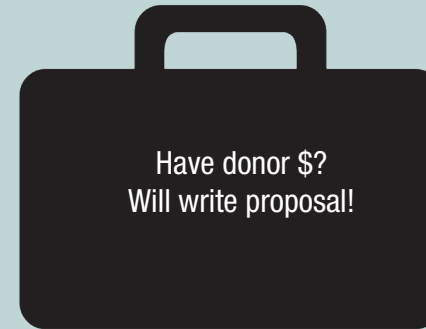


# Community score cards for public services: Malawi

Chronic bottlenecks for service delivery...



A 'typical' CSO response...



Innovation in implementation? Adaption in the delivery of a community scorecard programme

- Weak design made good through implementation?
- Programme delivery reveals:
  - Problem-identification as part of the process: within communities, service providers and government officials
  - Relationship building with government officials and frontline providers
  - Strong facilitation by those who are well-connected, have political skills and can operate flexibly
  - Adaptive, learning approach that aims to move between and across different 'routes' to improved service delivery, with an emphasis on collaboration and collective action

Routes to improved service delivery

