

# Safe and Inclusive Cities Research Report Back Workshops

Unearthing Exclusions: Towards More Inclusive Zimbabwean Cities

BULAWAYO

Research sites – Makokoba (MA) and Nketa (NK)

Post Initial Scoping - Dialogue Sessions

Exclusions	Impact on Individuals	Coping Mechanisms	Safe and Inclusive Cities Implications	Current laws, policies and evident gaps	Evidence of continuities – change or no change in response to population dynamics	Frameworks for Inclusion Declaration of Rights and the National Objectives – 2013 Constitution	Queries Audience Comments and additions – reason for the workshop
<p>1. Housing, shelter, life conditions, overall welfare and general environment</p>	<p>Shortage of suitable municipal/government developed accommodation for increased population</p> <p>Accommodation was initially for single families and hostels for single men and women - segregated (MA)</p> <p>Lifting urban migration restrictions post 1980 with little infrastructural development resulted in extreme overcrowding</p> <p>Preliminary assessment of structures - many are dilapidated and unsafe (MA)</p> <p>Homelessness /stress/ Poor mental health</p> <p>Presence of street families</p>	<p>People maximizing use of available space; lodgers and sub tenants,</p> <p>Unintended and un catered for residents (MA)</p> <p>People utilising any available space in hostels (MA)</p> <p>Use of rentals by absentee /present landlords/registered occupants or resident in other suburbs or rural areas</p> <p>Divide rooms with curtains to accommodate multiple families or individuals</p> <p>Raise their beds to create a sleeping space for children and other relatives</p>	<p>Increased illegal accommodation,</p> <p>Non compliance with municipal by-laws</p> <p>Over population leading to overburdening of infrastructure and services</p> <p>Child exposure to sex at a very tender age</p> <p>Early marriages by girls to older men and unwanted pregnancies, Young men/boys in short term relationships with older women for food and accommodation</p> <p>Increased in petty crime</p> <p>Male , mostly ,departures to neighboring countries</p>	<p>Urban Councils Act housing policy at National and Municipal level, MDGs</p> <p><b>GAPS</b> Lack of knowledge of the law, lack of implementation either due to lack of political will or resources. Lack of accountability.</p> <p>General frustration with the current situation</p> <p>General apathy /resignation</p>	<p>Same accommodation as in the colonial era with total different usage and pressures (MA) Thus there is overcrowding,</p> <p>lack of inspection and attention to maintain standards</p> <p>Nketa construction targeted at decongesting overcrowded suburbs but only those in formal employment had access to loans, mortgages and government guarantees</p> <p>Housing low down on list of priorities for attention</p>	<p>S28 National Objective on Shelter</p> <p>S51 Right to human dignity,</p> <p>S52(a)Right to personal security, freedom from all forms of violence from public and private sources,</p> <p>S57 Right to privacy</p> <p>S81Rights of children (e) protection from sexual exploitation (f) to education, health care, nutrition and shelter</p>	<p>Gendered breakdown of institutional/government housing list?</p> <p>Is there corruption, conscious ignoring or flouting of by laws or ‘forced’ subsidization of services</p> <p>How are residents consulted and who are the consulted residents</p>


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1. (Continued) Housing, shelter, life conditions, overall welfare and general environment		Girls leave/persuaded to marry early so that they move out  Street families  Three + generational occupation because of unresolved inheritance issues	High levels of poverty  Apparent lack of state/municipal resources to improve access to socio economic rights				

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<p><b>2. Water, sanitation, fuel</b></p>	<p>Lack of water supply Non repair of leakages and pipeline breaks</p> <p>Use of borehole water, long queues at the boreholes</p> <p>conflicts over use of borehole water e.g. nutrition gardens vs domestic use</p> <p>Contaminated borehole water from sewage</p> <p>Lack of electrical power for cooking, lighting heating</p> <p>Lack of ability of the ill ,elderly and disabled to fetch water from the alternative sources</p> <p>Poor provision of sanitation , unsuitable designs risky to children (MA)</p>	<p>Water engineers endeavour to adhere to water provision timetabling</p> <p>Individuals try to get as much water as possible for as long as possible</p> <p>Toilets are used and only flushed when there is water</p> <p>Budget water so that each family member uses as little as possible (4-5l per day)</p> <p>Use surrounding bush where available as toilets</p> <p>Digging holes for defecation in yard</p> <p>Use of plastics, firewood and any flammable items</p>	<p>Increased water delivery shedding</p> <p>Increased deforestation</p> <p>Health risks from air pollution,</p> <p>Environmental degradation</p> <p>Danger of fire outbreaks</p> <p>Risks of diarrheal diseases</p>	<p>Urban Councils Acts Water-shedding policy ;developmental plans for piped water scheme</p> <p><b>GAPS</b> Lack of local power generation?</p> <p>EMA not evident in towns</p>	<p>Power ,water and sanitation infrastructure not changed despite the increase in population</p>	<p>S51 Right to human dignity</p> <p>S52(a)Right to personal security, freedom from all forms of violence from public and private sources</p> <p>S57 Right to privacy.</p> <p>S73, environmental rights,</p> <p>S77 , right to food and water</p>	<p>What happened to Nyamadhlovu aquifer?</p> <p>Self water purchase?</p> <p>Ruralization/privatization of urban areas?</p> <p>Whether ZESA is utilizing the power stations in Bulawayo to generate electricity?</p>

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<p>2. (Continued) Water, sanitation, fuel</p>	<p>Lack of water for flushing, consequent blockages. (MA)</p> <p>Too many users for facilities designed for 4 – 5 people now 10plus (MA)</p> <p>Disputes around electricity usage related to pre paid electricity in shared accommodation</p> <p>Inhaling dangerous and toxic emissions from various flammable items e.g. burning plastic</p> <p>Increased domestic chores for women and girls</p>	<p>Care and attention to personal and household hygiene</p> <p>Pre-paid meters for electricity</p>					

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<p>3. City infrastructure and services</p> <p>Roads</p> <p>Street lighting</p> <p>Garbage/refuse collection</p> <p>Transport</p> <p>Accessibility (disabilities, Age, gender etc.)</p>	<p>No major maintenance work is being done</p> <p>the pipes from the ablution facilities are worn out from rust in the hostels (MA).</p> <p>The cisterns in the toilets are broken and the cubicle walls in the toilets are falling down in the hostels (MA).</p> <p>There are no street lights and the tower light have since stopped working</p> <p>The roads that once had tar now have either patches of tar and potholes or there is no tar to talk about anymore</p> <p>Refuse collection is poor, but residents are coping</p> <p>There are piles of rubbish in the hostel areas (MA)</p>	<p>Because of the bad street lighting people try not to move around in the dark although it is almost impossible to avoid that as they are vendors who have to start their day very early and finish very late when it is dark</p> <p>Many who work in industries/town have to walk/cycle to work as they can not pay for transport. They have to start walking very early and get back home when it is already dark</p> <p>Community participation in waste management-burn all other waste</p> <p>The disabled require an assistant</p>	<p>Dilapidated infrastructure is dangerous for residents especially women ,disabled persons and the elderly</p> <p>Bad roads make it difficult to access the houses in cases of emergencies and the disabled find it difficulty to negotiate the roads</p> <p>Dark spots are dangerous for women and increase chances of robbery and sexual assaults.</p> <p>Citizens feel excluded</p> <p>Public transport is too expensive for the residents who have had to resort to walking to work</p> <p>Transport expensive because of high maintenance costs.</p>	<p>Urban Councils Act and by laws. Disabled Persons Act.</p> <p><b>GAPS</b></p> <p>No ramps for public transport</p>	<p>Continuity and lack of response to need</p>	<p>S83 Rights of persons with disabilities (a) (b) and (c )</p> <p>S56 Equality and non discrimination</p> <p>s22 Persons with disability in particular (3) (b), (4)</p> <p>S51 Right to human dignity,</p> <p>S 52(a)Right to personal security, freedom from all forms of violence from public and private sources,</p> <p>S57 Right to privacy.</p> <p>S73 Environmental rights</p>	

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<p>3 . (Continued)  City infrastructure and services  Roads  Street lighting  Garbage/refuse collection  Transport  Accessibility (disabilities, age, gender etc.)</p>	<p>Inaccessibility of roads means the commuter vehicles drop off people on the periphery of suburbs (NK)</p> <p>High transport costs after hours to avoid security risks</p> <p>security risks, high accident rates on the roads at night</p> <p>Individuals taking on the role of government and council to provide services</p> <p>Women and girls especially vulnerable to security risks and gender based violence (GBV)</p>		<p>Those with cars and run businesses who complained that all are in poor condition because of poor roads-potholes</p>				

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<p>4. Basic survival needs: Livelihoods Income generation options Urban agriculture Food security for families Basic subsistence needs? Markets and access to exchange and products</p>	<p>Loss/lack of employment</p> <p>Reduced living standard/poverty</p> <p>Most income generation options are targeted on rural residents excluding urban populations. Available options are not suitable for city based residents</p> <p>Loss of leisure time due to pressure to improve income opportunities</p> <p>Male out migration for economic reasons- fragmentation of families</p> <p>Children left to cope alone or placed with relatives - child abuse may result</p> 	<p>Vending (buying &amp; selling) often officially unlawfully</p> <p>Economic migration</p> <p>Substance abuse (MA)</p> <p>Petty theft</p> <p>Urban farming</p> <p>Buying food in small quantities (increase prices as there is no economy of scale)</p>	<p>Security concerns as a result of urban agriculture and access to plots</p> <p>Increase in crime as a result of limited income generation options</p> <p>Domestic violence (slide 10)</p> <p>Green belts disappearing</p> <p>People feel economically excluded</p>	<p>Urban Council Act and by – laws, Economic policies , National gender policy 2013 – 17. Small to Medium Enterprises Act</p> <p><b>GAPS</b></p> <p>Loans /training needed to initiate entrepreneurial activities</p> <p>Current policies not being implemented</p>	<p>No new job creation and low retention of current jobs</p> <p>Retgression rather than proactive change</p>	<p>S 13 objective on national development.</p> <p>S14 National objective on empowerment and employment creation,</p> <p>S15 National objective on food security,</p> <p>S18 (1) Fair regional representation (2)National objective on practical measures to ensure that all local communities have equitable access to recourses to promote their development</p> <p>S32 National objective on recreational activities</p> <p>S77 right to food and water</p> <p>S81 Rights of children (e) protection from economic and sexual exploitation. S83 on the disabled to enable them to become self reliant</p>	



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<p>4. (Continued)            Basic survival needs:            Livelihoods            Income generation options            Urban agriculture            Food security for families            Basic subsistence needs?            Markets and access to exchange and products</p>	<p>Market stalls are limited and monopolised, they rotate within families passing from one generation to the other. There are allegations of corruption in allocation of stalls.</p> <p>Loss of self esteem</p> <p>Food and income shortage</p> <p>decrease in health status (slide 7)</p>						

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<p>5. Economic advancement opportunities: Employment Industries Access to resources Professions/ Occupations and opportunities</p>	<p>Loss of jobs due to closure of some industries</p> <p>Lack of income leads to unofficial lending schemes which can lead to credit crisis spiral</p> <p>Loan sharking - <i>chimbado</i></p> <p>Even if you are qualified/skilled for a profession or occupation there are no jobs</p> <p>Fragmentation of families seeking employment e.g. teachers not being able to teach at the same school with spouse</p> <p>Feeling of worthlessness – loss of dignity due to lack</p>	<p>Self employment Buying and selling</p> <p>Increase in cross border trading</p> <p>Substance abuse More domestic violence especially if the woman is working and the man is not</p> <p>Informal lending schemes</p> <p>Briefcase professional businesses and rent a chair in other offices</p> <p>People work for sub minimum wages</p> <p>Leave the country</p> <p>Follow the job market</p>	<p>Increased violence</p> <p>Increased exclusion from the employment sector</p> <p>Fragmented families</p>	<p>Economic policies, Indigenization and Economic Empowerment Act</p> <p><b>GAPS</b></p> <p>Lack of implementation of policies and laws</p> <p>Labor law but you need to be employed</p> <p>Gaps after training no job</p>	<p>Further decay in formal employment sector</p> <p>Low production levels in industry</p> <p>More lay offs than employment creation</p> <p>Despite the Domestic Violence Act and other progressive legislation the economic decay leads to tension, criminality and family violence</p> <p>Retrogression rather than change</p> <p>No change there are more trained professionals but may not secure jobs</p>	<p>S 13 objective on national development.</p> <p>S14 National objective on empowerment and employment creation,</p> <p>S15 National objective on food security,</p> <p>S18 (2) National objective on practical measures to ensure that all local communities have equitable access to recourses to promote their development .</p> <p>S25 National objective on protection of the family</p> <p>S51 Right to Dignity,</p> <p>S64 freedom of profession, trade or occupation</p>	

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<p>6. Education – access to –</p> <ul style="list-style-type: none"> <li>Basic education</li> <li>Pre school education</li> <li>Primary education</li> <li>High School</li> <li>Tertiary</li> <li>Adult Education</li> <li>Further education</li> </ul>	<p>There is a perception that children both boys and girls are “dropping out” in school</p> <p>There are no safety nets for children whose parents are struggling to meet the costs of education</p> <p>Children not attaining adequate educational levels for future life</p> <p>Apparent lack of suitable educational opportunities or facilities for children with disabilities</p> <p>Pre schooling is not government supported with the exception of grade zero classes which are limited</p>	<p>Correspondence classes</p> <p>Women in female hostels are undertaking further education at night classes – O levels and secretarial studies</p> <p>Sending children to family members in rural areas for cheaper educational opportunities</p> <p>Parents resorting to putting children into hostels in search of better education as formal city boarding is too expensive</p>	<p>General decline in the quality and appropriateness of education</p> <p>Ultimately lack of education leads to general economic decline and lack of initiative</p> <p>Children at risk of sexual predation especially girl children</p>	<p>Education Act S (4), (5) and (6)</p> <p>BEAM.</p> <p>Council policies and resolutions on assisting the vulnerable</p> <p><b>GAPS</b></p> <p>Policies are there for sound education but lack of resources and measures to maintain standards are lacking</p>	<p>Quality education may be inaccessible</p> <p>Retrogression rather than change</p>	<p>S27 national objective on education,</p> <p>S22 National objective on persons with disabilities</p> <p>S 75 Right to education(1) (a basic and state funded including adult basic education, b further education must be progressively available)</p> <p>S81Rights of children (e) protection from economic and sexual exploitation) (f) to education, health care, nutrition and shelter</p> <p>S83 right of persons with disabilities. Right to state funded education</p>	<p>What is being done in further education?</p>

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<p>7 Health Basic and Primary Health needs: Maternal health Ante natal and post natal services Delivery services Immunization</p>	<p>Allegations that medication allocations to clinics are sold on the open market</p> <p>\$ 25 maternity and child health fee is low but may still be prohibitive for some women as well as the \$5 for consultation at clinics</p> <p>Can not afford prescription drugs</p> <p>Poor health</p>	<p>In the hostels women pool resources to fund ambulances, treatment and medication</p> <p>Use of traditional healers and prophets</p> <p>Abuse of pain killers as an alternative to required medication</p>	<p>Failure to address basic health needs leads to escalation in severity of problems and ultimately increases both social and economic costs</p> <p>Alternative medicine from traditional and faith healers</p> <p>More exclusion no money to pay medical treatment or access to appropriate facilities</p>	<p>Health Act and National Health policy. Council by- laws on health and council resolutions on the vulnerable</p> <p><b>GAPS</b></p> <p>10% of Zimbabwean population on health insurance</p>	<p>Facilities and capacity to cope with health needs of poor members of the communities remain static/problematic</p> <p>Retgression rather than proactive change</p>	<p>S29 National objective on health services.</p> <p>30 National objective on social welfare,</p> <p>S48(1) right to life</p> <p>S76 Right to health care</p>	<p>Problems with accessing interviews at clinics - solutions?</p>

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<p>8. Health Diagnostic services Advanced care services Medicines Access to health services Cost Proximity Availability</p>	<p>Referrals from local clinics to provincial hospitals requires additional payment – thus can not afford sophisticated treatments and additional costs</p> <p>people do not follow up on referral</p> <p>Lack of access and ill health will never pay for diagnosis</p> <p>Advanced diagnostic services/ tools not affordable e.g. scans blood tests – maybe referred to private specialists/ South Africa</p>	<p>Home care</p> <p>Essentially self or community generated assistance</p>	<p>Failure to adequately deal with diseases requiring high level of diagnostic skills and equipment</p>	<p>Health Act and National Health policy.</p> <p>Council by - laws on health and council resolutions on the vulnerable</p> <p><b>GAPS</b></p> <p>The referral chains have broken down.</p>	<p>There is increased exclusion and lack of essential health services for all</p>	<p>S29 National objective on health services.</p> <p>30 National objective on social welfare,</p> <p>S48(1) right to life</p> <p>S76 (2)Right to health care</p>	<p>Child headed households and management of medical issues?</p> <p>S 76 of the Constitution</p> <p>definition of basic health care services?</p> <p>definition of chronic illness?</p> <p>What is one entitled to under section 76 in terms of health care</p>

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<p>9. Legal and administrative justice, access to law; impartial dispute resolution processes</p> <p>Proximity, accessibility, cost</p>	<p>The courts are the domain for people with money especially when dealing with civil cases and deceased estates.</p> <p>The rate at which cases are dealt with is very slow.</p> <p>In criminal cases people do not want to be witnesses as that would require them to go to court several times</p> <p>If one has to travel to court more than two/three times it becomes too expensive in terms of leaving their market stalls</p> <p>Money required to process claims like the messenger of court fees and court fees are far beyond the reach many.</p>	<p>Alleged that some people bribe the police and court officials to get their cases processed</p> <p>Resort to self help.</p>	<p>High levels of corruption</p> <p>Cases go unreported or matters are not reported</p> <p>Increase in crime as culprits are not apprehended</p> <p>Cases are not concluded because of lack of witnesses</p> <p>Inequalities and exclusion of the poor</p> <p>Court process are alienating for most</p> <p>Matters are not pursued.</p>	<p>Police Act, Police Service and Client charter.</p> <p>Magistrates, High Court Acts and Rules</p> <p>Domestic Violence Act S 5- role of police</p> <p><b>GAPS</b></p> <p>Lack of knowledge of the law,</p> <p>Lack of implementation either due to lack of political will or resources .</p> <p>Lack of accountability.</p> <p>General apathy</p>	<p>Problems at the courts and administration of justice continue</p>	<p>S31 national objective on Legal Aid</p> <p>S62 Access to information</p> <p>S69 Right to fair hearing (3) every person has the right to access the courts</p> <p>Will and inheritance campaign under the Ministry of Justice could be returned</p>	<p>Small claims courts?</p> <p>Human Rights Commission?</p> <p>Gender Commission ?</p> <p>Current status of legal aid and legal education pro deo representation?</p>

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<p>9. (Continued )</p> <p>Legal and administrative justice, access to law; impartial dispute resolution processes</p> <p>Proximity, accessibility, cost</p>	<p>People do not know or understand court procedures so can not act without assistance</p> <p>Lawyers are expensive.</p> <p>There is nowhere where the general populace are taught simple legal procedures for example registering and administering an estate.</p> <p>Whenever they report their cases the police do not take them seriously. At times the police will tell them to go back and get the person who would have wronged them and bring them to the police. Or they will just say they have no staff or vehicle to attend to the matter</p>						

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<p>10 . Violence as a source of exclusion – GBV, DV, theft robbery, muggings</p>	<p>Statistics show an increase in applications for protection orders during the months of, January, April and August.</p> <p>These are high spending months as most households will be faced with school fees</p> <p>Women entrepreneurs at risk of having goods/money stolen when going to purchase goods fro resale</p>	<p>Protection orders</p> <p>Women entrepreneurs move in groups for mutual protection</p> <p>Gates and walls wherever feasible</p> <p>Neighbourhood watch</p>	<p>Lack of recreational facilities and employment leads to anti social behaviour e.g. gangs, heavy drinking , harassment of women and girls – restricts female mobility and sense of security</p> <p>individuals taking the law into their own hands</p>	<p>Domestic Violence Act</p> <p><b>GAPS</b></p> <p>Enforcement</p> <p>Police expectations of complainants to effect enforcement</p> <p>Continuance of gender stereotyping and social norms adverse to women attainment of rights</p>	<p>Domestic Violence Act has had reasonable success</p>	<p>S25 (b) prevention of domestic violence.</p> <p>S51 Right to human dignity,</p> <p>S52(a)Right to personal security, freedom from all forms of violence from public and private sources,</p> <p>S53 freedom from torture or inhuman and degrading treatment</p>	