

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 10 January 2020

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

Public service

Group

London Ambulance Service

Voluntary/third sector

Local authorities

Emergency services

Royal Navy

Armed services

Central government

(Total for Question 1 = 2 marks)

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2 Voluntary/third sector services support public services.

(a) Name **two** voluntary/third sector services that support social services.

(2)

1

2

(b) Outline **two** ways that mountain rescue can support the emergency services.

(2)

1

2

(Total for Question 2 = 4 marks)

3 The government has many departments and agencies with different functions.

(a) Name the central government department that is responsible for the environment.

(1)

(b) State **one** responsibility of Her Majesty's Revenue and Customs (HMRC).

(1)

(Total for Question 3 = 2 marks)



4 Public services are funded in a variety of ways.

(a) Which statement below best describes how contracted out services are funded? (1)

- A By the public directly
- B By the public service
- C By the private sector
- D By donations

Voluntary/third sector services are often funded by wills.

(b) Outline the meaning of the term 'will'. (1)

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(c) Describe **one** way that a change in funding can impact on the armed services. (2)

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(Total for Question 4 = 4 marks)

5 Public services need to work together. If public services do not work effectively together, this can lead to ineffective performance.

Explain **one** consequence for the public service of ineffective performance.

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(Total for Question 5 = 2 marks)

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6 Public services use a variety of resources such as tools and equipment.

(a) Give **two** reasons why it is important that public services make the best use of tools and equipment.

(2)

1

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2

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(b) State **two** things that public service staff can do to make sure that resources are used effectively and not wasted.

(2)

1

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2

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(Total for Question 6 = 4 marks)

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7 In the UK, justice services are provided by a range of organisations such as the Crown Prosecution Service (CPS) and the courts.

(a) State **one** role of the Crown Prosecution Service (CPS).

(1)

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(b) Name **one** civil court in England and Wales.

(1)

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(c) Describe **one** advantage for citizens of having criminal courts.

(2)

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(Total for Question 7 = 4 marks)

8 The Home Office is the government department that has overall responsibility for the police.

Identify **one** area of responsibility the Home Office has for the police.

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(Total for Question 8 = 1 mark)

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9 One problem in a partnership delivery model can be coordinating the different organisations involved in the partnership.

Outline **one** way to improve coordination within a partnership.

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(Total for Question 9 = 1 mark)

10 Public services need to work together to manage incidents, which includes assessing the severity of the incident.

Give **two other** reasons why public services need to assess an incident.

1

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2

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(Total for Question 10 = 2 marks)

11 It is vital public services share information and intelligence.

Identify **two** ways public services share information with each other.

1

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2

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(Total for Question 11 = 2 marks)



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(Total for Question 15 = 8 marks)

TOTAL FOR PAPER = 50 MARKS



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