



# The Civil Service in the UK

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### 2.1 The organisation of the Civil Service

Today the Civil Service's official name is **Her Majesty's Home Civil Service**, also known as the **Home Civil Service**. It is the **permanent bureaucracy** that supports **Her Majesty's Government**, the government of the United Kingdom. This is composed of a **Cabinet of Ministers** chosen by the Prime Minister, as well as the devolved administrations in Wales (the Welsh Assembly Government) and Scotland (the Scottish Government).

**Ministers** lead ministerial departments politically and are known as **Secretaries of State**. They are accountable to the **Sovereign** and **Parliament** in administering the United Kingdom under the principle of responsible government. However, the implementation of their policy decisions is carried out by the Civil Service which is a neutral, permanent and non-political body. The majority of Civil Service departments are housed in London in the area called **Whitehall**.

### 2.1 The organisation of the Civil Service

The **Head of the Home Civil Service** is responsible for providing professional and corporate leadership to the Civil Service. He/she is supported by the **Cabinet Secretary** who is the most **senior civil servant** in the UK and is head of the **Cabinet Office**. His/her main task is making sure the Civil Service is organised efficiently and has the capability in terms of skills, values and leadership to deliver the government's objectives. This also entails being the most senior adviser to the **Prime Minister**, the **Cabinet**, and the **Government** as a whole.

During the past 150 years, the Civil Service has undergone many changes and restructuring. Today it is considered a highly organised, professional body and it abides by the Civil Service code published in 2006. This underlines the **core** values of integrity, honesty, objectivity and impartiality which all civil servants must follow while carrying out their various duties.

**Task 1. Skimming: Give a quick look at text 2.1 and answer the following questions. Discuss with a partner.**

1. What is the text about?
2. What did you already know about the Civil Service in the UK before reading the text?
3. Is it similar to any public body in your country?

## SECTION I. The Civil Service today

**Task 1. Skimming: Give a quick look at text 2.1 and answer the following questions. Discuss with a partner.**

1. What is the text about?

It is about the organization of the Civil Service in the UK

2. What did you already know about the Civil Service in the UK before reading the text?

3. Is it similar to any public body in your country?

## Task 2. Answer the following questions about text 2.1.

1. What is the Civil Service's official name?

2. What does it support?

3. What are the Head of the Home Civil Service and the Cabinet Secretary responsible for?

4. What core values does the Civil Service code set out?

1. What is the Civil Service's official name?

It is Her Majesty's Home Civil Service also known as the Home Civil Service.

2. What does it support?

It supports Her Majesty's Government, the government of the United Kingdom.

3. What are the Head of the Home Civil Service and the Cabinet Secretary responsible for?

The Head of the Home Civil Service, supported by the Cabinet Secretary, is responsible for providing professional and corporate leadership to the Civil Service. His/her main task is making sure the Civil Service is organised efficiently and has the capability in terms of skills, values and leadership to deliver the government's objectives. This also entails being the most senior adviser to the Prime Minister, the Cabinet, and the Government as a whole.

4. What core values does the Civil Service code set out?

The values of integrity, honesty, objectivity and impartiality which all civil servants must follow while carrying out their various duties.

Task 3. Pronunciation: How do you pronounce the following words? Say them aloud.

bureaucracy	'ɪm,pɑːrɪ'ælətɪ
core values	'ɑːbdʒek'tɪvətɪ
corporate	ɪn'teɪgrətɪ
Her Majesty's Government	hɜː 'mædʒɪstɪz 'gʌvənmənt /'gʌvn-
Her Majesty's Home Civil Service	hɜː 'mædʒɪstɪz həʊm 'sɪvl 'sɜːrvɪs
honesty	'kɔːpərət
impartiality	kɔː 'væljʊːz
integrity	'ɪnɪtɪ
objectivity	bɪʒə'rɒkrəsi

Task 3. Pronunciation: How do you pronounce the following words? Say them aloud.

bureaucracy	bjʊə'rɒkrəsi
core values	kɔ: 'vælju:z
Corporate	'kɔ:pərət
Her Majesty's Government	hɜ: 'mædʒɪstɪz 'gʌvənmənt /'gʌvn-
Her Majesty's Home Civil Service	hɜ: 'mædʒɪstɪz həʊm 'sɪvl 'sɜ:rvɪs
honesty	'ɒnɪstɪ
impartiality	'ɪm,pɑ:ʃɪ'ælətɪ
integrity	ɪn'tegrətɪ
objectivity	'ɒbdʒek'tɪvətɪ

## 2.3 The 1854 Northcote-Trevelyan Report: The origins of the modern Civil Service

The biggest impact on the Civil Service came in 1853 when **Sir Stafford Northcote**, Private Secretary to Prime Minister Gladstone, and Treasury Permanent Secretary, **Charles Trevelyan**, were commissioned by Gladstone to look into the operation and organisation of the entire Civil Service. They made four recommendations:

1. **Recruitment** should be entirely on the basis of **merit** by **open, competitive examinations**.
2. Entrants should have a good **generalist** education and should be recruited to a unified Civil Service and not a specific department, to allow for **inter-departmental transfers**.
3. Recruits should be placed into a **hierarchical structure** of classes and grades.
4. Promotion should be on the basis of merit and not on the grounds of **preferment, patronage** and **purchase**.

## 2.3 The 1854 Northcote-Trevelyan Report: The origins of the modern Civil Service

In 1855 the independent **Civil Service Commissioners** were established, whose task was to ensure impartiality in recruitment. It was, however, not until 1870 that the main recommendations of the report were put in place and that success in competitive examinations became the primary means of entry to the Service.

The 1870s also saw civil servants organised into different **divisions** and **classes** according to the nature of the work they did. The lower division was made up of centrally recruited clerks who were able to serve in any department.

Although it was years before the **reforms** proposed were fully implemented, the **Northcote-Trevelyan Report** was the foundation of a permanent, neutral non-elected administrative body working for the elected government of the day.

The model remained stable for a hundred years and responded effectively to political change. It enabled the removal of corruption and the delivery of public services, even during the two World Wars.

## Task 6. Answer the following questions about text 2.3

1. Who was Sir Stafford Northcote?
2. Who was Charles Trevelyan?
3. What did the Northcote-Trevelyan Report recommend concerning:  
recruitment:  
education:  
structure:  
promotion:
4. When were the Civil Service Commissioners established and what was their task?
5. What happened in 1870?
6. How long did the model remain stable?
7. What did it enable?

## Task 6. Answer the following questions about text 2.3

### 1. Who was Sir Stafford Northcote?

Sir Stafford Northcote, Private Secretary to Prime Minister Gladstone, was one of the two men commissioned by Gladstone to look into the operation and organisation of the entire Civil Service.

### 2. Who was Charles Trevelyan?

The Treasury Permanent Secretary, Charles Trevelyan, was the other man commissioned by Gladstone to look into the operation and organisation of the entire Civil Service.

### 3. What did the Northcote-Trevelyan Report recommend concerning recruitment, education, structure, promotion?

It recommended recruitment to be entirely on the basis of merit by open, competitive examinations; that entrants had a good generalist education and were recruited to a unified Civil Service and not a specific department, to allow for inter-departmental transfers; that recruits were placed into a hierarchical structure of classes and grades; and that promotion was on the basis of merit and not on the grounds of preferment, patronage and purchase.

## Task 6. Answer the following questions about text 2.3

4. When were the Civil Service Commissioners established and what was their task?

They were established in 1855, and their task was to ensure impartiality in recruitment.

5. What happened in 1870?

Only in 1870 the main recommendations of the report were put in place and success in competitive examinations became the primary means of entry to the Service.

6. How long did the model remain stable?

The model remained stable for a hundred years and responded effectively to political change.

7. What did it enable?

It enabled the removal of corruption and the delivery of public services, even during the two World Wars.

Task 7. Translate the following words into Italian. Use a bilingual dictionary to find the words you do not know.

English word	Pronunciation	Meaning	Traduzione
abide	/ə'baɪd/		
entail	/ɪn'teɪl/		
preferment	/prɪ'fə:m(ə)nt/		
recruitment	/rɪ'kru:tm(ə)nt/		

**Task 7. Translate the following words into Italian. Use a bilingual dictionary to find the words you do not know.**

English word	Pronunciation	Synonyms	Traduzione
abide	/ə'baɪd/	obey/observe	Rispettare/obbedire/attenersi a
entail	/ɪn'teɪl/	involve/imply	comportare/implicare
preferment	/prɪ'fə:m(ə)nt/	promotion/advancement	promozione
recruitment	/rɪ'kru:t(ə)nt/	appointment of new people	assunzione (di nuovo personale)

## Task 8. Vocabulary: Find synonyms for the following words. Use a monolingual dictionary.

English word	Pronunciation	Synonyms	Traduzione
appoint	/ə'pɔɪnt/		
foundation	/faʊn'deɪʃ(ə)n/		
impact	/'ɪmpakt/ (n) /ɪm'pakt/ (v)		
purpose	/'pə:pəs/		
recruit	/rɪ'kru:t/		
reputation	/rɛpjʊ'teɪʃ(ə)n/		
train (v.)	/treɪn/		

## Task 8. Vocabulary: Find synonyms for the following words. Use a monolingual dictionary.

English word	Pronunciation	Synonyms	Traduzione
appoint	/ə'pɔɪnt/	Nominate, designate, select	
foundation	/faʊn'deɪʃ(ə)n/	Ground, keystone, backbone	
impact	/'ɪmpakt/ (n) /ɪm'pakt/ (v)	Effect, footprint (n) Affect, influence, strike (v)	
purpose	/'pə:pəs/	Intention, motivation	
recruit	/rɪ'kru:t/	Enroll, engage, enlist	
reputation	/rɛpjʊ'teɪʃ(ə)n/	Standing, esteem, fame	
train (v.)	/treɪn/	Instruct, teach, educate	

## Task 9. Pronunciation: How do you pronounce these words?

Spelling	Pronunciation	Spelling	Pronunciation
accountable	ə'kaʊntəbl	abide	ə'baɪd
commission	kə'mɪʃn	entail	ɪn'teɪl
competitive	kəm'petətɪv	purchase	'pɜːtʃɪs
hierarchical	haɪə'rɑ:kɪk(l)	recruit	rɪ'kru:t
honourable	'ɒnərəbl /'ɒn-	success	sək'ses
patronage	'peɪtrənɪdʒ /'pæt-	unified	'ju:nɪfaɪd
preferment	pri'fɜːrmənt	unsuitable	ʌn'su:təbl
secretariat	sekrə'terɪət /-'teə-	wealthy	'welθɪ

## Task 11. Decide if the statements below are true or false. Correct the false ones.

		T	F
1.	The Civil Service is not a permanent bureaucracy.	<input type="checkbox"/>	<input type="checkbox"/>
2.	Civil servants change when there is a general election.	<input type="checkbox"/>	<input type="checkbox"/>
3.	The Honourable East India College was a success.	<input type="checkbox"/>	<input type="checkbox"/>
4.	The State Departments had a good reputation.	<input type="checkbox"/>	<input type="checkbox"/>
5.	Before the Northcote-Trevelyan Report staff were recruited by patronage and not merit.	<input type="checkbox"/>	<input type="checkbox"/>
6.	The Northcote-Trevelyan Report was not the foundation of a permanent, neutral administrative body.	<input type="checkbox"/>	<input type="checkbox"/>
7.	The Northcote-Trevelyan Report recommended recruitment by merit through open competitive examinations.	<input type="checkbox"/>	<input type="checkbox"/>
8.	Promotion after the Report was not on the basis of merit.	<input type="checkbox"/>	<input type="checkbox"/>
9.	The recommendations remained stable for over one hundred years.	<input type="checkbox"/>	<input type="checkbox"/>
10.	The 1870s saw civil servants divided into divisions and classes.	<input type="checkbox"/>	<input type="checkbox"/>
11.	The Report was changed during the two World Wars.	<input type="checkbox"/>	<input type="checkbox"/>
12.	The Northcote-Trevelyan model did not enable the removal of corruption and the delivery of services.	<input type="checkbox"/>	<input type="checkbox"/>

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1.	The Civil Service is not a permanent bureaucracy.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
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# SECTION I. A brief history of social policy

## 3.1 The Poor Laws

Before the 20th century, welfare was considered to be the responsibility of local communities and care was often of a very poor standard. Until 1948 British social policy was dominated by the **Poor Laws** first passed in 1598. The **Elizabethan Poor Law** of 1601 provided for:

- a compulsory poor rate;
- the creation of overseers of relief;
- provision for setting the poor on work.

In England and Wales, under the 1601 Elizabethan Poor Law, the **poor rate** was a tax on property levied on the **parish**, which was a village centred around a local church. The tax was used to provide poor relief for the parish poor and it was collected by local magistrates or **Overseers of the Poor**.

# SECTION I. A brief history of social policy

## 3.1 The Poor Laws

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Under the Poor Law, **indoor relief** was established which was destined for the genuinely poor. This took place within **workhouses** for the able-bodied who could work, or within **almshouses**, usually run by charitable organisations, for the sick or elderly. Beggars or criminals were sent to **houses of correction**. This type of relief was in contrast to **outdoor relief** which took place within a pauper's own home and was the practice of giving money and help to the poor on an *ad hoc* basis. The latter was the most common form of relief during this period, and **workhouses** only fully developed later in the 18th century when their construction was intensified. This was in an effort to cut the spiralling costs of poor relief in the parish as well as to encourage above all indoor relief. The workhouse method was more expensive, but thought to give greater incentives to individuals to seek properly paid work because living conditions inside the workhouses were harsh and offered a bare minimum of assistance.

# SECTION I. A brief history of social policy

## 3.1 The Poor Laws

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However, since the parish was still the basic unit of administration, there was no standard system for central government to enforce the Poor Law and so it was inconsistent and varied in different areas.

**Task 1. Skimming: Give a quick look at text 3.1 and answer the following questions. Discuss with a partner.**

1. What is the text about?
2. What do you know about the history of social policy in your country?

## Task 2. Answer the following questions about text 3.1.

1. How was welfare considered before the 20th century?

2. What was social policy dominated by until 1948?

3. What did the 1601 Elizabethan Poor Law provide for?

4. What was the poor rate?

5. Who provided relief for the poor?

6. What was a parish?

7. Who collected the taxes?

8. What was the difference between indoor and outdoor relief?

9. What was the problem with the 1601 Poor Law?

## Task 2. Answer the following questions about text 3.1.

1. How was welfare considered before the 20th century?

Before the 20th century, welfare was considered to be the responsibility of local communities.

2. What was social policy dominated by until 1948?

Until 1948 British social policy was dominated by the Poor Laws.

3. What did the 1601 Elizabethan **Poor Law** provide for?

The Elizabethan Poor Law of 1601 provided for a compulsory poor rate; the creation of overseers of relief; provision for setting the poor on work.

4. What was the **poor rate**?

In England and Wales, under the 1601 Elizabethan Poor Law, the poor rate was a tax on property levied on the parish, which was a village centred around a local church.

5. Who provided relief for the poor?

The tax (the poor rate) was used to provide poor relief for the parish poor.

## Task 2. Answer the following questions about text 3.1.

6. What was a parish?

It was a village centred around a local church.

7. Who collected the taxes?

The taxes were collected by local magistrates or Overseers of the Poor.

8. What was the difference between indoor and outdoor relief?

Indoor relief was for the genuinely poor. This took place within workhouses for those who could work, or within almshouses, usually run by charitable organisations, for the sick or elderly. Outdoor relief took place within a pauper's own home and was the practice of giving money and help to the poor on an ad hoc basis.

9. What was the problem with the 1601 Poor Law?

There was no standard system for central government to enforce the Poor Law and so it was inconsistent and varied in different areas.

## Task 3. Vocabulary: Match the words with their definitions.

1. able-bodied	a. supervisor, manager, inspector
2. almshouse	b. dramatic increase, sharp rise
3. care	c. congregation, community, area
4. charitable	d. healthy, physically fit
5. enforce	e. aid, assistance, help, maintenance
6. overseer	f. poor person, indigent, beggar
7. parish	g. possessions, belongings, assets, estate, lands
8. pauper	h. tax levied on parishes for the relief and support of the poor
9. poor rate	i. benevolent, altruistic, philanthropic
10. property	j. attention, concern, supervision, consideration
11. relief	k. shelter providing work, poorhouse for the unemployed
12. spiralling	l. poorhouse, privately financed house for the poor, elderly and sick
13. workhouse	m. compel, force, administer, put into effect, apply, carry out

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1. able-bodied	d. healthy, physically fit
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13. workhouse	k. shelter providing work, poorhouse for the unemployed

# 3.2 The 1834 Poor Law Amendment Act

**Task 5. Listen to the text and fill in the gaps with the words below.**

poor rates	Industrial	workhouses	abolished
almshouses	grim	means	able-bodied
eligibility	emphasised	standardise	relief

During the (1) \_\_\_\_\_ **Revolution** there were many changes which led to the development of large towns, rapid population growth, and the first experience of modern unemployment. All these factors caused an increase in people relying on (2) \_\_\_\_\_. In answer to these new challenges, the **Poor Law Commission** of 1834 proposed a reform which (3) \_\_\_\_\_ three principles:

- less (4) \_\_\_\_\_: fewer people would be eligible to claim relief and the conditions in the workhouse had to be less desirable than those of a labourer of the lowest class;
- the workhouse test: no relief outside the workhouse would be available;
- the grouping of parishes for the purpose of operating a workhouse.

Less **eligibility** was the main concept underlying the **1834 Poor Law Amendment Act**. Therefore, this Act of Parliament further increased the construction of (5) \_\_\_\_\_ in England and Wales and the less eligibility principle was intended to make workhouses a deterrent so that fewer people would claim (6) \_\_\_\_\_. It stated that working conditions in the workhouse had to be worse than the worst job possible outside the workhouse. The aim of the Act was to discourage (7) \_\_\_\_\_ people from relying on the easy option of poor relief instead of working. It also attempted to (8) \_\_\_\_\_ provision for the poor and abolish outdoor relief which still continued in many areas. As a result, the Act ensured workhouses were (9) \_\_\_\_\_ and unpleasant places where only the truly desperate would apply. Families were split up; food was insufficient; the work was hard and monotonous and paupers were subject to extreme conditions. (10) \_\_\_\_\_ became fewer and even the old, sick and handicapped poor were sent to workhouses.

The Poor Laws were hated and much of the development of social services in the 20th century, including **National Insurance**, (11) \_\_\_\_\_ **tests** (the determination of whether an individual or family is eligible for help from the government) and **health care**, were created to avoid having to rely on the laws. The workhouse system was abolished on 1st April 1930, but many workhouses, renamed **Public Assistance Institutions**, continued under the control of local county councils. It was not until the **National Assistance Act of 1948** that the Poor Laws were completely (12) \_\_\_\_\_ and workhouses finally ceased to exist.

## 3.2 The 1834 Poor Law Amendment Act

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- less (4) eligibility: fewer people would be eligible to claim relief and the conditions in the workhouse had to be less desirable than those of a labourer of the lowest class;
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## 3.2 The 1834 Poor Law Amendment Act

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The Poor Laws were hated and much of the development of social services in the 20th century, including **National Insurance**, (11) relief **tests** (the determination of whether an individual or family is eligible for help from the government) and **health care**, were created to avoid having to rely on the laws. The workhouse system was abolished on 1st April 1930, but many workhouses, renamed **Public Assistance Institutions**, continued under the control of local county councils. It was not until the **National Assistance Act** of **1948** that the Poor Laws were completely (12) abolished and workhouses finally ceased to exist.

## Task 6. Answer the following questions about text 3.2.

1. Which principles did the Poor Law Commission of 1834 emphasise?

2. What was the 'less eligibility' principle supposed to be?

3. What were workhouses like?

4. What was created to avoid applying the Poor Laws?

5. When was the workhouse system abolished?

6. When did workhouses cease to exist?

## Task 6. Answer the following questions about text 3.2.

1. Which principles did the Poor Law Commission of 1834 emphasise?

*It emphasised the principle of less eligibility; that of the workhouse test; the grouping of parishes.*

2. What was the 'less eligibility' principle supposed to be?

*It meant that fewer people would be eligible to claim relief and the conditions in the workhouse had to be less desirable than those of a labourer of the lowest class.*

3. What were workhouses like?

*They were grim and unpleasant places where only the truly desperate would apply. Families were split up; food was insufficient; the work was hard and monotonous and paupers were subject to extreme conditions*

## Task 6. Answer the following questions about text 3.2.

4. What was created to avoid applying the Poor Laws?

*Much of the development of social services in the 20th century, including National Insurance, relief tests and health care, were created to avoid having to rely on the Poor Laws.*

5. When was the workhouse system abolished?

*It was abolished on 1st April 1930, but many workhouses, renamed Public Assistance Institutions, continued under the control of local county councils.*

6. When did workhouses cease to exist?

*It was not until the National Assistance Act of 1948 that the Poor Laws were completely abolished and workhouses finally ceased to exist.*

## Task 7. Vocabulary: Match the verbs with the right definitions.

<b>claim</b>		discourage, hinder, prevent
<b>collect</b>		impose a tax, fee, fine
<b>deter</b>		demand, assert
<b>lead to</b>		count on, lean on, depend on
<b>levy on</b>		bring or gather together
<b>rely on</b>		go in search of, look for
<b>seek</b>		conform by comparing with a standard
<b>split up</b>		cause, promote
<b>standardise</b>		separate, divide

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## Task 9. Vocabulary: Rewrite the sentences using a synonym for the underlined words. Make the necessary changes.

take place	enforce	levy on	effort
relief	eligible for	able-bodied	rely on

1. Before the 20th century there was no standard help for the poor.

2. The poor rates were taxes taken from the parishes.

3.. The central government did not apply the Poor Law.

4. Many poor people were entitled to outdoor relief.

5. Indoor relief occurred in workhouses.

6. Healthy people were discouraged from depending on poor relief.

7. More workhouses were built in an attempt to cut the cost of poor relief.

# Task 9. Vocabulary: Rewrite the sentences using a synonym for the underlined words. Make the necessary changes.

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take place	enforce	levy on	effort
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1. Before the 20th century there was no standard help for the poor.

RELIEF

2. The poor rates were taxes taken from the parishes.

LEVIED ON

3.. The central government did not apply the Poor Law.

ENFORCE

4. Many poor people were entitled to outdoor relief.

ELIGIBLE FOR

5. Indoor relief occurred in workhouses.

TOOK PLACE

6. Healthy people were discouraged from depending on poor relief.

ABLE-BODIED / RELYING ON

7. More workhouses were built in an attempt to cut the cost of poor relief.

EFFORT

# Task 11. Pronunciation: What words are represented by these phonetic transcriptions?

	<b>ə'mendmənt</b>
	ə'sɪstəns
	kə'mɪʃn
	'despərət
	dɪ'tɛr(ə)nt
	dɪ'veləpmənt
	dɪ'sklɑrɪdʒ
	,elɪdʒə'bɪlətɪ
	'hændɪkæpt
	ɪn'ʃʊrəns
	'pærɪʃ
	'sɜrvɪs
	'səʊʃl

## Task 11. Pronunciation: What words are represented by these phonetic transcriptions?

amendment	ə'mendmənt
assistants	ə'sɪstənts
commission	kə'mɪʃn
desperate	'despərət
deterrent	dɪ'tɛr(ə)nt
development	dɪ'veləpmənt
discourage	dɪ'skʌrɪdʒ
eligibility	,elɪdʒə'bɪlətɪ
handicapped	'hændɪkæpt
insurance	ɪn'ʃʊrəns
parish	'pærɪʃ
service	'sɜrvɪs
social	'səʊʃl