

WELCOME

Community Score Card (CSC): A Social Accountability Tool

Introduction

Community Score Card (CSC) is a participatory monitoring process used for local level monitoring and performance evaluation of services, projects and even government administrative units by the communities themselves. It enables citizens to participate and voice their opinion about the targeted public service providing institutions. It involves both the duty bearers and the right holders and facilitates increasing mutual understanding and cooperation between two parties and strengthens trust relationship between them.

Purpose of CSC:

The CSC tools are used to identify and assess whether the local service providers deliver their services according to the plans and targets giving highest benefits to the people. The process offers the service provider an opportunity to measure the level of satisfaction of his services to the beneficiaries. The scores are further used to generate dialogue between the service/facility provider and the beneficiary community in order to seek improvement in service delivery where necessary.

Actors that implement CSC process

With the help of trained volunteers, the community monitoring group initiates the CSC process. It involves community people as the right holders and the local government bodies or the service providing agency as duty bearers. Amongst the members 5 active and interested persons who will be trained as “Social Auditor” to run the process in the long run.

It is important to form a community monitoring group, of the beneficiaries and any other interested people based on each targeted institutions e.g. schools, UP, Health Clinic, Agricultural offices etc.

Process Description

Preparatory works:

Identify the issues, subjects and the relevant institutions and the duty bearers for which the community monitoring may be undertaken e.g. quality education, safety net program, health or agricultural extension services etc. One of the institution is selected like schools, UP bodies, it is necessary to make a preliminary assessment to which extent, to whom and to which standard the services are currently delivered. Identify and form community monitoring groups from within the community who are concerned the rights and entitlement holders and who can implement the CSC process. Select and train local volunteers who will have the key roles to facilitate the process for all time.

Process Description con..

Input tacking:

The purpose of input tracking is to identify the progress status and gaps of what were the planned tasks and targets (quantity and qualitative indicators) in a given period of time and what was the achievements in reality and gaps in between. Prepare a list of tasks and inputs and arranged in order of importance and priorities. It is important to check and verify the list with the official planning documents for confirmation before proceed next steps. The findings of both groups supplement each others work to agree and prepare a common chart.

Process Description con..

Performance assessment by the community:

FGDs are organized with the community monitoring groups and any other interested/ relevant persons and local elected representatives. Identify performance indicators based on a list of expectations i.e. how well and what kinds of quantity and qualitative performances, of the targeted institutions, have been expected by the community people to see in a given period of time, which were defined earlier. Ask the group to score marks in a range of numbers 1-10 to each indicators.

Process Description con..

Tools for Performance assessment (Example)

Name of Service/ Activities	Indicators	Scores (1-10)	Reasons/ Explanations	Recommendations / Actions
SMC Meeting	<ul style="list-style-type: none">- Regular SMC meeting- Decision follow up- Active SMC members- Specific plan	8	Regular meeting with corium, have action plan & follow up...	Keep continue
Co-curricular activities	<ul style="list-style-type: none">-Arrange Sports/Games- Cultural events- Regular assembly	2	Irregular assembly, lack of cultural and sports initiatives..	<ul style="list-style-type: none">-Arrange cultural events- Initiatives for assembly

Process Description con..

Self assessment by service providers:

The duty bearers of the institution in question through brainstorming sessions/FGDs make their own assessment of the effectiveness, quality and try to find answers to the questions of how far their service deliveries fulfill the rights and entitlements of people and service recipients. While doing this they bring and express their opinions and related information, underlying causes and effects which the people need to know. The exercise is to facilitate by the trained volunteers and present the findings by using same chart as used by the community people. Similarly they identify performance indicators, give score to each, explain reasons and give suggestions of their own. The purpose of assessment is not to present manipulated progress statements rather it is to identify the real strengths and weaknesses and find solutions for future improvements.

Process Description con..

Interface meeting:

Interface meeting is an important steps of the implementation process of CSC. The purpose is to make three presentations separately such as the results of input tracking, the results of performance assessment scores and the results of self assessment of the service provider. The presentations followed by discussions of all issues, information and feedback together sitting face to face. It is done only once to come to consensus and agree to a possible solution of action plans to improve the quality of service deliveries. The meeting provides opportunity to share each other's views and feedback face to face, hear each other's findings, reasons and recommendations with due respects and attention aiming to minimize gaps, build mutual trusts and establish unity not disharmony.

Process Description con..

Public hearing:

Public hearing is an effective tool for ensuring social accountability and community empowerment. This is a bigger community meeting where the authorities of the service providers, beneficiaries, monitoring group members and other members of the local community get together to discuss the quality of services, challenges and way forward plans of the public institutions. The people, in this meeting, can express their opinions, ask for clarifications and put forward their objection/feedback to any service delivery programs and methods to the authority concerned. This should also be considered as an opportunity for the service providers to learn views and opinions of the community regarding their roles, activities and about the quality of services they provide. It helps building common understanding and trusted relationship among all concerned parties.

Process Description con..

Application of CSC process:

The facilitator teams to implement the CSC process organize meetings in which both the beneficiaries and the duty bearers themselves participate, sit together and discuss laps and gapes, identify any mismanagement or irregularities in the existing service deliveries. It develops a common understanding of the both sides of agreed action points based on joint assessment findings. After building some rapports the facilitators help formulate an agreed work plan for implementation of CSC processes in the targeted institution. The targeted service providing institutions usually take possible steps and initiatives for implementation of CSC work plan. DAM under it's Human Rights and Social Justice sector program has successfully applied and implemented this approach in the selected project areas in Bangladesh to address the above issues.

