



IO 4 The in – service trainging  
programme for Adult Educators

Activity Sheet 1.2

Let is make a service map that lists all  
possible services in your regional!



**EMPOWER**  
Building Resilience to Address Domestic Violence





## Service mapping exercise

Make a service map that lists all possible services in your regional. To make a service map exercise use these guidelines.

**1<sup>st</sup> step.** A4 format page - Brainstorming. Everyone individually puts down social services they know in regional.

**2<sup>nd</sup> step.** A3 format paper – everyone shares what they wrote individually and tries to answer the key questions in their groups.

**3<sup>rd</sup> step.** Making a social service map. Try making the map as interesting, easily, understandable for everyone as possible (use another one A3 format paper).

### Key questions to address in a service mapping exercise are:

Where are services currently located?

Who are services available to (e.g. victim/survivor age/sex, specific forms of violence against women and girls)?

Who is using them?

When are services available (opening times)?

What do the services provide (ideally including standards and quality control)?

What protocols are in place?

Who delivers these services?

Which services do they refer on to and receive referrals from?

What are the outcomes for service users?

What does it cost to provide the services and what levels of investment do they receive?





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