### M5-T5-H2-Example Scorecard

**CITIZEN’S ACCOUNTABILITY PLATFORM PROJECT**

**SERVICE DELIVERY COMMUNITY SCORE CARD TOOL**

**District:……………………………… SUB-COUNTY:…………………………… Name of Interviewer:…………………………………..... Date:…………………….**

**Very good=5, Good=4, Fair=3, Bad=2, Very Bad=1**

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| **SECTOR ONE: ROADS** | | | | | | | | | | | | | | | | |
| **S/N** | **PERFORMANCE CRITERIA** | | **Men** | **Women** | | **Service providers** | | **Consensus** | | **Reasons for score** | | | | **Recommendation** | | **Responsible person** |
| 1.1 | How do you rate the quality of the main road nearest to your household/community? | |  |  | |  | |  | |  | | | |  | |  |
| 1.2 | Frequency of road grading by central or local government; how often does it happen? How do you rate that frequency? | |  |  | |  | |  | |  | | | |  | |  |
| 1.3 | **Community participation;** The community is supposed to take part in in road maintenance through clearing roadside bushes, filling potholes, not pulling ox-ploughs on the road, alerting authorities about bad road conditions among others. How do you rate your community participation in road maintenance according to the roles listed above? | |  |  | |  | |  | |  | | | |  | |  |
| 1.4 | Understanding the procurement system; do people know or understand the contract award system? | |  |  | |  | |  | |  | | | |  | |  |
| 1.5 | **Knowledge on road rules and safety measures**; do communities understand the road safety measures? (e.g. road signs, looking left, right and left before crossing, use of riding gears). If yes, what is the level of understanding?  **If no, please rate 1=very bad** | |  |  | |  | |  | |  | | | |  | |  |
| 1.6 | Road safety measure sensitization; does it happen; who conducts the sensitization?  If yes, what is the quality  **If no, please rate 1+very bad** | |  |  | |  | |  | |  | | | |  | |  |
| 1.7 | The use of road gangs; how effective are the road gangs. Do the road gangs know what they are supposed to do? How can you rate their work? | |  |  | |  | |  | |  | | | |  | |  |
| 1.8 | **Road management committees**; does this community have a road management committee? If yes, how functional are these committees and how do you rate their performance? **If no, please rate 1=very bad** | |  |  | |  | |  | |  | | | |  | |  |
| 1.9 | Does the road management committee receive any training from local government or NGOs?  **Yes/No** | |  |  | |  | |  | |  | | | |  | |  |
| 1.10 | **The bridges in this community**; Has the government done anything to improve bridges in this community in the past 1 year?  **Yes/No** | |  |  | |  | |  | |  | | | |  | |  |
| 1.11 | If you have any water transport system ***(Amolatar),*** has it changed over the past 1 year? How do you rate its quality? | |  |  | |  | |  | |  | | | |  | |  |
| 1.12 | What is the quality (rwom) of the water transport system in your area ***(Amolatar)***? | |  |  | |  | |  | |  | | | |  | |  |
| 1.13 | Benefits from road/water transport; how do communities **benefit** from the two transport means? | |  |  | |  | |  | |  | | | |  | |  |
| 1.14 | **Transparency and accountability in the road sector**; Do contractors and engineers exhibit transparency in road construction, maintenance and award of contracts **(accessibility of bill of quantities, display of call for bids)**? How do you rate this area? | |  |  | |  | |  | |  | | | |  | |  |
| **SECTOR 2: HEALTH** | | | | | | | | | | | | | | | | |
|  | |  | **Men** | | **Women** | | **Service providers** | | **Consensus** | | **Reasons for score** | | **Recommendation** | | **Responsible person** | |
| 2.1 | | **Availability of HIV/AIDS services** (Quality of elimination of mother to child transmission (EMTCT), Safe male Circumcision, Blood Transfusion, Provision of IEC, Condom Supply, Testing and counseling services, Sexual and Gender Based Violence services, Access to ART for Adults, Pediatric HIV Care, Adolescence HIV Treatment, Integrated TB services, Palliative care services). |  | |  | |  | |  | |  | |  | |  | |
| 2.2 | | **Easy access to HIV/AIDS services** If available, are these services easily accessible?) |  | |  | |  | |  | |  | |  | |  | |
| 2.3 | | **Availability of Malarial services** (Mosquito nets, testing, drugs) |  | |  | |  | |  | |  | |  | |  | |
| 2.4 | | **Easy access to malarial services** (If available, are these services easily accessible?) |  | |  | |  | |  | |  | |  | |  | |
| 2.5 | | **Availability of maternal and child health services** (Quality of family planning services, Availability of ANC services, Availability of postnatal services, Immunization services) |  | |  | |  | |  | |  | |  | |  | |
| 2.6 | | **Availability of infrastructure, utilities and equipment** (Availability of good and safe water, Availability of Transport, Adequate number of staff Houses, Adequate toilet, kitchen and shelter, Availability of CD4 Count Machines, Communication Facility, Availability of power and type) |  | |  | |  | |  | |  | |  | |  | |
| 2.7 | | **Attitude of staff** (Observing working Hours, Polite Behavior, Listening to patients problems, Respect for patients privacy) |  | |  | |  | |  | |  | |  | |  | |
| **SECTOR 3: EDUCATION** | | | | | | | | | | | | | | | | |
|  | |  | **Men** | | **Women** | | **Service providers** | | **Consensus** | | | **Reasons for score** | **Recommendation** | | **Responsible person** | |
| 3.1 | | Do all schools have functional and competent management committees (SMC)? How do you rate the functionality of the SMCs? |  | |  | |  | |  | | |  |  | |  | |
| 3.2 | | Do all schools have functional and competent P.T.A committees? **How do you rate their level of functionality?** |  | |  | |  | |  | | |  |  | |  | |
| 3.3 | | Do Schools have enough and competent teaching staff (qualification, lesson plan, daily register, etc.)? **How do you rate their level of competence?** |  | |  | |  | |  | | |  |  | |  | |
| 3.4 | | Do Schools have enough class rooms to accommodate all pupils/students? |  | |  | |  | |  | | |  |  | |  | |
| 3.5 | | Do Schools have enough staff quarters to accommodate all teachers? **How do you rate the level of the available staff quarters?** |  | |  | |  | |  | | |  |  | |  | |
| 3.6 | | Do Pupils perform well in P.L.E / UCE (Division 1 & 2)?  **How do you rate the level of performance?** |  | |  | |  | |  | | |  |  | |  | |
| 3.7 | | Do schools utilize UPE/USE funds effectively, efficiently and transparently? **How do you rate the level of usage of the funds?** |  | |  | |  | |  | | |  |  | |  | |
| 3.8 | | Do Parents equally show commitment and responsibility in supporting their children in school (Pay development fee, help in homework, signing their children’s books, attend parent’s days, etc.)?  **How do you rate the participation of parents?** |  | |  | |  | |  | | |  |  | |  | |
| **SECTOR 4: PRODUCTION** | | | | | | | | | | | | | | | | |
|  | |  | **Men** | | **Women** | | **Service providers** | | **Consensus** | | **Reasons for score** | | **Recommendation** | | **Responsible person** | |
| 4.1 | | How do you rate the quality of Agriculture Extension Services provided in your household/community? |  | |  | |  | |  | |  | |  | |  | |
| 4.2 | | Did your community benefit from any government projects in the past one year? (NUSAF II, NAADS, CAIIP, Restocking program, PRDP II etc) |  | |  | |  | |  | |  | |  | |  | |
| 4.3 | | Did the community receive any support from the relevant district officials, like the veterinary officer or the Agriculture officer in the past 1 year? If yes, how do you rate the support? **If no, rate 1=very bad** |  | |  | |  | |  | |  | |  | |  | |
| 4.4 | | Did your community receive animals or birds as part of any government programme in the past 1 year?  **Yes/No** |  | |  | |  | |  | |  | |  | |  | |
| 4.5 | | **If yes,** was the skin of the animals smooth and shiny at the time of delivery? |  | |  | |  | |  | |  | |  | |  | |
| 4.6 | | **If yes,** did the animals have normal discharge (not excessive, cloudy or foul smell) from the natural openings such as mouth, nose, eyes, anus, vagina and penis) |  | |  | |  | |  | |  | |  | |  | |
| 4.7 | | **If yes,** did you receive animal drugs and equipment? If yes, please rate it?  **Yes/No** |  | |  | |  | |  | |  | |  | |  | |
| 4.8 | | **Yes/No Birds**; were the natural orifices (Anus, Vent, Eyes, Mouth and Nose) free of discharge? (diarrhea, flu) |  | |  | |  | |  | |  | |  | |  | |
| 4.9 | | Does the sub county have community based facilitators?  **Yes/No** |  | |  | |  | |  | |  | |  | |  | |
| 4.10 | | If yes, did community based facilitator(s) receive any training from local government or NGOs?  **Yes/No** |  | |  | |  | |  | |  | |  | |  | |

**Awareness of local development plans**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Yes** | | **No** | | **A little** | | **Not Sure** | |
| **M** | **F** | **M** | **F** | **M** | **F** | **M** | **F** |
| How many of you are aware of your sub-county (local )development plans **(please insert the number of people)** |  |  |  |  |  |  |  |  |
| How many of you have been participating in monitoring your sub-county (local) development plan |  |  |  |  |  |  |  |  |

**Level of Satisfaction with services**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **S/N** | **In your opinion (Insert the number of people)** | **Yes** | | **No** | | **Not sure** | | **Don’t know** | |
| **M** | **F** | **M** | **F** | **M** | **F** | **M** | **F** |
| 1 | Are there enough primary schools in your community for the number of children of school going age? |  |  |  |  |  |  |  |  |
| 2 | Are there enough health centres in your community? |  |  |  |  |  |  |  |  |
| 3 | Has government done enough to provide a piped water system that most houses can access in your area? |  |  |  |  |  |  |  |  |
| 4 | Has government done enough to provide an adequate sewerage / sanitation system for most your community? (road drainage system, waste disposal in health centres, placenta pit at health centres) |  |  |  |  |  |  |  |  |

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| **S/N** | **Corruption Perception** | **Strongly Agree** | | **Agree** | | **Disagree** | | **Strongly Disagree** | | **Don’t Know** | |
| **M** | **F** | **M** | **F** | **M** | **F** | **M** | **F** | **M** | **F** |
| 1 | The level of corruption among senior government officials has decreased in the past 2 years |  |  |  |  |  |  |  |  |  |  |
| 2 | The number of police officers demanding bribes in your area decreased in the past 2 years |  |  |  |  |  |  |  |  |  |  |
| 3 | In the past 2 years, it become less common to be asked to pay a bribe if you need to get a certificate such as (death certificate, marriage certificate or birth certificate) in my community? |  |  |  |  |  |  |  |  |  |  |
| 4 | In the past 2 years, the number of people having to pay bribes or kickbacks to get a contract with central government has decreased. |  |  |  |  |  |  |  |  |  |  |