Dwindling public sector budgets and diminished finances and time have left little room for face-to-face meetings, professional development and training. This created the need for an easily accessible, collaborative space where public, private and non-profit sector partners could come to work together and share knowledge and expertise.

The Knowledge Hub provides a digital collaborative space that supports the public sector in addressing these challenges. Using a range of digital tools, it enables members to connect, communicate and collaborate through its expert community and knowledge management support and training. The platform has not only been used extensively by various public sector outfits to improve real-life outcomes, it has also helped members develop their digital skills and learn new community management and facilitation skills. Its impact has been felt in various ways including cost savings, improved productivity, knowledge retention and cross-sector partnerships.

Building from well-established community of practice principles, the Knowledge Hub is an excellent example of combining technology with people-oriented approaches. Even more commendable is the submission of evidence that demonstrates its benefits and impact.

“It has been transformative as a communications tool, able to work with various platforms, offering easy access and readily available information. It is the principal communications, knowledge sharing and networking tool for the Government Commercial Function, spread over 150 UK locations.” – Ian Mackie, Head of Commercial Community Engagement, Government Commercial Function, Cabinet Office