



	Strongly Agree	Agree	Disagree	Strongly Disagree
Involving citizens in the commissioning of public services will help to identify lower priority services	8	7		
Harnessing the ideas and insights of citizens and front-line staff in service design will trigger innovations	12			
Giving citizens a bigger role in the delivery of public services will make big efficiency savings	3	7	4	
Involving citizens in the assessment of public services will bring big improvements in quality	9	5		
Front line staff are keen to enable citizens to contribute actively to public services	2	7	3	
Most citizens do not want to get engaged – only the usual suspects	3	7	3	
Citizens trust politicians to do what is good for their wellbeing		2	6	3
Public sector managers already understand how to support citizens to solve problems for themselves		4	7	4