



House of Commons  
Public Administration Select  
Committee

---

**User Involvement in  
Public Services:  
Government Response  
to the Committee's  
Sixth Report of Session  
2007–08**

---

**Eighth Special Report of Session  
2007–08**

*Ordered by The House of Commons  
to be printed 17 July 2008*

**HC 998**  
Published on 23 July 2008  
by authority of the House of Commons  
London: The Stationery Office Limited  
£0.00

## The Public Administration Select Committee

The Public Administration Select Committee is appointed by the House of Commons to examine the reports of the Parliamentary Commissioner for Administration, of the Health Service Commissioner for England, which are laid before this House, and matters in connection therewith, and to consider matters relating to the quality and standards of administration provided by civil service departments, and other matters relating to the civil service.

### Current membership

Dr Tony Wright MP (*Labour, Cannock Chase*) (*Chairman*)  
Mr David Burrowes MP (*Conservative, Enfield Southgate*)  
Paul Flynn MP (*Labour, Newport West*)  
David Heyes MP (*Labour, Ashton under Lyne*)  
Kelvin Hopkins MP (*Labour, Luton North*)  
Mr Ian Liddell-Grainger MP (*Conservative, Bridgewater*)  
Julie Morgan MP (*Labour, Cardiff North*)  
Mr Gordon Prentice MP (*Labour, Pendle*)  
Paul Rowen MP (*Liberal Democrats, Rochdale*)  
Mr Charles Walker MP (*Conservative, Broxbourne*)  
Jenny Willott MP (*Liberal Democrats, Cardiff Central*)

### Powers

The powers of the Committee are set out in House of Commons Standing Orders, principally in SO No 146. These are available on the Internet via [www.parliament.uk](http://www.parliament.uk)

### Publications

The Reports and evidence of the Committee are published by The Stationery Office by Order of the House. All publications of the Committee (including press notices) are on the Internet at <http://www.parliament.uk/pasc>

### Committee staff

The current staff of the Committee are Steven Mark (Clerk), James Gerard (Second Clerk), Pauline Ngan (Committee Specialist), Louise Glen (Committee Assistant), Anne Woolhouse (Secretary) and Miguel Boo (Senior Office Clerk).

### Contacts

All correspondence should be addressed to the Clerk of the Public Administration Select Committee, Committee Office, First Floor, 7 Millbank, House of Commons, London SW1P 3JA. The telephone number for general enquiries is 020 7219 3284; the Committee's email address is [pasc@parliament.uk](mailto:pasc@parliament.uk)

# Contents

---

<b>Report</b>	<i>Page</i>
<b>Eighth Special Report</b>	<b>1</b>
<b>Appendix</b>	<b>1</b>
<b>List of Reports from the Committee during the current Parliament</b>	<b>13</b>





























