

Creating Citizen-Consumers: Changing Publics and Changing Public Services // John Clarke, Janet Newman, Nick Smith, Elizabeth Vidler, Louise Westmarland // 9781412921343 // SAGE Publications, 2007 // 183 pages // 2007

Creating Citizen-Consumers explores a range of theoretical, political, policy and practice issues that arise in the shift towards consumerism. It draws on recent controversies about choice to examine the tensions of modernising public services to meet the demands of a consumer society. The book offers a fresh and challenging understanding of the relationships between people and services, and argues for a model based on interdependence, respect and partnership rather than choice. This original book makes a distinctive contribution to debates about the future of public services. It will be of int Changing Publics and Changing Public Services. John Clarke - The Open University, UK. Janet Newman - The Open University.Â Creating Citizen-Consumers explores a range of theoretical, political, policy and practice issues that arise in the shift towards consumerism. It draws on recent controversies about choice to examine the tensions of modernising public services to meet the demands of a consumer society. The book offers a fresh and challenging understanding of the relationships between people and services, and argues for a model based on interdependence, respect and partnership rather than choice. This original book makes a distinctive contribution to debates about the future of public services. Creating Citizen Consumers explores a range of theoretical, political, policy and practice issues that arise in the shift towards consumerism. It draws on recent controversies about choice in public services to bring them in line with the experiences and expectations of a consumer society. It offers a fresh and challenging use of popular understandings of the relationships between people and services to argue for a model of publicness based on interdependence, respect and partnership rather than choice.Â Changing Publics & Changing Public Services. SAGE Publications London. â—.Â This book is about this strange figure â€” the demanding and sceptical citizen-consumer. Creating citizen-consumers : changing publics & changing public services /. 'Creating Citizen-Consumers' explores a range of theoretical political and practice issues that arise in the shift towards consumerism. It makes a distinctive contribution to debates about the future of public services as well as contextualising current thinking.