
Safeguarding Service Mapping Tool¹

¹ The contents of this guidance are slightly adapted from: 2017. *Interagency Gender-based Violence Case Management Guidelines*. 1st ed. [ebook] Available at: <https://www.alnap.org/system/files/content/resource/files/main/interagency-gbv-case-management-guidelines-final-2017-low-res.pdf> [Accessed 11 June 2021].

Introduction

The GEC require each project to develop a strong safeguarding incident referral pathway. These should be compiled for every location the project works within. Health, psychosocial and legal services should be in place as a minimum. This guidance provides templates for implementing partners to use when mapping services and assessing the strength and accessibility of that service. Implementing partners should use this guidance and template to assess the existence and strength of services in place within accessible reach of a project site.

Survivors often need various types of care and support to help them recover and heal and to be safe from further violence. Some of the most common services that survivors have the right to receive are:

- **Medical treatment and health care** to address the immediate and long-term physical and mental health effects of safeguarding incidents. This can include initial examination and treatment, follow-up medical care, mental health care, and health-related legal services, such as preparation of documentation and provision of evidence during judicial and related processes.
- **Psychosocial care** and support to assist with healing and recovery from emotional, psychological and social effects. This includes crisis care as well as longer-term emotional and practical support for the survivor and their family, information and advocacy, specialist 'social worker' management of the survivor's recovery and educating family members so that they can support the survivor's healing and recovery. These psychosocial support services are often provided through specialist 'social worker' management of the survivor's recovery process, or through other individual and group services provided by the same organization.
- Options for **safety and protection for survivors** and their families who are at risk of further violence and who wish to be protected. This can include safe shelters, police or community security, relocation, or in the case of children, alternative care arrangements.
- **Legal and law enforcement services** that can promote or help survivors to claim their legal rights and protections. This includes criminal investigation and prosecution, legal aid services and court support.
- **Education and livelihood opportunities** to support survivors and their families to live independently and in safety and dignity. This can include referral pathways for existing livelihood and education programs or services, non-formal education and adult learning options, and targeted economic interventions that can mitigate risks and foster healing and empowerment.
- **Other protection services**, including durable solutions for displaced populations. In displacement situations, lack of documentation and detention can expose survivors to considerable further risk. Planning for durable solutions, including resettlement, local integration and voluntary repatriation can contribute significantly to a survivor's safety.
- **Specialist services for at risk groups** women's groups, groups working with people with diverse sexual orientation, gender identity, gender expression and sex characteristics (SOGIESC), disability rights groups etc.
- **Child protection specialist services**

The mapping tool below provides templates for health, psychosocial, law enforcement, legal services and justice only, as these are minimum requirements for a referral pathway. However, projects should apply the same approach to understanding the strengths and weaknesses of *all* service providers within their referral pathways.

Mapping and gap analysis tool

Health

Question	Answer options	Answer	Detailed notes
Details of service.	Name		
	Address		
	Contact		
	Name of contact person within service		
	Opening hours		
Accessibility			
Average distance from the project site (KM-Time).	Maximum distance to be travelled (KM)		
	Car journey time		
People with disabilities have access?	Ramp access? (Y/N)		
	Disability inclusive washrooms? (Y/N)		
Services			
Health care can be accessed without police involvement?	Yes/No/Partially		
Health care can be accessed without payment or specific documentation that survivors may not have.	Yes/No/Partially		
A safe and private environment is available for medical examination and treatment.	Yes/No/Partially		
Health workers are trained on confidentiality.	Yes/No/Partially		
Doctors or nurses have been trained in the clinical care of sexual assault, including for children.	Yes/No/Partially		
Protocols for clinical management of rape survivors are in place and followed.	Yes/No/Partially		

Medical examination and treatment is provided by trained staff.	Yes/No/Partially		
Appropriate equipment and supplies, including medications/drugs, are available. ²	Yes/No/Partially		
Patients are referred for additional health care as needed.	Yes/No/Partially		
Follow-up health care is provided.	Yes/No/Partially		
Health workers know how to give information and make referrals for protection, safety and psychosocial support.	Yes/No/Partially		
Interpretation is available for survivors who do not speak the same language as health-care workers (where necessary).	Yes/No/Partially		
Mental health services are available for survivors.	Yes/No/Partially		
Health-care services are accessible to all survivors, regardless of gender, sexual orientation, ethnic/religious background, etc.	Yes/No/Partially		
The community is aware of services.	Yes/No/Partially		

² For details on drug protocols see: World Health Organization (WHO), United Nations Population Fund (UNFPA) and United Nations High Commissioner for Refugees (UNHCR), 2019. *Clinical management of rape and intimate partner violence survivors: developing protocols for use in humanitarian settings*. [ebook] Geneva: WHO. Available at: <https://apps.who.int/iris/bitstream/handle/10665/331535/9789240001411-eng.pdf?ua=1> [Accessed 11 June 2021].

Psychosocial

Question	Answer options	Answer	Detailed notes
Details of service	Name		
	Address		
	Contact		
	Name of contact person within service		
	Opening hours		
Accessibility			
Average distance from the project site (KM-Time).	Maximum distance to be travelled (KM)		
	Car journey time		
PWDs accessibility to access special care?	Ramp access? (Y/N)		
	Disability inclusive washrooms? (Y/N)		
Services			
A safe and private environment is available for people to receive compassionate assistance.	Yes/No/Partially		
Staff/volunteers are trained on confidentiality.	Yes/No/Partially		
Trained staff/volunteers are able to provide relevant information and referrals for health care, police and safety options to people seeking help.	Yes/No/Partially		
There are staff/volunteers who are representative of the different ethnic and religious backgrounds relevant to the context.	Yes/No/Partially		
Trained staff/volunteers are able to provide basic crisis support to individuals and families.	Yes/No/Partially		
Trained staff/volunteers are able to provide case management to survivors.	Yes/No/Partially		

Resources are available to meet immediate basic needs, e.g., clothing and food.	Yes/No/Partially		
Short-term safety options are available in the community.	Yes/No/Partially		
Trained staff/volunteers are available to provide information and education to families of survivors.	Yes/No/Partially		
Group activities are available for peer support, community reintegration, and promoting economic empowerment.	Yes/No/Partially		
Traditional healing or cleansing practices that survivors perceive as helpful in their recovery and that promote the human rights of survivors are considered, as appropriate.	Yes/No/Partially		
Interpretation is available for survivors who do not speak the same language as workers (where necessary)	Yes/No/Partially		
Community outreach and education about GBV and child protection issues takes place	Yes/No/Partially		
Services are accessible to all survivors, regardless of gender, sexual orientation, ethnic/religious background, etc.	Yes/No/Partially		
The community is aware of services	Yes/No/Partially		

Law enforcement

Question	Answer options	Answer	Detailed notes
Details of service	Name		
	Address		
	Contact		
	Name of contact person within service		
	Opening hours		
Accessibility			
Average distance from the project site (KM-Time)	Maximum distance to be travelled (KM)		
	Car journey time		
People with disabilities have access?	Ramp access? (Y/N)		
	Disability inclusive washrooms? (Y/N)		
Services			
Procedures for reporting complaints to police promote dignity and confidentiality.	Yes/No/Partially		
Survivors are not likely to be subject to arrest or detention based on legal status or any other characteristic upon reporting to police.	Yes/No/Partially		
Interviews and investigations are conducted by trained police officers.	Yes/No/Partially		
Investigative techniques promote dignity of survivors	Yes/No/Partially		
Police have the capacity to respond promptly to criminal allegations of different forms of safeguarding incidents.	Yes/No/Partially		
Investigations are documented appropriately.	Yes/No/Partially		

Police procedures, including decisions on arrest, detention and the terms under which perpetrators may be released take into account the safety of the survivor and others.	Yes/No/Partially		
Training and education on GBV and child protection are provided to police, criminal justice officials, practitioners and professionals involved in the criminal justice system.	Yes/No/Partially		

Legal services and justice

Question	Answer options	Answer	Detailed notes
Details of service	Name		
	Address		
	Contact		
	Name of contact person within service		
	Opening hours		
Accessibility			
Average distance from the project site (KM-Time)	Maximum distance to be travelled (KM)		
	Car journey time		
People with disabilities have access?	Ramp access? (Y/N)		
	Disability inclusive washrooms? (Y/N)		
Services			
Legal counselling is available to advise survivors of their legal rights and remedies and on the process for criminal proceedings.	Yes/No/Partially		

Legal representation is available and accessible.	Yes/No/Partially		
Practical and emotional support is available for victims/witnesses to attend court, e.g., transportation	Yes/No/Partially		
Court mechanisms and procedures are accessible and sensitive to the needs of survivors	Yes/No/Partially		