

Project name **Isle of Wight SEND Reforms**

Workstream **Local Offer**

Workstream Lead **Andrew Briggs**

Date of last update **1st March 2015**

To be a repository of any lessons learned during the project that can be usefully applied to other projects.

Identifier	Date	Description of lesson learned (*see note below)	Recommendation
1.	23/01/15	Good engagement of key partners in the development of the Local Offer	Only invite partners that have the authority or delegation power to support the actions
2.	23/01/15	The ability to manage expectations	Have a clear communication strategy which empowers parents and young people to influence the commissioning of provision rather than providing more.
3.	23/01/15	Ensuring ownership by parents/children/young people given the short timeframe for developing the Local Offer	Be prepared to set up task and finish groups to support and secure wider participation
4.	23/01/15	Management of ICT	Clear plan of action with timelines and to hold senior ICT officers accountable
5.	23/01/15	Resource for website development	Clear plan of costs and associated activity to develop the website + risks associated with future maintenance and ongoing viability
6.	23/01/15	Parental Engagement: How closely were parent carers involved in designing the Local Offer? a. the information to be included? b. the look and feel of the Local Offer? c. where and how the Local Offer is published?	Provide a platform of co-ownership/co-production and allow engagement at a strategic decision making level. Make sure that the parent groups understand their responsibility of taking stands forward within their groups.

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7.	23/01/15	<p>Children and Young People Engagement</p> <p>How effective were the processes for involving children and young people in designing the local offer?</p> <ol style="list-style-type: none"> the information to be included? the look and feel of the Local Offer? where and how the Local Offer is published? 	<p>Involve processes for involving children and young people at the start of the Local Offer. Identify a representative group of children and young people. Involve a wider consultation process with specific activities to get feedback at appropriate times this could include inviting children and young people to events, meetings, critique, surveys etc. Provide a sense of co-ownership/co-production and allow engagement at a strategic decision making level.</p>
8.	23/01/15	Working to deadlines	<p>Clear plans linked from the local offer workstream to the implementation board. Clear activities linked to timelines with accountability:</p> <ul style="list-style-type: none"> Local Offer Implementation Project plan Local Offer Implementation Action plan Content plan for Local Offer Overview of Local Offer Web Pages
9.			
10.			
11.			
12.			

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13.			
14.			

Descriptions could include:

- What governance, management, process, delivery and/or quality approaches went well; went badly; could have been improved
- Any consequential impacts of decisions or approaches that in hindsight could have been addressed differently to achieve the same or different outcomes
- Any abnormal events/issues causing deviations
- Notes on the performance of specialist methods and tools used
- Useful measurements on how much effort was required to create the various products
- Notes on effective and ineffective quality reviews and other tests, including the reasons for them working well or badly