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the 1990s, the number of people in the UK who are aged 65 and over has increased from 10.5 million to 13.5 million, and the number of people aged 75 and over has increased from 4.5 million to 6.5 million (Office for National Statistics 2000).

There is a growing awareness of the need to address the needs of older people, and the need to ensure that the health care system is able to meet the needs of older people. The Department of Health (2000) has published a strategy for older people, which sets out the government's commitment to older people and the need to ensure that the health care system is able to meet the needs of older people.

The strategy for older people is based on the following principles: (1) to ensure that older people are able to live independently and actively; (2) to ensure that older people are able to access the health care services that they need; (3) to ensure that older people are able to participate in the decisions that affect their lives; and (4) to ensure that older people are able to live in their own homes and communities.

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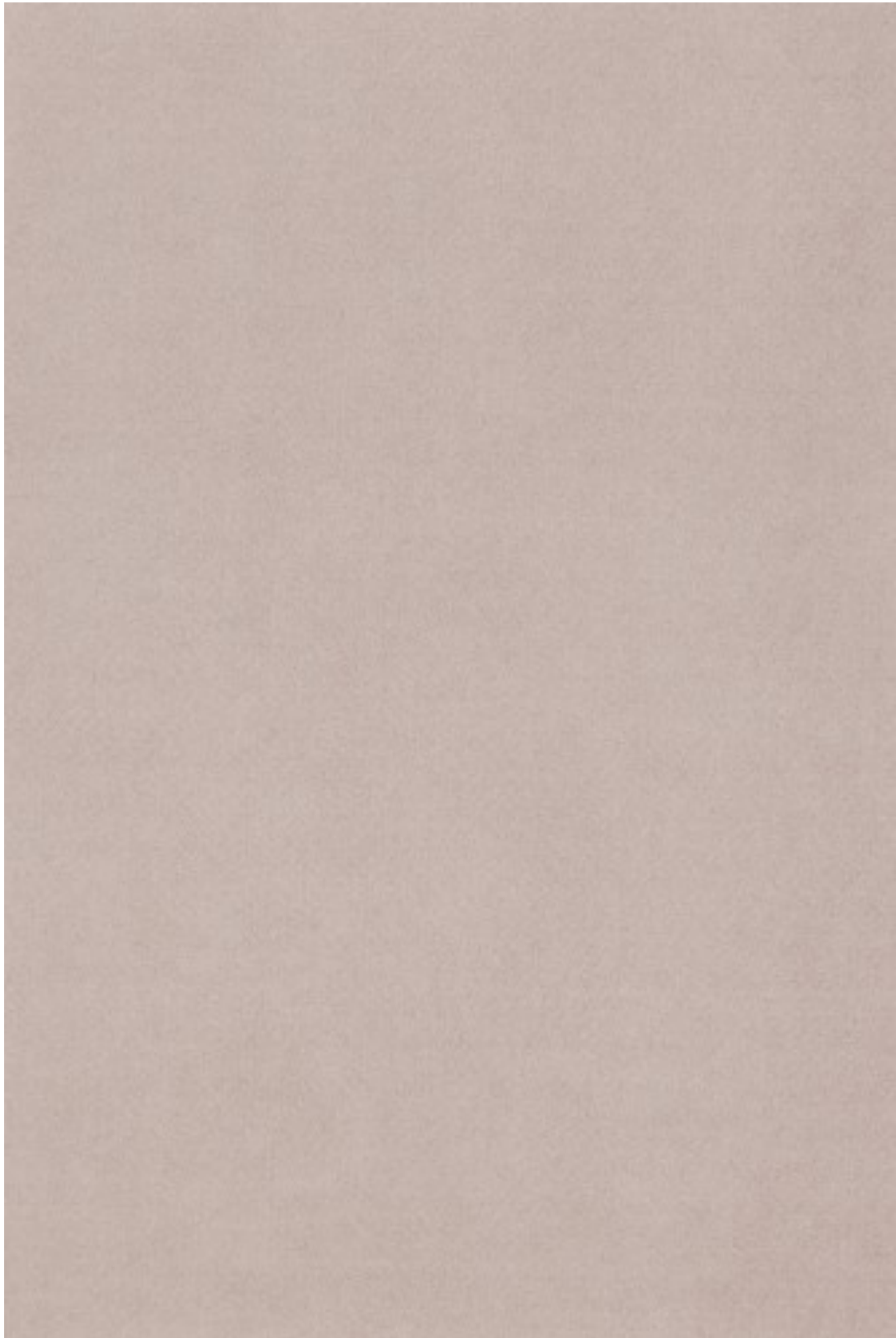
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the 1990s, the number of people in the UK who are employed in the public sector has increased from 10.5 million to 12.5 million, and the number of people in the public sector who are employed in health care has increased from 2.5 million to 3.5 million (Department of Health 2000).

There are a number of reasons for this increase. One of the main reasons is the increasing demand for health care services. The population of the UK is ageing, and there is a growing number of people with chronic conditions such as heart disease, diabetes, and asthma. This has led to an increase in the number of people who are hospitalised and the length of their stays. In addition, there has been a growing emphasis on preventive care, which has led to an increase in the number of people who are screened for cancer and other diseases.

Another reason for the increase in the number of people employed in the public sector is the increasing demand for social care services. The number of people who are dependent on others for their care is increasing, and this has led to an increase in the number of people employed in social care services. In addition, there has been a growing emphasis on community care, which has led to an increase in the number of people employed in community care services.

There are a number of challenges facing the public sector in the 21st century. One of the main challenges is the increasing demand for health care services. The population of the UK is ageing, and there is a growing number of people with chronic conditions such as heart disease, diabetes, and asthma. This has led to an increase in the number of people who are hospitalised and the length of their stays. In addition, there has been a growing emphasis on preventive care, which has led to an increase in the number of people who are screened for cancer and other diseases.

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There are a number of ways in which the public sector can meet these challenges. One way is to invest in research and development. This will help to develop new treatments and drugs, and to improve the way in which health care services are delivered. Another way is to invest in training and education. This will help to ensure that there are enough people with the skills and knowledge to work in the public sector.

There are a number of ways in which the public sector can improve the way in which it delivers health care services. One way is to invest in information technology. This will help to improve the way in which health care services are delivered, and to reduce the costs of health care. Another way is to invest in community care services. This will help to reduce the number of people who are hospitalised, and to improve the quality of care that is provided.

There are a number of ways in which the public sector can improve the way in which it delivers social care services. One way is to invest in training and education. This will help to ensure that there are enough people with the skills and knowledge to work in social care services. Another way is to invest in community care services. This will help to reduce the number of people who are dependent on others for their care, and to improve the quality of care that is provided.

the 1990s, the number of people in the UK who are aged 65 and over has increased from 10.5 million to 13.5 million (15.5% of the population).

There is a growing awareness of the need to address the needs of older people, and the Government has set out a strategy for the 21st century in the White Paper on *Ageing Better: A Strategy for the 21st Century* (Department of Health, 1999). This strategy is based on the following principles:

- (i) older people should be able to live independently and actively in their own homes;
- (ii) older people should be able to live in their own communities;
- (iii) older people should be able to live in their own homes and communities for as long as possible.

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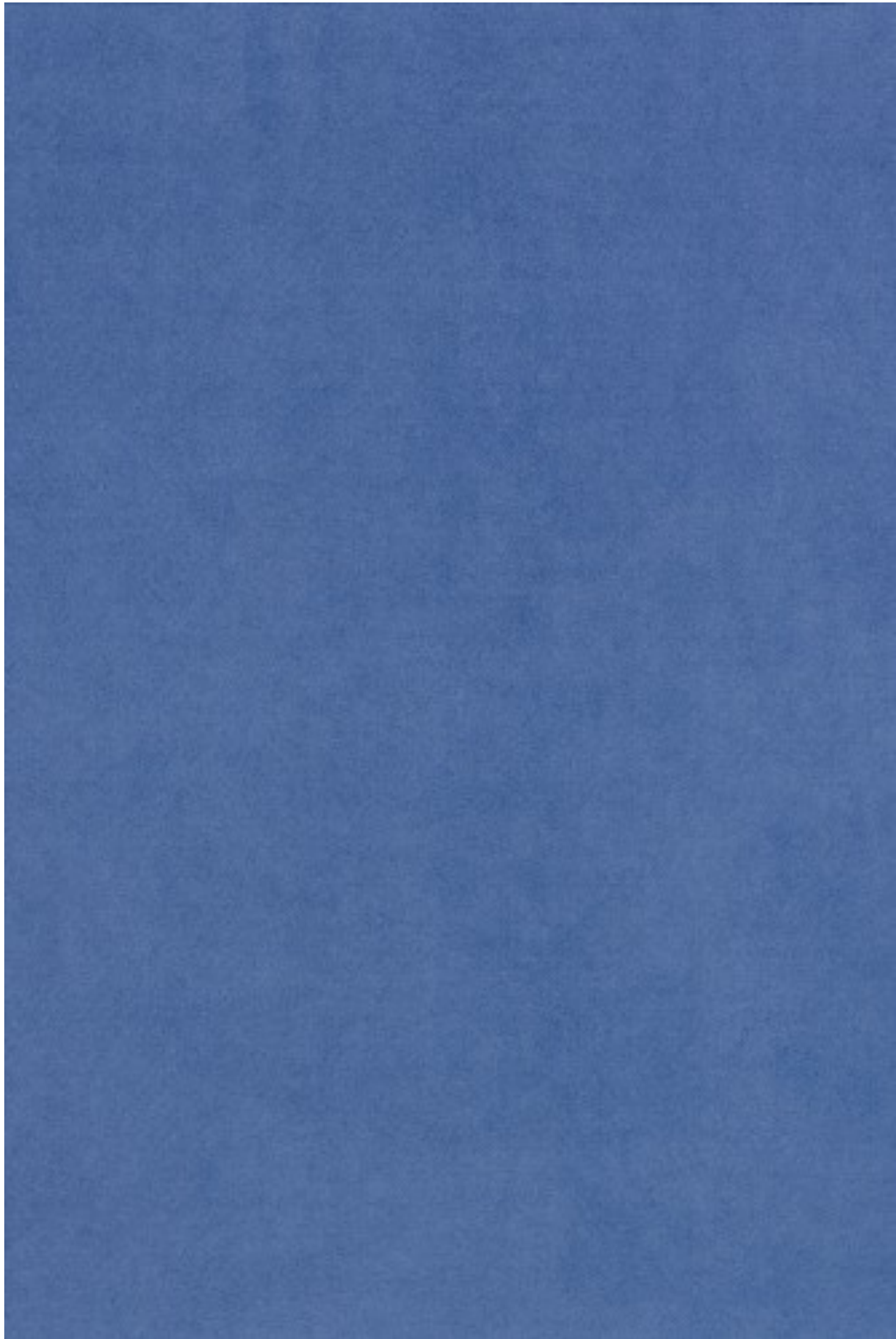
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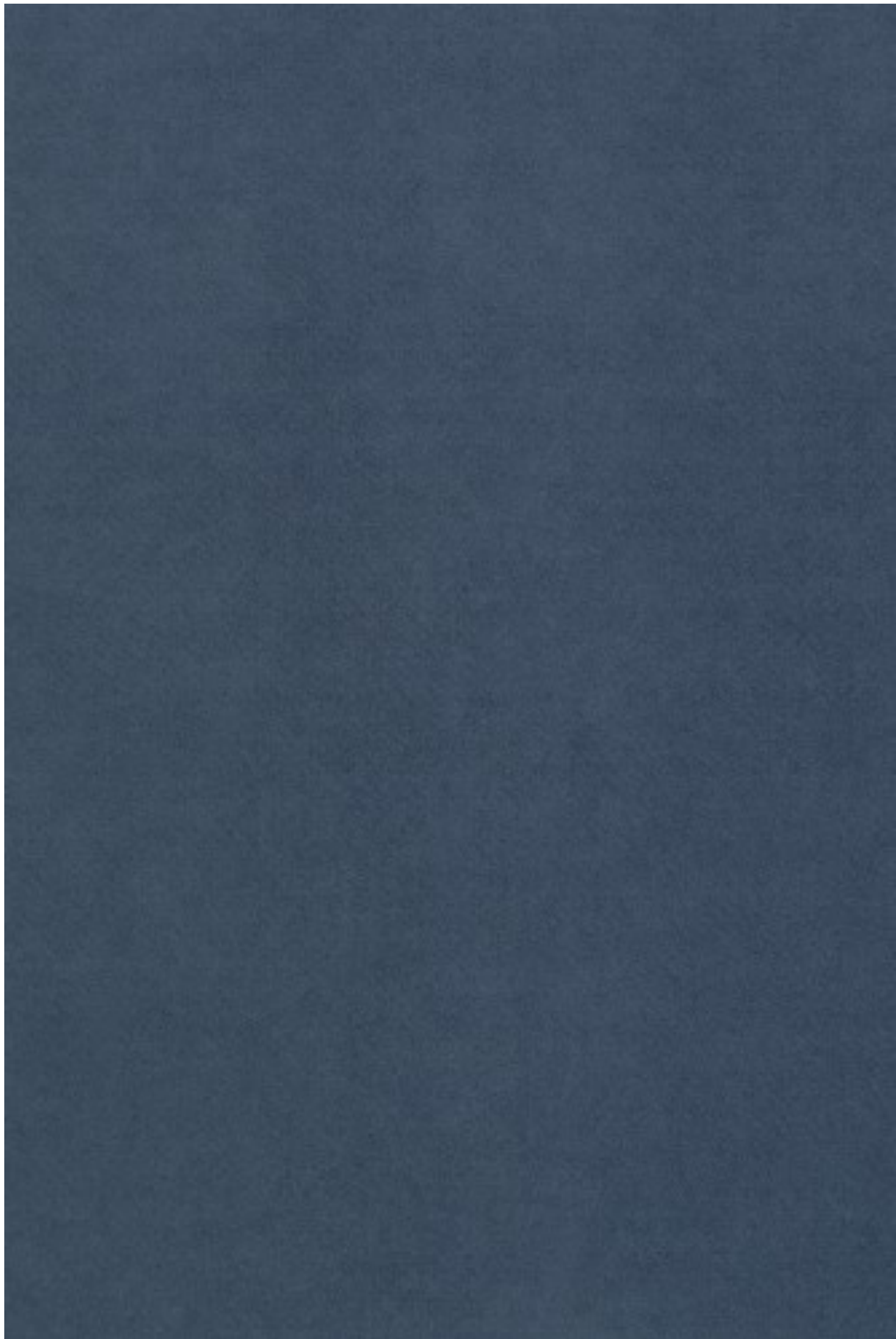
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of the 1990s, the 1990s have been a period of rapid change in the way that organisations are run. The changes have been driven by a number of factors:

- (1) The increasing competition from global competitors.
- (2) The increasing pressure to reduce costs and improve efficiency.
- (3) The increasing need for organisations to be more customer focused.
- (4) The increasing need for organisations to be more flexible and adaptable.
- (5) The increasing need for organisations to be more innovative.

These changes have led to a number of new organisational structures and processes. Some of the most common changes are:

- (1) The increasing use of matrix structures.
- (2) The increasing use of cross-functional teams.
- (3) The increasing use of self-managing teams.
- (4) The increasing use of virtual teams.
- (5) The increasing use of flexible working arrangements.
- (6) The increasing use of performance-related pay.
- (7) The increasing use of 360-degree feedback.
- (8) The increasing use of coaching and mentoring.
- (9) The increasing use of employee assistance programmes.
- (10) The increasing use of flexible benefits.

These changes have led to a number of new challenges for organisations. Some of the most common challenges are:

- (1) The increasing need for organisations to be more customer focused.
- (2) The increasing need for organisations to be more flexible and adaptable.
- (3) The increasing need for organisations to be more innovative.
- (4) The increasing need for organisations to be more cost effective.
- (5) The increasing need for organisations to be more efficient.

These challenges have led to a number of new solutions. Some of the most common solutions are:

- (1) The increasing use of customer relationship management (CRM).
- (2) The increasing use of supply chain management (SCM).
- (3) The increasing use of knowledge management (KM).
- (4) The increasing use of process re-engineering (BPR).
- (5) The increasing use of lean manufacturing.
- (6) The increasing use of Six Sigma.
- (7) The increasing use of Total Quality Management (TQM).
- (8) The increasing use of ISO 9000.
- (9) The increasing use of ISO 14000.
- (10) The increasing use of ISO 26000.

These solutions have led to a number of new opportunities for organisations. Some of the most common opportunities are:

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