:

+447773011272

Address:

1 Hillman Street, E8 1DY

Your strengths:

Creative, Problem solver

Your objectives:

Apprenticeship, Training

Currently employed:

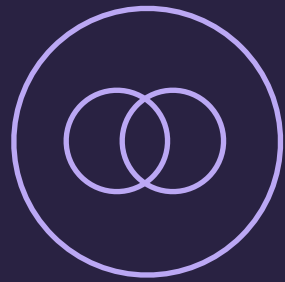
No

Edit Profile

Here is a list of all the registered clients

- Hackney Resident Registered on 05 Jun 15:14
- Ben Unsworth Registered on 05 Jun 10:42





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.

DONE

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.

WHATS NEXT

Show & Tell and Retrospective - an opportunity to show working software and discuss what we've learned during sprint 1

Research - we will take a short break between sprints to carry out and plan for user testing.

Sprint Planning - we will re-prioritise the backlog, agree a goal for sprint 2 and agree what can be achieved during the sprint

Sprint 2 - a focussed two-week period of development and user research.
