

- Equality in
Managing
Service
Delivery



Rohan Collier

Equality In Managing Service Delivery

Peter Murphy, Kirsten Greenhalgh



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Equality In Managing Service Delivery Collier, Rohan,1998-10-01 This book gives practical advice on how organizations delivering a service to the public can meet the needs of different groups of people Using examples from the private public and voluntary sectors Rohan Collier explains how to develop and implement equalities policies which effect real change She argues that to be successful an organization must know and address the different needs and interests of its customers or clients and the only way to fully understand the needs of a diverse public is to take account of equalities issues This is the first book of its kind It will enable organizations to improve their image enhance their services and widen their customer or client base

Strategic Management For The Public Services Joyce, Paul,1999-04-01 This is an accessible introduction to the theory and practice of strategic management in the public sector

Equality in Water and Sanitation Services Oliver Cumming,Tom Slaymaker,2018-07-26 There is growing acceptance that the progress delivered under the Millennium Development Goal target for drinking water and sanitation has been inequitable As a result the progressive reduction of inequalities is now an explicit focus of the Sustainable Development Goal SDG targets adopted in 2015 for universal access to drinking water sanitation and hygiene WASH This shift in focus has implications for the way in which the next generation of WASH policies and programmes will be conceived designed financed and monitored This book provides an authoritative textbook for students as well as a point of reference for policy makers and practitioners interested in reducing inequalities in access to WASH services Four key areas are addressed background to the human right to water and development goals dimensions of inequality case studies in delivering water and sanitation equitably and monitoring progress in reducing inequality

Managing the City John Diamond,Joyce Liddle,Alan Southern,Alan Townsend,2007-01-24 Taking a problem based approach to regeneration management this exciting new book authored by renowned academics and practitioners examines how issues of ethics equality sustainability local governance civic renewal and learning are addressed within the areas of social and economic development and transformation The issues covered here have significant implications for the ways in which regeneration initiatives are put together in their design development and delivery as well as for the skills and learning needs of practitioners and the ways in which initiatives are then managed and led This informative book provides the tools and techniques using a mixture of rigorous academic theory and practical insights to enable any reader to gain insight into this important subject Drawing upon a breadth of experience both in practice and in academia the contributors present the gaps and challenges within regeneration management and the editors provide a framework within which the practical difficulties facing those engaged in the process of regeneration can be managed Engaging and comprehensive this

book is an invaluable resource for all those involved in regeneration **Handbook of Public Service Delivery** Christopher G. Reddick, Tansu Demir, 2024-09-06 Adopting an integrated approach this Handbook examines the design organization implementation and evaluation of public service delivery Emphasizing the complex and dynamic nature of public services it draws on cutting edge research to identify responses to the unique challenges of the field **Fire and Rescue Services** Peter Murphy, Kirsten Greenhalgh, 2017-09-10 This unique text fills a major gap in the emergency services literature by surveying the research on fire and rescue service management in the UK An extensive evidence base focuses on organizational culture leadership skills standards and accountability emphasizing the services dual roles as first responders and guardians of public safety and prevention The implications for international public health and safety programs are made clear as the services recent history illustrates the complex challenges typical of functioning within local and national political contexts Chapters take on a broad range of management leadership service delivery and staffing concerns including Evolution and adaptation of fire and rescue services during periods of expansion and austerity Civil protection as a local and national priority Structural issues assessments and improvements collaborations with other services Emerging social concerns diversity gender equality the aging worker population The concepts and consequences of heroes and heroism Future directions for governance transparency and accountability Fire and Rescue Services complements the earlier volumes in the Leadership Management of Emergency Services series with equal parts realism and vision It should interest a wide audience of public policymakers public managers and emergency service personnel as well as academics and researchers

Challenges of Public Administration Management for Higher Education Enaifoghe, Andrew, Mthethwa, Richard, 2024-10-02 Public administration in South Africa grapples with multifaceted challenges from ensuring equitable service delivery to fostering democratic governance Institutions and organizations within the public sector must navigate complex interdependent systems while addressing the evolving needs of their communities This dynamic environment demands innovative policy formulation implementation and management approaches However existing literature often needs to provide comprehensive insights tailored to the specific context of South Africa s public administration *Challenges of Public Administration Management for Higher Education* is a book which provides a platform for rethinking and reflecting on the field of public administration offering theoretical frameworks methodologies and practical applications that resonate with the South African context By delving into democratic governance policy transformation and citizen centric approaches this book equips policymakers practitioners scholars and researchers with the necessary tools to address 21st century challenges effectively It serves as a guide for fostering collaboration enhancing capacity building and promoting ethical practices in public administration **Managing Urban America** Robert E. England, John P. Pelissero, David R. Morgan, 2016-05-06 *Managing Urban America* guides students through the challenges politics and practice of urban management including managing conflict through politics adapting to demographic and social changes balancing budgets and delivering a myriad of

goods and services to citizens in an efficient equitable and responsive manner The Eighth Edition has been thoroughly updated to include a discussion of the difficulties cities confront as they deal with the lingering economic challenges of the 2008 recession the concept of e government and how it affects the theory and practice of management and the implications of environmental issues for urban government management

Anti-Oppressive Practice in Health and Social Care Viola Nzira, Paul Williams, 2008-11-11 Anti Oppressive Practice in Health and Social Care presents a distinctive holistic approach to developing anti oppressive practice in a range of health and social care settings and with a range of service users Drawing on case studies and practice guidelines the book proposes strategies which students and professionals can use to develop skills in cultural equality and anti discrimination and apply them to their everyday practice The book begins with an account of the nature of anti oppressive practice and goes on to explore the core theories concepts and strategies of anti oppressive practice Key features of the book include a positive preventative approach that sets it apart from existing texts in the field invaluable practical guidance on how to develop and evaluate personal and organisational cultural practice a number of helpful features such as annotated case studies which illustrate best practice cultural competence and common pitfalls Anti Oppressive Practice in Health and Social Care is an essential text for all health and social care undergraduates on such courses as social work health care nursing and counselling It will also be a useful reference tool for qualified practitioners who wish to reflect on their personal and organisational practice

Delivering Government Services William J. Murin, Judith Pryor, 1988 First Published in 1989 Routledge is an imprint of Taylor Francis an informa company

Equality, Diversity and Opportunity Management Tony Morden, 2016-05-23 Equality Diversity and Opportunity Management presents a comprehensive analysis of the processes of governance leadership policy and strategy formulation decision making practical and financial management and real world implementation of the Equality Diversity Opportunity and Discrimination or anti Discrimination Agenda The leadership cost and management of the Agenda for Equality Diversity Opportunity and Discrimination or anti Discrimination is discussed in three mandatory areas Employment and the Workplace Service Provision and customer service Neighbourhood and Community Management The necessary choice of these three key areas of application reflects a typical focus of government policy legislation and case law for the UK Europe North America Australia New Zealand and in many other countries that implement active Human Rights Agendas You will find the book strongly orientated towards issues of corporate governance personal and vicarious responsibility leadership cost management implementation and delivery It deals directly professionally and in a non opinionated manner with challenging and sometimes unpopular or unwanted issues of equality and inequality diversity a lack of opportunity or social mobility and the widespread incidence of discrimination The work suggests practical and realistic means to deal with such issues whether at the level of corporate governance leadership policy and strategy the incurring of unnecessary cost or at the level of operational and departmental management procedure and process Equality Diversity and Opportunity Management is

written at the same time from scholarly objective applied proportionate hands on and practitioner based perspectives The Dynamics of Managing Diversity Gill Kirton, Anne-Marie Greene, 2013-07-04 The Dynamics of Managing Diversity a critical approach takes a fresh approach to the issues of equality and diversity in the world of employment today It takes the view that the study of equality now needs to consider not only issues of discrimination but also the needs of people in relation to their diverse cultures and identities The text discusses diversity as recognition of the differences and similarities between and among social groups and how resulting policies must reflect these The Dynamics of Managing Diversity offers an integrative approach looking at all the issues surrounding managing equality and diversity in the workplace Equality and diversity are treated as mutually reinforcing rather than competitive concepts Topics explored are firmly placed within the organizational and labour market framework and examined from a sociological perspective The text draws on European examples and countries which have made a significant contribution to managing equality and diversity Divided into two parts the following topics are addressed Contexts and Concepts background settings the social contexts the labour market theoretical concepts and diversity equality and discrimination issues at the level of the organization Policy and Practice looks at the role of the State and EU trade unions employer policy approaches and a comparative view of policy examples within a European context

The Routledge Handbook of Diversity, Equity, and Inclusion Management in the Hospitality Industry Ashokkumar Manoharan, Juan M. Madera, Manisha Singal, 2023-10-13 Interdisciplinary in terms of both its coverage and contributions The Routledge Handbook of Diversity Equity and Inclusion Management in the Hospitality Industry provides an informative and systematic guide to the current state of knowledge on workforce diversity and its management Providing empirical knowledge and reflective practice on diversity issues and their management in the hospitality industry this handbook includes chapters written by a plethora of experts in the diversity management DM field including scholars academics and industry experts such as managers from leading hospitality industry firms Logically structured and embellished with illustrative figures throughout the volume provides critical reviews and an appraisal of current research and the future development of conceptual and theoretical approaches to diversity equity and inclusion DEI management in the hospitality industry including dimensions of diversity in hospitality such as gender cultural ethnic age disability sexual orientation and Indigenous workers Elucidative examples are used from different countries such as Australia Austria Canada Japan United Arab Emirates and India and the volume takes a solution based approach providing future directions for emerging diversity researchers Global in perspective this book is a pivotal teaching resource for academics an illustrative reference resource for Ph D students and early career researchers who work on workforce diversity and a practical guide for managers and HR consultants It will also appeal to wider audiences including those in tourism recreation and leisure studies and other professional fields

Practical Management of Haemoglobinopathies Iheanyi Okpala, 2008-04-15 Presents a comprehensive picture of care including diagnostic therapeutic and psychosocial aspects The contributors cover basic

science and epidemiological aspects of the public health challenge but maintain a focus on the day to day issues encountered in dealing with affected people Containing clear practical advice this text is an essential practical resource to bridge the gap between expensive reference texts and smaller manuals Practical Management of Haemoglobinopathies is an ideal for Trainees and residents in haematology Hematologists in practice Healthcare professionals treating those with sickle cell disease and thalassaemia Why Buy This Book Deals with practical problems encountered in the comprehensive care of affected individuals Each chapter written by an expert in the field Comprehensive coverage of basic science laboratory diagnosis psychosocial support and community care South African Human Resource Management for the Public Sector Barney Erasmus,2005 This report discusses important themes in the field of human resource management for the public sector including managing employee relations strategizing and planning human resources departments and selecting employees within the equal employment opportunity guidelines Current legislation of the field is discussed and new theories on local and international applied research are explored *Management and Organisations in Social Work* Trish Hafford-Letchfield,2009-04-17 This fully revised and updated second edition looks at the study of social work management and organisations focusing on relationships with crucial partners such as central government agencies local partners and other social care organisations Through an examination of current research and practice the author explores the relationships between ideology professional and personal values and decision making in organisational culture Included in the text are case studies activities and further reading lists to aid learning **OECD Public Management Reviews: Ireland 2008 Towards an Integrated Public Service** OECD,2008-05-07 This report is the first in a series of OECD country reviews that will look at public management reform and governance issues from a comprehensive perspective **Australia Economic Assistance to Pacific Islands Handbook Volume 1 Strategic Information and Basic Assistance Agreements** IBP USA,2011 2011 Updated Reprint Updated Annually Australia Economic Assistance to Pacific Islands Handbook **Emerging and Potential Trends in Public Management** John Diamond,Joyce Liddle,2012-08-20 Challenging some of the established practices of public policy and administration which have been called into question by the financial and banking crises of 2008 this title investigates public sector management and the public managers acting in the interests of civil society to get to the heart of best practice

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