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 Learner Registration Number			
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 ▶





DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

Answer ALL questions.

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

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

Public service

London Ambulance Service

Group

Voluntary/third sector

Local authorities

Emergency services

Armed services

Central government

(Total for Question 1 = 2 marks)

Royal Navy



DO NOT WRITE IN THIS AREA

2	Voluntary/third sector services support public services.	
	(a) Name two voluntary/third sector services that support social services.	(2)
1		(2)
Ι		
2		
	(b) Outline two ways that mountain rescue can support the emergency services.	(2)
1		
2		
	(Total for Question 2 = 4 ma	rks)
_	(Total for Question 2 = 4 ma	rks)
3	The government has many departments and agencies with different functions.	rks)
3		rks) (1)
3	The government has many departments and agencies with different functions.	
3	The government has many departments and agencies with different functions.	
3	The government has many departments and agencies with different functions. (a) Name the central government department that is responsible for the environment.	(1)
3	The government has many departments and agencies with different functions. (a) Name the central government department that is responsible for the environment. (b) State one responsibility of Her Majesty's Revenue and Customs (HMRC).	(1)



DO NOT WRITE IN THIS AREA

_	5 1 11			
4 Public services are funded in a variety of ways.				
	(a) Which	ı sta	tement below best describes how contracted out services are funded?	(1)
	\boxtimes	Α	By the public directly	
	X	В	By the public service	
	\times		By the private sector	
	\times	D	By donations	
Voluntary/third sector services are often funded by wills. (b) Outline the meaning of the term 'will'.				
	(b) Outili	ic ti	ic meaning of the term will.	(1)
	(c) Doser	ibo	and way that a change in funding can impact on the armed services	
	(c) Descr	ibe (one way that a change in funding can impact on the armed services.	(2)
			(Total for Question 4 = 4 ma	ırks)
5	Public services need to work together. If public services do not work effectively together, this can lead to ineffective performance.			
	Explain o	ne c	consequence for the public service of ineffective performance.	
			(Total for Question 5 = 2 ma	rks)

DO NOT WRITE IN THIS AREA

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		
2		
	(b) State two things that public service staff can do to make sure that resources are	
	used effectively and not wasted.	(2)
		(-/
1		
2		
	(Tatal factors and a second and	- ul)
-	(Total for Question 6 = 4 ma	arks)
1		



DO NOT WRITE IN THIS AREA

DO NOT WRITE IN THIS AREA

	() () () () () () () () () ()		
((a) State one role of the Crown Prosecution Service (CPS).	(1)	
	b) Name one civil court in England and Wales.		
		(1)	
	(c) Describe one advantage for citizens of having criminal courts.	(2)	
		(2)	
(Total for Question 7 = 4 marks)			
	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.		
	(Total for Question 9 – 1 m	ark)	
(Total for Question 8 = 1 mark)			

DO NOT WRITE IN THIS AREA

)	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.		
	(Total for Question 9 = 1 mark)		
0	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.		
l			
2			
	(Total for Question 10 = 2 marks)		
1	It is vital public services share information and intelligence.		
	Identify two ways public services share information with each other.		
<u> </u>			
	(Total for Question 11 = 2 marks)		



DO NOT WRITE IN THIS AREA

Explain one example of public service	es working together to deliver a service.
	(Total for Question 12 = 2 marks)
(a) Outline two ways that the probation	on service carries out its role of supporting and
	(2)
(b) Explain two roles of a prison office	er. (4)
	(Total for Question 13 = 6 marks)
	(12 miles)

DO NOT WRITE IN THIS AREA

(a) Explain the term 'accountability', in relation to p	ublic service delivery. (2)
	(2)
b) Explain two ways public services can be held ac	
	(4)
	(Total for Question 14 = 6 marks)



15	A recent report has found that Sunnyville local authority social care services for	
	vulnerable adults are below accepted standards.	
	 The report found: not enough care in the community provision for the elderly 7 out of 10 patients experienced unacceptable delays not enough support offered to people with disabilities to help them to live in their own homes independently on several occasions information on vulnerable adults was not passed to the appropriate agencies/other departments, putting these adults in danger. 	DO NOT WRITE IN THIS AREA
	Discuss the impact on Sunnyville local authority of addressing the issues raised in this report.	AREA
		DC
		DO NOT WRITE IN THIS AREA
		ITE IN TH
		IS AREA
		DO NOT
		NOT WRITE IN THIS AREA
		I THIS A
		REA

10



DO NOT WRITE IN THIS AREA

Total for Question 15 = 8 marks)
iotal for Question 13 – 6 marks)
TOTAL FOR PAPER = 50 MARKS



BLANK PAGE