# Public Services Level 2 - How Public Services are Affected by Changes in Society

# 1 of 17 – Welcome

Welcome to this session on How Public Services are Affected by Changes in Society.

In this session we will be covering:

* Population growth
* Changes in use and levels
* Strains on Public Services
* Attitudes towards Public Services

You will need a pair of headphones.

# 2 of 17 – Growth in population

In the UK there are currently more people here than there has ever been, and we are all living for longer; this will affect our Public Services.

What do you think the effects of this will be on the following Public Services?

* Border Force
* Police
* Paramedics
* Local councils

# 3 of 17 – Growth in population

**Download the associated PDF and complete Task 1**. Task 1 – How will a growing and ageing population affect the Public Services?

Remember to save your work.

# 4 of 17 – Changes in levels of use

Social changes also affect the levels of use our Public Services have.

Examples of social change are:

* The growth of an ageing population
* Patterns of health/illness
* Immigration

These changes are clearly going to affect the Public Services. It may mean that these Public Services are relied upon more than ever, in order to keep up with the demands of our changing society.

# 5 of 17 – Let’s look at a Public Service

In the UK there are four Public Services available by calling 999, these are: the police; the ambulance service; the fire service and HM Coastguard.

After being trialled in London in 1937, the 999 was rolled out to the rest of the UK. Now, the service receives up to 33,000,000 calls in a single year, with most of those calls being made from mobile phones (it is estimated that mobile calls make up 70% of the calls in total).

There has been a slow increase in the amount of calls made to 999 over the years. There are peak times for when this service is being used too, with a significant increase in calls happening at around midnight on Friday and Saturday evenings.

Unfortunately, there has also been an increase in hoax calls made to the service too.

# 6 of 17 – Question 1

Answer this question: How many different emergency services can be contacted on “999”?

* 3
* 4
* 5
* 6

The correct answer is: 4

# 7 of 17 – Question 2

Answer this question: Approximately how many “999” calls are made each year in the UK?

* 1,000,000
* 8,000,000
* 5,500,000
* 33,000,000

The correct answer is: 33,000,000

# 8 of 17 – Question 3

Answer this question: What percentage of “999” calls are made from mobile phones?

Under 10%

20-30%

About 50%

About 70%

The correct answer is: About 70%

# 9 of 17 – Question 4

Answer this question: When was the “999” service introduced to the UK?

1973

1945

1937

1962

The correct answer is: 1937

# 10 of 17 – Question 5

Answer this question: What are considered to be the peak times for the emergency services?

* First thing on a Monday morning
* Last this on a Friday evening
* Midnight on a Wednesday evening
* Midnight on Friday and Saturday evenings

The correct answer is: Midnight on Friday and Saturday evenings

# 11 of 17 – Levels of use

Here are the official NHS figures showing the levels of callers who, having called 999, failed to get through to the ambulance service.

These are the unanswered calls in March 2016:

* North East 233
* North West 2,841
* Yorkshire 843
* East Midlands 474
* West Midlands 877
* East of England 628
* London 469
* South Central 619
* South West 3,024
* South East Coast 984

Total unanswered calls 11,028

These are the percentage increases on April 2015.

* North East -20%
* North West +339%
* Yorkshire +36%
* East Midlands +618%
* West Midlands +144%
* East of England +428%
* London +561%
* South Central +85%
* South West +569%
* South East Coast +358%

Total percentage increases on April 2015 +236%

# 12 of 17 – Case Study 1

Visit this website to read an anonymous review from a Police Officer who is concerned about staff shortages and the effect it may be having: [I joined the police to make a difference, but now I'm stuck in a call centre](https://www.theguardian.com/public-leaders-network/2016/sep/10/metropolitan-police-officer-call-centre-999-cuts)

You may wish to make notes as you will be asked questions.

# 13 of 17 – Case Study 2

Visit the website to read an article on how low morale and staff pressure is affecting the UK’s Border Force: [Security at UK borders compromised by low morale and staff under pressure](http://www.telegraph.co.uk/news/uknews/immigration/10285333/Security-at-UK-borders-compromised-by-low-morale-and-staff-under-pressure.html)

You may wish to make notes as you will be asked questions.

# 14 of 17 – Critical thinking

Having reviewed these situations, can you explain the consequences of these social changes on Public Services?

**Revisit the associated PDF and complete Task 2**: Task 2 – Explain the consequences of the situations you have read about during the session.

Remember to save your work.

# 15 of 17 – Changing attitudes

With social media and the Internet being a prominent part of our lives, it is natural that anything put on there could affect our perception of the Public Services.

For example, a lot of events are now being recorded online, such as the Police making arrests. These videos are then uploaded to YouTube, Facebook and other social media, and they can have a big impact over how we understand certain incidents.

# 16 of 17 – Changing attitudes

Watch the following video clips showing the changing attitudes to the Police. Take some notes, as you will be asked questions about this subject.

[Can we trust the police?](https://www.youtube.com/embed/5HQB3Y7tnGY?autoplay=1&rel=0&start=0&modestbranding=1&showinfo=0&theme=light&fs=0&probably_logged_in=0)

[Police Harassment UK](https://www.youtube.com/embed/TVGeFsWEiPQ?autoplay=1&rel=0&start=0&modestbranding=1&showinfo=0&theme=light&fs=0&probably_logged_in=0)

**Revisit the interactive PDF and complete Task 3**: Task 3 – How do you think social media is affecting the perception of the Police, if these are the types of videos being uploaded to social media?

Remember to save your work.

# 17 of 17 – End

Well done. You have completed this session on How Public Services are Affected by Changes in Society.

In this session we have covered:

* Population growth
* Changes in use and levels
* Strains on public services
* Attitudes towards public services

If you are unsure or have any questions about any of these topics, make a note and speak to your tutor for more help.