



IO 4 The in – service trainging
programme for Adult Educators

Activity Sheet 1.1

Let is make a service map that lists all
possible services in your city /
district!



EMPOWER
Building Resilience to Address Domestic Violence



Service mapping exercise

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

1st step. First page - Brainstorming. Everyone individually puts down social services they know in their city/ district.

2nd step. Second page – everyone shares what they wrote individually and tries to answer the key questions in their groups.

3rd step. Making a social service map. Try making the map as interesting, easily, understandable for everyone as possible.

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?



Co-funded by the
Erasmus+ Programme
of the European Union





Co-funded by the
Erasmus+ Programme
of the European Union



EMPOWER

Building Resilience to Address Domestic Violence



Co-funded by the
Erasmus+ Programme
of the European Union

"The European Commission's support for the production of this publication does not constitute an endorsement of the contents, which reflect the views only of the authors, and the Commission cannot be held responsible for any use which may be made of the information contained therein."

Project Number: 2020-1-UK01-KA204-079159