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## KEY INDICATORS OF HWM EFFECTIVENESS AND QUALITY

A set of quantitative and qualitative Objectively Verifiable Indicators (OVI) are identified to monitor the achievements in terms of improved HW management systems, methods, approaches and solutions in the framework of the Action the Consultant uses a widely accepted methodology for the identification of OVIs known as “RACER” – Relevant, Acceptable, Credible, Easy, Robust.

Key indicators are presented in the Baseline Study with each having: Explanatory note, Baseline value, Relevant sources of verification and Means of verification. The following sets of indicators are identified:

**Set 1 – Key indicators on HWM systems** – measuring how performance and operational capacity of HWM systems has mediated the volumes of HW collected, disposed and treated.

- Quantity of generated HW,
- Amount of HW disposed on collection points for HW,
- Number of Civic Amenity Centres per inhabitant,
- The number and capacity of incineration facilities,
- System for collection of data on treatment of hazardous waste established,
- Amount of exported HW.

**Set 2 – Key indicators on quality of partnership** – determining to which extent partnership can generate added value, the transferability from one partner to the other of HWM solutions, expertise, practices; identification and piloting of common solutions; etc.

- Number of staff exchanges/internships,
- Number of initiatives that are replicated from another partner city.

**Set 3 – Key Indicators on quality of MWM/HWM Governance** – focusing on institutional arrangements, transparency; interactions with citizens; etc.

- Database on MSW and HW collected, recycled, disposed in operation,
- Efficiency of MSW bill payments collection,
- Number of new initiatives regarding HW taken by city administration,
- Number of investment project related to HWM which are completed within the framework of the Action,
- Citizen’s satisfaction with MWM/HWM system.

**Set 4 – Key indicators on democracy and decentralization** – focusing on improved municipal services; improved participatory mechanisms; improved citizens’ awareness and satisfaction.

- Number of entities that have a license to handle HW,
- Number of public events to promote innovation, R&D and smart solutions on HWM,
- Number of grant calls for proposals awarded within Action,
- Number of innovations and smart solutions for HWM implemented in the partner city,
- Number of industrial plants that start-up research-development-innovation process aiming to reduce the amount of generation of HW,
- Number of obligations transfers to the lower levels of governance.

