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Centre Number					Learner Registration Number				
Edexcel BTEC Level 1/Level 2 First Award									

Public Services

Unit 1: The Role and Work of the Public Services

Wednesday 17 May 2017 – Afternoon Time: 1 hour	Paper Reference 21484F
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You do not need any other materials.	Total Marks
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Instructions

- Use **black** ink or ball-point pen.
- **Fill in the boxes** at the top of this page with your name, centre number and learner registration number.
- Answer **all** questions.
- Answer the questions in the spaces provided – *there may be more space than you need.*

Information

- The total mark for this paper is 50.
- The marks for **each** question are shown in brackets – *use this as a guide as to how much time to spend on each question.*

Advice

- Read each question carefully before you start to answer it.
- Try to answer every question.
- Check your answers if you have time at the end.

Turn over ►

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Answer ALL questions.

Some questions must be answered with a cross in a box ☒. If you change your mind about an answer, put a line through the box ☒ and then mark your new answer with a cross ☒.



(Source: © Maciej Bledowski/Getty Images)

1 Name **two** voluntary sector organisations that might be on duty at this type of event.

1

2

(Total for Question 1 = 2 marks)

2 When working together, public sector organisations share information.

Give **two** reasons why information is shared.

1

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(Total for Question 2 = 2 marks)

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3 One role of local authorities is to provide cultural and heritage services.

(a) Give **two** other roles of local authorities.

(2)

1

2

Local authorities provide some cultural and heritage services.

(b) Identify **two** different **types** of cultural and heritage service.

(2)

1

2

(Total for Question 3 = 4 marks)

4 The police are an emergency service.

(a) Name **two other** emergency services.

(2)

1

2

(b) State **two** ways emergency services provide support to the public.

(2)

1

2

(Total for Question 4 = 4 marks)



5 Public sector organisations receive funding to enable the delivery of services.

(a) Identify how armed services are funded.

(1)

- A Local authorities
- B Sponsorship
- C Wills/legacies
- D Central government

(b) Explain **one** social/personal care service which local authorities apply charges for.

(2)

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(c) Explain **one** advantage for local authorities when they make direct charges for services they provide.

(2)

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(Total for Question 5 = 5 marks)

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6 (a) Name **one** type of court that is part of the justice sector.

(1)

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(b) Name the government department responsible for the courts.

(1)

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(c) State **one** purpose of the courts.

(1)

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(d) State the meaning of the term 'legal services'.

(1)

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(Total for Question 6 = 4 marks)

7 Explain **one** advantage to adults receiving education and training.

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(Total for Question 7 = 2 marks)

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8 Public sector organisations work together to promote efficiency and best use of resources.

Explain **two** advantages for public sector organisations of promoting efficiency and best use of resources.

1

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2

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(Total for Question 8 = 4 marks)

9 Public services are funded in a variety of ways.

(a) State **one** problem which a voluntary sector organisation might face when relying on donations for income.

(1)

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(b) Identify **one** way changes in funding can impact the services provided by:

(3)

Local authorities

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Armed services

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Emergency services

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(Total for Question 9 = 4 marks)

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10 (a) Explain **one** outcome of providing public health services.

(2)

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(b) List **two** ways to raise awareness of public health issues.

(2)

1

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2

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(Total for Question 10 = 4 marks)

11 Public sector organisations are accountable for the services they provide when working in partnership.

(a) State the meaning of the term 'accountability'.

(1)

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(b) Explain **two** disadvantages to public sector organisations when working in partnerships to deliver their services.

(4)

1

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2

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(Total for Question 11 = 5 marks)



12 Explain the term 'legal compliance'

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(Total for Question 12 = 2 marks)

13 An independent report was produced (published in May 2013) looking into the deaths or serious injury of 55 people with mental illness either in custody or in contact with the Metropolitan Police Service (MPS). The report concluded that:

- officers treated people differently
- officers made many wrong decisions and mistakes
- limited resources were available to support the needs of the individuals
- there was a failure to communicate with families.

Discuss what the Metropolitan Police Service could do to make sure there are no more deaths and injuries to people with mental illness, either in custody or in contact with the MPS.

(8)

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(Total for Question 13 = 8 marks)

TOTAL FOR PAPER = 50 MARKS





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