

Please check the examination details below before entering your candidate information

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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Friday 11 January 2019

Morning (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 Name **two** public services that might attend this incident.



(Source: <https://www.gettyimages.co.uk/license/630607590>)

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(Total for Question 1 = 2 marks)

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2 One aim of the police is to protect the community.

(a) State **two other** aims of emergency services.

(2)

1

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One way that the police protect the community is by working with Neighbourhood Watch.

(b) State **two other** ways the police protect the community.

(2)

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(Total for Question 2 = 4 marks)

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3 (a) Which of the following defines the term 'statutory responsibilities'?

(1)

- A Public service provision required by the public
- B Public service provision required by law
- C Public service provision required by tradition
- D Public service provision required by the mayor

(b) An example of a statutory public service is the police, name **one other** statutory public service.

(1)

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(Total for Question 3 = 2 marks)

4 The purpose of the National Health Service (NHS) is to provide health services such as dental services.

(a) Name **two other** services provided by the NHS.

(2)

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The NHS charges for dental services such as cosmetic dentistry.

(b) Describe **one other** service the NHS charges for.

(2)

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(c) Explain **one** role of the Department of Health and Social Care.

(2)

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(Total for Question 4 = 6 marks)

5 State **two** ways public services can pass information to members of the public not at the scene of an incident.

1

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2

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(Total for Question 5 = 2 marks)



6 The government raises money through indirect and direct taxation to fund public services.

(a) Name **two** types of tax.

(2)

1

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2

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(b) State **two** ways a change in funding could impact on public services.

(2)

1

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(Total for Question 6 = 4 marks)

7 Describe **one** advantage to the Prison Service of being funded directly by the government.

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(Total for Question 7 = 2 marks)

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8 Explain **two** ways public services prevent crime and terrorism.

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(Total for Question 8 = 4 marks)

9 Give **two** advantages of public services working together at an incident.

1

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(Total for Question 9 = 2 marks)

10 Name **two** central government departments.

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(Total for Question 10 = 2 marks)

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11 Public services are accountable to the government for their actions, such as employing a diverse workforce.

(a) Give **two other** examples of what public services are accountable for.

(2)

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2

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(b) Explain **one** reason why public services are accountable for their actions.

(2)

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(Total for Question 11 = 4 marks)

12 State **two** public services that work within the criminal justice sector.

1

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(Total for Question 12 = 2 marks)

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13 One problem in a partnership delivery model can be communication.

(a) Explain **one** reason for poor communication between the services involved when working in partnership.

(2)

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(b) Explain **two** ways that services involved in partnership delivery models could improve communication within the partnership.

(4)

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(Total for Question 13 = 6 marks)



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(Total for Question 14 = 8 marks)

TOTAL FOR PAPER = 50 MARKS



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