

Write your name here

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Centre Number

Learner Registration Number

**Pearson BTEC
Level 1/Level 2
First Award**

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Public Services

Unit 1: The Role and Work of the Public Services

Tuesday 19 May 2015 – Afternoon

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 Public services can be grouped by the type of work they do.

Draw a line to match each public service to the correct grouping.

Public service

Grouping

Fire and rescue

Central government

Local authorities

Armed services

Royal Air Force

Voluntary sector

Emergency services

(Total for Question 1 = 2 marks)



2 (a) The Royal National Lifeboat Institution (RNLI) is part of the voluntary sector.

(i) State the **purpose** of the RNLI.

(1)

(ii) Name **one** other service that is part of the voluntary sector.

(1)

(b) Name **two** services for which central government is responsible.

(2)

1

2

(c) State **one** purpose of the emergency services.

(1)

A purpose of the Probation Service is to support offenders while in custody.

(d) Explain **one** other purpose of the Probation Service.

(2)

(Total for Question 2 = 7 marks)



3 (a) The voluntary sector receives funding from a range of sources.

State **two** sources of voluntary sector funding.

(2)

1

2

(b) Local authorities make direct charges for the use of services.

Identify **one** example of a service with a direct charge.

(1)

- A** rents
- B** electricity
- C** prescriptions
- D** trains

(c) The National Health Service (NHS) is funded by central government.

(i) Explain **one** advantage to the NHS of having central government funding.

(2)

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.....

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(ii) Explain **one** disadvantage to the NHS of having central government funding.

(2)

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.....

.....



(d) State the government department that oversees the reduction of pollution and waste.

(1)

.....

.....

(e) The police service carries out crime prevention surveys.

Explain **one** way this may help the police service to meet its purpose.

(2)

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.....

(Total for Question 3 = 10 marks)



4 (a) Give **two** ways in which public services are allocated to individuals.

(2)

1

2

(b) The fire and rescue service takes responsibility for the services it delivers.

(i) Explain **one** advantage of the fire and rescue service taking responsibility for the services it delivers.

(2)

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.....

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(ii) Explain **one** disadvantage of the fire and rescue service taking responsibility for the services it delivers.

(2)

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.....

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(Total for Question 4 = 6 marks)



5 Emergency service organisations including the police have to work together to manage incidents.

(a) Name **one** other emergency service that would be involved in managing incidents on land.

(1)

.....

.....

(b) Name **one** other emergency service that would be involved in managing incidents at sea.

(1)

.....

.....

(c) When working together, public service organisations must ensure communication pathways are effective.

Explain **two** reasons why it is important to establish effective communication pathways.

(4)

1

.....

2

.....

(Total for Question 5 = 6 marks)



6 In 2011, riots broke out in London and other major cities. The riots continued for several days during which time over 3 000 people were arrested and millions of pounds of damage was caused.

Explain **two** ways in which the police and health services work together to manage major incidents.

1

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2

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(Total for Question 6 = 4 marks)



7 Local authorities provide funding for a range of local services.

(a) Name **one** tax local government uses to raise funds for public services.

(1)

.....

.....

Local authority funding for leisure and heritage services has been reduced but statutory obligations to the local community must be met. One way local authorities can achieve this is by cutting these services.

(b) Explain **two** possible impacts of cutting leisure and heritage services.

(4)

1

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2

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(Total for Question 7 = 5 marks)

8 Give **two** reasons why public service organisations apply direct charges for some of the services they provide.

1

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2

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(Total for Question 8 = 2 marks)



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