**Solid Waste Capacity Index for Local Governments (SCIL)**

**SCIL Survey Preparation Document**

**Component 6 – Community Engagement**

The SCIL Survey is one component of USAID’s Clean Cities, Blue Ocean (CCBO) Solid waste Capacity Index for Local government (SCIL) Tool Kit. The SCIL Survey has six components.

This document provides an overview of all *Component 6: Community Engagement* questions contained in the SCIL survey. It enables those participating in the assessment to review each of these “Yes/No” questions to determine which may be answered “Yes.” and begin to gather “evidence” to support this answer. The last column may be used to track whether evidence has been found. The answers and evidence must be entered into the SCIL Tracker for a SCIL Score to be formed.

| **Criteria** | **Question #** | **CCBO SCIL Assessment** **Community Engagement Criteria Questions** | **Preliminary Response –** Mark if you think the answer to this question is “Yes” | **Documentation –** Provide name and/or URL of the documentation to show that the answer is “Yes” |
| --- | --- | --- | --- | --- |
| Outreach and engagement with members of the community regarding the 3R/SWM system is inclusive, and conducted regularly | 1 | Has the local government engaged a wide variety of community stakeholders to improve the implementation of the **non-segregated/residual** system (i.e., environmental advocacy, youth, women's, business organizations, recyclers, and religious groups, etc.)? | Y: \_\_\_ N: \_\_\_  |  |
| 2 | Has the local government engaged a wide variety of community stakeholders to improve the implementation of **3R programs** (i.e., environmental advocacy, youth, women's, business organizations, recyclers, and religious groups, etc.)? | Y: \_\_\_ N:\_\_\_   |  |
| 3 | Has the local government engaged a wide variety of community stakeholders to contribute to the 3R/SWM finance and budgeting process? | Y: \_\_\_ N:\_\_\_   |   |
| 4 | Were the perspectives of local women sought and given substantial weight in 3R/SWM planning? | Y: \_\_\_ N:\_\_\_   |   |
| 5 | Does the local government use social media (i.e., Facebook, Instagram, WhatsApp, Twitter, etc.) to reach stakeholders about 3R/SWM messages? | Y: \_\_\_ N:\_\_\_   |   |
| 6 | Are public meetings related to 3R/SWM widely socialized by the local government and held at times/locations that attract higher attendance and diversity? | Y: \_\_\_ N:\_\_\_   |   |
| A local multi-stakeholder 3R/SWM committee is formed | 7 | Does the local government's 3R/SWM steering committee representation reflect the population demographics of the jurisdiction (economic, gender, race, cultural, etc.)? | Y: \_\_\_ N:\_\_\_   |   |
| 8 | Are the local government's 3R/SWM steering committee meetings public and regularly scheduled? | Y: \_\_\_ N:\_\_\_   |   |
| 3R/SWM performance and progress is reported to the public | 9 | Does the local government publicly distribute information on the 3R/SWM system performance, and progress, at least annually? | Y: \_\_\_ N:\_\_\_   |   |
| Environmental and social impact assessments are conducted when considering new 3R/SWM facilities | 10 | Does the local government survey opinions of those in neighborhoods adjacent to proposed 3R/SWM facilities, and public meetings? | Y: \_\_\_ N:\_\_\_   |   |
| 11 | Does local stakeholder feedback inform the siting, and design of 3R/SWM facilities? | Y: \_\_\_ N:\_\_\_   |   |
| Citizens/customers can submit 3R/SWM complaints through a reporting system | 12 | Does the local government receive 3R/SWM complaints through more than one means (e.g., a hotline, social media, in-person, or a physical complaint box)? | Y: \_\_\_ N:\_\_\_   |   |
| 13 | Does the local government have a system for recording the receipt, timing, and resolving of citizen complaints about 3R/SWM service quality? | Y: \_\_\_ N:\_\_\_   |   |
| Citizen perceptions and satisfaction of 3R/SWM services are sought and measured | 14 | Does the local government conduct a periodic survey of a representative sample of **residents** on their perceptions and satisfaction with 3R/SWM services (whether online, paper, manually, etc.)? | Y: \_\_\_ N:\_\_\_   |   |
| 15 | Does the local government conduct a periodic survey of a representative sample of **non-households** (i.e., business owners, institutions, etc.) on their perceptions and satisfaction with 3R/SWM services (whether online, paper, manually, etc.)? | Y: \_\_\_ N:\_\_\_   |   |
| 16 | Are the majority of the local jurisdiction's population satisfied with their 3R/SWM services? | Y: \_\_\_ N:\_\_\_   |  |
| 17 | Has the local government made a special effort to solicit the opinions of, and to provide information to, informal waste collectors? | Y: \_\_\_ N:\_\_\_   |   |
| Collection schedules, locations of disposal/recycling points and waste segregation rules are published and widely disseminated | 18 | Does the local government publicly provide information about how to participate properly in 3R/SWM service (i.e., frequency of collection, schedule, drop-off locations, etc.)? | Y: \_\_\_ N:\_\_\_   |  |
| 19 | Has the local government based its communication programs (Social Behavior Change (SBC)/Information Education Communication) for 3R/SWM on SBC programmatic research with the people to be reached?  | Y: \_\_\_ N:\_\_\_   |  |
| 20 | Does the local government have services in place to provide continual support for people to carry out desired behaviors pertaining to 3R/SWM (i.e., a hot line, text reminders, community leaders, etc.)? | Y: \_\_\_ N:\_\_\_   |  |
| 21 | Was a local 3R/SWM public information campaign launched to instruct citizens on how to properly segregate and prepare for collection of all types of wastes in the 3R/SWM collection program? | Y: \_\_\_ N:\_\_\_   |  |
| Multiple outreach channels are used to reach a wide 3R/SWM audience | 22 | Do behavior change and environmental education efforts for 3R/SWM systems target high-impact populations (e.g., women and youth)? | Y: \_\_\_ N:\_\_\_   |  |
| 23 | Does the local government use multiple channels to disseminate 3R/SWM information to the public (i.e., social media, website, print media, billboards, radio and TV, public forums/events, community advocates/champions, and door-to-door canvassing, etc.)? | Y: \_\_\_ N:\_\_\_   |  |
| New 3R/SWM laws are rolled out with a behavior change communication plan | 24 | Did the local government conduct public outreach and education programs after approval of new 3R/SWM plans/policies/laws to inform citizens of the upcoming changes prior to implementation?  | Y: \_\_\_ N:\_\_\_   |  |
| 25 | Does each local 3R/SWM public information strategy identify key audiences, messages, and methods of reaching people (channels)? | Y: \_\_\_ N:\_\_\_   |  |
| 3R/SWM violators receive remedial education to correct behaviors | 26 | Does the local government pair enforcement of local 3R/SWM laws with positive messaging and education about following the 3R/SWM laws? | Y: \_\_\_ N:\_\_\_   |  |
| 27 | Are the local government's 3R/SWM communication strategies supported by enforcement actions? | Y: \_\_\_ N:\_\_\_   |  |
| Monitoring and enforcement data is used to guide 3R/SWM communications | 28 | Has the local government's 3R/SWM monitoring, and enforcement data been used to inform planning, and future improvements to communications strategies? | Y: \_\_\_ N:\_\_\_   |  |