

THE COMMUNITY SCORE CARD

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Presentation outline

- Introduction
 - What is the CSC
 - Purpose and Rationale
 - Goal and Core strategy
 - Key Features of the Scorecard
 - Users and benefits
- Methodology for Community Score Card
- Experiences from the CSC roll-out

What is the Community Score Card

- The CSC is a tool of Community-Based Service Delivery Monitoring and Feedback system
- It's a 2-way ongoing participatory tool for assessment, planning, monitoring and evaluation of services.
- The CSC looks at both the demand side (user) and supply side (service provider)

Purpose/Rationale

- To increase participation, accountability and transparency between service users, providers and decision making
- To positively influence the quality, efficiency and accountability with which services are provided at a local level through participatory planning, citizen monitoring & regular interface.
- To raise the collective awareness, confidence and ‘voice’ of communities and support them in influencing and advocating for better services delivery at local structures.
- **Empower communities** through active engagement/voice and feedback;
- Ensure **social inclusion** by engaging all sections of community

Goal and Core Strategy of the CSC

Goal:

To positively **influence the quality, efficiency, accountability** and **Transparency** with which services are provided at different levels.

Core Implementation Strategy:

Using **dialogue** in participatory forums that engages both users and service providers.

Key Features/Characteristics of SC

- Is conducted at micro / local level
- Generates information through focus group interactions
- Provides immediate feedback & emphasizes on immediate response
- Plans for reform are arrived at through mutual dialogue

Key Features/Characteristics Cont'd

CSC is **not** about:

- Finger pointing or blaming
- Settling personal score
- Creating conflict

Users and Benefits

- For the service users (the citizens), the CSC helps to give systematic and constructive feedback to service providers about their performance and in return receive improved services.

Users and Benefits cont'd

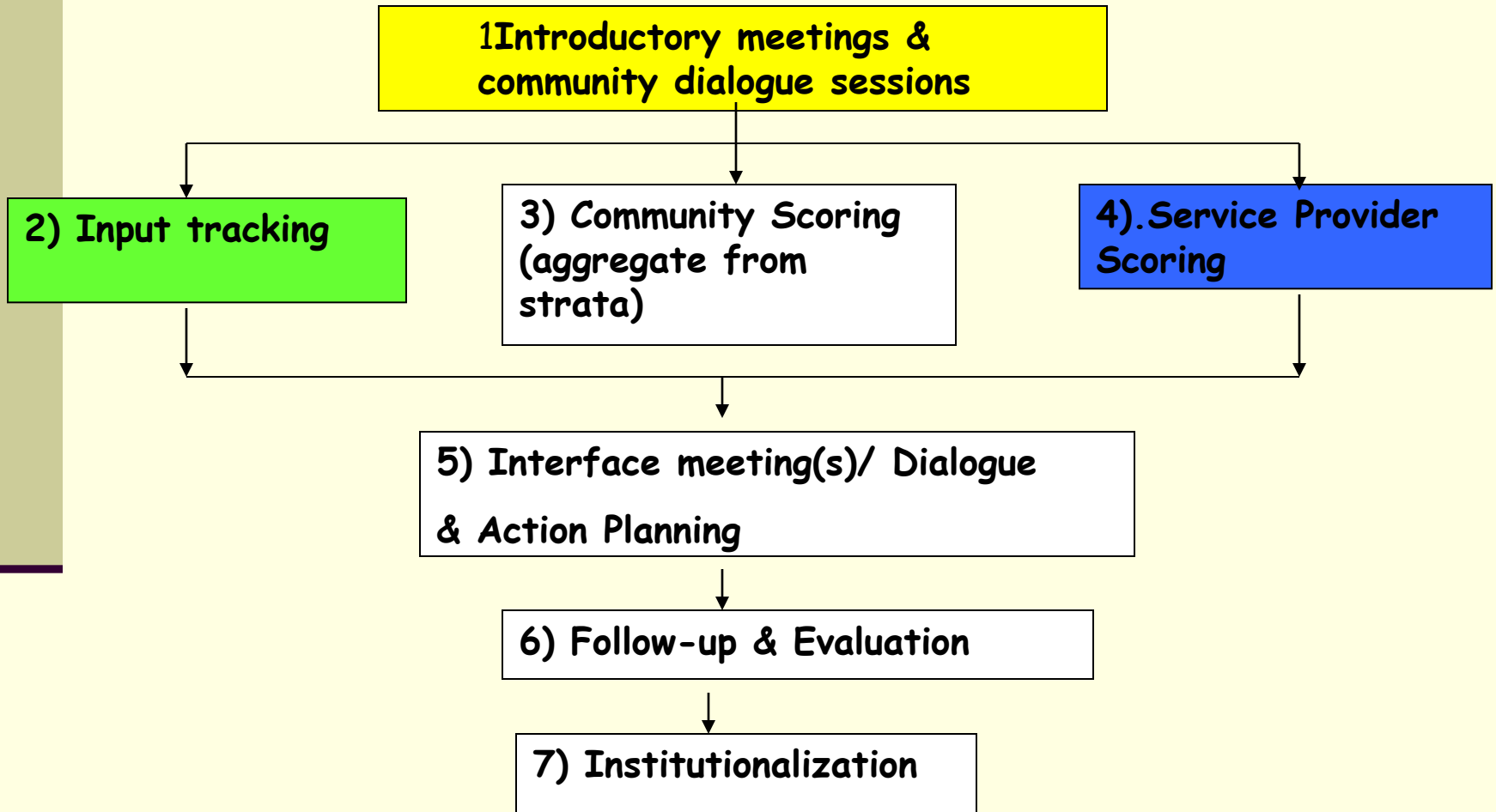
- for the service providers/duty bearers, the CSC helps them to learn directly from communities about what aspects of their programmes are working well and what is not. The information it generates enables decision-makers to make informed decisions and policy choices and to implement service improvements that respond to citizens' rights, needs and preferences.

Methodology for CSC

Key Steps:

- Planning & preparations (preparatory ground work)
- Input Tracking
- Implementing the SC with Community (using the tool)
- Implement the SC with service providers
- Interface Meeting (dialogue) & Action Plan
- Follow-up and Institutionalization (way forward)

Summary of the CSC Process



Experiences from the CSC

- Citizens have the potential to actively monitor and give feedback on services delivered to them.
- Citizens feel empowered when given the opportunity to give out their views
- The methodology promotes the freedom of expression



Community members at the interface meeting



Community meeting selecting the service domain



Civil status officer responding to issues raised by the communities during the CSC



Community member raising issues and giving recommendations for the action plan



The sector Executive secretary promising citizens to improve on services



Director of a Health centre giving immediate feedback on Health insurance issues raised by citizens



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