

Citizenship – literacy and numeracy activities

This document contains additional contextualized activities to support English, maths and life skills. There are two versions of each task for ready differentiation. V1 is the standard version, v2 is the simplified version.

This list shows the tasks grouped by skill with their page numbers.

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How old do you need to be?

How much do you know about legal ages in the UK? Answer the questions in this short quiz.

How old do you have to be to:

- ▶ 1. have sexual intercourse with someone of the opposite sex?
 - a) 16
 - b) 17
 - c) 18
- ▶ 2. get a part-time job?
 - a) 12
 - b) 13
 - c) 14
- ▶ 3. get married without parental consent?
 - a) 16
 - b) 17
 - c) 18
- ▶ 4. vote?
 - a) 17
 - b) 18
 - c) 21
- ▶ 5. drink alcohol?
 - a) 18
 - b) 19
 - c) 21
- ▶ 6. leave school?
 - a) 16
 - b) 17
 - c) 18
- ▶ 7. take legal action?
 - a) 16
 - b) 17
 - c) 18
- ▶ 8. buy cigarettes?
 - a) 15
 - b) 16
 - c) 17

This passage is about legal ages. There are six grammar mistakes where the wrong tense has been used. Read through the text, highlighting the mistakes. Then use the table to correct the mistakes.

Legal ages can be confusing. The ages of consent for sexual intercourse, smoking and getting married might be easy to remembered. But what about getting a tattoo? Buying a lottery ticket? What age do you have to be to place a bet?

Some legal ages are not so easy to identify. It

can be a shock to discover that you don't have to be 18 to buy a lottery ticket. The legal age is 16. How surprising too, to realised that you are allowed to get married with parental consent at 16 but cannot got a tattoo until you're 18. You can get a full-time job at 16 and be send to prison at 17 but cannot left home without parental consent until you're 18!

How old do you need to be?

<i>Mistake</i>	<i>Correction</i>
1.	
2.	
3.	
4.	
5.	
6.	

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be a shock to find out that you don't have to be 18 to buy a lottery ticket. The legal age is 16. Did you knew that you can get married at 16 as long as your parents agree, but you can't get a tattoo until you're 18? You can get a full-time job at 16 and be send to prison at 17 but cannot left home without your parents agreeing until you're 18!

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A fair cop

If you commit a crime, the action taken against you will depend on the crime you have committed. The police have the power to arrest you if they suspect that you will commit a crime. For example, they can arrest you if you get into your car while under the influence of alcohol and they believe you are planning to drive it. However, they cannot arrest you just because they don't like what you are doing. You must be committing or planning to commit an offence for them to take action.

Most crimes can be heard in a Magistrates' Court but it is every citizen's right to be tried in front of a jury. If you are given a suspended sentence, this means you are free to go, but will serve your sentence if you commit another offence during the time covered by the suspended sentence. Sometimes offenders are bound over to keep the peace for a set period of time. This means that if they commit another offence during that time, they have to pay a fine to the court.

Look at these statements and say if you think they are true or false.

	True or False?
1. A policeman can arrest you if they think you are about to commit an offence.	
2. An arrestable offence is anything the police think is wrong.	
3. Motoring offences cannot be tried in a Magistrates' Court.	
4. You only serve a suspended sentence if you commit another offence during a set period of time.	
5. 'Binding over' means that the court pays the defendant if they commit another offence within a set period of time.	

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Tough enough?

This page is about changes in the Criminal Justice System. The grammar is wrong. Four of the words that are plural should be singular. Four of the words that are singular should be plural. Highlight the mistakes and write the changes in the table.

A change in the laws now states that you can tackle an intruders in your own home using reasonable force.

Over the past few year several people have tackled burglars and as a result were given a greater sentence than the burglar who committed the original crime. The Crown Prosecution Service (CPS) and police have come up with a new sets of guideline for householders forced to protect their home.

The guidelines state that wherever possible you

should call the police. If this is not possible then it is acceptable to use reasonable force as long as you did what you thought was necessary in the heat of the moments.

They also state that if you fear for the safety of yourself or those around you, you do not have to wait to be attacked before defending yourself in your own home .

The CPS and the police say that these new guidelines will not only protect homeowner, but will also deter burglar.

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Your rights... as a consumer

This passage is about your consumer rights. There are six homophones spelt incorrectly in the passage. Read the text and highlight each mistake. Then write the mistakes in the table and correct each one.

The Sale of Goods Act 1979 protects your rights as a consumer. Under this law, you have the right to fair treatment if something you buy from a shop, catalogue or the Internet is faulty. This doesn't just apply to new things, either. It also covers second-hand goods.

In short, the law says that goods should be of satisfactory quality. That means they should last a reasonable time and have no faults. It also covers the ways goods are advertised. You have a case against the trader if the item is not as described in the advert. Also, whatever you

purchase should be able to do whatever the supplier says it will do. If it doesn't, you can ask for your money back from the trader. You don't have to go to the manufacturer.

Be careful – if something is faulty and you new about this before you bought it or if you looked at the product and should have noticed the fault, you have no grounds for complaint. You also cannot complain if you damaged it yourself, bought it by mistake or have decided you don't want it after all.

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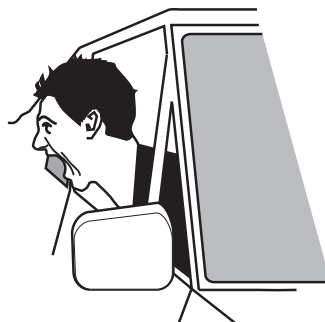
Be careful – if something is faulty and you new about this before you bought it or if you looked at the product and should have noticed the fault, you have no grounds for complaint. You also cannot complain if you broke it yourself, bought it by mistake or no longer want it after all.

<i>Mistake</i>	<i>Correction</i>
1.	
2.	
3.	
4.	
5.	
6.	

Road rage statistics

This table contains the results of a survey about road rage.

1. Victims of road rage at least once	9 out of every 10 drivers asked
2. Been victims of road rage more than 10 times	20% of drivers asked
3. Have carried out road rage offences themselves	70% of drivers asked
4. Britain is the leading country in the world for road rage victims of it	80.4% of UK drivers have been
5. White van man	3% of events
6. Feel fine about doing it	60% of drivers who had carried out road rage
7. Felt sorry for doing it	14% of drivers asked
8. Faced aggressor who got out of the car	1 out of every 7 drivers asked
9. Reported events to the police	7% of drivers asked
10. Most common place is in a town	54% of events
11. Major A road	17% of events
12. Motorway	15% of events
13. South East of England	29% of events
14. North of England	18% of events
15. Eastern England	15% of events
16. Ireland	3% of events
17. Wales	5% of events
18. Scotland	6% of events
19. Aggressors driving normal cars	59% of events
20. Aggressors driving modified cars	22% of events



Road rage statistics

Use the table to answer these questions.

- ▶ 1. If 100 people were asked and 9 out of 10 said they had been victims of road rage at least once, how many victims is this?

.....

- ▶ 2. If 200 people said they had experienced road rage more than 10 times, how many is this?

.....

- ▶ 3. What is the percentage difference between drivers who had carried out road rage and felt fine about it and those who felt sorry for doing it?

.....

- ▶ 4. Where is road rage most likely to happen?

.....

.....

- ▶ 5. How many more road rage events happen in a town than on a major A road? Give the answer as a percentage.

.....

- ▶ 6. How many more road rage events happen in the South East of England than in Eastern England? Give the answer as a percentage.

.....

- ▶ 7. What is the difference between the number of events in Scotland and the number of events in Wales? Give the answer as a percentage.

.....

- ▶ 8. Where is road rage least likely to happen?

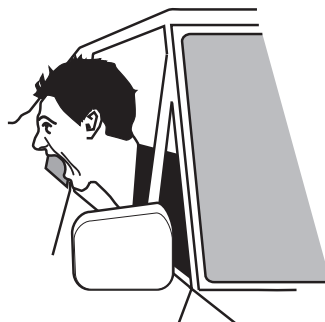
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Road rage statistics

Use the table to answer these questions. The numbers in brackets tell you where you can find the information.

- ▶ 1. If 100 people were asked and 9 out of 10 said they had been victims of road rage at least once, how many victims is this? (No. 1)
.....
.....
- ▶ 2. If 200 people said they had experienced road rage more than 10 times, how many is this? (No. 2)
.....
.....
- ▶ 3. What is the percentage difference between drivers who had carried out road rage and felt fine about it and those who felt sorry for doing it? (No. 6 and 7)
.....
.....
- ▶ 4. Where is road rage most likely to happen? (No. 10)
.....
.....
- ▶ 5. How many more road rage events happen in a town than on a major A road? Give the answer as a percentage. (No. 10 and 11)
.....
.....
- ▶ 6. How many more road rage events happen in the South East of England than in Eastern England? Give the answer as a percentage. (No. 13 and 15)
.....
.....
- ▶ 7. What is the difference between the number of events in Scotland and the number of events in Wales? Give the answer as a percentage. (No. 17 and 18)
.....
.....
- ▶ 8. Where is road rage least likely to happen? (No. 1–18)
.....
.....

Anti-social behaviour

ASBOs (Anti-social Behaviour Orders) were first used in 1999.

Criminal Behaviour Orders (CBOs) are issued by the courts after conviction. They ban a person from certain activities or places and require them to address their behaviour. Under the new CBOs, police are able to apply for a court order to tackle low-level nuisance behaviour. If they are breached then the person could get a maximum five years in prison.

Crime Prevention Injunctions (CPIs) are designed to nip bad behaviour in the bud before it grows. They are quicker to implement than ASBOs. Breaking a CPI means imprisonment or a fine for adults. For under-18s a breach can be dealt with through curfews, supervision or detention.

In a new move, criminals can also have their personal assets, such as music systems confiscated.

There are many forms of anti-social behaviour. This is a list of some of them:

- graffiti
- loud noise, particularly late at night
- fouling the street with litter
- drunken behaviour in the streets, and the mess it creates
- drug dealing
- harassment of residents or passers-by
- verbal and racial abuse
- criminal damage
- vandalism
- noise nuisance
- threatening behaviour in large groups
- under-age smoking or drinking
- drug taking and glue sniffing
- joyriding
- begging
- prostitution
- kerb-crawling
- throwing missiles
- assault
- car crime.

Can you find the meanings of the following words? Use a dictionary or thesaurus to help you.

- ▶ 1. graffiti
- ▶ 2. harassment
- ▶ 3. racial
- ▶ 4. vandalism
- ▶ 5. nuisance
- ▶ 6. threatening
- ▶ 7. misuse
- ▶ 8. assault

Anti-social behaviour

ASBOs (Anti-social Behaviour Orders) were first used in 1999, they are meant to stop a person doing certain things or behaving in a certain way.

Criminal Behaviour Orders (CBOs) are issued by the courts after someone is convicted of a crime. They ban a person from doing certain things or being in certain places. They require people to stop bad behaviour. Under the new CBOs, police can apply for a court order to stop nuisance behaviour. If the offender breaks the order, they could be sent to prison for up to five years.

Crime Prevention Injunctions (CPIs) are there to nip bad behaviour in the bud before it grows. They are quicker to arrange than ASBOs. If an adult breaks a CPI they could go to prison or be fined. Under-18s breaking a CPI could expect a curfew, supervision or being jailed.

In a new move, criminals can also have their belongings, such as music systems, taken away.

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Why vote?

This passage is about your right to vote. The punctuation needs fixing. Read through the passage and put in four capital letters and four full stops.

As a UK citizen, you have the right to vote. Voting is one of the ways you can make your voice heard on issues that matter to you. By voting, you can tell your elected representatives what you think about the job they are doing.

decisions are made on your behalf every day. these range from decisions on local issues like what is happening in your schools and colleges, to national issues like healthcare and education and global issues like defence and the environment. Voting allows people in many kinds of groups to decide who should make these decisions. It also allows them to choose which person or political party they feel should control their local council and central Government.

In order to vote you must be a British or European Citizen who is resident in the UK and

on the Electoral Register. You can find out if you are on the electoral register by contacting your council's Electoral Services Office

Unless you have asked for a postal vote, you will get a poll card with details of the voting date, times and place where you should go to vote. You must go to the polling station shown on your card. you cannot vote anywhere else. You must take your poll card with you when you go to vote. If you can't get to your polling station you might be able to post your vote or to give consent for someone else (a proxy) to vote for you. You have to register for a postal or proxy vote with your local council. You can ask at your council's Electoral Services Office for an application form.

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A local government

The people that make decisions about the area you live in are called councillors. The size of the area you live in and where it is will determine what kind of council you have.

Areas with less than 150 residents have Parish Meetings. These are exactly as the name suggests – meetings to which residents are invited. They are held in public places and the decisions are recorded.

Larger areas of over 200 residents will have Parish Councils. Again, these don't have official buildings in which to meet. They may have special rooms at the Village Hall or even meet in the local pub. Parish Councils date back to the Tudor times and have responsibility for things like allotments, cemeteries, maintenance of the churchyard, footpaths and parks.

Town councils have much the same powers and responsibilities but serve a larger area. These have only been in existence since 1974, when local government underwent a huge reorganisation.

All Parish Meetings, Parish Councils and Town Councils are part of the larger District or Borough Council. These have responsibility for services throughout the city or county, such as transport, roads and highways, education, social services, housing, environmental health, rubbish collections, local planning, the fire service, libraries and some leisure and electoral registration. To pay for these services, local councils get money from central government, business rates and council tax.

In places which are 'unparished', usually cities, the areas are called wards. Wards and parishes can have more than one councillor.

All councils have elected members who each have a seat on the council. Councillors belong to political parties, and a council will be run by whichever party has the most seats. Often, there is no overall control as there is no overall majority.

Use the information to say if these statements are true or false.

	True or False?
1. Parish Meetings have responsibility for areas with a population of less than 150.	
2. Parish Councils have responsibility for education.	
3. District and Borough Councils keep the cemeteries tidy.	
4. 'Unparished' areas are called wards.	
5. Town councils have been around since 1974.	
6. A political party can control a council if it has no majority.	
7. All councillors are elected.	

A local government

Councillors are the people who decide what changes will happen in your area. The type of council you have depends on the size of the area you live in.

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Town councils have much the same powers but serve a larger area. These have only been in going since 1974, when local government changed in this country.

All Parish Meetings, Parish Councils and Town Councils are part of the larger District or Borough Council. These are in charge of services across the city or county, such as transport, roads, education, social services, housing, environmental health, rubbish collections, local planning, the fire service, libraries and some leisure and electoral registration. To pay for these services, local councils get money from central government, business rates and council tax.

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Parliament and all that...

This passage is about the different aspects of Government.

The political party or coalition of parties that holds the majority of seats in Parliament is invited by the Queen to form a Government. It is responsible for governing the nation and turning policy into law.

The main function of Parliament is to pass the laws. It is not the same as Government, which runs the country, but it does have to check that the Government is running the country properly. Parliament is made up of the Queen, the House of Lords and the House of Commons. It is thought to be the most democratic institution in the United Kingdom. Most weeks, Parliament meets from Monday to Thursday. The long breaks are called 'recesses'. Parliament approves new laws before they become Acts of Parliament.

The House of Commons has 650 MPs. The opposition parties (not part of the government) sit on the left and the government sits on the right.

The House of Lords is made up of the Lords Spiritual (Archbishops and Bishops) and the Lords Temporal (hereditary and life peers). It has about 760 Members, most of whom have been appointed rather than elected. Many are chosen for their experience in a particular field, like medicine or literature. The House of Lords used to be quite powerful but these powers were reduced in 1911 and 1949.

The Cabinet is made up of about 20 MPs who are each given responsibility by the Prime Minister for a particular area of government, such as education. When this happens, they become Ministers. The job of the Cabinet is to make sure that policies are agreed and that government is working as it should.

The office of Prime Minister has been around since 1721. He or she is the chair of Cabinet meetings and leader of a political party. He or she has the responsibility of telling the Queen about all political matters and even makes recommendations for the award of honours (OBEs, etc).

These words about elections and government have been muddled up.

Unscramble the letters so that they make sense.

- ▶ 1. medracoyc
- ▶ 2. nelceitoe
- ▶ 3. etov
- ▶ 4. smintiere
- ▶ 5. liticalope
- ▶ 6. jomartiy
- ▶ 7. noturut
- ▶ 8. vegorne

Parliament and all that...

Use your own ideas or a thesaurus to find synonyms for these words.

▶ 9. manage

▶ 10. opinion

▶ 11. candidate

Parliament and all that...

This passage is about the different aspects of Government.

The political party or coalition of parties that holds the majority of seats in Parliament is asked by the Queen to form a Government. This party governs the country and turns policy into law.

The main function of Parliament is to pass the laws. It is not the same as Government, which runs the country. It checks that the Government is running the country properly. Parliament is made up of the Queen, the House of Lords and the House of Commons. Most weeks, Parliament meets from Monday to Thursday. The long breaks are called 'recesses'. Parliament approves new laws before they become Acts of Parliament.

The House of Commons has 650 MPs. The opposition parties (not part of the government) sit on the left and the government sits on the right.

The House of Lords is made up of the Lords Spiritual (Archbishops and Bishops) and the Lords Temporal (life peers and those who were born as peers). It has about 760 Members, most were given these jobs and not elected. Many are chosen because they are experts in certain areas like medicine or literature. The House of Lords used to be quite powerful but these powers were reduced in 1911 and 1949.

The Cabinet is made up of about 20 MPs who are each given duties by the Prime Minister for a certain area of government, such as health. When this happens, they become Ministers. The job of the Cabinet is to make sure that policies are agreed and that government is working as it should.

The office of Prime Minister has been around since 1721. He or she is the chair of Cabinet meetings and leader of a political party. He or she must tell the Queen about all political matters and suggests names of people who should be given honours (OBEs, etc).

These words about elections and government have been muddled up.

Unscramble the letters so that they make sense.

- ▶ 1. ehosu fo dorls
- ▶ 2. aslw
- ▶ 3. etov
- ▶ 4. smintiere
- ▶ 5. reep
- ▶ 6. steas
- ▶ 7. tyarp
- ▶ 8. vegorne

Parliament and all that...

Use your own ideas or a thesaurus to find words that mean the same as these words.

▶ 9. manage

.....

▶ 10. duty

.....

▶ 11. powerful

.....

How the government spends its money

The Government has to spend money to ensure the country runs smoothly and the economy is working well. Some government spending is designed to provide a safety net for the less well-off in society and to ensure that they are able to survive if they lose their jobs or have insufficient income. The department that deals with this money is the Department of Social Security.

This table shows the Government's spending in the financial year 2011/12. It shows all areas of government expenditure and how much was allocated to each.

Department	Expenditure (£bn)
Social protection	£200
Health	£126
Housing and environment	£24
Defence	£40
Education	£89
Public order and safety	£33
Transport	£23
Industry, Agriculture and Employment	£20
Debt interest	£50
Personal social services	£32
Other	£74

- ▶ 1. Write out in words the amount of money the government spent on social security in 2011/12.

.....

- ▶ 2. How much less did the Government spend on public order and safety than education?

.....

- ▶ 3. Write your answer to question 2 in words.

.....

- ▶ 4. What was the Government's total spending on debt, housing and health?

.....

- ▶ 5. What was the Government's total spending for 2011/12?

.....

- ▶ 6. Write your answer to question 5 in words.

.....

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If you see something happen...

Witnessing a crime or an accident is distressing. However, it is important to try to get as much detail of what is happening as possible without putting yourself in danger.

These sentences give advice on what to do if you witness an incident where a crime is being committed or somebody is hurt. They need finishing. Match the beginnings of the sentences with the correct ending.

If you witness a crime always keep

you should call the police immediately.

Do not approach

line to be told what to do next.

Try to remember as much

emergency services need to know more.

If there is a phone you can use

detail as possible.

If you are not near to a phone

yourself out of danger.

Be clear when

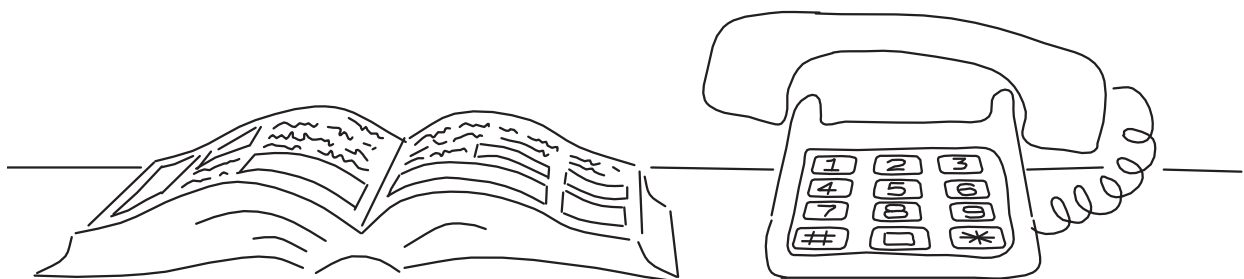
go to where one will be.

When reporting an accident stay on the

the offender.

Give your contact details in case the

speaking to the police.



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Witnessing a crime or an accident is distressing. However, it is vital to try to get as much detail of what is happening without putting yourself in danger.

These sentences give advice on what to do if you witness an incident. They need finishing. Match the right start to the right ending.

If you witness a crime always keep

you should call the police at once.

Do not approach

line to be told what to do next.

Try to remember as much

emergency services need to know more.

If there is a phone you can use

detail as possible.

If you are not near to a phone

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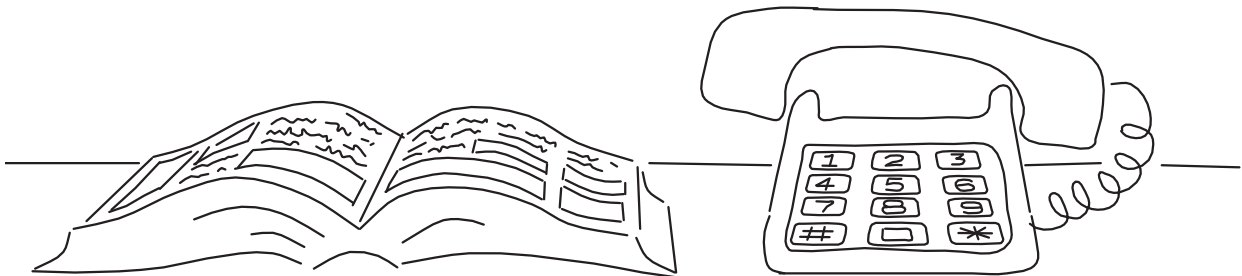
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When reporting an accident stay on the

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Reporting it

When you see something happen like a crime or an accident, it is not always easy to know what to do for the best. You can be so shocked that all you want to do is forget about it.

You are sitting in a car in slow-moving traffic. You are aware that, ahead of you, a van driver is trying to join the queue from a feeder road, but the car in front does not allow this until the very last moment. Suddenly the van driver gets out of the van, opens the driver's door of the car in front and attacks the driver. He gets back into the van, turns it around in the road and drives away in the opposite direction. The traffic starts to move. You can see that the victim is able to drive, but before both vehicles leave the scene, you manage to get their registration numbers.

You decide to report this to the police. You ring the non-emergency number but what should you say?

Think about how you would report the incident you have witnessed to the police. Write down what you would say in the gaps.

Police: How can I help you?

You:

Police: Can I take your name, address and telephone number?

You:

Police: What exactly happened?

You:

Police: Did the driver of the car appear to be hurt?

You:

Police: Would you be willing to visit your nearest police station to make a statement?

You:

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Police: How can I help you?

You:

Police: Can I take your name, address and telephone number?

You:

Police: What exactly happened?

You:

Police: Was the car driver hurt?

You:

Police: Would you come to your nearest police station to make a statement?

You:

Charity begins at home

Since the National Lottery began in the UK in 1994, less money has been given to charity by donations. Many people believe that a weekly sum spent on lottery tickets is a suitable contribution to charity, as much of the profit is donated to good causes.

This passage is about the changing face of charity donations. There are eight spelling mistakes. Read through the text and highlight the errors, then use the table to correct the mistakes.

Many charities receive less money than they used to and some have even resorted to running their own lottery. They have to be more creative in finding ways to raise money. People now go on exciting trips to other countries – cycling along the Egyptian Nile, trekking in the Sahara Desert, walking along the Great Wall of China. They persuade friends, family and businesses to sponsor them and tend to raise a lot of money.

You could say the National Lottery has been good for charity. The people who take part are doing more than dropping a coin into a tin, and getting fit at the same time. This encourages people to think about health and fitness as well

as the charity and everyone benefits. Most people who take on these challenges manage to raise at least £800.

On the other hand, we are seeing less and less of those people rattling their collection tins in the town centre, rain or shine. Perhaps it's just that things change over time. Or perhaps it's a sign that the general public would rather get something for their money, whether it's the chance of a huge lottery win or the opportunity of seeing a friend put themselves through training hell.

Who knows?

<i>Mistake</i>	<i>Correction</i>
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	

Charity begins at home

Since the National Lottery began in the UK in 1994, less money has been given to charity. Many people believe that a weekly sum spent on lottery tickets is as good as giving to charity, as much of the profit is given to good causes.

This passage is about changes in giving to charity. There are eight spelling mistakes. Read through the text and highlight the errors, then use the table to correct the mistakes.

Many charities get less money than they used to and some have even resorted to running their own lottery. They have to be more creative in finding ways to raise money. People now go on fun trips to other countries – cycling along the Nile, trekking in the Sahara Desert, waking along the Great Wall of China. They persuade friends, family and businesses to sponsor them and can raise a lot of money.

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Being a patient

Another area where people feel unable to say what they really feel is when they are a patient.

These sentences about being a patient are not complete. Match the correct beginning to the correct ending.

1. Patients need to have good	afraid to ask questions.
2. Patients need a way to	different needs and communication skills.
3. Patients receive little information or	and communication skills could become the new patient underclass.
4. Schools could teach children the	cybercafés to teach patients how to access information and avoid misinformation.
5. Different patients have	get the best from their doctors.
6. Patients who do not develop information	guidance on how to relate to doctors.
7. Some Health Centres have opened	basics of being a patient and how illness affects the patient and the family.
8. Patients may be	relationships with their carers.

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1. Patients need to have good	afraid to ask questions.
2. Patients need a way to	different needs and communication skills.
3. Patients get little information or	and communication skills could have problems dealing with doctors.
4. Schools could teach children the	cybercafés to teach patients how to access information and ensure they understand what is happening.
5. Different patients have	get the best from their doctors.
6. Patients who do not develop information	guidance on how to relate to doctors.
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8. Patients may be	relationships with their carers.

Are you satisfied?

List eight local services that you use on a daily or weekly basis then complete the ticklist underneath.

1.
2.
3.
4.
5.
6.
7.
8.

Activity

	Yes	No
1. Are you satisfied with all of these services?		
2. Have you ever complained about a public service?		
3. If 'yes', was your complaint dealt with?		
4. If 'no', was this because you didn't think it was worth it?		
5. Do you think you have to have special skills to complain?		
6. Is it okay to shout at someone on the phone?		
7. Do you lose it easily if you're not getting the answers you want?		
8. Would you rather leave it than cause any bother?		

Are you happy?

List eight local services that you use on a daily or weekly basis then fill in the ticklist.

1.
2.
3.
4.
5.
6.
7.
8.

Activity

	Yes	No
1. Are you happy with all of these services?		
2. Have you ever complained about a public service?		
3. If 'yes', was your complaint dealt with?		
4. If 'no', was this because you didn't think it was worth it?		
5. Do you think you have to have special skills to complain?		
6. Is it okay to shout at someone on the phone?		
7. Do you lose it easily if you're not getting the answers you want?		
8. Would you rather leave it than cause any bother?		

Local services

These sentences about good and bad service are jumbled. Put the words in the correct order.

▶ 1. pay You for services the use you.

.....

▶ 2. Poor can service poor mean of quality life.

.....

▶ 3. don't You need rude to be to a make complaint good.

.....

▶ 4. your neighbours Ask see to they having if are same the problem.

.....

▶ 5. frustrating It is when very calls nobody back you.

.....

▶ 6. to It important keep is calm the on phone.

.....

▶ 7. letter Your should clear be and the point to.

.....

▶ 8. If by visited an behave well no official matter angry you how are.

.....

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.....

