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Goodpracticewales.com is well established as a search portal for obtaining improvement information relevant to Welsh Public Services

The Good Practice Wales (GPW) Portal is the single window into a world of innovation and improvement, allowing public service organisations to produce and capture its own knowledge more easily. It is an easy to navigate on-line resource that has been developed and managed by its partners.

Efficiency and effectiveness have always been a key principle of the work of improvement agencies and inspectorates, which has led to the collaboration of public service partners developing the Good Practice Wales Portal - an efficient, innovative and sustainable internet-based solution that enables easy access of information, good and notable practice.

The portal operates in a similar way to “compare the market.com”, where the search topic e.g. affordable housing will search all the partner sites for practice. In addition users will be signposted to other useful links to via partner sites.

It is the only comprehensive and cross public services knowledge management mechanism for the capture and sharing of good practice across Wales.

Why is it significant?

Partners undertake on-going promotion of the portal concept, design, functionality and ease of use at a range of events. including partner organisations, partner and service sector conferences, collaborative events etc. This engagement confirms that the need for goodpracticewales.com very strongly exists and the web based approach taken to date meets that need.

The site currently averages 3000 hits per month and is the first result in any Google search using the words or phrase “good practice Wales”

The Good Practice Wales Portal encourages government, local authorities and the wider local government family, public service organisations, regulators, voluntary and community sectors to make more information accessible online and boost the transparency of public services.

The Good Practice Wales Portal is a collaborative “home grown”, low cost, value for money solution, utilising the skills, experiences and knowledge of the partners.

Partners

The current partners are:

1000 Lives Improvement Service	Participation Cymru
Academi Wales	Public Health Wales
Age Alliance Wales	Social Services Improvement Agency (SSIA)
Ageing Well in Wales	Wales Accord on the Sharing of Personal Information (WASPI)
Big Lottery Fund	Wales Audit Office (WAO)
Care & Social Services Inspectorate for Wales (CSSIW)	Wales Co-operative Centre
Care Council for Wales	Wales Council for Voluntary Action (WCVA)
Community Housing Cymru (CH Cymru)	Waste Awareness Wales
Data Unit Wales	Welsh Government (WG)
Healthcare Inspectorate Wales (HIW)	Welsh Local Government Association (WLGA)
Making Prudent Healthcare Happen	Welsh NHS Confederation
Older People's Commissioner for Wales	

The Portal's development, management and scrutiny of governance arrangements are undertaken by the **Good Practice Wales steering group** who are representatives from partner organisations and in line with the key principles of the portal detailed in the **Memorandum of Understanding**. The technical provision is underpinned by a **Service Level Agreement** with Data Unit Wales and partners.

The current partners have provided about 2500 case studies which are accessed through a single point, goodpracticewales.com

Key principles of Good Practice Wales (GPW)

- 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 on-line functionality and face to face support
- 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 information management solutions

Planned activities for 2015-2016

- **Secure sustainable funding** for on-going development and support of the public sector organisations collaboration and the portal
- **Expansion to include new public sector partners** – the more organisations involved, the better the search results and the better the content.
- **Training and development for partners** – to ensure active contribution to content, social media and promotion of GPW.
- **Working with the new technical provider and partner Data Unit Wales** to realise improvements and maintenance of the portal.
- **Capture of timely and relevant practice** via networks, local and national intelligence.
- **Overview of practice to inform, broker and facilitate shared learning opportunities.**
- **Development of the facilities, knowledge links and usage of practice offered on the site** such as management information, communities of practice, signposting to other sites etc.
- **Promotion, raising awareness and usage of the portal and connectivity.**
- **Alignment with other UK and Europe-wide on-line information portals** to ensure access to a larger pool of knowledge.

For more information or to become a partner, contact
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