

## **Re-Engineering Public Services Based on ITC - Strategy in the UK and its International Influence**

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**Abstract:** Local authorities provide a variety of services. Some of the services provided by the County Councils are education, social services, police, fire, public transport and highways. The main responsibilities of District Councils include the collection of local taxes, housing, local planning, local roads and car parking, refuse collection, street cleaning, parks, leisure centres and tourism.

The early reforms of the public services in UK consist of detailed researches which offer as solution the transfer of the instruments used in the private sector into the public sector in order to increase the efficiency of the public services. A special attention must be given to the "Next step" programme that brings into a light a performance management model. The reform of the public sector continues with the founding of the executive agencies, some of which are self-funding while others are allocated a fixed budget.

The last phase of the reformation of the today's UK government is represented by the restyling of the public services and putting the base of a government that will be able to use on a wide scale the ITC, the non-stop services in facilitating the citizen's access to the public services by merging the offices so that the citizen won't be forced to move to different location in order to obtain the information he needs.