

Working in new ways to support public sector innovation (The Innovation Imperative in the Public Sector: Staging an Agenda for Action)

Few contemporary public sector organisations that are responsive and effective in targeting their citizens' needs and desires can do so in isolation. Individual organisations hold different sets of information, have different resources and competencies to act in different areas. Developing a complete picture of the individual citizen, understanding what they need and the entry points where they can best access public services means that organisations need to work together. Country experiences demonstrate that collaboration and partnership are being supported by new ways of working – at team level with more flexible ways of organising teams and how their work is executed, to institutionalising co-design and user-centred services through innovation labs. Further work is required to understand when and where such approaches are appropriate, and in which circumstances they add value.

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