Durham Research Online

Deposited in DRO:
04 August 2010

Version of attached file:
Published Version

Peer-review status of attached file:
Peer-reviewed

Citation for published item:

Further information on publisher’s website:
http://dx.doi.org/10.1017/S1474746407004216

Publisher’s copyright statement:

Additional information:

Use policy

The full-text may be used and/or reproduced, and given to third parties in any format or medium, without prior permission or charge, for personal research or study, educational, or not-for-profit purposes provided that:

- a full bibliographic reference is made to the original source
- a link is made to the metadata record in DRO
- the full-text is not changed in any way

The full-text must not be sold in any format or medium without the formal permission of the copyright holders.

Please consult the full DRO policy for further details.
Some Useful Sources

Ian Greener

School of Applied Social Science, University of Durham
E-mail: ian.greener@durham.ac.uk

Books


Hirschman, A. (1970), *Exit, Voice and Loyalty: Responses to Decline in Firms, Organizations and States*, London: Harvard University Press. This classic text is well worth reading as it remains a hugely insightful examination of how organisations both public and private manage their relationships with users.

Le Grand, J. (2007), *The Other Invisible Hand*, Woodstock: Princetown University Press. This provides the case in favour of choice and competition in welfare by an advisor to the Blair government. It has a bias towards the more economics-based literature, but is an excellent introduction to the topic.


Schwartz, B. (2004), *The Paradox of Choice: Why Less is More*, New York: Harper Collins. A key work by a US academic that presents the view that too much choice may be harmful to our psychological well-being, as well as demonstrating that prospective choice is a very different thing to actually having to make a choice.


Articles


Some Useful Sources

is particularly strong on the difficulties often experienced by authors in taking his ideas forward.

Fotaki, M. et al. (2005), ‘Patient choice and the organization and delivery of health services: Scoping Review’, NCCSDO, London. A review of what was known about patient choice policies in healthcare at the time of writing that provides a strong critique of inappropriate uses of the approach.


Government documents

Department for Education and Skills (2005), Higher Standards, Better Schools for All, London: HMSO. The government make clear their approach to driving up standards through schools competing in a market in the name of achieving greater diversity.


Minister of State for Department of Health, Minister of State for Local and Regional Government, and Minister of State for School Standards (2005), The Case for User Choice in Public Services, London: Public Administration Select Committee into Choice, Voice and Public Services. As it sounds – a collaborative document making the case for user choice rather than voice mechanisms.

On-line resources

http://www.patientchoice.org.uk/. The government’s patient choice website that describes both the policy and provides information upon which patients can base care decisions.


http://www.schoolchoices.org/. Billed as the ‘citizen’s guide to education reform’ this US website attempts to outline the debates around school choice and allow readers to come to their own conclusions, although it is strongly pro-market.