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(iv) Describe the function of **two** different types of statutory provision in either health or social care or justice.

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(b) Discuss how the use of research can ensure that services work together effectively to meet the needs of the public.

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2.

Carl is 45 years old and is an ex-offender. He is a recovering alcoholic and has not drunk any alcohol for five years. He has been recently diagnosed with schizophrenia. Three weeks ago he attempted to harm himself and was committed to an NHS mental health unit under mental health legislation. The aim of the mental health unit is to work with patients and ensure that they have the skills necessary to return to living within the community.

(a) In relation to **either** health **or** social care **or** justice:

(i) define the term 'service user'.

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(ii) describe an example of service provision.

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(b) (i) Briefly describe the role of **two local** services which Carl could use after his return to the community.

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(ii) Briefly describe **two national** health or social care or justice services which Carl has used.

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(c) Describe and explain the personal skills and qualities needed by staff to work effectively with people in Carl's situation.

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3. The Every Child Matters agenda states:

The Government's aim is for every child, whatever their background or their circumstances, to have the support they need to:

- Be healthy
- Stay safe
- Enjoy and achieve
- Make a positive contribution
- Achieve economic well-being

This means that the organisations involved with providing services to children - from hospitals and schools, to police and voluntary groups - will be teaming up in new ways, sharing information and working together, to protect children and young people from harm and help them achieve what they want in life.

(Source: Every Child Matters)

(a) Which age range is covered by Every Child Matters?

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(b) Outline **two** policy areas included in Every Child Matters.

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(c) Every Child Matters was published as a Green Paper. Describe what is meant by the following terms:

(i) Green paper
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(ii) White paper
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(iii) Parliamentary Bill
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(iv) Parliamentary Act
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