The public value scorecard (PVA) is a format for reporting the organisation’s performance against key measures across the domains of mission, operations and legitimacy. It is developed from the public value account (PVA). Evidence for each claim will need to be provided in an accompanying document. This scorecard was developed for a program administration unit in a health department.

When developing a PVS ask yourself*:*

* What is your organisation’s mission?
* What are the social outcomes you are pursuing?
* What specific things are you doing to realise your mission?
* What are all the dimensions of value to what you do?
* Who are your constituencies – who are you accountable to?
* Are you being accountable to all of your constituencies, or do you have any neglected constituencies?
* What are you doing to ensure you are prepared for a changing future?
* Have you developed innovation for flexibility?
* What and how are you reporting?
* What and how should you be reporting?
* Can your reporting /performance measures appeal more effectively to authorisers?
* Where on the value chain are you reporting (inputs, outputs, outcomes)?
* How are you demonstrating the legitimacy of your activities?
* How/by whom has the legitimacy of your activities been determined?
* Do you have constituencies that can be engaged to provide support for the legitimacy of your activities?
* Where are the obstacles to greater legitimacy?
* Where do you need to put value-creating imagination to work

*< Name of organisation>*

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| **Domain 1: Mission** | | **Met?** |
| 1 | Has a clearly articulated and well-communicated mission to *<insert mission>* |  |
| 2 | Has a strategic plan in place with   * clearly articulated strategic goals * clearly articulated pathways to goals. |  |

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| **Domain 2: Operational capacity** | | **Met?** |
| 3 | An operational plan is in place with   * clearly defined inputs * clearly defined outputs * clearly defined and measureable outcomes * an operational reporting process |  |
| 4 | Quality of outputs is high |  |
| 5 | Service utilisation growth |  |
| 6 | Demonstrable savings or cost avoidance for clients |  |
| 7 | Staff turnover < 0.10 total staffing pa |  |
| 8 | Evidence of innovation and learning |  |

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| **Domain 3: Legitimacy** | | **Met?** |
| 9 | Has governance structure that allows partners / co-producers to be key influencers |  |
| 10 | >80% of surveyed partners report high satisfaction with service |  |
| 11 | >75% clients surveyed report that the service has a good reputation |  |
| 12 | Service has a communication strategy which facilitates critical feedback from multiple stakeholder groups |  |
| 13 | Service makes its annual review results and other feedback publicly available |  |