



JOIN THE GLOBAL PUBLIC SERVICE COMMUNITY

Knowledgehub



ABOUT KNOWLEDGE HUB

Knowledge Hub boasts a proud heritage within public sector digital collaboration. Originated and developed for local government by local government, the Knowledge Hub and its predecessor Communities of Practice have been enabling public service practitioners to share knowledge online since 2006.

Since January 2016, Knowledge Hub has been an independent small company maintaining the original ethos of a free to use platform for public service professionals to share knowledge, experiences and learning, while also developing a commercial model that seeks to share income generated through private sector advertising with subscribing organisations.

WHY CHOOSE KNOWLEDGE HUB?

Knowledge Hub is the place where you can connect, collaborate and communicate with members just like you across public service. Knowledge Hub provides its digital collaboration tools to a broad audience of over 500 public sector organisations within the UK and internationally. It is used extensively in central and local government, health, education, housing, police and fire services.

The growing Knowledge Hub community consists of over 150,000 public service professionals and their partners who use Knowledge Hub to exchange ideas and solutions and share good practice and innovation. Members need no longer reinvent the wheel, but can gain efficient, effective and reliable advice from their peers in a secure environment.



BREAKING DOWN BOUNDARIES WITH DIGITAL

Jason Fahy, CEO of Knowledge Hub reveals how the firm's feature-rich digital tool-set is breaking down boundaries in the public sector

With the year on year reduction in public sector spending unlikely to change any time soon, the ability to share knowledge, source rapid answers and to remove duplication is increasingly important if shrinking resources are to be focused on delivering front-line services.

With a fast-growing community of over 160,000 professionals, spanning every corner of the public sector, Knowledge Hub is helping to remove traditional, organisational and geographical boundaries and making it easier to deliver results through collaboration. International working groups, cross-government communities of practice, time-limited project groups and leadership development cohorts are just some examples of how the platform's community is exploiting its feature-rich digital tool-set.

Melissa Whittle, Engagement Co-ordinator at GeoPlace, describing the trusted online community they have built for local authority members to share best practice advice on addressing and street data said: "Knowledge Hub is about connecting and sharing in order to improve our knowledge and help us in our day to day work. It's improved our communications 100% and improved our relationships with our community."

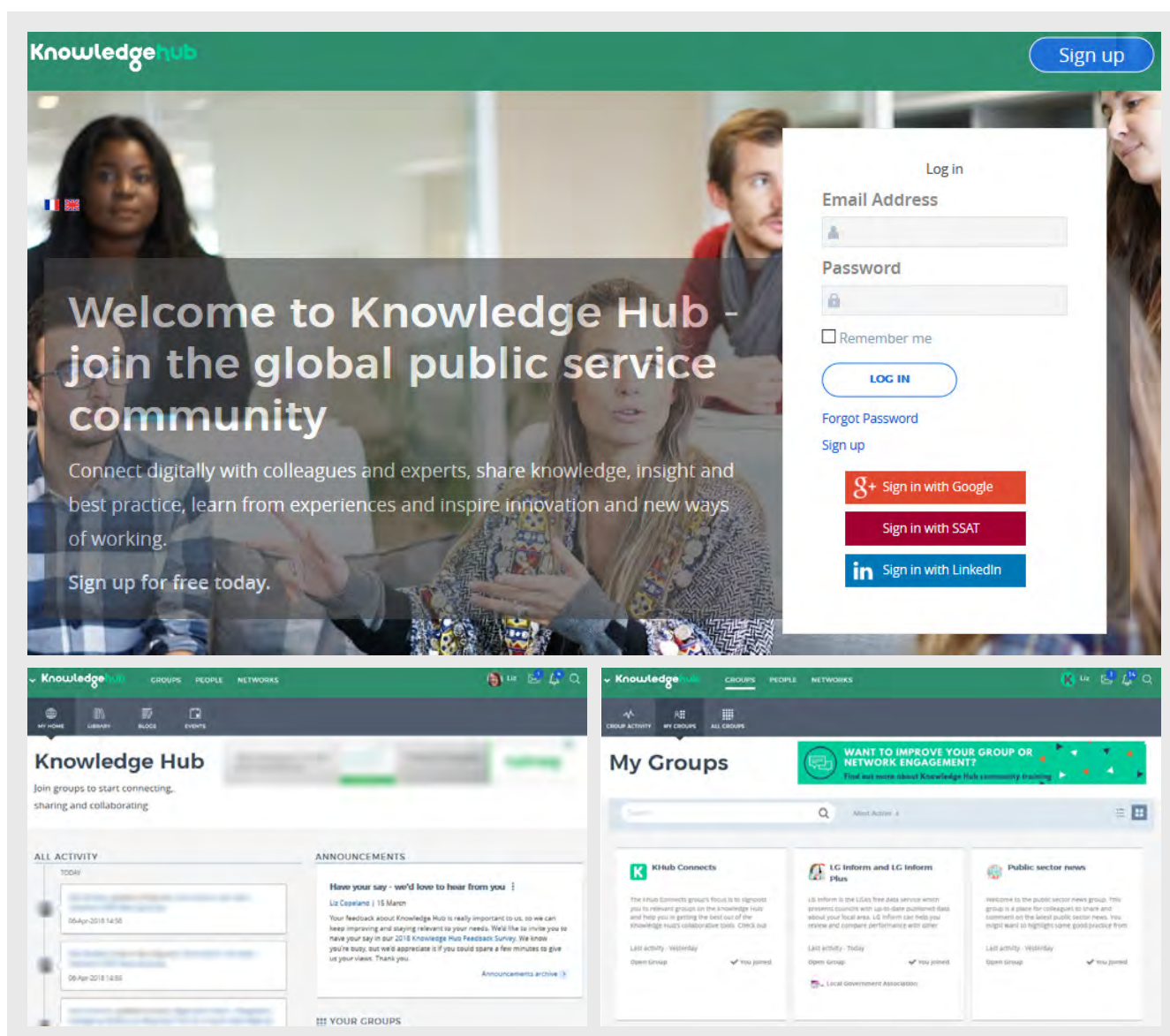
The connected intelligence of the virtual community is where the strength lays. This is attractive to organisations who can tap into a wider knowledge pool and crowd-source answers from subject matter experts, instead of expensive consultants and who

can reduce travel expenses by supplementing physical meetings with online activities. And there are benefits to the individual too, who can further their professional development through connecting with their peers, wherever they may be based, to share experiences and to give and get help.

"WITH A FAST-GROWING COMMUNITY OF OVER 160,000 PROFESSIONALS, SPANNING EVERY CORNER OF THE PUBLIC SECTOR, KNOWLEDGE HUB IS HELPING TO REMOVE TRADITIONAL, ORGANISATIONAL AND GEOGRAPHICAL BOUNDARIES AND MAKING IT EASIER TO DELIVER RESULTS THROUGH COLLABORATION."

Barrie Minney, Senior Enforcement Agent at Brighton & Hove City Council, reveals how the Local Authority Civil Enforcement Forum (LACEF) has saved money through sharing advice and best practice on local authority debt collection. "The group regularly helps a lot of us to learn new ways of working. Using the latest debt collection technique is one example. Being spread across the country and knowing what working practices are happening elsewhere allows us to improve how we do things", he says.

Originated in the UK, Knowledge Hub now extends to 80 countries as the appetite to share knowledge and understand different approaches to common issues, grows. One such example is UDiTE, who use the platform to support the associations work in promoting relations between the professional associations of Chief Executives and Municipal Clerks representing European local authorities, to develop exchanges of information, to share professional experiences, contribute to the enhancement of the role and functions of local authorities and to contribute to democracy and the European Union.



Membership growth, to date, has been largely driven by peer to peer recommendation. However, more recently organisations such as the Cabinet Office, Health Education England and Public Health England have followed founding partners at the Local Government Association and the Improvement Service in Scotland in establishing their own branded networks on Knowledge Hub, to support their business objectives and to tap into the connected intelligence of the wider community.

With the recent announcement of its appointment as a platform partner of 100 Resilient Cities – pioneered by the Rockefeller Foundation, Knowledge Hub seeks to increase its global presence by supporting cities in engaging local communities on resilience initiatives.

Arguably, the blueprint for building online communities to unite resources around common goals is the Scottish Public Services Network, facilitated by the Improvement Service in Scotland. With over 20,000 users across 800 groups of interest the network supports local, national and cross-sector projects ranging from migration resettlement and public health reorganisation to digital transformation. Sarah Gadsden, Interim CEO describes Knowledge Hub as invaluable in joining up the many stakeholder bodies involved in the numerous initiatives supported by the Improvement Service.

Knowledge Hub is free to public service and not-for-profit organisations and their employees who can access the platform at www.khub.net/sign-up.



INCREASING PRODUCTIVITY THROUGH ONLINE COLLABORATION

Jason Fahy, CEO, Knowledge Hub explains how organisations are increasing productivity through collaboration

For public sector professionals, **Knowledge Hub** is the place to go to collaborate online.

For some, 'collaboration' might seem a tad soft or lacking in focus and a more social than professional activity. This isn't so for the Knowledge Hub community, where collaboration is synonymous with increased productivity. Whether sourcing content for research, seeking a rapid answer to a local challenge that is likely to already have been solved elsewhere, or crowdsourcing input to service redesign, the result is increased productivity.

One recent example is the collaborative approach taken by Scottish local authorities who came together to collectively respond to the GDPR regulations that recently came into force. Their shared approach to this common challenge was facilitated by the Digital

Office for Scottish Local Government whose Readiness Project helped to remove duplication and save more than £1 million. Knowledge Hub was used by 30 of the 32 Scottish local authorities participating in the Readiness Project to share challenges and find collective solutions to implementing GDPR. The Digital Office reported that this helped to sizably reduce any duplication of effort and ensure a consistent approach between the 30 councils in the Local Government Digital Partnership.

“WE TALK ABOUT OUR DESIRE TO MAKE A DIFFERENCE AS A BUSINESS AND IT FEELS AS IF WE CAN NOW ACHIEVE THIS ON A GLOBAL LEVEL BY INCREASING THE PRODUCTIVITY OF 100 RC MEMBER CITIES THROUGH COLLABORATION.”

The need to stretch limited public service resources is adding momentum to the growth of the Knowledge Hub community. The reported successes, such as those described in Scotland provide a growing global audience with tangible evidence of the rapid and significant return on investment. The use of Knowledge Hub to harness collective approaches to common global challenges is fast emerging.



With the recent announcement of its appointment as a platform partner of 100 Resilient Cities – pioneered by the Rockefeller Foundation, Knowledge Hub seeks to support the 100RC network of Chief Resilience Officers with the implementation of resilience strategies by making it easy to engage with stakeholders, partners and local communities in the various initiatives.

Salvador, in Brazil, has been the first of the 100 Resilient Cities to seize the opportunity. Salvador is a vibrant coastal city with strong shipping, industrial manufacturing and tourism sectors. Its population of 2.7 million has been swelled by an influx of domestic migration that has taxed public services including education, healthcare and transportation, while the ensuing overpopulation has increased unemployment, informal settlements and poverty. New initiatives have been enacted to increase foreign investment to increase job opportunities, while a government agency was created to provide job training and assist in connecting employers with residents searching for work.

Salvador experiences regular heavy rainfall that can lead to devastating urban landslides. During the last 10 years, the Municipal Civil Defence and other government agencies have assisted in over 19,000

landslide related occurrences, providing support to rebuild property and in many cases relocate citizens. Further engineering work is underway with federal support to stabilise landslide-prone neighbourhoods, but rapid population growth increases the possibility of future risks. Salvador will launch their Knowledge Hub network in early June and begin to engage their communities in tackling identified shocks and stresses covering crime & violence, disease outbreak, inadequate educational systems, landslide, population growth & overpopulation, poverty and rainfall flooding.

“KNOWLEDGE HUB WAS USED BY 30 OF THE 32 SCOTTISH LOCAL AUTHORITIES PARTICIPATING IN THE READINESS PROJECT TO SHARE CHALLENGES AND FIND COLLECTIVE SOLUTIONS TO IMPLEMENTING GDPR. THE DIGITAL OFFICE REPORTED THAT THIS HELPED TO SIGNIFICANTLY REDUCE ANY DUPLICATION OF EFFORT AND ENSURE A CONSISTENT APPROACH BETWEEN THE 30 COUNCILS IN THE LOCAL GOVERNMENT DIGITAL PARTNERSHIP.”

Fahy commented that Knowledge Hub is extremely proud of its association with 100 Resilient Cities and excited that Salvador has moved quickly to adopt the platform. He explained that the technology will be deployed in Brazilian to enable engagement in the native language. We talk about our desire to make a difference as a business and it feels as if we can now achieve this on a global level by increasing the productivity of 100 RC member cities through collaboration.

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