

Managing Local Government Services

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An indispensable resource, this comprehensive text on the subject of local government services is relevant to local governments of all sizes. It includes demographic, economic, technological and cultural trends that affect the management of service delivery. New chapters discuss the shift from "government" to "governance," alternative methods of service delivery, community development, and the five management practices that are fast becoming the standard for professional local government ...

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The Local Government Turnaround Strategy was
introduced as a government programme of action and a
blueprint for better service delivery aimed at responsive,
accountable, effective and efficient local government.
Five focus areas aimed at fast-tracking implementation
of the strategy have been identified.

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The framework is intended to complement, not replace a
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