


**Rehabilitation of  
Infrastructure–  
Mahombekombe Residents  
Engagement (Construction  
of Ablution Blocks)  
Municipality of Kariba**



What was the main challenge, issue, problem to be addressed by the practice?

Poor sanitary facilities caused by:

- Old Infrastructure both water and sewer
  - Overcrowding putting a strain on existing infrastructure
  - Lack of ownership of the ablution facilities by residents
  - Vandalism of infrastructure by the residents
  - Mistrust between residents and council giving rise to counter accusations
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# OLD PUBLIC FACILITIES IN A POOR STATE



What were the frame conditions for the practice that will be presented? (e.g. policy, legal regulation, instrument, reform approach, demand by people etc.; which actors/stakeholders were involved?)

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- ✓ Policy directive on debt writeoff
- ✓ Water and sanitation rehabilitation programme funded by GIZ
- ✓ Resident engagement and customer care initiatives
- ✓ Dwindling revenue collection levels

### Stakeholders involved

- ✓ Councillors
- ✓ Local Government Officials
- ✓ Residents Association
- ✓ Parastatals operating in Mahombekombe
- ✓ Community based organisations
- ✓ Mahombekombe residents.

## Which methods, tools or instruments have been developed and were applied to address the challenge?

- ✓ Stakeholder analysis
- ✓ Community engagement process
- ✓ Individual household consultations
- ✓ Character analysis
- ✓ Formation of Community Development Committees
- ✓ Community participation (voluntarism)



# Community and stakeholder involvement



Which were the concrete tangible results, outcomes and/or impacts of the good practice and how do they ensure sustainability of the practice?

✓ **Outputs:** New Toilets, Community Development Committees

✓ **Outcomes:** Increased access to decent toilets, improved maintenance of the toilets, Community have ownership of the toilets, reduced cases of vandalism, increased revenue collection

✓ **Impact:** Improved living conditions of residents

✓ **Sustainability of the practice:** Community Development Committee own the toilets together with the residents, 3 families use and clean one toilet, unisex toilets makes the facility more private

# ABLUTIONS 90% COMPLETE





# Lessons Learnt

- ✓ There are three main players in any development initiative
  - ❖ the community
  - ❖ the local authority
  - ❖ Non Governmental Organisations
- ✓ Stakeholder mapping is a vital tool and element of good practice
- ✓ Improved living conditions of residents
- ✓ Decency is restored
- ✓ Improved communication between residence and the Local Authority

What are the necessary preconditions to transfer this practice to another place? What would be the first steps to take?

- ✓ A willing community
- ✓ Wide consultation and preparation for the community
- ✓ A dedicated local authority
- ✓ A clearly spelt out partnership with clear responsibilities for both partners
- ✓ Financial and technical support(enabled by GIZ )
- ✓ Personnel and material resources