## Co-VAL's third Policy Brief has been published: How Countries, Cities and Regions Are Using New Thinking to Deliver Better Services

Earlier on March 2020, the Lisbon Council along with the Co-VAL project released their 3rd Policy Brief *'The State of 'Co-Creation:' How Countries, Cities and Regions are Using New Thinking to Deliver Better Services'*.

In this newest Policy Brief, *Anthony Arundel*, Professorial Fellow at UNU-MERIT, *Francesco Mureddu*, Director at the Lisbon Council and *David Osimo*, Director of Research at the Lisbon Council, propose an eight-point programme based on field research, and in particular on a first-of-its-kind survey of government agencies on the use of co-creation and Co-VAL's data-driven dashboard.

The authors suggest several areas, both weak and strong spots, where progress might usefully be made and policy initiatives launched. Some of their key findings include:

- Governments that adopt the largest variety of co-creating methods, such as design thinking, data analytics and prototyping, show the most benefits.
- Less than 10% of the respondents point out that they get their innovative ideas from citizens, business or civil society.
- More than 80 % of public administrations in Europe admit that they have important, viable co-creation projects underway.
- Citizens or businesses were the sources of ideas for innovation in fewer than 10% of the administrations surveyed. By contrast, 68% say they get their new ideas from government employees.
- EU member states are increasingly focusing their digital-government reporting on adoption rates rather than supply and using data automatically generated by web services rather than through surveys, which are both very positive developments.

You can read more on the Policy Brief and its findings **here.**

The Co-VAL project is a collaboration between 12 partners from 11 countries: Athens Technology Center SA (Greece), that is coordinating the project; Universidad de Alcalá (Spain); The University of Edinburgh (United Kingdom); Universitat Konstanz (Germany); Universite des Sciences et Technologies de Lille - LILLE I (France); The Lisbon Council for Economic Competitiveness and Social Renewal asbl (Belgium), Universiteit Maastricht (Netherlands), Høgskolen i Innlandet (Norway), Roskilde Universitet (Denmark), Universita Commerciale Luigi Bocconi (Italy), Budapesti Cornivus Egyetem (Hungary), and PricewaterhouseCoopers Advisory SpA (Italy).