



Public administration reform

We support initiatives to strengthen public administration and service delivery based on principles of good government. We work with partners in central, regional and local public administration to help develop open, effective and efficient government.

What we do

Our technical assistance management services support public sector institutions, government agencies and civil society institutions as they implement reform programmes.

Our experience and expertise range widely from specific initiatives to support European Union accession to broader capacity-building in the public sector.

We work with our partners to develop transparent, accountable systems in the following areas:

- policy development and co-ordination
- strategic planning and budgeting
- reforming the machinery of central, regional and local government
- democratic participation and accountability
- public service delivery
- civil service education
- institutional capacity-building for public sector, including health
- human resource management, including systems for recruitment, leadership, career development and pay
- web-based systems and e-governance.

How we work

The UK has extensive experience of public service reforms, based on delegation, accountability, flexibility and expanding choice. We reflect these values while addressing specific local needs.

Our working methods incorporate current development thinking:

- participative planning, implementation and monitoring
- responsiveness to changing circumstances
- appropriate use of tools such as logical framework analysis to improve project planning and implementation
- capacity-building by developing the skills of individuals and effectiveness of institutions
- use of in-country and international training and consultancy resources.

What we offer

We have managed projects to reform public administration worldwide. The British Council's network of offices and long-term presence in 110 countries and territories give us access to individuals and organisations from around the world. We offer:

- extensive understanding of public administration systems in the countries where we work
- in-house expertise in public administration reform
- the ability to draw on expertise from the UK and the rest of Europe as well as globally through our network of offices
- effective consultancy management skills

- excellent experience in managing and organising training
- experience of effective teamworking and consultation.

Our experience

We have managed public administration reform initiatives in developing countries and countries in transition. Examples include:

European Union Co-ordination Project (EUCOP), Ukraine

This project developed EU policy co-ordination and integration. Working with the Cabinet of Ministers and government of Ukraine, it analysed the budgetary, institutional and human resource impact and strengthened the Co-ordination Centre in the Secretariat.

PACE – Training for Category II Civil Servants, Macedonia

This project strengthened Macedonia's civil service in two vital areas: preparing a local curriculum and training 250 expert civil servants; and representing the non-majority population through training 100 translators and interpreters. We worked closely with the Macedonian government and the UK's National School of Government.

Support to the Civil Service Reform Programme, Croatia

We provided support by the development of human resource management (drafting of a new Civil Service Law, advice on internal reorganisation of the Central State Office and skills training). A second component drafted a new General Administrative Procedure in line with best practice in citizen-focused public service delivery.

Managing at the Top II, Bangladesh This project focuses on senior civil servants with a developmental programme including learning in-country at the Public Administration Training Centre and team projects. These are supported by advice to the Career Planning Wing on introducing a modern HRM system. Over 2,000 civil servants will be developed through study visits overseas.

China–Europe Public Administration Programme We assisted in the training of senior officials to lead China's reform process. Working with the Chinese National School of Administration a range of training was offered in comparative aspects of European public administration. Study tours, visits and consultancy to develop materials helped equip a cadre of 200 officials.

Support to the Health Sector Reform Programme, Egypt

We supported the development of District Health Plans for three governorates. Capacity was strengthened at district and central levels of the Ministry of Health, particularly in areas of health care services, infrastructure, HR policies and practices and health financing systems.

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Management of training programmes in the United Kingdom