

Governance so good, people prefer to use it

Cate McLaurin, Head of Delivery, Hackney

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1. *Governance is . . .*
2. HackIT's approach
3. Learning

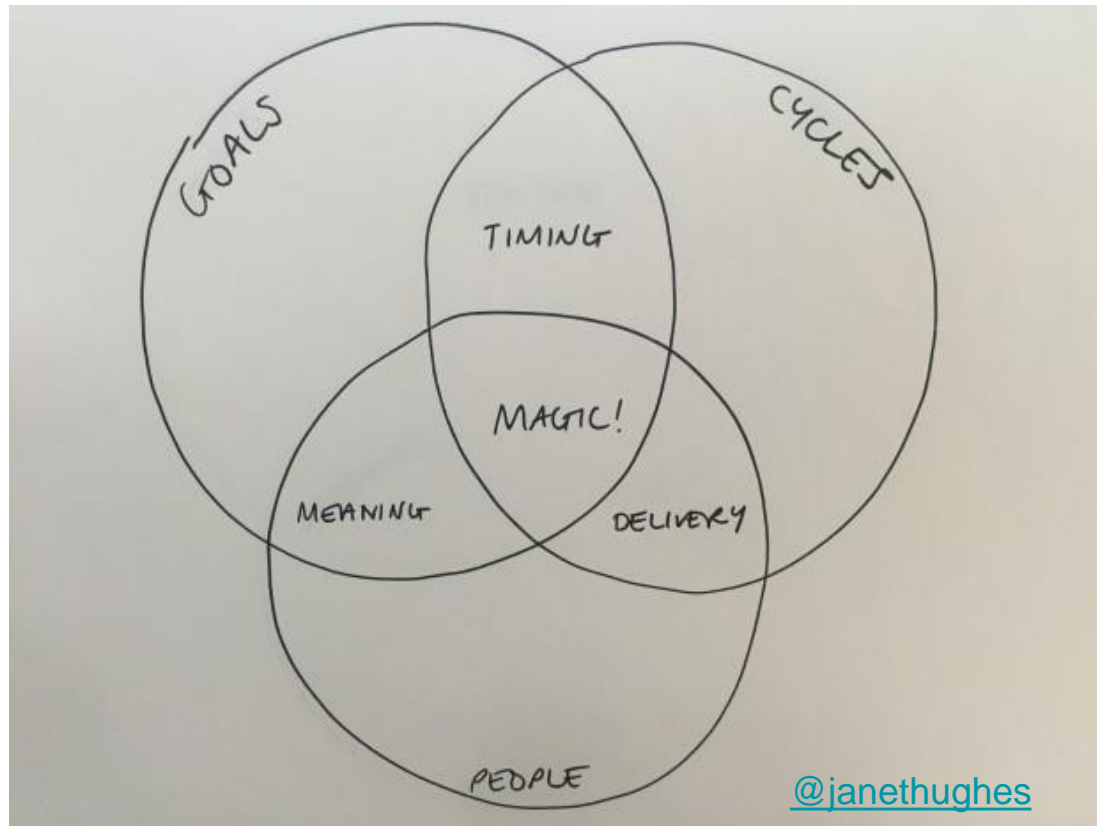
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Governance helps us maximise the flow
of valuable work

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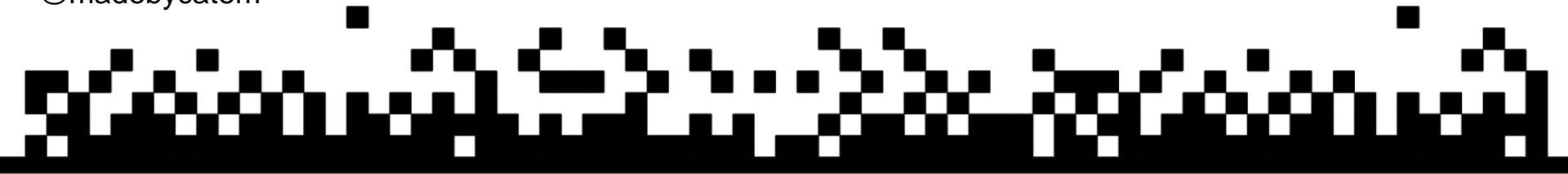
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We all need governance

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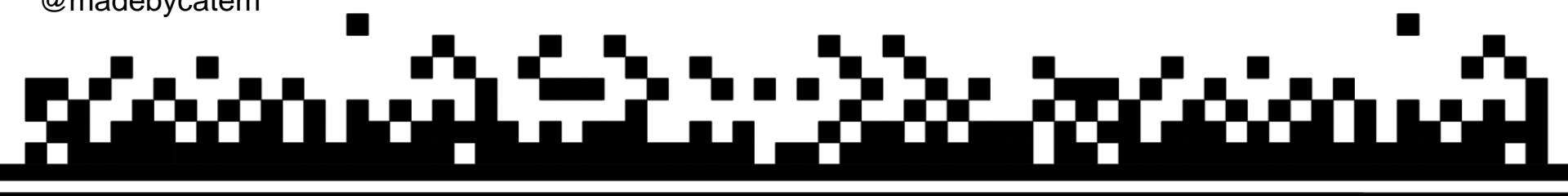
We just don't believe it
can be simple

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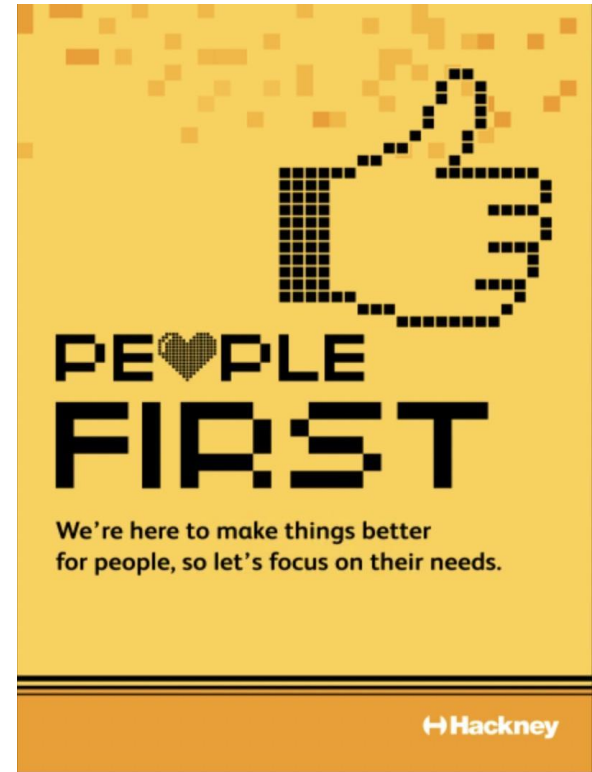
1. Governance is . . .
2. *HackIT's approach*
3. Learning

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Start with user needs

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Good governance feels:

‘Slightly frightening - there’s adrenaline in the act of being governed’

‘Makes me happy - I have confidence, trust and feel protected’

Bad governance feels:

‘Makes me sad - it’s opaque and I’m not confident in my decisions’

‘I feel like I’ll be punished for a bad decision’

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Governance so good, people prefer to use it



Cate McLaurin
1st October 2018

Governance as a service

At HackIT we've been thinking about how we run ourselves, and our work. I've been looking at what we need to do next to iterate our approach to governance. Our [HackIT manifesto](#) already sets out our key principles—and there's been lots of work done to remove some tortuous processes that weren't working for us.

We've already opened up our work, use the local gov digital standards as a benchmark, have adopted the GDS tech code of practice to guide us, introduced pair programming and test driven development, and we're using agile principles and rhythms to deliver value early, and increase pace of delivery.

But the team is changing and developing—new people are joining us from all sorts of different organisations (and we have 21 new apprentices starting). We need to be able to scale, develop and embed our approach effectively—recognising that we'll learn along the way and we'll want to adapt it as we go.

Why is governance important to us?

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ABOUT THIS SITE

This is the blog of HackIT, Hackney Council's ICT team. Here, we talk about how we're delivering digital change for everyone.

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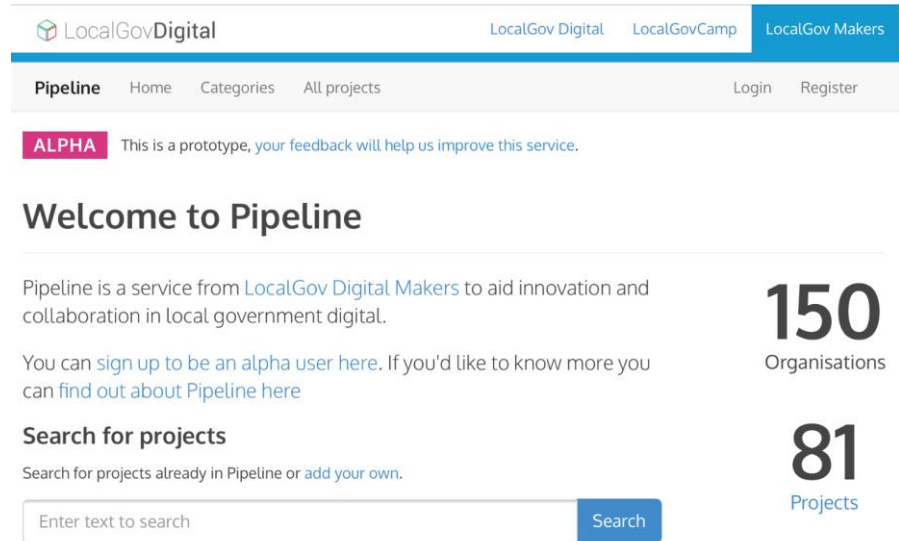
From: *

To: *



Work in the open by default

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The screenshot shows the 'Pipeline' page on the LocalGov Digital website. The navigation bar includes 'LocalGov Digital', 'LocalGov Digital', 'LocalGovCamp', and 'LocalGov Makers'. The main navigation has 'Pipeline', 'Home', 'Categories', 'All projects', 'Login', and 'Register'. A pink 'ALPHA' badge indicates a prototype service. The page title is 'Welcome to Pipeline'. The main content describes the service as a platform for innovation and collaboration, with links to sign up as an alpha user and find out more. A search section is present with a search bar and a 'Search' button. On the right, statistics show '150 Organisations' and '81 Projects'.

LocalGov Digital LocalGov Digital LocalGovCamp LocalGov Makers

Pipeline Home Categories All projects Login Register

ALPHA This is a prototype, your feedback will help us improve this service.

Welcome to Pipeline

Pipeline is a service from [LocalGov Digital Makers](#) to aid innovation and collaboration in local government digital.

You can [sign up to be an alpha user here](#). If you'd like to know more you can [find out about Pipeline here](#)

Search for projects

Search for projects already in Pipeline or [add your own](#).

150
Organisations

81
Projects



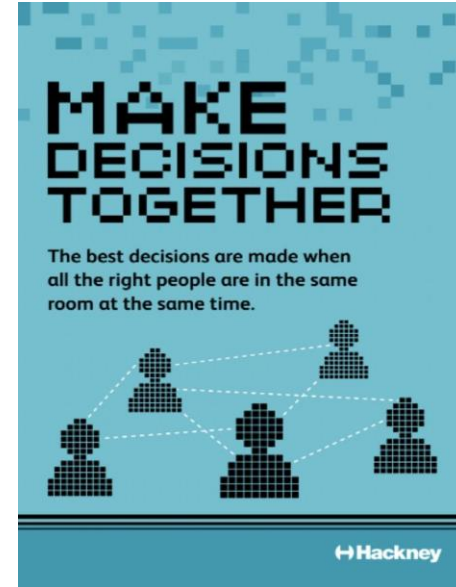
Most decisions should
be made at team level



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When a decision impacts more than one team — teams discuss and agree what to do



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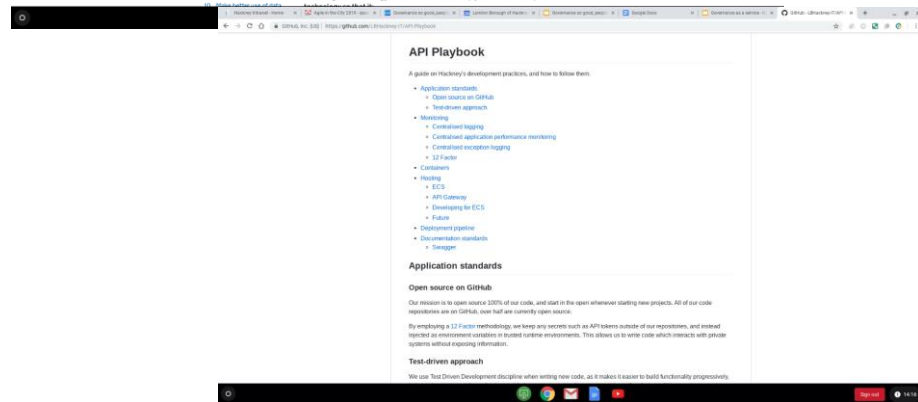
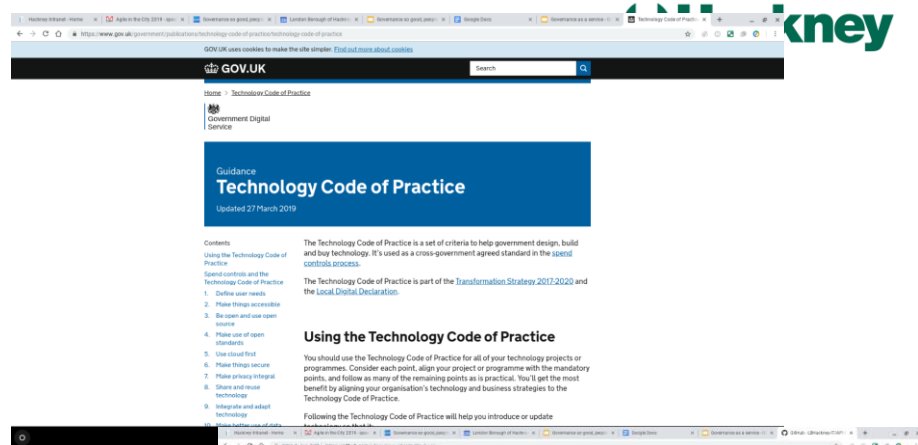


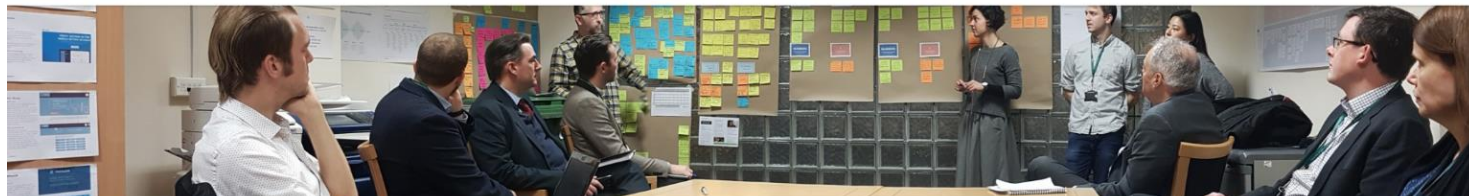
Where a decision impacts us all — we need to discuss that more formally at a senior level



Working to standards

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SERVICE STANDARD ASSESSMENTS

All of our new services are assessed against the [Local Government Digital Service Standard](#). We publish the reports and assessments below.

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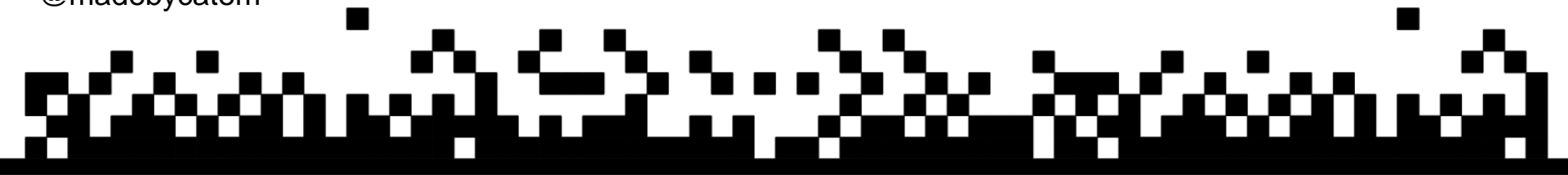
1. Governance is . . .
2. HackIT's approach
3. *Learning*

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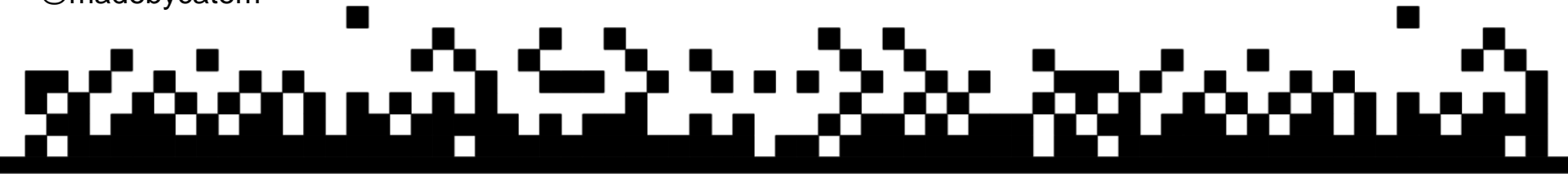
It's about culture

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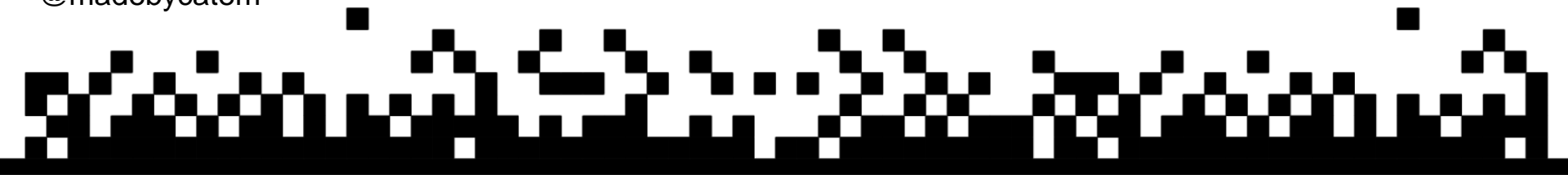
It's about leadership

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It's about confidence

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We needed to write some things down

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HOW TO HACKIT

ALPHA This is a new service – [your feedback](#) will help us to improve it.

Our 'How To HackIT' guides are designed to help colleagues to understand, use and improve on our common and business critical processes. This is a prototype which we are using to develop content. The user stories we have identified are available to view here: <https://trello.com/b/iNr46gSp>.

HOW WE... DEFINE OUR TECHNOLOGY AND SOFTWARE STANDARDS

[Write an API](#): our developer hub helps developers to know that they are writing code to the right standard so that they can deliver supportable software with fewer bugs.

Run Service Standard assessments: a guide for [assessors](#) and guide for [project teams](#) preparing for an assessment.

HOW WE... DEVELOP OUR PEOPLE AND SKILLS

[Onboard a new colleague](#): this guide helps HackIT managers onboard new people quickly so that new starters can be productive quickly after they start.

[Recruit a new member of staff](#): this guide helps HackIT managers know how we recruit and how our organisation design fits together so that they can recruit effectively.

[Run a corporate induction](#): this guide helps new starters understand how the ICT team support them so that they know how the HackIT team will help them succeed in their role.

HOW WE... MANAGE OUR CONTRACTS AND FINANCES

[Buy from the Digital Marketplace](#): this guide helps people procuring services to help deliver a project know how to use the Digital Marketplace so that they can use it to buy in expertise at pace.

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Reading list

Discussion

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