

The Community Score Card Process



Phase 1: Planning and Preparation

- Community meeting to explain the process. This will include explaining the Community Score Card methodology and purpose, which may be new for them.
- Identify the service/s to be assessed and locations. This will also include identifying the main user groups in the communities that use the service.
- Visit local leaders to inform them of the plan.
- Identify and train lead facilitators. There will need to be several facilitators involved, to work with the different user groups and help them through the process.

Phase 2: Conducting the Score Card with Community

- Community gathering where participants are divided into interest groups for focus group discussions.
- With a facilitator, identify issues in groups about the service: 'What works well? What doesn't work well?'
- Agree on the most important issues to be addressed.
- Develop indicators and create the Score Card.
- Hold another community gathering to give the scores, and consolidate scores from all villages.

Phase 3: Conducting the Score Card with Service Providers

- Identify issues from service provider perspective: ‘What services do we offer? What are the main challenges? What can be done to improve?’
- Agree on the most important issues, develop indicators and create the Score Card (see Examples 3 and 4 below).
- Hold another meeting to allocate scores for each indicator.

Phase 4: Interface meeting and action planning

- A meeting between service providers and the community, with a skilled facilitator in place.
- Allows for sharing and discussion of the score cards and reasons for the scores given.
- Key decision makers should attend, to allow for immediate feedback and commitment to action.
- A joint action plan is prepared with a list of changes that can be made immediately, to ensure that quick results can be seen.

Phase 5: Action plan implementation and follow up

- Prepare a report on the score card process, including the action plan.
- Use the outcomes and action plan to inform other service delivery plans.
- Monitor the action plan implementation—both service providers and community users.
- Plan a repeat score card cycle to assess if any improvements have been made.

Sources:

1. *The Community Score Card (CSC): A generic guide for implementing CARE’s CSC process to improve quality of services.* Copyright 2013, Cooperative for Assistance and Relief Everywhere, Inc. (CARE).
2. *Participatory Budgeting, Community Score Card and Citizen Report Card Toolkit,* IEA 2015.