The Public Value Interest Group

**Scorecard Accountability Matrix**

“ the problem that has to be solved in the political world is not the *amount* of accountability that is demanded; it is the persistence, the coherence, the focus, and the adaptability of the cumulative demands for accountability. . . .” (Moore, 2012, p15)

This table sets out specific considerations when developing sets of performance measures to meet demands for accountability.

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|  | **Persistence** | **Coherence** | **Focus** | **Adaptability** | **Fairness** | **Direction** |
| *List measures under each domain:* | *Are we measuring the same activities or qualities over time?* | *Are the measures coherent with each other or are they in conflict with each other?* | *Are we measuring processes as well as outcomes?* | *Can the reporting system adapt to changing normative drivers of the program without being reactive?* | *Are the measures fair? Do they disguise or distort any negative effects?* | *Does the reporting push the organisation toward one or more conceptions of the good?* |
| **Mission** |  |  |  |  |  |  |
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| **Operations** |  |  |  |  |  |  |
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| **Legitimacy** |  |  |  |  |  |  |
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