

Write your name here

Surname	Other names
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**Edexcel BTEC  
Level 1/Level 2  
First Award**

Centre Number

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Learner Registration Number

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# Public Services

## Unit 1: The Role and Work of the Public Services

Thursday 11 January 2018 – Morning  
**Time: 1 hour**

Paper Reference  
**21484F**

**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 . If you change your mind about an answer, put a line through the box  and then mark your new answer with a cross .

1 Voluntary/Third sector services support the work of the public services.

Draw a line to match each voluntary/third sector service to the public service it supports.

**Voluntary/Third sector**

**Supported public service**

Royal National Lifeboat  
Institution

Health services

Social services

Emergency services

Local government

British Heart Foundation

Armed services

**(Total for Question 1 = 2 marks)**

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2 One role of the police is to prevent criminal incidents happening.

State **two different** types of incident the police try to prevent.

1 .....

.....

2 .....

.....

(Total for Question 2 = 2 marks)

3 Major incidents require the involvement of public services.

Name **two** public services that would work together following a major flooding.

1 .....

.....

2 .....

.....

(Total for Question 3 = 2 marks)



4 One purpose of the armed services is to 'support international peacekeeping'.

(a) Give **two** ways the armed services meet this purpose.

(2)

1 .....

.....

2 .....

.....

(b) State **one other** purpose of the armed services.

(1)

.....

.....

**(Total for Question 4 = 3 marks)**

5 Public services use a range of delivery models.

(a) Name **one** sector involved in a partnership delivery model.

(1)

.....

.....

(b) Describe **one** way a partnership delivery model supports its customers.

(2)

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.....

.....

(c) Explain **one** disadvantage of a partnership delivery model.

(2)

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**(Total for Question 5 = 5 marks)**



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6 State **two** different ways public services maintain the security of an incident scene.

1 .....

2 .....

(Total for Question 6 = 2 marks)

7 Non-statutory services support the work of statutory services.

(a) Name **two** non-statutory public services.

(2)

1 .....

2 .....

(b) Give **two** ways non-statutory public services receive funding.

(2)

1 .....

2 .....

(Total for Question 7 = 4 marks)



8 One function of government departments is to put government policy into practice.

Describe **one other** function of government departments.

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**(Total for Question 8 = 2 marks)**

9 Public sector organisations work together during and after a major incident to ensure the continuity of business and day-to-day life.

Explain **two ways** public sector organisations work together to ensure the continuity of business and day-to-day life after a major incident.

1 .....

.....

.....

2 .....

.....

.....

.....

**(Total for Question 9 = 4 marks)**



**10** Public services are accountable to the government for their actions.

(a) Name **two other** agencies that public services are accountable to.

(2)

1 .....

2 .....

(b) State **two** ways public services are accountable to the public.

(2)

1 .....

2 .....

**(Total for Question 10 = 4 marks)**

**11** (a) State **two** reasons why it is important that orders and instructions are passed quickly and accurately between public services working at an incident.

(2)

1 .....

2 .....

(b) Explain **one** consequence for an organisation of not working effectively during incidents.

(2)

.....

.....

.....

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**(Total for Question 11 = 4 marks)**



**12** When working in partnerships there are often conflicting priorities between public and private sector organisations.

(a) Describe the meaning of the term 'conflicting priorities' (2)

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.....

(b) Explain **two** ways public and private sector organisations could overcome conflicting priorities. (4)

1 .....

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2 .....

.....

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**(Total for Question 12 = 6 marks)**

**13** Explain the term 'ensuring transparency' in relation to public service delivery.

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**(Total for Question 13 = 2 marks)**





**14** Three army reservists died during an SAS selection march. A coroner investigated their deaths and concluded that:

- GPS trackers used to monitor candidates were not fit for purpose
- there was a failure of basic medical care
- the Ministry of Defence (MOD) code of practice was not followed
- insufficient risk assessments had been completed prior to the exercise.

Discuss what the army could do to ensure this type of incident is not repeated.

(8)

[Dotted lines for writing]



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(Total for Question 14 = 8 marks)

**TOTAL FOR PAPER = 50 MARKS**



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