



APPENDIX 1

APPENDIX 1.1: A Checklist for undertaking the Score Card technique

The following questions aim to guide the organization through a decision-making process about implementing the Score Card tool and methodology. The questions will also remind the organization what issues to take into consideration and what activities to plan for in the implementation of the Score Card tool.

NOTE: Choose only questions and activities that are relevant to your own process.

Questions about implementing the Score Card

What do we want to know about our current interventions, programs, services? (e.g., attitude of staff towards communities and vice versa, access, management style, etc. **Create a list.**

What is the purpose of doing the Score Card? Is it to assess our performance, the quality of our services or assess community knowledge about our services, including funds available? Being clear on the purpose will define the scope of the exercise and assist with the generation of relevant issues (while also keeping the discussions focussed).

How do the results anticipated from the Score Card link with our current monitoring & evaluation framework? Where does it fit in? **Create a list.**

Do we know which other service providers operate in the areas where we work and where we want to implement the Score Card? **YES or NO**

- If *yes*, list them down.
- If *no*, how will we determine who they are? (e.g., use a social map exercise)

Invite those service providers that are relevant to our services and Score Card process to the upcoming interface meeting.

In which areas do we want to implement the Score Card? (e.g., catchment area, TA, GVH/villages, districts, etc.) To get a balanced view of your service or project, choose sites away and close to your service. **Create a list.**

Do we have the resources to cover all the areas where we operate? **YES or NO**

- If *no*, do a sampling to select villages or service centers to cover in the Score Card process.

Who will drive our Score Card process? Which person? **List the name.**

Who else needs to be on the Score Card facilitation and support team? (e.g., drivers, administrative assistants, etc.) **List the names.**

Action steps for implementing

The team should familiarize itself with the step-by-step guidelines for implementation of the Score Card process.

Draw up a work plan for implementing the Score Card:

- **Where** will Score Card be implemented?
- **What** are the activities? (include preparation steps)
- **Who** will do what?
- **When** will we do it and what is the duration? (from when to when) (e.g., The usual duration of the process per area can last from 5 to 10 days depending on the number of villages and areas to be covered.)
- **How** will we do it? (What resources will be required)

Set up a meeting with the various communities and leadership to explain the Score Card methodology, as well as how it works.

Note all the expenses for the Score Card process and draw up a budget.

Check availability of the necessary supplies usually required for the implementation of the Score Card process: flipchart paper; marker pens; masking tape; pens and paper, etc. If not available, make use of locally available materials (e.g., writing with chalk or charcoal on a cement floor or on the school's black board).

Reflection questions prior to implementation

Do we have a good understanding of participatory methods and rights-based approaches? **YES or NO**

- If *no*, what will we do about it?

Do we have sufficiently trained staff to facilitate the Score Card? **YES or NO**

- If *no*, what will we do about it?

What possible issues might be raised about our interventions or services?

What scores do we anticipate getting for the various issues, and how will we react to the scores?

How will we use the information collected during the Score Card process? (e.g., planning for the next District Implementation Plan and budgeting process.)

Who will document and write the report on the Score Card process?

To whom should the report be disseminated?

When will we hold the interface meeting? This meeting is best conducted before any major district/local government planning processes for that particular year to accommodate some issues that need allocation of funds, ie. staffing, equipment.

Who will we invite to the interface meeting? (See the checklist for arranging the interface meeting: Stage 3, step 7, Implementation of the Score Card.)

Who will facilitate the interface meeting? Who is a mature, experienced facilitator? (See Stage 3.)

How do we ensure ownership and implementation of the joint action plan that will come from the interface meeting?

Reflection questions after implementation

When and how will we follow up on planned actions?

When will we conduct the next Score Card process and where?

Are we expanding the Score Card to other catchment areas?

How do we increase our responsibility and accountability?