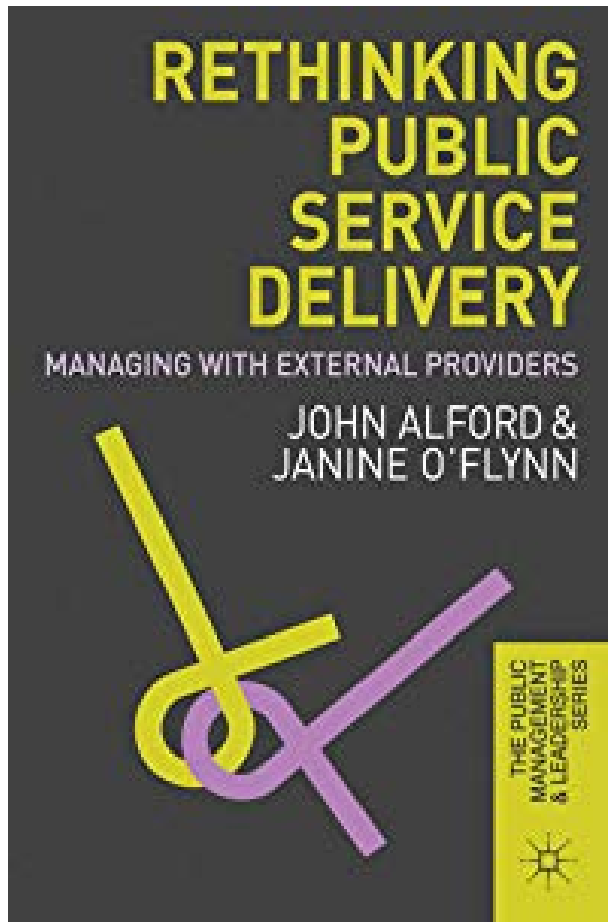


Rethinking Public Service Delivery: Managing with External Providers



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Public services are increasingly delivered through a range of forms of 'external' service-provision such as contracting, partnering and regulation. This new text assesses when and how public sector organizations might better draw on the work of these external parties and examines the wider implications for public leadership and management.