Mapping local services for safeguarding

For CSOs in Ethiopia

**This document was initiated by Hiwot Ethiopia as part of the RSH mentoring programme. We are grateful for their input.**

## What is a service mapping?

* A service mapping provides details of the services that are available at a district, sub-city or woreda level, that may be necessary when responding to safeguarding incidents.
* A service mapping should also assess the capacity of the available service.
* The different services that a victim/survivor may need include:
  + Medical services
  + Mental health and psychosocial support services (MHPSS)
  + Legal aid services
  + Safety and security services
  + Disability services
  + Children's services
  + Shelter services

## Why do we need a service mapping?

* Service mapping is a core part of safeguarding.
* For organisations to respond effectively to a report of sexual exploitation, abuse or sexual harassment (SEAH) and other harms and abuses, they need to have a list of relevant services that are in or near the areas that they are working. With this list, organisations can give accurate and timely information to victims/survivors on the availability, quality and safety of support services. This can better inform decisions on referrals.
* Service mapping is mentioned as crucial in the RSH Ethiopia [safe programming](https://safeguardingsupporthub.org/documents/how-design-and-deliver-safe-programmes-ethiopia) and [community-based complaints mechanisms (CBCM)](https://ethiopia.safeguardingsupporthub.org/documents/how-design-and-manage-community-based-complaints-mechanisms-cbcm) resources.

## Steps to take when you are mapping services

1. Identify and list the organisations providing the different services that can support victims/survivors where your CSO is located.
2. Find their contact details and communicate with them to arrange a discussion or visit.
3. Introduce your name and organisation and state that you are doing a service mapping for safeguarding. Ask for their verbal consent, information and support in the process.
4. With the verbal consent, complete parts 1 and 2 below.
5. Engage with other CSOs in the local area to share or verify information.

|  |  |
| --- | --- |
| Details | Directions |
| Name of the organisation | * Write the full name of the organisation. Do not use abbreviation/ acronyms. * Verify the name of the organisation with the focal point. * If the organisation has changed the name, please use the new or legally registered name. If not, write the old and new names side by side. |
| Organisation category | * Identify the category/type of organisation (how they are legally registered). * E.g. non-government organisation (NGO), civic association, government organisation, private organisation etc. |
| Contact details | * List the specific geographical location of the organisation. Include the physical location in terms of region, town and district and sub city including the specific address of the office. * Note the phone (office and mobile) and name of the contact person. * Where there is one, include the email address of the organisation. |
| Service time (day and hour) | * This inquires the time when the service is provided. |
| Language(s) | * If specific, note what language(s) the services are offered in. |
| Type of service | * Note what service(s) the organisation is offering victims / survivors. * E.g. legal services, psychosocial service / MHPSS, medical support, hotline service, one-stop service (legal, Medical and psychosocial service at one place) etc. |
| Food | * If necessary, is food available for overnight stays. |
| Service users | * Note who the organisation provides services to. * E.g. female child, women, both male and female children, children with disability, women with disability, sexually abused children etc. |
| Accessibility to people with a disability | Consider:   * Physical access, access of information and communication, how accessible the services are for people with a disability. |
| Cost | * + Are services free, is the cost determined based on the services provided, are there any other costs?   + Note costs using the local currency. |
| Referrals | * + Are they connected with other services that may be needed for referral to other services and facilities? |

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Nr** | **Name of organisation** | **Organisation category** | **Contact details (address & phone)** | **Service time** | **Language(s)** | **Type of service** | **Food** | **Service users** | **Access** | **Cost** | **Referrals** |
| 1 |  |  |  |  |  |  |  |  |  |  |  |
| 2 |  |  |  |  |  |  |  |  |  |  |  |
| 3 |  |  |  |  |  |  |  |  |  |  |  |
| 4 |  |  |  |  |  |  |  |  |  |  |  |
| 5 |  |  |  |  |  |  |  |  |  |  |  |
| 6 |  |  |  |  |  |  |  |  |  |  |  |
| 7 |  |  |  |  |  |  |  |  |  |  |  |

## Part 1. Gather the service details (it may be more useful to complete this information in excel)

## Part 2. Quality assurance

When you are assessing the quality and safety of a service, it is important to be guided by the following principles:

* + Consider the best interests of all possible survivors you are gathering information to support
  + Maintain confidentiality, where necessary
  + Uphold the mapping objectives

|  |  |
| --- | --- |
| Quality assessment section of service mapping template | Response |
| Name of organisation |  |
| Number of organisation in mapping template |  |
| Are there separate areas / spaces / wards for children? | * Yes / No |
| Are all population groups welcome? | * Yes / No   Details: |
| Are there private spaces for examinations or discussions? | * Yes / No |
| What is the general condition of the physical facilities and equipment? | * Scale 1 – 5 * (1 = bad, 5 = good) |
| Is there a toilet or latrine that can be locked from the inside? | * Yes / No |
| Are both male and female professional staff available? | * Yes / No |
| If no female professional staff are available, are there female staff with other roles at the facility? | * Yes / No |
| Are data protection and confidentiality protocols in place? | * Yes / No |
| Do you know if other local CSOs also use this service provider? (Note – do not ask details of cases, only if the services were used) | * Yes / No * Name of CSO: |

If you would like advice on specific questions to ask different types of service providers, e.g. what to ask medical care providers or psychosocial support service providers, please [click here](https://ethiopia.safeguardingsupporthub.org/form/contact-ethopian) to contact us at the RSH Ethiopia hub.