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
 Handbook of innovation in public services

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

13. Leading successful innovation in local public services 193
   James H. Svara

14. Strategic management and change in the public services 210
   Paul Joyce

15. Public procurement of innovation 224
   Jakob Edler and Elvira Uyarra

16. Ethical innovation in the public services 238
   Michael Macaulay and David Norris

PART IV ICT, E-GOVERNMENT AND INNOVATION

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

   Valentina Mele

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

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 301
   Jacob Torfing

21. Innovation in an inter-organisational context 317
   Tony Kinder

22. Innovation in complex public service systems 332
   Mary Lee Rhodes

23. Innovation, networks and leadership 347
   Myrna P. Mandell and Robyn Keast

24. Policy networks and innovation 360
   Jenny M. Lewis, Damon Alexander and Mark Considine

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

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

27. Role of third sector organizations in health innovation networks 408
   Paul Windrum

Stephen P. Osborne and Louise Brown - 9781849809757
Downloaded from Elgar Online at 03/16/2019 03:41:27AM via free access
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
    Rhys Andrews and George A. Boyne 514

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