

# Public service trust diagram



Service	Is this service accessible to all?	Who cannot access this service and why?	How can this service be improved	What are the challenges in improving this service
Police		Women	More women	Corruption,

To explore the levels of trust in public services in a community.

## Steps

1. For all the issues identified previously in the process, ask participants to use Chapatti / Venn diagrams to map trust in public services.
2. Draw a big circle and write one issue in the centre.
3. Place public services linked to the issue and those that the community trust inside the circle, mark public services with no trust on the outside; services that the community somewhat trusts can be placed on the circumference of the circle.
4. Repeat step 1 to 3 for each issue (i.e. undertake a trust mapping for each issue).
5. For each public service identified complete the matrix below using the traffic light tool.

## Example



Service	Is this service accessible to all?	Who cannot access this service and why?	How can this service be improved	What are the challenges in improving this service
Police	●	Women (scared of police)	More women police officers	Corruption, lack of laws, little awareness about laws
MwAF	●	xxx	xxx	xxx

## Accountability and transparency

For purposes of accountability and transparency, a board should be installed in public view (for example outside local government offices) that includes the service mapping:

*Example, GRPS accountability board:*

Service	2016	2017	2018
Police	●	●	●
Xxx			