General Guidelines for Social and Environmental Work in Simplified Sewerage

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Baseline for waste pickers, Mulenvos (UNICEF/Angola/2024/EThomas)

ACKNOWLEDGEMENTS

This guide took significantly more time and effort to prepare than initially anticipated and gave us a constant sense of great responsibility. Without the support of various people along the way, we wouldn't have been able to complete it with the serenity we needed.

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We are very grateful for the sacrifice that has gone into this journey and for the product that we have achieved.

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BACKGROUND

The material presented below is the result of the "Improvement of Sanitation, Water, Hygiene and Waste Management services in the Municipality of Viana in Luanda, Angola" project, which is part of the Brazilian Sanitation Strategy, and is implemented jointly by the Government of Angola (through the Ministry of Environment - MINAMB, acronym in Portuguese) and the United Nations Children's Fund (UNICEF), with technical support from Brazilian institutions: Secretariat of Cities of the Government of the State of Ceará (SCicades-CE, acronym in Portuguese); Ceará State Water and Sewage Company(CAGECE); and the Brazilian Health Foundation (FUNASA, acronym in Portuguese). The initiative is funded by the India, Brazil and South Africa Fund (IBSA Fund), which is managed by the United Nations Office for South-South Cooperation (UNOSSC)

The objective of the South-South trilateral cooperation initiative is to enable the implementation of the Simplified Sewage System in the Municipality of Viana, Mulenvos community in Luanda, Angola, which aims to improve sanitation services in the municipality. This is a pilot and innovative project in the region.

The basic structure of the Simplified Sewerage System is community participation in the collective solution of local problems, from its conception to its maintenance, through the active participation of the local population, which must be mobilized for such engagement.

Considering the particularities of social work, some structural ideas present in this document can be used for the process of preparing and developing social and environmental actions to be carried out with the project's target population.

Social and educational actions should take place continuously, seeking to disseminate knowledge, change habits and, above all, turn community representatives into multipliers for social change.

The proposal presented does not exhaust all possibilities and execution strategies, but directs the conduct of work in Angola, taking into account local particularities. To achieve its objectives, the simplified sanitation model requires the adoption and implementation of political - pedagogical actions, which differ from traditional practices of a technical nature, including team composition and workflows. Similarly, the implementation of selective collection, which promotes improvement of local hygiene conditions with the generation of income and social and productive inclusion of collectors of recyclable materials, only occurs when there is community involvement and partnership with collectors.

ANGOLA

Social work in Angola is represented through residents' committees or blocks, as well as political-social consultation processes. We must always consider the coordination and interconnection between political and social power.

There are relevant steps or protocols that we should note such as:

1. **Provincial, municipal and communal political power engagement;**
2. **Engagement of local authorities (Sobas and residents' committees);**
3. **Community engagement cannot happen if we do not have consensus among policy and community decision-makers.**

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List of acronyms

CAGECE - Ceara State Water and Sewage Company

FUNASA - Fundação Nacional de Saúde (Brazilian Health Foundation)

SEW - Social and Environmental Work

Socidades-CE - Secretaria das Cidades do Governo do Estado do Ceará (Secretariat of Cities of the Government of the State of Ceará)

chapter 1

WHAT IS SOCIAL WORK?

In the Brazilian context, where social inequality is a significant challenge, social work becomes a fundamental tool for addressing issues such as poverty, limited access to education and health, lack of adequate housing, violence, discrimination and social exclusion, with particular attention to gender-related issues. It is driven through public policies, social programs and actions aimed at empowering individuals and communities, providing them with better living conditions and development opportunities.

According to Brant de Carvalho (2015), “it is through social work that social policy is materialized”. Therefore, the existence of

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public policies, of the equipment and services related to them do not, in themselves, result in the appropriation and enjoyment by the population. It is necessary to enable the interaction between the population and policies and this occurs through Social Work, whether in housing policy, assistance or sanitation, for example.

According to the guidelines established through Brazilian Ordinance No. 464/2018 of the Ministry of Cities that provides for Social Work, in their respective programs and actions, it seeks to promote the social protagonism of the beneficiary population through intervention practices that aim to collaborate with community development, through actions that favor citizenship, the promotion of public health and the practice of environmental education.

It is necessary to recognize and legitimize this work.Let us now think about the importance of social work, how to implement it and the expected results.

Social Work

Why is it important?

It is through social work that social policy materializes.
Therefore, social work entails processes that make social policy a reality in the territories, producing community adherence and participation.

What does it require?

Socio-pedagogical action with the combination of multiple types of knowledge that become processes, instruments, contents and relationships.

How can it be implemented?

Implementation of communication and participation channels between residents and the implemented public policy.

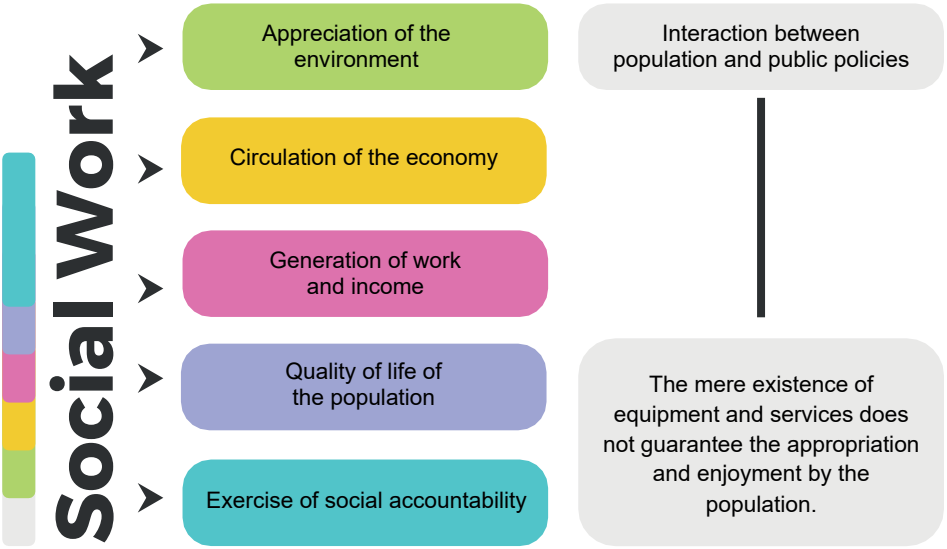
Expected results

Generator of participatory processes, recognition of lessons learned and popular mobilization, associated with social transformation and emancipation.

Social work mitigates inequalities, provides opportunities and guarantees basic rights to citizens, contributing to the construction of a fairer and more equitable society. It is operationalized in different social policies, but needs to be thought of in a comprehensive, articulated and holistic perspective with and for the territory of action.

The concept of territory used here is based on a relational perspective and therefore goes beyond the understanding of a physical-material spatial entity, encompassing social relations (economic, political, cultural, social and environmental) and the processes of territorialization, deterritorialization and reterritorialization. It is a system of actions and powers that constitute a set of properties that are conditions for the existence of a territory: spatial, legal, natural, social, historical, ancestral extension, etc. Such an understanding includes the existence of natural entities such as rivers, mountains, lakes, animals, not as objects, but as subjects of essential rights to life. Relationships, exchanges, bonds, daily life, disputes, conflicts, contradictions, dreams, expectations, cultures and the meanings attributed by the different subjects, are fundamental parts of these living spaces that these territories represent.

The coordination between sectoral policies and the strengthening of existing social networks are mechanisms of experience and generation of social work results. Through this work, the interaction between population and public policies is carried out, making the individual a fundamental part of the decision-making process and management of expected results.



in the context of sanitation projects, social work is organized around the following lines of action:

- **Mobilization, organization and social strengthening**
- **Health and heritage education**
- **System operation and maintenance**

Through these lines of action, activities are formulated that offer all people the opportunity to acquire new knowledge, values, attitudes and commitments to the environment, creating new habits among the population served.

It is a more efficient way to involve the community in the proper operation of the systems and ensure the proper functioning of the implemented projects, the results of which will be felt by the families themselves and in their empowerment.

Strategic social work management ingredients

Knowledge

- Draw on popular knowledge and the different ethnic groups present in the urban context and enable a conversation between the technical, technological and bureaucratic knowledge of the services;
- Producing resolvability, developing capacities and inducing change; and
- Territory development agenda.

Networks

- Identify and engage social networks.
- Alignment with the various social networks present in the territory
- Multisectoral cooperation between policies and services

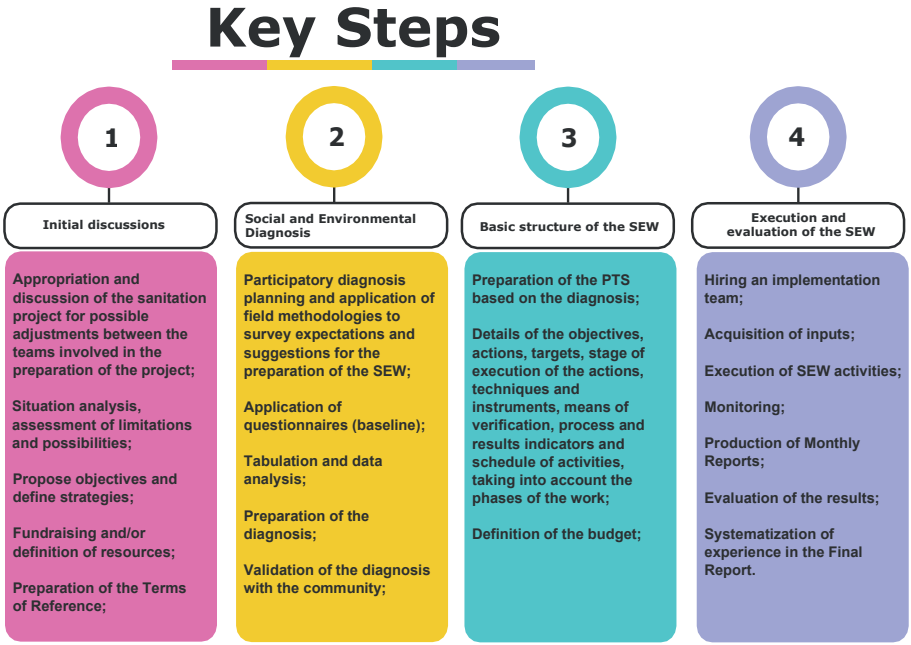
Participation

- Ensure participation and building social trust
- Support services in the region
- Enhance integrated actions
- Re-evaluation of public policies, coordination and citizen protagonism

chapter 2

STEPS FOR THE PREPARATION AND IMPLEMENTATION OF THE SOCIAL AND ENVIRONMENTAL WORK (SEW)

This chapter provides an overview of the steps needed to consolidate Social Work in Sanitation Projects. The intention here is not to go into detail about all the stages of planning (plans, programs and projects), but just to provide a visualization of the main stages and processes required to implement, deploy and execute a project.



2.1. INITIAL DISCUSSIONS

Social and environmental work enables dialogue and the construction of joint solutions between those involved in the work and the community. At this initial moment, it is appropriate to define the intervention strategies to achieve the expected results. So far, other groups have already met and discussed different proposals on the sanitation project for possible adjustments between the teams involved in drawing up the project, studying the situations and foreseeing the limits and possibilities of the proposal.

To direct the work, the general objectives to be achieved and the definition of the main strategies must be proposed. At this point, it is necessary to see what resources will be used, whether funds will be raised or whether there are already resources available, as well as to check what criteria should be followed for the use of these resources. Depending on how resources are to be used, Terms of Reference or a similar or necessary instrument must be drawn up.

2.2. SOCIAL AND ENVIRONMENTAL DIAGNOSIS

Before developing a program or project in the community, the best thing is to make a diagnosis. Only with the correct knowledge of problems and potential will it be possible to program improvements that everyone wants. It is a way of identifying the problems, needs and potential of the area, with everyone's participation, using management tools and interpreting reality in economic, social, cultural, environmental and political-organizational terms.

The participatory social diagnosis of the community actively involves community members in the process of collecting and analyzing information about their own reality. It is usually used in the initial stages of social and environmental projects, as it allows the knowledge of the reality in which it will be implemented, i.e. how environmental factors interact with social, political and economic ones.

The diagnosis is essential to ensure that activities are contextualized and make sense to the community.

Involving communities in the preparation of diagnoses is essential, as their history of belonging to the area allows reflections that go beyond those proposed by external actors. In addition, even if people already know the environment or the area where social and educational actions will be carried out, the diagnosis cannot be overlooked, as it makes it possible to focus on situations that go unnoticed in daily life.

Thus, the preparation of the diagnosis seeks to understand the needs, challenges, resources and aspirations of the community, as well as to understand the knowledge of the community served regarding the service that will be implemented. This instrument is crucial to develop effective interventions. It requires preparation and planning, such as: identifying objectives, key questions to be addressed, defining a multidisciplinary team and adopting participatory methods for data collection and analysis.

At this stage, a conducive scenario for community engagement is created, which can take place through awareness meetings and community consultations to explain the objectives of the diagnosis and obtain community support, as well as establishing partnerships with local leaders, community groups, schools and other organizations to involve a broad spectrum of the population. This moment is important even to measure the level of adherence to the project and can be a decisive for making adjustments to the engineering projects.

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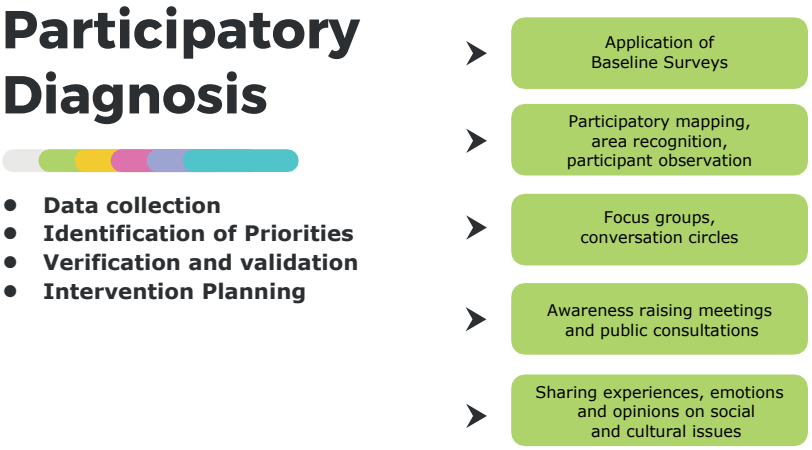
Participatory data can be collected through a variety of methods, such as focus groups, surveys in the benefited area, walks through the community, participatory mapping, social cartography, photographs and visual diaries and other artistic languages that portray the local reality. Sharing experiences, emotions and opinions on social, economic and cultural issues are relevant to this process.

The data collected and analyzed should be shared with the community for review, validation and correction to ensure that the information accurately reflects the residents' perspective. Based on the results, it is possible to identify the main needs, challenges and opportunities that should be considered. This gives rise to the planning of interventions, defining the activities, goals, timetables and resources needed to implement the interventions, with the appropriate monitoring and evaluation processes.



Genuine and inclusive community participation is key. This involves creating a safe, respectful and open environment for the expression of everyone's opinions and experiences. A participatory approach may take longer than traditional methods, but it will result in solutions that are more aware and attentive to the real needs of the community.

Community Engagement, Mulenvos (UNICEF/ANGOLA/2024/EThomas)

Now you can reflect on the Participatory Diagnosis!

What data collection methodologies can be applied in your territory?

2.3. BASIC STRUCTURE OF THE SOCIAL AND ENVIRONMENTAL PROJECT

Preparing a Social and Environmental Work Project involves several steps that need to be carefully planned and executed to ensure the effectiveness and sustainability of the proposed interventions. A brief description of each step of the SEW:

Presentation

The presentation should provide an overview of the project, including the title, the institution or group responsible, the partners involved and the geographical area of intervention. It is the project's business card, which introduces the theme and general context of the initiative.

Justification

The justification explains the need for the project, justifying the importance of the intervention. It must contain:

Identified problems: Description of the social and environmental issues that the project intends to address.

Social and environmental context: Information on the current scenario, with data and statistics that support the need for the project.

Relevance: Reasons why the project is essential for the community and the environment.

Characterization of Physical Intervention

This details the physical actions that will be carried out in the project: Description of the activities: Types of works or physical interventions planned (e.g. implementation of the simplified sewage system).

Location: Specific areas where actions will be implemented. Number of Families served.

Objectives

The objectives express the intentionality of the planned activities and define what the project aims to achieve:

General objective: Main goal of the project.

Specific objectives: Smaller, more detailed goals that contribute to achieving the overall objective.

Participatory Diagnosis

The participatory diagnosis is an analysis of the current situation, carried out with active participation of the community:

Data collection: Information gathering through interviews, questionnaires and community meetings.

Mapping of issues and resources. Identification of local issues and resources.

Community involvement: Strategies to ensure community participation and engagement in project diagnosis and execution.

Activities and Methodology

Describes the planned activities and the methodology that will be used: Planned actions: Details of the activities to be developed.

Methodology: Approaches and techniques that will be used to execute the activities, including schedule and implementation steps.

They describe in detail all the activities necessary to achieve the project objectives.

They include planning, execution, monitoring and evaluation activities.

Evaluation Indicators

Indicators are metrics used to evaluate project progress and impact:

Process indicators: They measure the progress of activities (e.g. number of meetings held, number of institutional liaisons, number of people mobilized x participants in activities).

Outcome indicators: They evaluate the results obtained (for example, number of families with access to the sewage system x number of families using the implemented system).

Impact indicators: They measure the long-term effects of the project on the community and the environment.

Schedule of activities

They stipulate the start and end dates of each activity or the reference month of execution.

They assist in the temporal organization of the project and in the fulfillment of the goals within the established deadlines.

The social and environmental schedule will be planned according to the stages of the work, and it is important to comply with the pre-work, during the work and post-work stages.

Composition of the Technical Team

Describes the team responsible for the execution of the project:

Professional profiles: Skills and competencies required for each team member.

Roles and responsibilities: Specific tasks of each project member.

Training: Team training and development needs.

Budget

Needs to include list of the human, financial and material resources necessary to execute the activities.

Ensures that all activities have the necessary inputs to be carried out.

Evaluation of the Results

The evaluation of results analyzes the effectiveness and impact of the project:

Evaluation methods: techniques and tools that will be used for the evaluation (e.g. interviews, questionnaires, data analysis).

Frequency: Frequency with which evaluations will be performed.

Reports: Types of reports that will be produced and how the results will be disseminated to the community and other stakeholders.

Each step in the preparation of a social and environmental work project is crucial to ensure that the intervention is successful, sustainable and effectively benefits the community and the environment. Active community participation and continuous evaluation are essential components for the adaptation and success of the project over time.

2.4. EXECUTION AND EVALUATION OF THE SEW

The implementation phase of the SEW includes the execution of the planned actions. The methodologies presented below make up the different stages of the project, i.e., they can occur before, during and after engineering interventions and are only an orientation as to the minimum scope of a project with intervention in sanitation.

2.4.1 SOCIAL MOBILIZATION

The concept of social mobilization can be understood as a process by which individuals, groups or organizations come together to promote a specific cause, goal or social change. In Social Work focused on Sanitation, and more intrinsically to the simplified sewage system, mobilization will be a constant process and belonging to the different stages of the project. The community needs to be mobilized, called upon to participate, decide, implement, manage, monitor and evaluate projects to improve local living conditions.

For Demo, community mobilization “is, in fact, an art, which cannot be invented in an instruction manual, as if it was something mechanical and operational” (Demo,1999:130). Mobilization is, therefore, the beginning of any work that is intended to be carried out in a community, and one of the strategies pointed out by the author is the formation of alliances with the leaders of the place to know the reality of the residents and face everyday issues.

One of the biggest challenges in carrying out social work is mobilizing community participation in projects, and for this participation to take place during all stages of the intervention, providing the best understanding and manifestation of the population, it must be conquered, emerging from the relationship of interest of the community and the technicians who will carry out the project. Therefore, spaces must be provided for community participation.

2.4.2 PRESENTATION OF THE SIMPLIFIED SEWAGE SYSTEM MODEL FOR THE COMMUNITY

In order to promote access to information and encourage community participation, the engineering project must be presented to local residents so that they can contribute to the design of the project. The main premise of the simplified sewage system is the social management of the project. The number of meetings and the number of families to be mobilized will depend on the size of the area served.

The involvement and participation of local representatives throughout the intervention process is the milestone of social work, through which the community is mobilized to take ownership of the specifics of the engineering project, having the opportunity to contribute and make decisions that will directly impact the life of the community. This moment is necessary and fundamental for every community served.

This activity is considered to measure social support for the project, i.e. its social viability. It is what we commonly call a “social license to operate.” Community adherence to the project is the starting point for the next steps. It is the moment when the process of social mobilization is consolidated. It is through meetings with the community that the feasibility of the projects in question is identified.

2.4.3 SYSTEMATIC COMMUNITY MEETINGS

In the following diagram, the central points of the meetings are presented. According to the project area, the number of meetings required and the adoption of other strategies to disseminate the basic rules, information transfers, dissemination and social communication, identification of representatives and establishment of links and mediations to monitor the projects in execution (social and engineering) are defined.

Through community meetings, the system management model will be collectively built.

Ground rules

- Building workable agreements and solutions
- Relationship between service provider and population

Consistent arguments

- Effectiveness of the connection
- Acceptance of costs
- Community engagement in the sewerage process

Social work already includes the population's view of their environment and of the project; the way the processes are carried out will or will not allow for the development of community participation, and consequent adherence to or rejection of the project; the work is monitored by means of precise definitions of the roles and actors involved and, finally, the population served needs to recognize the shared responsibility of all the residents.

2.4.4 FORMATION OF THE SOCIAL AND ENVIRONMENTAL MONITORING COMMITTEE - RESIDENTS AND OTHER REPRESENTATIONS

Every community is already equipped with organizational and mobilizing potential, both from community institutions and leaders, as well as from the population in general. However, this potential is sometimes in a latent state, requiring a certain stimulus to its ascent. Therefore, it is necessary to establish a dynamic process, defining attributions and responsibilities in order to collectively build their commitments.

Based on this assumption, the formation of the Social and Environmental Monitoring Committee, with the identification of community representatives or trustee of the residents, is a strategy for building and strengthening bonds with the community, making decisions about sewage branches and adherence to the project.

The mobilization for the formation of the Committee to monitor the work must be broad, through visits to the communities, in direct contact with the residents and also through leaders identified in the Participatory Diagnosis. The records of the contacts made, with name, address and telephone contact is important to compose the reports of social activities, as well as for the next mobilization processes.

The election of representatives, here called trustees, must be preceded by the clarification of their role, which is to support and supervise the implementation of the sewage system per block, responsible for mediating between the community and the social and engineering project. This Committee must be worked on in an integral and continuous manner, and different activities will be aimed at the same public, in order to train Multipliers in Environmental Education.

Residents' relationship with the work

Population´s Perspective

Subjective impressions that comprise personal, political, community and also collective experience

Beneficiaries

Co-responsibility of residents

Monitoring of the Works

Clear assignments to all players involved, establishing a code of conduct containing all well-specified roles

Conduct of the proceedings

The work becomes a photograph of community participation, the negotiation process, acceptance or rejection of the program

2.4.5 ENVIRONMENTAL EDUCATION AS A KEY POINT FOR TRANSFORMATION

Environmental Education Actions must be designed to integrate the community into the environment in which it lives. The main activities to be developed should be the result of the diagnosis. Whenever possible, Environmental Education should have the Hydrographic Basin as a social and environmental reference, allowing a systemic understanding of the territory, thus avoiding specific and fragmented actions.

Working in partnership with schools and other institutions is the tool that strengthens the existing network in the territory. The important thing is to provide spaces for discussion, exchanging knowledge that promotes changes in relation to the environment and caring for oneself and others.

Creativity and local culture will be good allies. Here are some examples:

- **Playful Presentations such as a Puppet Show** (These performances can be put together with the participation of the community itself, defining the dramaturgy and costumes, as well as by the team itself in the educational activities);
- **Workshops for building toys/ objects using recyclable materials;**
- **Cleaning and planting groups (gardens, orchards, and agro-forestry);**
- **School competitions to encourage care for the environment and community spaces;**
- **Lectures and community meetings on the responsible use of water and proper use of the sewage network;**
- **Home visits to raise awareness**
- **Drawing and poetry competitions**

Environmental Health Education works to promote health and disease prevention through hygienic practices and behaviors, through the promotion of actions and the dissemination of information on personal hygiene measures, basic sanitation, food care and environments to prevent the spread of diseases. It is directly related to human health and the control of infectious diseases such as diarrhea, hepatitis, cholera and respiratory infections.

It empowers individuals and communities to adopt healthy behaviors, such as:

- **Personal hygiene practices, such as: washing hands regularly, using toilets properly;**
- **Basic sanitation, in order to prevent the spread of infectious diseases and improve the quality of life, such as: using toilets properly; treating and storing water correctly; treating sewage; separating waste;**
- **Food safety: water care, correct handling of food and environments to prevent the spread of diseases;**
- **Vaccination and prevention of communicable diseases;**
- **Adoption of healthy behaviors with promotion of awareness about preventive practices.**

Environmental education promotes awareness of environmental issues and encourages the adoption of sustainable practices to protect and preserve nature. It addresses global issues such as climate change, biodiversity loss, air and water pollution, waste management, conservation of natural resources and the promotion of sustainable development, seeking to empower people to understand the interdependence between humans and the environment, attitudes and behaviors that promote the protection of natural and social environments. Individual and collective actions are encouraged, such as:

- **Solid waste management and recycling;**
- **Efficient use of energy;**
- **Waste reduction;**
- **Preservation of natural ecosystems.**

> Man becomes subject by reflecting on his situation, on his concrete environment. The more you reflect on reality, on your concrete situation, the more you emerge, become fully aware, committed, and ready to intervene in reality to change it. An education that seeks to develop awareness and a critical attitude, thanks to which man chooses and decides, frees him instead of subjugating him, taming him, adapting him, as the education in force in a large number of countries around the world too often does, an education that tends to adjust the individual to society instead of promoting him along his own lines (FREIRE, 1979, p. 19).

Basic sanitation, for example, covers water supply, sanitary sewage, waste collection and rainwater drainage, activities that cover both public health and environmental protection. Lack of adequate sanitation can lead to water and soil contamination, affecting both human health and the environment. Therefore, environmental education promotes sustainable development, where human needs are met without compromising environmental balance.

What environmental education practices can be developed in your territory?

chapter 3

MONITORING AND EVALUATION

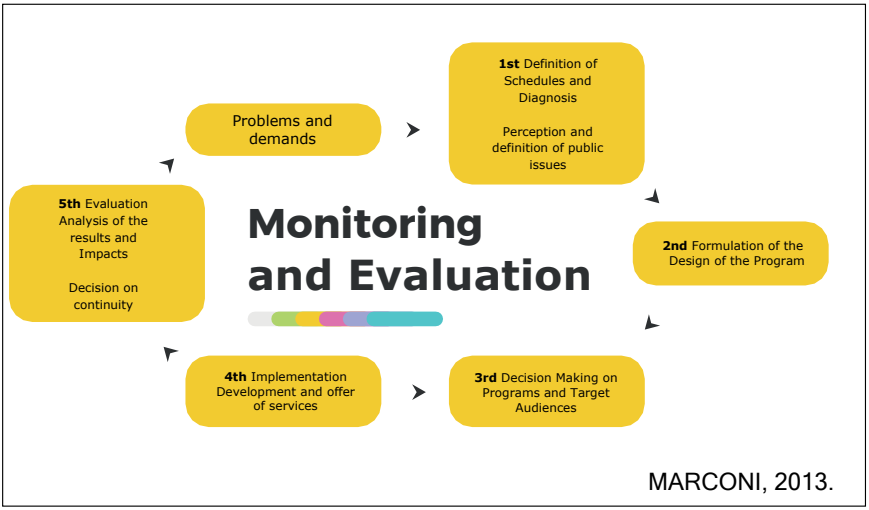
Social and educational actions are extremely important for achieving results, so they must be accompanied by evaluation processes from the community and the technical team. It is in this cycle of execution, monitoring, evaluation and new propositions that solid work and innovative and transformative results are built.

Monitoring and evaluation is the phase in which the systematic monitoring, measurement and recording of the activities performed, the resources used, the time spent in each phase, and the results achieved are carried out. Monitoring is directly related to administrative management and consists of a continuous or periodic examination during the operation stage of the project. Evaluation is the moment when decisions, implementation and deployment procedures, performance and results of the action are examined based on determined criteria. It makes it possible to analyze the suitability of what has been planned and what has been carried out with regard to the intentionality of the planning. In this context, the project must include the goals (objectives to be achieved) and indicators (tools that measure whether the goals have been achieved).

Community participation also occurs in the monitoring and evaluation phases, both procedurally with the systematic evaluation of the activities carried out and through project satisfaction surveys. The SEW must provide spaces for these moments of evaluation with the community to occur, such as, for example, through periodic monitoring and evaluation meetings throughout the execution of the project. The following resources can be used for this analysis: photographic and documentary record of the actions carried out, a list of people who have accepted the implemented system, attendance lists in the proposed activities, survey questionnaires, meeting minutes, the number of people registered in the workshops, the number of partnerships established, the number of participants

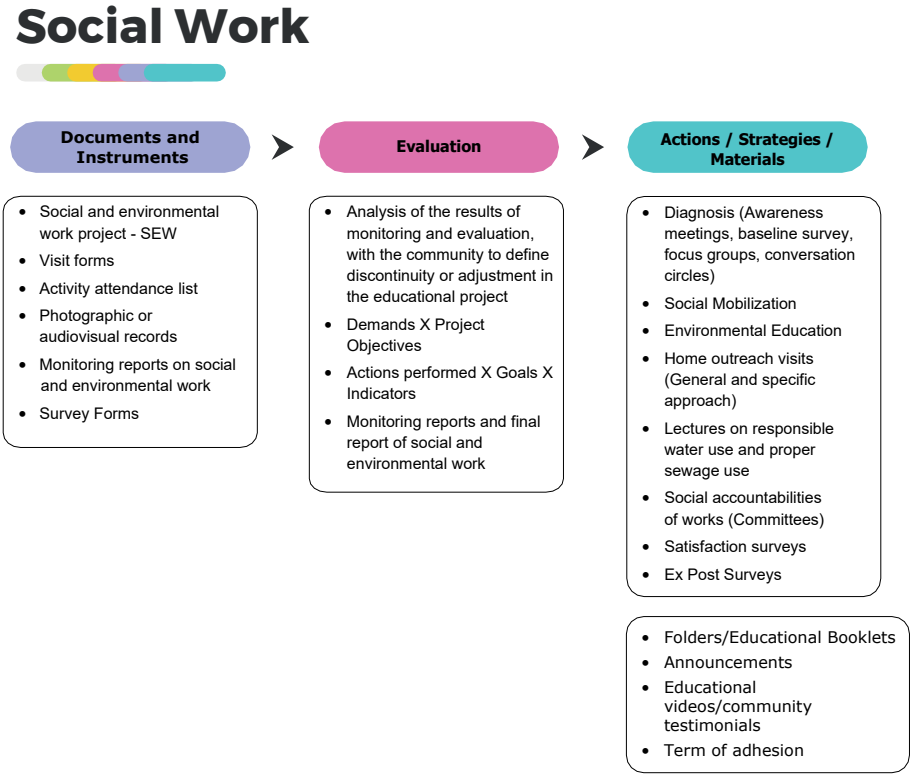
in activities open to the community. This analysis can take a qualitative or quantitative approach to the expected results.

From another point of view, qualitative analyses will be verified during the execution of social and environmental actions. These analyses make reference to variables such as perspective and acceptance of the benefited population in relation to the systems implemented, understanding of the population to the benefit received, community participation process, appreciation of the implemented work structures, leaders and engaged partners, recognition of social and environmental work, among others. This will make it possible to evaluate the entire project development cycle, i.e. whether or not the proposed objectives have been achieved.



MARCONI, 2013.

It is important to understand Social Work through a systemic view.



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ANNEXES

1.Results Matrix

SCHEDULED AND EXECUTED ACTIVITIES				
Steps	**Activities**	**Expected Results (Goal)**	**Outcome Indicators**	**Means of Verification**

SCHEDULED AND NON-EXECUTED ACTIVITIES				
Steps	**Activities**	**Expected Results (Goal)**	**Outcome Indicators**	**Means of Verification**

UNSCHEDULED AND EXECUTED ACTIVITIES				
Steps	**Activities**	**Expected Results (Goal)**	**Outcome Indicators**	**Means of Verification**

2.Implementation and Evaluation Framework

Implementation and Evaluation Framework					
STEPS	**OBJECTIVES**	**ACTIVITIES AND GOALS**	**ACTIVITY STEPS**	**INDICATORS**	**MEANS OF VERIFICATION**

Implementa-tion and Evaluation Framework	The table is one of the items that make up the Social and environmental Work Project and can be used to give a general overview of the project and facilitate the process of planning, implementation, monitoring and evaluating the activities. It is an optional framework.
Steps	Identify the implementation of the activities in relation to the execution of the Work: pre-work, work and post-work
Objectives	Specific objectives relate to a set of specific activities. Point out which objective the activity meets.
Activity	Point out the activities foreseen in the project and the implementation goal
Activity Steps	It is a summary of the methodology, its stages of implementation, which facilitates the planning of the activity
Indicators	An indicator is a unit that measures the achievement of a specific objective. The indicator measures the difference between the desired situation and the current situation. In social projects, indicators are qualified and/or quantified parameters that serve to monitor the achievement of objectives and the performance of activities. As their name suggests, they are a kind of "mark" or flag, which seeks to express some aspect of reality in a way that we can observe or measure it.
Means of Verification	These are the records of implementation of the activity, such as: meeting minutes, attendance list, photographic records, results of evaluation surveys

3. Report Template

1. IDENTIFICATION:

1.1. CONTRACTING DATA

Program:	**CAIXA contract No.:**
Action/Modality:	**Source of funds:**
Undertaking:	
City: Fortaleza	**State:** CE
Proponent/Promoter Agent: **Address:** **City:**	
Executor of the intervention: **Address:** **City:**	

2. EXECUTION OF THE SEW

2.1. TECHNICAL RESPONSIBILITY

Social and environmental Work Management Area:	
Social Technical Responsible of the Proponent/Convened:	
Phone:	Email:
Responsible for the Execution of Social Technical Work:	
Phone:	Email:

22.2. DEADLINES AND IMPLEMENTATION REGIME OF THE SEW

Deadline for the Works	**SEW deadline**	**Form of execution of the SEW**					
		Direct		**Indirect**		**Both**	
Company responsible for preparing the PTS:							

2.2. REPORT/REFERENCE PERIOD

Month/period:	**% of implementation of the work:**

3. SCHEDULED ACTIVITIES:

ACTIVITIES PERFORMED:	DATE:

The description of the activity includes several aspects:

- **Implementation of scheduled activities;**
- **Adequacy of the techniques and instruments provided;**
- **Main results obtained;**
- **Participation and involvement of beneficiaries;**
- **Involvement of partners in the development of the SEW;**
- **Integration between the execution of the SEW and engineering project/actions:**
- **Integration of the SEW with other social projects developed in the area**

ACTIVITIES NOT PERFORMED	JUSTIFICATION	RESCHEDULED/ NEW DATE

4. EVALUATION OF THE ACTIVITIES DEVELOPED IN THE PERIOD

4.1. TECHNICAL TEAM EVALUATION

Briefly report the facilitating aspects and/or hindering aspects, with the respective alternative solutions

4.2. EVALUATION OF THE POPULATION SERVED

Evaluation instrument(s) used (interview; research; evaluation meeting; others)

4.2.1 Evaluation results:

5. RESULTS MATRIX

6. FINANCIAL CONTROL

CONSIDERATION (TOTAL AMOUNT)	RELEASED AMOUNT	CONSIDERATION BALANCE	REQUESTED AMOUNT

7. REGISTRATION DOCUMENTATION

☐	Meeting Minutes	☐	Photos
☐	Handouts/Educational material	☐	Evaluation Records
☐	Booklets/Handouts Attendance List	☐	Videos
☐	Others:		

8. ANNEXES

FUNASA

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CEARÁ
GOVERNO DO ESTADO
SECRETARIA DAS CIDADES