



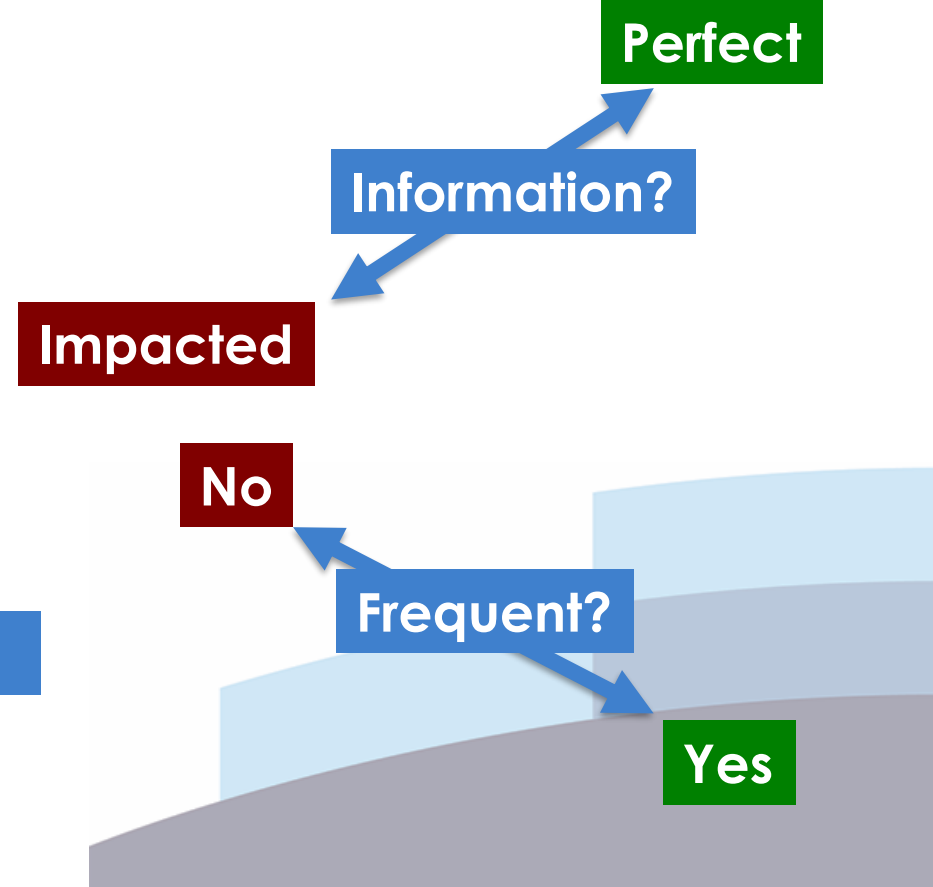
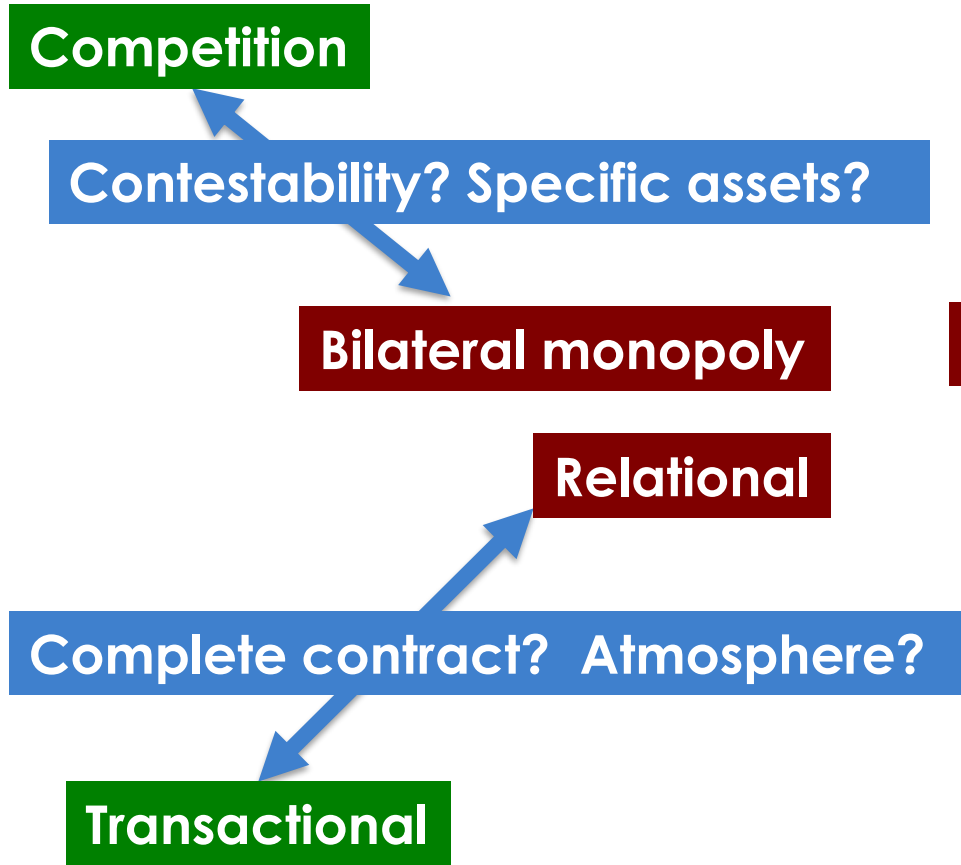
GOVERNMENT OUTCOMES LAB

Transaction costs of contracting The 'make or buy decision'

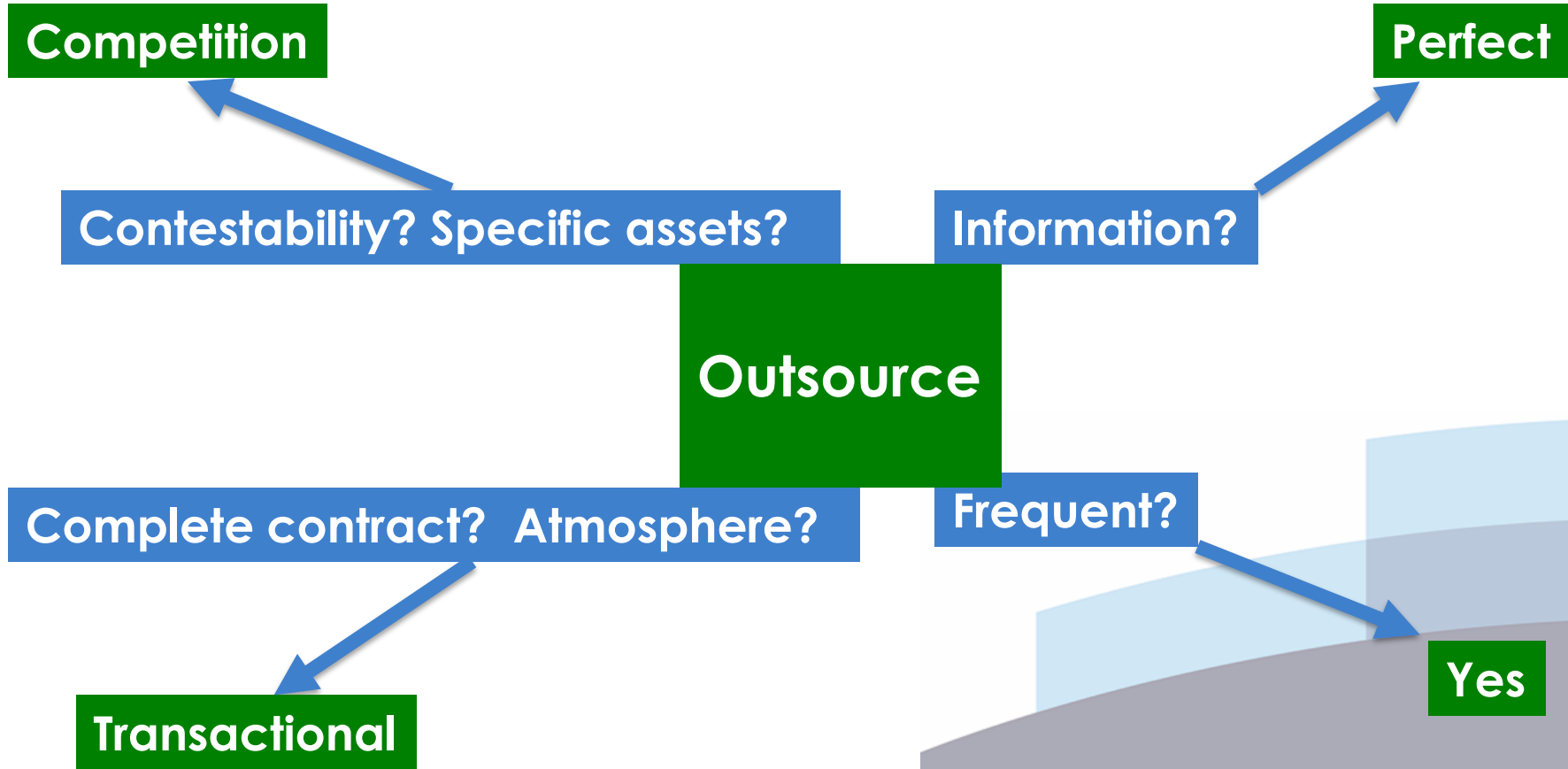
Public service: state of transformation conference
helping each other out of the crisis

18 June Mary Ward House London

Four dimensions



Refuse collection?



New IT system?

Contestability? Specific assets?

Information?

Bilateral monopoly

Impacted



House of Commons
Committee of Public Accounts

Accessing public services through the Government's Verify digital system

Relational

No

Complete contract? Atmosphere?

Frequent?

Contracting for outcomes?

