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Co-Creation in Public Services for Innovation and Social Justice

Edited by **Sue Baines**, Manchester Metropolitan University, **Rob Wilson**, Northumbria University, **Chris Fox**, Manchester Metropolitan University, **Inga Narbutaitė Aflaki**, Karlstad University, **Andrea Bassi**, University of Bologna, **Heli Aramo-Immonen**, Turku University of Applied Sciences and **Riccardo Prandini**, University of Bologna

"This book highlights some of the key issues of co-creation. In particular, it draws attention to the important and difficult question of how to sustain innovation and change." **Taco Brandsen**, Radboud University

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This book examines the idea and practice of co-creation in public services. Informed by practical action, lived experience and research from 10 countries across Europe, including the UK, it shines new light on the theory and reality of co-creation by conceptualising it in terms of human rights, social justice and social innovation.

Focusing on human dimensions, the book presents real life examples in public services as diverse as social care, health, work activation, housing and criminal justice. It also highlights the ways digital technologies can accelerate or hinder co-creation.

The book confronts a paradox at the heart of co-creation: standardisation and inflexibility in planning and resourcing, or 'concrete-ness', counters the 'elasticity' required to sustain co-creation in complex contexts.

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About the Editors

Sue Baines (1956–2023) was Professor of Social Enterprise at Manchester Metropolitan University.

Rob Wilson is Professor of Digital Economy in the Faculty of Business and Law, Northumbria University.

Chris Fox is Professor of Evaluation and Policy Analysis at Manchester Metropolitan University.

Inga Narbutaitė Aflaki is Senior Lecturer in Political Science at Karlstad University.

Andrea Bassi is Associate Professor of Sociology at the University of Bologna.

Heli Aramo-Immonen is Principal Lecturer in the School of Engineering and Business at Turku University of Applied Sciences.

Riccardo Prandini is Professor of Sociology of Culture and Communication at University of Bologna.

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