

## Success factors and challenges in partnering with citizens for public service delivery (Together for Better Public Services: Partnering with Citizens and Civil Society)

This chapter analyses the organisational issues related to implementing partnerships with citizens and civil society organisations (CSOs) in service delivery -which have been identified by the literature review and research- and how these have been or are being addressed in practice. Building on the evidence and analysis in the previous chapters, this chapter describes the factors leading to effective co-production of public services, and identifies the risks and barriers which need to be overcome. This chapter also addresses assessing the costs and benefits associated with coproduction practices, and provides initial evidence of impact in terms of involvement, cost reduction, user satisfaction, service quality and value for money.

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