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## Regulation Inside Government

## Waste-watchers, Quality Police, and Sleaze-busters

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*British government by a team of leading scholars, this book provides an original analytical perspective on regulation within government. The book begins by examining the size of internal government regulation to reveal a structure comparable in size to government regulation of business. The book then goes on to show how internal government regulation grew in size despite the fact that public bureaucracy elsewhere were being sharply cutback. Given the limitations of orthodox constitutional checks on executive government, the courts and elected members of the legislature, regulation inside government deserves more attention than it has hitherto received. As one of the first comprehensive accounts of regulation inside government, this book begins to fill the gap.*

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# Public Management and Governance, Second Edition

*Taylor & Francis* The role of government in managing society has once again become a hot topic worldwide. A more diverse society, the internet, and new expectations of citizens are challenging traditional ways of managing governments. The second edition of *Public Management and Governance* examines key issues in efficient management and good quality service in the public sector. With contributions from leading authors in the field, it goes beyond the first edition, looking at the ways in which the process of governing needs to be altered fundamentally to remain legitimate and to make the most of society's many resources. Key themes include: challenges and pressures facing modern governments worldwide the changing role of the public sector in a 'mixed economy' of provision governance issues such as ethics, equalities, and citizen engagement This new edition has an increased international scope and includes new chapters on partnership working, agency and decentralised management, process management, and HRM. Comprehensive and detailed, it is an ideal companion for undergraduate and postgraduate students of public management, public administration, government and public policy.

## Governing the Reformed University

*Routledge* Universities are important public institutions and are seen as key drivers for a country's economic and intellectual development. Their ability to deliver relevant research and education at the highest level have an impact on growth and progress in society, and governments attempt to control and govern the development of the universities. It is no longer left to the individual researcher or the institution to determine the role of the university. Universities have traditionally had a special role in society with a high degree of autonomy and independence. They have been described as a self-governing Republic of Science and their internal organization is characterized as "academic tribes". However, universities can also be viewed as institutions with somewhat similar characteristics as other public institutions with highly professionalized staff. *Governing the Reformed University* is a coherent volume based on a unique data set. The aim of the book is to quantitatively and qualitatively understand and explain how reforms and management instruments are implemented and how it influences different levels of the organization from the top management level to the employees within universities. It contributes to the knowledge of reform and reform impact in higher education. It also adds to our understanding of management and governance at universities and through which mechanisms management works at universities. This book builds on and adds to the knowledge of studies of reform and governance at universities. The data used in the book consists of a number of data sets and is collected as part of a comprehensive research project. Academics and policy makers alike in the fields

*of public administration, public management, public policy, educational studies and accountancy will find this of high interest.*

## Public Law in a Multi-Layered Constitution

Bloomsbury Publishing *How is the distribution of power between the different levels of the contemporary constitution to be policed? What is the emerging contribution of the courts in regard to EC law, the Human Rights Act 1998 and devolution? What roles should be played by the legislative and judicial bodies at each level? Who should have access to the courts in public law disputes, and on what grounds should the courts regulate the exercise of public power? Can a coherent distinction be maintained between public and private law? These essays by leading public law scholars explore the allocation and regulation of public power in the United Kingdom. At the beginning of the twenty first century it appears that the traditional Diceyan model of a unitary constitution has been superseded as power has come to be distributed - particularly in the post-1997 period - between institutions at European, national, devolved and local level. Furthermore, the courts have come to play a powerful role at all levels through judicial review, while forms of regulation and contracting, together with other informal techniques of governance, have emerged. The contemporary constitution can be characterised as involving a multi-layered distribution of power - a situation which raises many key questions about the role of public law. The essays in this important collection tackle such questions from a variety of perspectives, aiming between them to provide a dynamic picture of the role of public law in the contemporary, multi-layered constitution.*

## Handbook of Policing

Routledge *This new edition of the Handbook of Policing updates and expands the highly successful first edition, and now includes a completely new chapter on policing and forensics. It provides a comprehensive, but highly readable overview of policing in the UK, and is an essential reference point, combining the expertise of leading academic experts on policing and policing practitioners themselves.*

## Regulating Long-Term Care Quality

# An International Comparison

Cambridge University Press *The number of elderly people relying on formal long-term care services is dramatically increasing year after year, and the challenge of ensuring the quality and financial stability of care provision is one faced by governments in both the developed and developing world. This edited book is the first to provide a comprehensive international survey of long-term care provision and regulation, built around a series of case studies from Europe, North America and Asia. The analytical framework allows the different approaches that countries have adopted to be compared side by side and readers are encouraged to consider which quality assurance approaches might best meet their own country's needs. Wider issues underpinning the need to regulate the quality of long-term care are also discussed. This timely book is a valuable resource for policymakers working in the health care sector, researchers and students taking graduate courses on health policy and management.*

## Regulatory Quality in Europe

### Concepts, Measures and Policy Processes

Manchester University Press *The European Union and its member states are investing in ambitious programmes for 'better regulation' and targets of regulatory quality. This book lifts the veil of excessively optimistic propositions covering the whole better regulation agenda. It provides an innovative conceptual framework to handle the political complexity of regulatory governance. It approaches better regulation as an emerging public policy, with its own political context, actors, problems, rules of interaction, instruments, activities and impacts.*

## EBOOK: Quality, Risk and Control in Health Care

McGraw-Hill Education (UK) *"With better governance a key issue in the NHS boardroom, this book provides a comprehensive underpinning to future developments." Roger Moore, Chief Executive, NHS Appointments Commission, UK "This book provides a much needed integration of different streams in the quality movement, examining the need and methods for control and accountability as well as the continuous improvement approach." John Ovretveit, The Karolinska Institute Medical Management Centre, Stockholm, Sweden "This excellent book is both informative and challenging...[it] helps us work our way through the contradictory and often*

*inconsistent health maze that is bound by quality, risk, control, governance, trust, regulation, private activity, accountability, assurance and outcome.” Adam Graycar, Cabinet Office of South Australia This book explores the concepts of trust, control and risk management as key components of organisational accountability in the public sector. It explores how the concept of risk management has been introduced into the public sector and how this has impacted on the definition of governance in the National Health Service. It also addresses the concept of controls assurance by placing it in the context of developments both in local health care management and central government. Key questions that are addressed include: ·How can devolved public sector organisations be held accountable? · What is the relationship between risk, control and governance? ·How do private sector ideas about governance translate into the provision of public health services? Quality, Risk and Control in Health Care is essential reading for health policy makers, health practitioners and professionals, as well as students and academics in the fields of health policy, health services management, social policy and public policy.*

## The Transformation of University Institutional and Organizational Boundaries

### Organizational Boundaries

*Springer An emerging issue in higher education studies is that of boundaries crossing. This is the main topic of the book “The transformation of University institutional and organizational boundaries”. Several signals of shifting boundaries can be envisaged in higher education and research institutions which could be glimpsed through organizations, the institutions and changes to the academic profession. That of boundaries crossing in Higher Education is a complex and heterogeneous issue, which characterizes scientific knowledge today and represents a key issue when looking at University transformations across contexts and policies, instruments and practices. The analysis of boundaries supplies interpretative frameworks for the interactions between the development of professions and disciplines, as well as the relationships of the science with various parts of society such as state, professionals and the market. Fuelling further the discussion on HEIs transformations allows capturing changes in the function, objectives and scope of higher education and research institutions, the move beyond sectoral and disciplinary boundaries and the increasingly blurred boundaries of academic professions and of scientific work. Public policies and HE reforms can push or impede the mentioned transformations but they can also derive from individual likelihood of moving in blurring spaces or from the transformations*

*of the epistemic communities and the emergence of new fields and sectors. Hence, changes are there, open to our observations.*

## SAGE Directions in Organization Studies

*SAGE SAGE has unparalleled depth in journal back lists in the field of organization studies, and publishes several of the top journals in the field, including Organization, Human Relations and Organization Studies. This four-volume set brings together over sixty of the key papers published in SAGE books and journals since the turn of the millennium, many of which are not easily available in traditional library holdings. Professor Stewart Clegg is widely recognised as a preeminent scholar of organization studies, and together with an international editorial board of ten renowned scholars in the field, has arranged this selection to help the reader better understand the developments in the field from different perspectives. Emphasis is placed on the 'history of the present' of organization studies, with articles that discuss contemporary issues and foreshadow further developments in the field, across popular theoretical perspectives such as discourse analysis, institutional theory and complexity theory.*

## Advances in Coach Education and Development

### From research to practice

*Routledge This book highlights the latest advances in coach education and development through collaborative research co-ordinated by the English Football Association, the only national governing body of sport to run a coaching research programme. Advances in Coach Education and Development presents the first set of studies generated by this programme that display how research has informed policy and practice within the FA. Divided into three parts, each investigates an aspect of this programme such as the FA's coaching education and development provision, its commitment to developing the developer, and how its coaches put their knowledge into practice. Each chapter includes sections that examine current issues, suggest considerations for other governing bodies and pose key questions including: What can other governing bodies learn from the FA's programme? What is the best way to capture and compare different coaching systems? How can other organisations optimise success within their coach education and development programmes? How can future research continue to unpack and understand the complex role of coach educators? Bringing together a unique set of studies covering every level of football, from elite to grassroots, this book is essential reading for any serious sports coaching student, researcher or coach educator.*

# Public Management and Governance

Routledge *Public Management and Governance* examines the factors which make government critically important and the barriers which often stop it being effective. It questions what it means to have effective policies, efficient management and good quality public services, and it explores how the process of governing could be improved. Key themes include: the challenges and pressures facing governments around the world; the changing role of the public sector in a 'mixed economy' of provision; governance issues such as ethics, equalities, transparency and citizen engagement. This revised and updated third edition includes eight new chapters which provide in-depth coverage of key new aspects of public management and governance. It also features a wide selection of international case studies and illuminating examples of how public policy, management and governance can be improved - and what happens when they fail. Each chapter is supplemented with discussion questions, group and individual exercises, case studies and recommendations on further reading. *Public Management and Governance* is one of the leading student textbooks in its field, featuring contributions from top international authors and covering a wide range of key topics in depth. It is an essential resource for all students on undergraduate and postgraduate courses in public management, public administration, government and public policy.

## Administrative Justice in Context

Bloomsbury Publishing This book comprises a definitive collection of papers on administrative justice, written by a set of very distinguished contributors. It is divided into five parts, each of which contains articles on a particular aspect of administrative justice. The first part deals with the impact of 'contextual changes' on administrative justice and considers the implications of changes in governance and public administration, management and service delivery, information technology, audit and accounting, and human rights for administrative justice. The second part deals with conceptual issues and describes a number of competing approaches to the administrative justice. The third part deals with the application of administrative justice principles to private law disputes while the fourth part deals with the distinctive characteristics of administrative justice in three other jurisdictions. The final part deals with current developments in administrative justice and the book concludes with a discussion of legislative and policy developments in the UK. The general approach of the book is socio-legal and interdisciplinary. The chapters adopt a variety of disciplinary perspectives, including those derived from political science, public policy, social policy, accounting and information technology as well as from law. Although most of the contributors are academics, some are practitioners. For these reasons, the book should be of interest to lawyers, particularly those with interests in administrative law, and to social scientists, particularly those with interests in public administration,

*public policy and public management.*

## The Rise of Political Advisors in the Westminster System

*Routledge* Political advisors have risen in significance in Westminster countries, and have been increasingly thrust into the limelight by headline scandals and through their characterisation in various television series. This increased prominence has led to greater scrutiny of their role and influence. This book demonstrates that the introduction of political advisors into the structure of the executive has led to the erosion of the Westminster doctrine of ministerial responsibility. Adopting a comparative approach, the book analyses the rise in the power and significance of political advisors in the Westminster jurisdictions of the United Kingdom, Australia, New Zealand and Canada. It shows the fundamental shift of the locus of power from the neutral public service to highly political and partisan ministerial advisors. Tracing the divergent paths for legal and political regulation of political advisors, Yee-Fui Ng illuminates the tensions that they pose within the Westminster system in terms of the media/politics and faction/opposition interfaces. Providing insights for those researching or engaged in politics and public administration, this work will interest scholars and students of politics and public law, policy and administration.

## Public Management and Governance

*Psychology Press* Much has been written about the Muslim Murid movement and its leader Shamil, who resisted the Tsarist Russian expansion into Chechan and Daghestan for more than quarter of a century. This study, based on research in multilingual archives, offers a fresh insight into a subject that generates constant controversy in Russian historiography and has often been misinterpreted by Western scholars.

## Handbook of Probation

*Willan* This Handbook is an essential text for anybody working in probation, studying the subject as part of wider criminology or criminal justice course. It provides a comprehensive, authoritative and up-to-date source of information and analysis about all aspects of the work of the Probation Service.

# Remodelling Hospitals and Health Professions in Europe

## Medicine, Nursing and the State

*Springer* This work provides an accessible case study approach to European health care systems, medicine and nursing. The institutional analysis explains how welfare states have reformed hospitals and health professions with varying degrees of success.

## Organizational Encounters with Risk

*Cambridge University Press* Organizational encounters with risk range from errors and anomalies to outright disasters. In a world of increasing interdependence and technological sophistication, the problem of understanding and managing such risks has grown ever more complex. Organizations and their participants must often reform and reorganise themselves in response to major events and crises, dealing with the paradox of managing the potentially unmanageable. Organizational responses are influenced by many factors, such as the representational capacity of information systems and concerns with legal liability. In this collection, leading experts on risk management from a variety of disciplines address these complex features of organizational encounters with risk. They raise critical questions about how risk can be understood and conceived by organizations, and whether it can be 'managed' in any realistic sense at all. This book is an important reminder that the organisational management of risk involves much more than the cool application of statistical method.

## The Essential Public Manager

*McGraw-Hill Education (UK)* Using conversations, cases and original sources, this work engages with the key themes and problems of public management.

## Policy Making in Britain

# An Introduction

*SAGE* Introducing you to the public policy making process in Britain today, this book adopts an empirical approach to the study of policy making by relating theory to actual developments in Britain since the 1980s. It covers: Ideas, Problem Definition, Issues and Agenda-Setting Key Individuals Key Institutions Parliament and Public Policy Implementation The shift from Government to Governance (including marketization, and devolution) The increasing role of the private and voluntary sectors in policy delivery Internationalisation and Europeanization of policies and policy making Evaluation, audits and the New Public Management Each chapter is enriched by recent real-life case studies and boxes illustrating key arguments, concepts and empirical developments. Taking into account the 2010 election and beyond, the book addresses current issues, developments and debates. The result is a contemporary and engaging text that will be required reading for all students of British politics, public policy and public administration.

# The New Bureaucracy

# Quality Assurance and Its Critics

*Policy Press* Based on interviews with inspectors, quality assurance managers and auditors, as well as professionals struggling with bureaucracy, this book offers a critical, but at the same time a human and sympathetic, account of organisational change.

# Regulatory Impact Assessment

# Towards Better Regulation?

*Edward Elgar Publishing* The practice of regulatory impact assessment has long needed a critical evaluation. This volume, which is interdisciplinary and international, and combines academic and practitioner insights, hits the spot to great effect. Colin Scott, UCD College of Business and Law and UCD School of Law, Ireland Better state regulation is a key component of economic reform. This is the first book to comprehensively explore international experience in the use of Regulatory Impact Assessment (RIA), which involves

*assessing the potential benefits and costs of any regulatory change. The contributors reveal that RIA is being adopted by an increasing number of countries as a route to better regulation with varying degrees of success. The book includes contributions from leading experts on regulatory reform and introduces a range of case studies from developed, developing and transitional economies. Comprehensive in its approach, this book contributes to the literature on evidence-based decision making as part of the new public management. By rigorously examining the principles of better regulation and focusing on the problem of applicability and adoption of RIA practices around the world, it will greatly aid understanding of regulatory policy design and implementation. The book will be invaluable for academics and researchers of public policy and management in developed, developing and transitional countries. It will also be of great practical relevance to government administrators and policymakers challenged by the need to understand the scope and limitations of RIA.*

## Making Accountability Work

### Dilemmas for Evaluation and for Audit

*Routledge "Like honesty and clean water, "accountability" is invariably seen as a good thing. Conversely, the absence of accountability is associated with most of the greatest abuses in human history. Accountability is thus closely linked with the exercise of power and the legitimacy of policies and those pursuing them. This book looks at the role of evaluation and of audit as key elements in democratic accountability processes. The contributors explore the apparent paradox of there being more accountability-related activities today than ever before, at the same time as much public debate laments what is seen as a lack of actual accountability. Such a situation raises a number of questions: Is there a need for different approaches to establishing accountability or can current arrangements be modified to make them more effective? Are present practices part of the problem and are they preventing a mature debate about performance improvement taking place? How can systems awash with performance information ensure that at least some of it makes sense to a wide range of potential users? How is it that greater accountability and transparency can so quickly have become associated with concerns about perverse incentives and be seen by some as a costly burden? The volume includes detailed case studies and synthesizes up-to-date research evidence drawn from very different governmental systems, ending with practical advice for those involved in the accountability processes. In doing so, it attempts to address both conceptual ambiguities about the notion of "accountability" and the practical uncertainties over its implications for democratic government. This book is aimed at serious people who think about trends in the use of evaluation and audit in seeking to hold governments*

*accountable for their actions and performance."*

## Public Management Reform

### A Comparative Analysis

*Oxford University Press, USA This is a comprehensive, integrated analysis of the wave of management reforms which have swept through many countries including Australia, Belgium, Canada, Finland, France, Germany, Italy, the Netherlands, New Zealand, Sweden, the UK, the USA, and the European Commission.*

## The Oxford Handbook Public Accountability

*Oxford University Press Drawing on the best scholars in the field from around the world, The Oxford Handbook of Public Accountability showcases conceptual and normative as well as the empirical approaches in public accountability studies.*

## Justice and Home Affairs Agencies in the European Union

*Routledge This book examines the role of agencies and agency-like bodies in the EU's Area of Freedom, Security and Justice (AFSJ). When the Maastricht Treaty entered into force on 1 November 1993, the institutional landscape of the so-called 'Third Pillar' looked significantly different than it does now. Aside from Europol, which existed only on paper at that time, the European agencies examined in this book were mere ideas in the heads of federalist dreamers or were not even contemplated. Eventually, Europol slowly emerged from its embryonic European Drugs Unit and became operational in 1999. Around the same time, the European Union (EU) unveiled plans in its Tampere Programme for a more extensive legal and institutional infrastructure for internal security policies. Since then, as evidenced by the chapters presented in this book, numerous policy developments have taken place. Indeed, the agencies now operating in the EU's Area of Freedom, Security and Justice (AFSJ) are remarkable in the burgeoning scope of their activities, as well as their gradually increasing autonomy vis-à-vis the EU member states and the institutions that brought them to life. This book was published as a special issue of Perspectives on European Politics and Society.*

# Restorative Justice & Responsive Regulation

*Oxford University Press on Demand Braithwaite's argument against punitive justice systems and for restorative justice systems establishes that there are good theoretical and empirical grounds for anticipating that well designed restorative justice processes will restore victims, offenders, and communities better than existing criminal justice practices. Counterintuitively, he also shows that a restorative justice system may deter, incapacitate, and rehabilitate more effectively than a punitive system. This is particularly true when the restorative justice system is embedded in a responsive regulatory framework that opts for deterrence only after restoration repeatedly fails, and incapacitation only after escalated deterrence fails. Braithwaite's empirical research demonstrates that active deterrence under the dynamic regulatory pyramid that is a hallmark of the restorative justice system he supports, is far more effective than the passive deterrence that is notable in the stricter "sentencing grid" of current criminal justice systems.*

## The regulation of standards in British public life

### Doing the right thing?

*Manchester University Press This is an analysis of the revolution of the last two decades that has built an extensive new regulatory apparatus governing British public ethics. The book sets the new machinery in the wider institutional framework of British government. Its main purpose is to understand the dilemmas of regulatory design that have emerged in each area examined.*

## Discretion and the Quest for Controlled Freedom

*Springer Nature Looking at discretion broadly as the exercise of controlled freedom, this edited volume introduces insights from a range of social sciences perspectives. Traditionally, discussions of discretion have drawn on legal notions of the appropriate exercise of legitimate authority specified by legislators. However, empirical and theoretical studies in the social sciences have extended our understanding of discretion, moving us beyond a narrow legal view. Contributors from a range of disciplines explore the idea of discretion and related notions of freedom and control across social and political practices and in different contexts. As this complex and important topic is discussed and examined, both total control and unconstrained freedom appear to be illusions.*

# OECD Public Governance Reviews Public Procurement Review of the State's Employees' Social Security and Social Services Institute in Mexico

*OECD Publishing Building on the 2008 OECD Principles for Enhancing Integrity in Public Procurement and good practices of similar organisations in other OECD countries, the review provides a comprehensive assessment of ISSSTE's procurement strategies, systems and processes.*

## Government

# Have Presidents and Prime Ministers Misdiagnosed the Patient?

*McGill-Queen's Press - MQUP Citizens have lost trust in their institutions of public governance. In trying to fix the problem, presidents and prime ministers have misdiagnosed the patient, failing to recognize that government bureaucracies are inseparable from political institutions. As a result, career officials have become adroit at managing the blame game but much less so at embracing change. Donald Savoie looks to the United States, Great Britain, France, and Canada to assess two of the most important challenges confronting governments throughout the Western world: the concentration of political power and the changing role of government bureaucracy. The four countries have distinct institutions shaped by distinct histories, but what they have in common is a professional non-partisan civil service. When presidents and prime ministers decide to expand their personal authority, national institutions must adjust while bureaucracies grow to fill the gap, paradoxically further constricting government efficacy. The side effects are universal – political power is increasingly centralized; Parliament, Congress, and the National Assembly have been weakened; Cabinet has lost standing; political parties have been debased; and civil services have been knocked off their moorings. Reduced responsibility and*

*increased transparency make civil servants slow to take risks and politicians quick to point fingers. Government astutely diagnoses the problem of declining trust in government: presidents and prime ministers have failed to see that efficacy in government is tied to well-performing institutions.*

## Preventive Justice and the Power of Policy Transfer

*Springer As policy-makers look first (and easily) for existing policy solutions which could be adapted from elsewhere, policy transfer becomes increasingly central to policy development. This book explores whether policy transfer in 'everyday' policy-making may be unintentionally creating a system of preventive justice.*

## Restorative and Responsive Human Services

*Routledge In Restorative and Responsive Human Services, Gale Burford, John Braithwaite, and Valerie Braithwaite bring together a distinguished collection providing rich lessons on how regulation in human services can proceed in empowering ways that heal and are respectful of human relationships and legal obligations. The human services are in trouble: combining restorative justice with responsive regulation might redeem them, renewing their well-intended principles. Families provide glue that connects complex systems. What are the challenges in scaling up relational practices that put families and primary groups at the core of health, education, and other social services? This collection has a distinctive focus on the relational complexity of restorative practices. How do they enable more responsive ways of grappling with complexity than hierarchical and prescriptive human services? Lessons from responsive business regulation inform a re-imagining of the human services to advance wellbeing and reduce domination. Readers are challenged to re-examine the perverse incentives and contradictions buried in policies and practices. How do they undermine the capacities of families and communities to solve problems on their own terms? This book will interest those who harbor concerns about the creep of domination into the lives of vulnerable citizens. It will help policymakers and researchers to re-focus human services to fundamental outcomes at the foundation of sustainable democracies.*

## Managing Public Services Innovation

# The Experience of English Housing Associations

*Policy Press* *Managing public services innovation provides an in-depth exploration of innovation and its management in the housing association sector. Drawing on longitudinal case studies and data sets, it explores techniques to develop evidence-based policy in the housing association sector, and makes recommendations for best practice.*

# New Managerialism, New Welfare?

*SAGE Publications Ltd* *New Managerialism, New Welfare is a carefully integrated textbook that explores the continuing restructuring of the state and social welfare in the United Kingdom. It combines studies of specific policy areas - such as health, education, criminal justice, local government - with chapters that examine cross-cutting themes and developments. The book provides a thorough and critical reflection on New Labour's vision of the past and future of social welfare and public services in the construction of a 'modern society'.*

# Crime and Regulation

*Routledge* *This volume brings together key articles in the burgeoning field of regulation. The collection is interdisciplinary, in keeping with study of regulation itself, yet the book arranges and explores these articles to make the bewildering array of issues and concepts that comprise the study of regulation comprehensible to a criminological audience. It will be of interest to all scholars and students of criminology and criminal justice, as well as those concerned with reducing the crimes and harms of the powerful.*

# A Government that Worked Better and Cost Less?:

# Evaluating Three Decades of Reform and Change in UK

# Central Government

*OUP Oxford The UK is said to have been one of the most prolific reformers of its public administration. Successive reforms have been accompanied by claims that the changes would make the world a better place by transforming the way government worked. Despite much discussion and debate over government makeovers and reforms, however, there has been remarkably little systematic evaluation of what happened to cost and performance in UK government during the last thirty years. A Government that Worked Better and Cost Less? aims to address that gap, offering a unique evaluation of UK government modernization programmes from 1980 to the present day. The book provides a distinctive framework for evaluating long-term performance in government, bringing together the working better and costing less dimensions, and presents detailed primary evidence within that framework. This book explores the implications of their findings for widely held ideas about public management, the questions they present, and their policy implications for a period in which pressures to make government work better and cost less are unlikely to go away.*