

## Example 1: Community Score Card for Mafanikio Dispensary, Kufikia County

Source: *Participatory Budgeting, Community Score Card, Citizen Report Card Toolkit, IEA, 2015, p.42*

(Note: scores have been added for the purposes of the example, they do not reflect the actual scores given. Name has been changed)

	Issue	Score					Remarks
		1 Very Poor	2 Poor	3 Fair	4 Good	5 Very Good	
<b>1.0</b>	<b>Equipment</b>						
	Access to immunization services				4		A fridge is now available. This facilitates storage of vaccines so that immunization services are offered each day unlike before where immunization services were offered once a week.
	Preservation of lab supplies		2				The fridge space in place is small to accommodate large quantities of lab supplies.
<b>2.0</b>	<b>Availability of Water</b>						
	Access to clean water at the health facility		2				Tankers deliver water to the health facility and there is high dependence on rainwater. The facility only has one storage tank that has a capacity of 8,000 litres.
	Availability of running water	1					The piping system is not working due to broken pipes and so facilities like the maternity ward do not have running water.
<b>3.0</b>	<b>Access in Emergencies</b>						

	Access to services during weekends / emergency situations	1					There are no medical personnel available to attend to emergencies since they all live far away from the health facility.
	Accessibility to alternative health centre in emergency situations		2				The nearest health facility after the Local Health Centre is about 8 km and the mode of transportation to access them is challenging.
<b>4.0</b>	<b>Access to Drugs</b>						
	Quantity of drugs available at the health centre		2				The drugs that are available at the health centre are inadequate so some patients end up not getting drugs.
	Patients are asked to buy drugs from chemist			3			There are some drug types that are available in the health centre but others are not available and so patients are often asked to purchase those from the chemist.
<b>5.0</b>	<b>Ambulance Services</b>						
	Access to health service during emergency cases		2				Citizens have to find alternative modes of transport to cover more than 8KM to access health services in emergencies because there are no ambulances that serve the area.
	Transfer of patients to other health facilities		2				Citizens have to use personal vehicles or motorbikes to transfer their patients to the nearest Level III hospital, which is 8KM away.

6.0 Laboratory Services							
Availability of lab services			3				The laboratory facility at the Local Health Centre does conduct basic tests such as malaria and typhoid. Citizens have to use other lab facilities to access lab services for any other tests.
Availability of lab supplies			3				Though there is a laboratory in place at the Local Health Centre, the facility lacks some of the basic equipment like a fridge and testing kits to enable it conduct a wide range of tests.
7.0 Maternity Services							
Availability of maternity supplies			3				The maternity ward has recently been equipped with 6 beds, a modern labour bed, and an infant nose sucker. However, there are no incubators or kitchen facilities to take care of mothers who are admitted at the facility.
Accessibility of maternity services			3				There is a maternity ward that has become operational now after receiving basic equipment. However, there is no running water in the facility and access to emergency maternity services at night or during weekends remains a challenge.
<b>Total Score = 33 (out of a possible score of 70)</b>							

## Example 2: Action Plan Based on Score Card Results

Priority Issues	Actions to take to address the issue	Who will lead? (Name and institution)	By when?	Resources (What is needed)
Availability of running water (Scored as 1 = Very Poor)	Arrange to have the broken pipes fixed as soon as possible.	Service Provider – head of maintenance	Within 2 weeks	Need funds to pay contractor and replacement pipes if needed. Seek funds from the maintenance budget, as this should still have funds remaining.
Access to services during weekends / emergency situations (Scored as 1 = Very Poor)	Arrange for one nurse to be available on weekends on rotating basis.	Service Provider – head of staffing	Within 2 months	Need to provide accommodation for the rostered nurse. Need to develop a roster of nurses.
Quantity of drugs available at the health centre (Scored as 2 = Poor)	More careful and consistent stocktaking and ordering procedures.	Service Provider – head of supplies	Within 1 month	Need to develop a new system for stocktaking and ordering drugs, to ensure that supplies are topped up when they are low, before they run out. Need to train staff in the new system and conduct regular monitoring to ensure it is in place.



4.0							
5.0							
6.0							
7.0							
<b>Total Score =</b>							

**Template 2: Action Plan for Interface Meeting**

<b>Priority Issues</b>	<b>Actions to take to address the issue</b>	<b>Who will lead? (Name and institution)</b>	<b>By when?</b>	<b>Resources (What is needed)</b>