

the 1990s, the number of people in the UK who are employed in the public sector has increased by 1.5 million (1990–2000).

There is a growing emphasis on the need to improve the quality of public services, and this has led to a number of initiatives aimed at improving the quality of public services. These initiatives include the following:

• The Quality Standard for Public Services (QSPS) (2000) – a framework for assessing the quality of public services.

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