

Public Services resource list

Level 3

Books

- Britain and the European Union
Published by: Edinburgh University Press, 2007
ISBN: 978-0748624287
Jones, A
- Care Trusts: Partnership Working in Action
Published by: Radcliffe, 2003
ISBN: 1857758218
Glasby, J;
Peck E (Editors)
- Coaching the Team at Work
Published by: Nicholas Brealey Publishing, 2007
ISBN: 978-1904838081
Clutterbuck, D
- Communicate Clearly
Published by: Dorling Kindersley, 1998
ISBN: 978-0751306309
Heller, R
- Communicating Effectively for Dummies
Published by: John Wiley and Sons Ltd, 2001
ISBN: 978-0764553196.
Brounstein, M
- Community Care, Working In Partnership with Service Users
Published by: Venture Press, 1997
ISBN: 1873878915
Morris, J
- Community Work
Published by: Macmillan, 2001
ISBN: 0333912705
Twelvetrees, A
- Contemporary Issues in Leadership
Published by: Westview Press Inc, 2006
ISBN: 978-0813343310
Rosenbach, W;
Taylor, R
- Creating Strong, Safe and Prosperous Communities
Published by: Statutory office, 2008
ISBN: 978-0117539969
Department for
Communities and Local
Government
- Developing Potential Across a Full Range of Leadership: Cases in
Transactional and Transformational Leadership.
Published by: Psychology Press, 2002
ISBN: 978-0805838947
Aviolo, B; Bass, B
- Doing your Research Project
Published by: Open University Press, 1993
ISBN: 0335190944
Bell, J
- Employment Law in Practice
Published by: OUP Oxford, 2008
ISBN: 978-0199227549
The City Law School

Essentials of Marketing Published by: Financial Times/ Prentice Hall, 2007 ISBN: 978-1405858281	Brassington, F; Pettit, S
The Fast Forward MBA in Project Management Published by: London: John Wiley & Sons (3 rd Ed), 2008 ISBN: 978-0470247891	Verzuh, E
A Glossary of the European Union Published by: Edinburgh University Press, 2008 ISBN: 978-0748625765	Jones, A
A Handbook of Management and Leadership: A Guide to Managing for Results Published by: Kogan Page, 2005 ISBN: 978-0749443443	Armstrong, M; Stephens, T
The Handbook of Project-Based Management Published by: McGraw-Hill, 1998 ISBN: 978-0077091613	Turner, R
Introduction to Management Published by: Palgrave Macmillan, 2006 ISBN: 978-0230000384	Pettinger, R
Leadership and Social Movements Published by: Manchester University Press, 2001 ISBN: 978-0719059025	Banker, C; Johnson, A
Leadership and the One Minute Manager Published by: HarperCollins Entertainment, 2000 ISBN: 978-0007103416	Zigarmi, P Blanchard, H & Zigarmi, D
Leadership Theory and Practice Published by: Sage Publications, 2006 ISBN: 978-1412941617	Northouse, P. G
Learning to Participate – Human Rights, Citizenship and Development in the Local Community Published by: Teachers in Development Education (TIDE), 1996 ISBN: 978-0948838453	Osler, A
Managing and measuring employee performance Published by: Kogan Page, 2006 ISBN: 978-0749444778	Houldsworth, E; Jirasinghe, D
Performance Management and Appraisal Published: CIPD, 2007 ISBN: 9781843981701	Gillen, T
Preparing for Leadership: A Young Adult's Guide to Leadership Skills in a Global Age. Published by: Greenwood Press, 2003 ISBN: 978-0313290534	Woyach, R
Project Management Demystified	Riss, G

Published by: Taylor and Francis, 2007 ISBN: 978-0415421638	
Project Management for Dummies Published by: John Wiley & Sons; 2nd Edition, 2006 ISBN: 978-0470049235	Portney, S
Public Management and Modernisation in Britain Published by: Palgrave, 2005 ISBN: 0 333 73290 5	Massey, A; Pyper, R
Public Sector Management (5th Ed) Published by: Sage, 2007 ISBN: 978 1 4129 2993 6	Flynn, N
Public Sector Management Published by: Financial Times Prentice Hall, 2001 ISBN: 978-0273646341	Flynn, N
The Public Service Ethos Published: London: Parliamentary Copyright, 2002	Public Administration Select Committee
Public Values: The Next Steps in Public Service Reform Published: The Work Foundation, 2008 Downloadable as PDF on The Work Foundation website: www.theworkfoundation.com	Coats, D; Passmore, E
Real World Research: A Resource for Social Scientists and Practitioner Researchers Published by: Blackwell, 2001 ISBN: 0631213058	Robson, C
Social Research: Issues, Methods and Process Published by: Open University Press, 2001 ISBN: 0335206123	May, T
Team Roles at Work Published by: Butterworth-Heinemann, 1996 ISBN: 978-0750626750	Belbin, M. R
Transformational Leadership Published by: Psychology Press, 2005 ISBN-13: 978-0805847611	Bass, Bernard; Reggio, R
Recruitment 2020: how recruitment is changing and why it matters Published: Demos, 2007 ISBN: 978-1-84180-180	Gallagher, N; O'Leary, D
Understanding Organisations Published by: Penguin (4 th Ed0, 2005 ASIN: B002G58QQ2	Handy, C
Working in Partnership with Schools Published by: Grove Books, 1995 ISBN: 1851743065.	Watson, N

Working with Rural Communities
Published by: Macmillan, 1992
ISBN: 033355146X

Francis, D;
Henderson, P

Journals and magazines

- Fire News - the free monthly newspaper for the fire service
- Local Government Chronicle - latest on local government news and local government jobs
- Nursing Times - the leading site for hospital nurses, NHS nurses, private health, health care assistants, nursing jobs, health policy and clinical trials
- Police Review - latest news, analysis and commentary on UK policing today
- Prison Service News (PSN) - features all the latest news, views and developments from HM Prison Service including policy initiatives and emerging front line programmes
- Soldier Magazine - the magazine of the British army published for the UK armed forces by the
- The Journal - the magazine of the British Fire Services Association
- Youth Justice Board News - the board's bi-monthly magazine

Websites

- 10 Downing Street www.number10.gov.uk
- About.com <http://psychology.about.com>
- Advisory Conciliation and Arbitration Services www.acas.org.uk
- Ambulance Service Association www.asa.uk.net
- American Psychology Association www.apa.org
- Association of Police Authorities www.apa.police.uk
- Audit Commission website www.audit-commission.gov.uk
- Audit Commission www.audit-commission.gov.uk
- British Army www.army.mod.uk
- Businessballs www.businessballs.com
- Cabinet Office www.cabinetoffice.gov.uk
- Cabinet Office, UK Gov Talk www.govtalk.gov.uk
- CBI www.cbi.org.uk
- Central Office of Information www.coi.gov.uk
- Centre for Public Service Partnerships www.cpsp.bham.ac.uk
- CIPD www.cipd.co.uk
- City & Guilds www.cityandguilds.com
- Communities and Local Government www.communities.gov.uk
- Community Care magazine www.uk-care.com/community-care-magazine.html
- Community Development Exchange www.cdx.org.uk
- Community Development Society (International Organisation) www.comm-dev.org
- Community engagement in policing www.communityengagement.police.uk
- Department for Business, Enterprise and Regulatory Reform www.berr.gov.uk
- Department for Children www.standards.dfes.gov.uk
- Department for Communities and Local Government www.communities.gov.uk
- Department of Health Schools and Families www.dh.gov.uk/en/index.htm
- Direct Gov (all Public Services listed here) www.direct.gov.uk
- Directgov www.direct.gov.uk
- Emergency Response and Rescue Institute (Intl website) www.emergency.com
- Equality and Human Rights Commission www.equalityhumanrights.com
- EU online website www.europa.eu
- Events in public services www.publicserviceevents.co.uk/main/overview.asp?ID=68

- Federation for Community Development Learning
- Fire Service – Recruitment

www.fireservice.co.uk/recruitment

- Fire Service
- FRANK – National Drugs Helpline
- Gateway to the European Union
- Government website portal
- HM Prison Service
- HM Revenue and Customs
- Home Office and Public Expectations
- Home Office Research and Statistics Directorate
- Home Office UK Border Agency
- Home Office
- Housing association jobs
- Improvement and Development Agency
- Incomes Data Services
- Information Commissioner's Office
- Information portal for the public sector
- Institute of Customer Service

www.instituteofcustomerservice.com

- Institute of Occupational Safety and Health
- Institute of Practitioners in Advertising
- Intute best of the web
- Joseph Rowntree Foundation
- Learn Management
- Literacy Trust

www.literacytrust.org.uk/campaign/SMOG.html

- Local Government Chronicle
- Management-Resources

www.management-resources.org

- Marketing Services Framework
- Metropolitan Police Service
- Mind Tools
- Ministry of Justice
- National College of School Leadership
- National Health Service jobs
- National Health Service
- Office for National Statistics
- Office of Government Commerce
- Official government booklets and publications
- Police Service Information (Home Office)
- Police Service Recruitment – Could you?
- Preparing for Emergencies
- Project Smart
- Royal Air Force
- Royal Navy/Royal Marines
- Skills for Life Network
- Smartscreen
- Surestart
- The Central Office of Communication
- The Citizen Foundation
- The Home Office
- The Office of Government Commerce
- The Third Sector
- UK legislation/publications online
- UK Resilience

www.fcdl.org.uk

www.fireservice.co.uk

www.ndh.org.uk

http://europa.eu/index_en.htm

www.direct.gov.uk

www.hmprisonservice.gov.uk

www.hmrc.gov.uk

www.homeoffice.gov.uk

www.homeoffice.gov.uk/rds

www.ukba.homeoffice.gov.uk

www.homeoffice.gov.uk

www.jobsrsl.co.uk

www.idea.gov.uk

www.incomesdata.co.uk

www.ico.gov.uk

www.publicservice.co.uk

www.iosh.co.uk

www.ipa.co.uk

www.intute.ac.uk

www.jrf.org.uk

www.learnmanagement2.com

www.lgcplus.com

www.coi.gov.uk

www.met.police.uk

www.mindtools.com

www.justice.gov.uk

www.ncsl.org.uk

www.jobs.nhs.uk

www.nhs.uk

www.statistics.gov.uk

www.ogc.gov.uk

www.ukop.co.uk

www.homeoffice.gov.uk/police

www.policecouldyou.co.uk

www.pfe.gov.uk

www.projects-smart.co.uk

www.raf.mod.uk

www.royal-navy.mod.uk

www.skillsforlifeframework.com

www.smartscreen.co.uk

www.surestart.gov.uk

www.coi.gov.uk

www.citifou.org.uk

www.homeoffice.gov.uk

www.ogc.gov.uk

www.thirdsector.co.uk

www.tsoonline.co.uk

www.ukresilience.info

