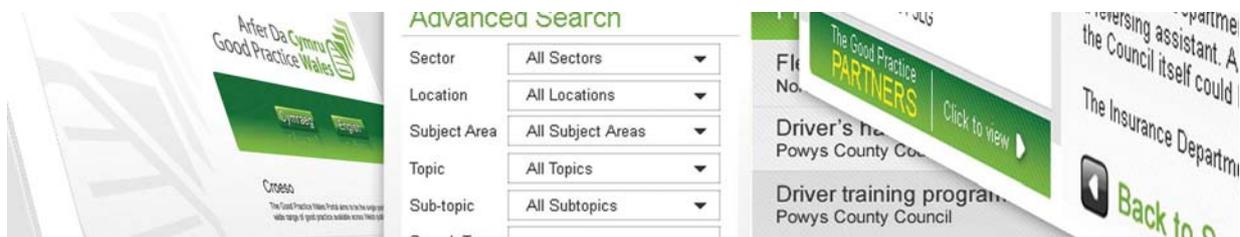




Public Services Matter

This joint memorandum of understanding sets out a shared agenda between public services organisations to promote and improve public services through a single web based portal Good Practice Wales.com which will enable the easy access of information, good and notable practice available via Welsh public service partners' websites.



For the Welsh public sector these are demanding and difficult times. There are pressures on all public bodies to radically transform and reconfigure their services. All this occurs against the backdrop of the worse economic recession for fifty years and an impending crisis in the public finances.

The 'Making the Connections' agenda sets a shared vision for the future of Welsh public services. Integral to delivering improved services to citizens and communities is greater collaboration, joint working and access to information within the public service.

Collating, utilising and sharing learning examples and good practice is a growing priority for many organisations in Wales. As each organisation lead on their own internal developments it is becoming increasingly important to consolidate better

links to ensure easier access to the range of information available. Although individual sectors or communities may be aware of information relevant to them, there is little evidence of people crossing the boundaries either geographically or between organisations to get the information they require. Given the complexity of current issues and the expectation that many solutions lie within the realm of partnerships and collaborative activity, the need to seek knowledge outside traditional silos (organisational or sector) is compelling.

This statement signals the commitment by public and service partners to work together to deliver an efficient, innovative and sustainable solution in the Good Practice Wales Portal (GPW) that meets rising knowledge expectations within a resource constrained environment.

Partners

The current partners involved in the development and implementation of this project are:

- 1000 Lives Plus
- Care & Social Services Inspectorate for Wales (CSSIW)
- Community Housing Cymru (CH Cymru)
- Data Unit Wales
- Estyn
- Healthcare Inspectorate Wales (HIW)
- National Leadership and Innovation Agency for Healthcare (NLIAH)
- Participation Cymru
- Public Health Wales
- Public Sector Management Wales (PSMW)
- Social Services Improvement Agency (SSIA)
- Wales Accord on the Sharing of Personal Information (WASPI)
- Wales Audit Office (WAO)
- Wales Council for Voluntary Action (WCVA)
- Welsh Government (WG)
- Welsh Local Government Association (WLGA).

GPW is an inclusive to all public and third sector organisations that have good practice to share.

The collaborative working principles the project adheres to are:

- All partners have an equal stake in the ownership of the portal and responsibility for the development and implementation. Project management of the activities is lead by a steering group made up of representatives from the partner organisations.
- Sovereignty of the original material (and responsibility for its accuracy, timeliness and maintenance) rests with each partner organisation.
- The portal is designed to enable other partner sector organisations to join. Becoming a member will be in line with a partnership protocol developed by the steering group.
- All costs are being equally shared between the partner organisations, using in house expertise and resources wherever possible. The technical provision is underpinned by a Service Level Agreement with NLIAH (the host) and the GPW partners.
- The ongoing cost and any additional costs, such as marketing materials etc, will be shared by the partners.



Key principles of Good Practice Wales

- To provide a single point of access to information and good practice in the Welsh public services
- To promote learning and sharing of good practice, through a range of on-line support and functionality
- To promote and support a collaborative approach to collation and usage of knowledge management and information available in the public domain
- To instigate innovative and interactive knowledge and management solutions

Good Practice Wales Steering Group

All partner organisations are represented at the Steering Group.

The role of the group is to:

- inform the ongoing development of the portal in line with the GPW principles
- share knowledge, expertise, networks and opportunities
- actively promote the usage and development of the portal within their organisations and networks
- monitor and evaluate the activities of GPW
- exercise control and direction over all strategic and other major decisions affecting GPW and its activities.

The project is managed by the Good Practice Wales Co-ordinator, based in the WLGA.

Future Potential

All the partners involved in this project have great belief in the future potential of the Good Practice Wales Portal.

The portal is seen as a first of many phases to better enhance and improve users access to good practice, practical resources and information. The portal itself should be seen as a major achievement and a clear example of collaboration across Wales.

The portal will evolve in functionality and knowledge provision in response to the needs of users and Welsh public services which will include:

- Links to similar websites/organisations to enable access to a wider range of good practice and information
- Capturing and promoting social media and other Web 2.0 good practice
- National external recognitions awards will further raise the profile of the portal and adding to its credibility.