

Making and Managing Markets: Contestability, Competition and Improvement in Local Government

Researchers:

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Aims:

The research examined how local authorities in England use contestability and competition in order to improve services in the interests of service users and of taxpayers.

It analysed theories of contestability and competition and examined empirically the relationship between the use of competition and contestability and local authority performance. It also considered drivers of and barriers to the successful use of competition and contestability and the implications for procurement in local government.

Research Methods:

A review of theories of on competition and contestability in local public services

Analysis of Government policy statements

Semi-structured interviews with officers, elected members and external partners in ten case study authorities

A semi-structured survey of more than 1,000 officers in 354 English local authorities

Interactive workshops with national experts.

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Reports and Publications :

Grace, C., Fletcher, K., Martin, S.J and Bottrill, I. (2007) *Making and Managing Markets: Contestability, Competition and Improvement in Local Government*, (London: Audit Commission)

Audit Commission (2007) *Market forces: using competition and contestability as improvement tools*, (London: Audit Commission).