

Individual Rights of Public Service Users Task

Instructions for use: Fill out using Acrobat Reader then save to your PC once completed.

Task 1

Complete the table and give at least five examples of high quality service in Public Services.

Public Services	High quality service example

Task 2

Select three Public Services from the images and discuss how these services help to protect people at risk.

Here are some useful websites that you could use to get started:



How the RAF protect - <http://www.raf.mod.uk/role/>

How the Navy protect - <http://www.royalnavy.mod.uk/what-we-do/providing-security-at-sea>

How the UK border force protect - <https://www.gov.uk/government/organisations/border-force/about>

Answer:

Task 3

A homeless person calls the police to tell them a gang have been shouting homophobic abuse at her. When the police arrive they tell the woman that because she is not a homosexual it doesn't really matter and ask if the same thing happens again just ignore it. They also say if she does not want abuse she should find somewhere to live.

- Do you think this is discrimination?
- If you were the police officer how would you have handled this situation?

Task 4

Explain what happened in your case study and how the person was discriminated against. Use this link to help:

<http://www.bbc.co.uk/news/uk-26465916>

Answer the following questions:

1. Explain what happened in your case study and how the person was discriminated against.
2. What were the consequences for the Public Service who discriminated against a member of the Public?
3. Do you think the consequences were fair?

1.

2.

3.