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Candidate surname

Other names

Pearson BTEC
Level 1/Level 2
First Award

Centre Number

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Learner Registration Number

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Wednesday 15 May 2019

Afternoon (Time: 1 hour)

Paper Reference **21484F**

Public Services

Unit 1: The Role and Work of the Public Services

You do not need any other materials.

Total Marks

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 ☒.

1 Draw a line to match the public service with the group it operates in.

Public service

Group

Mountain Rescue

Local authorities

Voluntary/third sector

Central government

Department for Education

Emergency services

(Total for Question 1 = 2 marks)

2 There are many voluntary/third sector services, for example the Red Cross and the Royal National Lifeboat Institution (RNLI).

(a) State **two** roles of the Red Cross.

(2)

1

2

(b) State **two** roles of the RNLI.

(2)

1

2

(Total for Question 2 = 4 marks)

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3 Public services often contract out work to other services. This process involves a tender.

(a) Which **one** of the following most closely defines the term 'tender'?

(1)

- A** The length of a contract
- B** A bid or proposal
- C** Direct charges
- D** Source of funding

(b) Give **one** advantage of public services tendering for services.

(1)

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(c) Give **one** disadvantage of public services tendering for services.

(1)

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(Total for Question 3 = 3 marks)

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4 Public services are held accountable by various bodies including regulators.

Her Majesty's Inspectorate of Prisons (HMI Prisons) is one regulator.

(a) Name **one other** regulator.

(1)

HMI Prisons regulates and scrutinises the Prison Service.

(b) Describe **one other** role of a regulator.

(2)

(c) State what is meant by the term 'scrutiny'?

(1)

(Total for Question 4 = 4 marks)

5 (a) Describe what is meant by the term 'contracted out public services'.

(2)

(b) Give **two** examples of contracted out public services.

(2)

1

2

(Total for Question 5 = 4 marks)



6 One way the police service is funded is through council tax.

(a) Give **one other** way the police service is funded.

(1)

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(b) Identify **three other** services that are funded through council tax.

(3)

1

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2

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3

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(Total for Question 6 = 4 marks)

7 Explain **one** way that a change in funding could affect the Fire and Rescue Services.

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(Total for Question 7 = 2 marks)

8 Charities often rely on national campaigns to raise awareness and generate income, for example the Alzheimer's Society organises an annual Memory Walk.

Give **two other** examples of national campaigns used by charities.

1

2

(Total for Question 8 = 2 marks)



9 Public services have objectives they must meet.

Which **one** of the following best describes public service objectives?

- A An object they must provide
- B Facts or figures
- C Organisational targets
- D Uninfluenced views

(Total for Question 9 = 1 mark)

10 In order for a public service to meet its objectives it often works with other services.

(a) Explain **two** examples of public services working together to achieve their objectives.

(4)

1

2

(b) Identify **two other** reasons why public services should work together.

(2)

1

2

(Total for Question 10 = 6 marks)

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11 Public services use a wide range of delivery models. These delivery models include public sector delivery, where a public service provides the service itself.

Explain **two** advantages of a public sector delivery model.

1

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2

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(Total for Question 11 = 4 marks)

12 Public health services are designed to educate the public and improve their health, for example cancer awareness campaigns educate the public on the importance of regular check-ups.

Give **two other** examples of public health campaigns.

1

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2

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(Total for Question 12 = 2 marks)



13 Voluntary services support many public services.

Explain **two** ways St John Ambulance supports health services.

1

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(Total for Question 13 = 4 marks)

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QUESTION 14 BEGINS ON THE NEXT PAGE.



14 A report by Her Majesty's Inspectorate of Prisons (HMIP) has described one prison as violent, unsafe and one of the most overcrowded in Britain.

The report found:

- 91% of cells at the prison were used to hold more inmates than they were designed to hold. Overall, the prison held 1,127 inmates when its normal certified capacity is 669 inmates
- about a third of inmates failed drugs tests and 20% reported developing a drug problem in jail
- levels of violence and self-harm were far too high
- several staff had been suspended or dismissed for misbehaviour when using force.

Discuss the impact on the prison service of dealing with the issues raised in the report.

(8)

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(Total for Question 14 = 8 marks)

TOTAL FOR PAPER = 50 MARKS



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