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
12. Against all odds: bottom-up entrepreneurship and innovation in the Department of Defense  
   Nancy C. Roberts and Carrick Longley 176
13. Leading successful innovation in local public services  
   James H. Svara 193
14. Strategic management and change in the public services  
   Paul Joyce 210
15. Public procurement of innovation  
   Jakob Edler and Elvira Uyarra 224
16. Ethical innovation in the public services  
   Michael Macaulay and David Norris 238

PART IV  ICT, E-GOVERNMENT AND INNOVATION

17. E-government and innovation: the socio-political shaping of ICT as a source of innovation  
   Victor Bekkers 253
   Valentina Mele 269
19. Innovation and information in public/third sector partnerships for older people’s services: case studies from England and Italy  
   Rob Wilson, Sue Baines and Mike Martin 288

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  
   Jacob Torfing 301
21. Innovation in an inter-organisational context  
   Tony Kinder 317
22. Innovation in complex public service systems  
   Mary Lee Rhodes 332
23. Innovation, networks and leadership  
   Myrna P. Mandell and Robyn Keast 347
24. Policy networks and innovation  
   Jenny M. Lewis, Damon Alexander and Mark Considine 360
25. Co-production and innovation in public services: can co-production drive innovation?  
   Kirsty Strokosch 375
26. The once and future pioneers? The innovative capacity of voluntary organizations and the provision of public services: a longitudinal approach  
   Stephen P. Osborne, Celine Chev and Kate McLaughlin 390
27. Role of third sector organizations in health innovation networks  
   Paul Windrum 408
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