



Zimbabwe





Place: where is this and what is it like?

Where is this case study located? (country, region, continent etc)

Hopley which is an area of the capital city Harare in Zimbabwe, southern Africa. Hopley is around 16km from the city centre.

What is it like here? (physical, political, economic, social)

*Resources are scarce - not just water but electricity and roads etc.
“a scorched suburb” - it looks dry (not much natural rainfall perhaps).
Clean water is hard to come by and there are diseases related to poor water. There is not tap water for everyone.
Not everyone has a steady income.
Housing insecurity (people not owning their own home) is common.
Some women are at risk from harassment when collecting water.*

What can you find out about this place?

*It is 16km from the centre of Harare. There are more than 200,000 people living in the area.
Houses have been built on land that was marked for schools, recreation and shopping areas.
Many residents have moved from places they have been forcibly evicted from previously - historical context?
There are many issues in Hopley, including water. Water pipes have been laid in four out of six zones, but not yet connected.*



How might it feel to live in this place?

*You might feel worried and concerned about where the next clean water would come from.
You might be worried about getting sick from dirty water.
You might be concerned for your children.
You might feel angry that the government doesn't support you enough.
You might feel unsafe around people stealing water and harassing women and girls.
Not having secure housing might make you feel tense and vulnerable.*



Issues: what is happening here and why?

What are the issues here?

*A water system was put in by UNICEF but has not been maintained beyond the end of the 5 year project.
People can only get water from a tap at certain times of day, and in certain places.
Not everyone is willing to pay for regular water.
People do not have tenure (right to stay on the land their house is built on) and so are reluctant to pay for a water connection.
Not all the available water is clean - the local river can cause cholera, bilharzia and typhoid. It is also polluted by industrial waste.
Harassment and abuse of women and girls when collecting water is common, leading to high levels of teenage pregnancy.*

Why might these issues be important?

*Water is a human right, and a basic need.
Queuing for water, or spending a long time collecting it, reduces the time possible to earn income, and also puts some people at risk.
These worries and vulnerabilities could impact on people's mental health as well as their physical health.*

How might the issues create tensions?

Internal tension within individuals but also tension between different sections of the community. Those who are paying for water may feel it is unjust that not everyone contributes. In the situation where some people are illegally accessing the water pipes by putting in their own connections, this may also create tension, and conflict between groups and individuals.



What if water were not available to you?

*Practical: thirsty, personal hygiene, diet (cooking), tired (having to find water somewhere else), headaches, concentration, energy.
Feelings: worried, anxious, angry, frustrated, despairing, unfair.*



People: who is involved?

Who are the different stakeholders involved?

*The residents of Hopley (some employed by the council and some not).
NGOs such as UNICEF and VEI.
Local community organisations.
Government of Harare.*

Who is affected?

The residents of Hopley, including adults and children, women and men.

Who is responsible?

Everyone involved has some responsibility, but some are more responsible than others. For example men taking advantage of women and girls. The local government has failed to share and enforce local plans so people have built on inappropriate areas.

How might people be differently impacted? Are some more vulnerable than others?

Those on lower or unstable incomes are more vulnerable. Those who do not have the ability to walk far or queue for long times are affected. Women and girls are disproportionately affected. Those who have a stable income are able to club together to get water reticulation (connected pipe and tap) and pay for maintenance too.



Who do you most connect with? What would you want to ask them?



Solutions: how is the situation being addressed?

How do people respond?

*They campaign and protest as activists, to pressure local government.
They organise into groups to apply for funds from NGOs.
Some people take responsibility to pay water charges.
Others refuse to pay either because they cannot, or because their own future is not secure.*

Are there any solutions to the situation?

Water grants and materials from the government to enable the already underway VEI project to be finished. Labour-based approach using residents to do some of the work to connect the district.

What is needed to make the solution possible?

*The government could provide water grants to kick-start the development. They could also provide materials.
The community could offer their labour to help lay pipes and connect homes.
Community members must be responsible and pay into the schemes, but for this they need more secure employment.
Housing tenure would give people the confidence to invest in water infrastructure.*



If you lived here what would a solution mean to you?

Peace of mind, improved health, save time and money, happier.



Why might being involved in a solution be important?

Empowerment, confidence, resilience, personal wellbeing, self-esteem, dignity