



	Strongly Agree	Agree	Disagree	Strongly Disagree
Involving citizens in the commissioning of public services will help to identify lower priority services		4	4	2
Harnessing the ideas and insights of citizens and front-line staff in service design will trigger innovations	10			
Giving citizens a bigger role in the delivery of public services will make big efficiency savings	1	5	2	
Involving citizens in the assessment of public services will bring big improvements in quality	2	7	1	
Front line staff are keen to enable citizens to contribute actively to public services		3	6	
Most citizens do not want to get engaged – only the usual suspects			9	1
Citizens trust politicians to do what is good for their wellbeing			4	6
Public sector managers already understand how to support citizens to solve problems for themselves			4	6



	Strongly Agree	Agree	Disagree	Strongly Disagree
Involving citizens in the commissioning of public services will help to identify lower priority services	8	10	1	
Harnessing the ideas and insights of citizens and front-line staff in service design will trigger innovations	11	7		
Giving citizens a bigger role in the delivery of public services will make big efficiency savings	4	3	12	
Involving citizens in the assessment of public services will bring big improvements in quality	12	7		
Front line staff are keen to enable citizens to contribute actively to public services	2	6	9	1
Most citizens do not want to get engaged – only the usual suspects	3	9	6	1
Citizens trust politicians to do what is good for their wellbeing		1	7	11
Public sector managers already understand how to support citizens to solve problems for themselves		3	14	2