

APPENDIX 1.2: Suggested steps for service user & provider Score Card

The service <i>user</i> Score Card (community)		The service <i>provider</i> Score Card	
Days/Duration	Step/Activity	Days/ Duration	Step/Activity
One preparatory day with community leaders	Preparatory/introductory visit to community and leadership prior to implementation of Score Card process.		
First day in the community	In the community • Explain purpose of the Score Card. • Divide community into groups and assign facilitators to each team. • Each group to share their knowledge about the project, service – to track inputs. • Each group to generate issues about the service. • Each group to prioritize the issues generated. • After scoring, all groups to reconvene for closure of the day and confirmation of date for next phase.		
First day back in the office	At the office • Develop the indicators: Facilitators to develop indicators as based on issues generated by community groups. • Develop the Score Card matrix: Facilitators to place the indicators in matrix format for scoring purposes with the community. • Set up the interface meeting: Let other colleagues organize it while indicators and the Score Card matrix are being developed.		
Second day in the community	In the community • Do the scoring with the groups: Community to score the indicators as in the Score Card matrix.	First day for the service provider	With the service provider • Do the Score Card: - Explain Score Card purpose to all staff. - Staff to generate issues about their service, project. - Staff to prioritize issues generated. • After scoring, develop the indicators as based on the issues generated.
Second day in the office	At the office • Develop a consolidation matrix to record the various scores from the different groups.	Second day for the service provider	At the Office • Do the scoring: Staff to score the indicators as in the Score Card matrix.
Third day with the community with representatives	In a separate exercise with a group of representatives from the village, go through all the scores and agree on ONE representative score for each indicator.		
fourth day in the community	Joint interface meeting: • Hold the interface meeting: The service users and service provider representatives to respectively present their consolidated scores and recommendations for improvement. • Open and participatory discussion of scores and recommendations. • Develop joint action plan.	Third day for the service provider	Joint interface meeting: • Hold interface meeting: The service users and provider representatives to respectively present their consolidated scores and recommendations for improvement. Open and participatory discussion of scores & recommendations. • Develop joint action plan.

Note: Also see Score Card process flow diagram on page 10