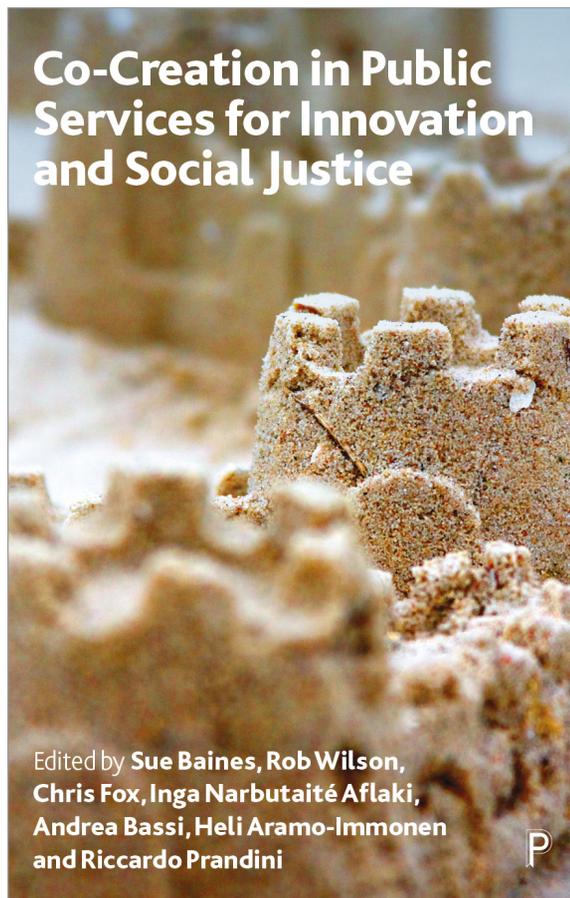


SPECIAL EVENT 50% DISCOUNT

Use discount code **BUPI1** on our website (address below). Expires 30 Nov 2024.

Please note this code is for individual purchase only via our website



June 2024

PB	£27.99	ISBN 9781447367161
Epub		ISBN 9781447367178
OA PDF		ISBN 9781447367185

210 pages



Available Open Access
under CC-BY licence.

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

Available Open Access digitally under CC-BY licence.

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.

Available for purchase at
policy.bristoluniversitypress.co.uk/co-creation-in-public-services-for-innovation-and-social-justice

Table of Contents

1. Introduction: Co-creation and the 'Sandcastle' Problem – Sue Baines, Rob Wilson, Chris Fox, Inga Narbutaitė Aflaki, Andrea Bassi, Heli Aramo-Immonen and Riccardo Prandini
2. Understanding Co-creation: Strengths and Capabilities – Chris Fox
3. Co-creation as a Driver of Social Innovation and Public Service Reform? – Andrea Bassi, Inga Aflaki, Heli Aramo-Immonen and Sue Baines
4. Co-creating Capacity? Empowerment and Learning for Front-Line Workers and Organisations – Inga Narbutaitė Aflaki and Andrea Bassi
5. Co-creating with Marginalised Young People: Social Media and Social Hackathons – Heli Aramo-Immonen and Hanna Kirjavainen
6. Digital Technology, Stigmatized Citizens, and Unfulfilled Promises – Susan Baines, Jordan Harrison and Natalie Rutter
7. Connecting Citizens and Services through the Power of Storytelling – Hayley Trowbridge
8. Co-governance and Co-management as Preliminary Conditions for Social Justice in Co-creation – Riccardo Prandini and Giulia Ganugi
9. Evaluation and the Evidence Base for Co-creation – Christopher Fox, Andrea Bassi and Sue Baines
10. Living Labs for Innovating Relationships: The CoSMoS Tool – David Jamieson, Mike Martin, Rob Wilson, Florian Sipos and Alex Sakellariou
11. Moving towards Relational Services: The Role of Digital Service Environments and Platforms? – Mike Martin, Rob Wilson and David Jamieson
12. Conclusions: Moving beyond Building Sandcastles...Long Term Sociotechnical Infrastructure for Social Justice – Rob Wilson, Sue Baines, Andrea Bassi, Heli Aramo-Immonen, Riccardo Prandini, Inga Narbutaitė Aflaki and Chris Fox

How to order

Order online at policy.bristoluniversitypress.co.uk.

You can also order direct from Wiley European Distribution Centre:

e: Bristol.csd@wiley.com
t: +44 (0) 1235 456 500

Our eBooks are available via a range of library suppliers and individual eBooks are also available from most major retailers, see our website for more details.

Our digital books and journals are available via our platform Bristol University Press Digital. Our books can also be accessed via Policy Press Scholarship Online (PPSO) in partnership with Oxford University Press, Cambridge Core and Project Muse.

Contact us

Bristol University Press, University of Bristol,
1–9 Old Park Hill, Bristol BS2 8BB, UK

e: bup-info@bristol.ac.uk
t: +44 (0)117 954 5940

Find us on

 @policypress
 Policy Press
 policypress1
 Bristol University Press and Policy Press

Policy Press, an imprint of Bristol University Press, is committed to publishing the highest quality scholarship in the social sciences and aligned disciplines. As a not-for-profit university press, our aim is to publish work that makes an impact in the world.

Get 25% off all books

Visit bristoluniversitypress.co.uk/signup-bup-pp to join our mailing list and get a 25% discount on all our books.

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.

Find out more at
policy.bristoluniversitypress.co.uk

 **Policy Press**
PUBLISHING WITH A PURPOSE