Contents

About the editors viii
List of contributors ix
Acknowledgements xiv

Introduction: innovation in public services 1
Stephen P. Osborne and Louise Brown

PART I THE CONTEXT OF INNOVATION IN PUBLIC SERVICES

1. Explaining patterns of public management reform diffusion 15
   Joe Wallis and Shaun Goldfinch
2. Innovation and reform in public administration: one subject or two? 29
   Laurence E. Lynn, Jr.
3. Public and private features of innovation 44
   Jean Hartley
4. A services-influenced approach to public service innovation? 60
   Stephen P. Osborne
5. Public service innovation: what messages from the collision of innovation studies and services research? 72
   Ian Miles

PART II INNOVATION AND CHANGE IN PUBLIC SERVICES

6. Innovation as the practice of change in the public sector 91
   Ian Colville and Mike Carter
7. Managing the change process: the state of the art 107
   Kerry Brown and Jennifer Waterhouse
8. Managing stakeholders in the change and innovation process 118
   John M. Bryson and Barbara C. Crosby

PART III KEY MANAGERIAL ISSUES IN INNOVATION IN PUBLIC SERVICES

9. Evidence-based policy-making for innovation 143
   Brian W. Head
10. Innovation in public services: engaging with risk 157
    Stephen P. Osborne and Louise Brown
11. Entrepreneur or entrepreneurship in public services? 161
    Zoe Radnor, Hannah Noke and Andrew Johnston
\textit{Handbook of innovation in public services}

12. Against all odds: bottom-up entrepreneurship and innovation in the Department of Defense
   \textit{Nancy C. Roberts and Carrick Longley}
   176

13. Leading successful innovation in local public services
   \textit{James H. Svara}
   193

14. Strategic management and change in the public services
   \textit{Paul Joyce}
   210

15. Public procurement of innovation
   \textit{Jakob Edler and Elvira Uyarra}
   224

16. Ethical innovation in the public services
   \textit{Michael Macaulay and David Norris}
   238

\textbf{PART IV ICT, E-GOVERNMENT AND INNOVATION}

17. E-government and innovation: the socio-political shaping of ICT as a source of innovation
   \textit{Victor Bekkers}
   253

   \textit{Valentina Mele}
   269

19. Innovation and information in public/third sector partnerships for older people’s services: case studies from England and Italy
   \textit{Rob Wilson, Sue Baines and Mike Martin}
   288

\textbf{PART V COLLABORATION, NETWORKS, CO-PRODUCTION AND THE ROLE OF THE THIRD SECTOR IN INNOVATION IN PUBLIC SERVICES}

20. Collaborative innovation in the public sector
   \textit{Jacob Torfing}
   301

21. Innovation in an inter-organisational context
   \textit{Tony Kinder}
   317

22. Innovation in complex public service systems
   \textit{Mary Lee Rhodes}
   332

23. Innovation, networks and leadership
   \textit{Myrna P. Mandell and Robyn Keast}
   347

24. Policy networks and innovation
   \textit{Jenny M. Lewis, Damon Alexander and Mark Considine}
   360

25. Co-production and innovation in public services: can co-production drive innovation?
   \textit{Kirsty Strokosch}
   375

26. The once and future pioneers? The innovative capacity of voluntary organizations and the provision of public services: a longitudinal approach
   \textit{Stephen P. Osborne, Celine Chew and Kate McLaughlin}
   390

27. Role of third sector organizations in health innovation networks
   \textit{Paul Windrum}
   408
Contents

28. Social enterprise and innovation in third sector organizations 420
   Celine Chew and Fergus Lyon

29. User involvement in public services innovation 432
   Birgit Jæger

30. Citizens and the co-creation of public service innovations 445
   Michelle Farr

PART VI INNOVATION IN PUBLIC SERVICES IN PRACTICE

31. Evidence-based innovation in practice: experiences from health care and implications for the future 461
   Gill Harvey

32. NHS Direct: a UK health sector innovation study 477
   Paul Cunningham

33. Internal and external influences on the capacity for innovation in local government 496
   Richard M. Walker

34. Innovations in structure: experience from local government in the UK 514
   Rhys Andrews and George A. Boyne

35. Strengthening the spread of innovation in the UK’s National Health Service 528
   James Barlow

36. Exploring the diffusion and sustainability of service innovation in healthcare 540
   Trisha Greenhalgh, Cathy Barton-Sweeney and Fraser Macfarlane

PART VII CONCLUSIONS

37. Innovation in public services: old and new directions for knowledge 563
   Louise Brown and Stephen P. Osborne

Index 567