

Topic A1: Grouping and Purpose of the Public Sector	
Public Service	Purpose of Role
Emergency services (blue light services) – police, fire and ambulance.	- Quick & effective response in case of incident, accident or emergency. - Prevent incidents (crime, disorder, fire, accident and injury).
Armed services (British Army, Royal Navy, RAF), supported by the Reserves.	- Defend the UK. - Support international peacekeeping duties. - Support the civil authorities.
Local authorities (city, town, county councils and unitary authorities).	- Provide public services to specific geographical areas including education, social services, child protection, leisure, environmental services, infrastructure.
Central government (transport, education, environment, health, business and skills, relations with other countries	- Administer the work of government departments and agencies. - To report to government ministers on progress.
Voluntary/third sector (supporting emergency, social and health services).	- Working with public sector organisations to support the work of the public sector (non-emergency services, health services, justice services), mostly provided by volunteers.

Topic A3: The Need for the Public Services to work together → Understand the need for the public services to work together, the advantages, why they work together to meet their objectives, how this impacts on the services they provide, and the consequences of not working together. → How efficiency and best use of resources across public service organisations is promoted through planning and coordinating activities, teamworking, making the best use of expertise. → Sharing information and intelligence; coordination of planned and possible unplanned small-scale and major events to address issues. → How working together facilitates the management of incidents. → Identifying and establishing communication pathways. → How public services work together to manage expenditure to meet their own objectives and performance measures set by government. → Negative impacts of the failure of public services to work together.

Topic A2: The Work and Responsibilities of the Public Sector	
Understand how and why public service organisations provide services:	→ statutory responsibilities: provision required by law → non-statutory services: additional services provided, how such work helps the organisation meet its purpose continued → contracted-out services, either statutory or non-statutory: contracted with the private/voluntary/third sector for delivery of a specific public service.
Understand the different work and purpose of the following public services:	→ education and training services, overseen by the Department for Education (DfE) and the Department for Business, Energy and Industrial Strategy (BEIS) → the National Health Service (NHS), overseen by the Department of Health (DH) → public health services – information, advice & campaigns → defence, overseen by the Ministry of Defence (MOD) → the Home Office – responsible for the UK Border Agency, which monitors migration → HM Treasury – responsible for HM Revenue and Customs, which monitors goods entering and leaving the UK → social services, overseen by local and central government departments: with statutory duties to protect children and vulnerable adults → leisure and heritage services provided by national and local authorities, and charitable organisations: sports facilities and activities, cultural activities, music, theatre, libraries, museums and art galleries → community protection provided by police, in conjunction with other public services – including local authorities and environmental health. → justice: dealing with both criminal and civil issues, courts, police, prosecution services, legal services, services that enforce the decisions of the courts, prisons, probation services → environmental protection: provided by the Department for Environment, Food and Rural Affairs (Defra), which works to reduce pollution and waste as well as responding to emergencies such as floods.

Topic B1: How Public Services are Delivered		of funding on service delivery	provided. → Changes in funding leading to changes in delivery of statutory and non-statutory services. → The need to charge for services provided by public services organisations. → Why public services are allocated to individuals in different ways including universal access, means testing, charging.
Deliver Method	Comments		
Public sector delivery by a specific public service.	- The public service takes responsibility for the services it delivers.		
Private, voluntary or third sector delivery.	- Responsible public service contracting with a private company, involvement in tendering or competitive bidding of services.		
Partnership delivery.	- Private, public, voluntary/third sector partnerships.		
Advantages of partnership delivery.	- Sharing expertise, sharing costs, increased efficiency, sharing information.	Topic B.4 Accountability in public service delivery	→ Understand how and why the public services are accountable for delivery, and to whom. → The meaning and purpose of accountability, responsibility for actions and decisions, obligation to explain actions, being subject to public scrutiny and promoting public confidence, ensuring transparency. → Accountability for finances and budgets, service provision, legal compliance. → Accountability to government, parliament, regulators, the public.
Disadvantages of partnership delivery.	- Cost of setting up partnerships / poor communication / coordinating the member organisations / public service retains accountability in the event of an unsuccessful partnership / conflicting priorities of public and private sector organisations.		

Topic B.2 How public services are funded

Understand the range of ways in which public services are funded and the advantages and disadvantages to organisations.

- emergency (blue light) services: funded by central government, local authorities, through private donation
- armed services: funded directly by central government
- central government: taxation of individuals and organisations, taxation on goods and services (Value Added Tax)
- local authorities: Council Tax charged to households, business rates charged to businesses in the area, fees and charges for use of services and premises
- public-private partnerships: public and private sector both fund facilities and services
- contracted-out services: the public service funds a private or voluntary/third sector organisation to deliver services, the public service remains accountable for service delivery
- direct charges made for the use of services: fees paid for car parking, housing rents, using leisure facilities, NHS charges for prescriptions, dental and optical services, charges for further and higher education
- voluntary/third sector: donations and sponsorship from people and organisations, fund raising events, legacies, wills.

