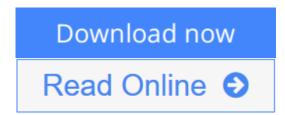


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Elke Loeffler is Chief Executive of Governance International, UK. She has published widely in public governance, quality management in the public sector and user and community co-production of public services.

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