



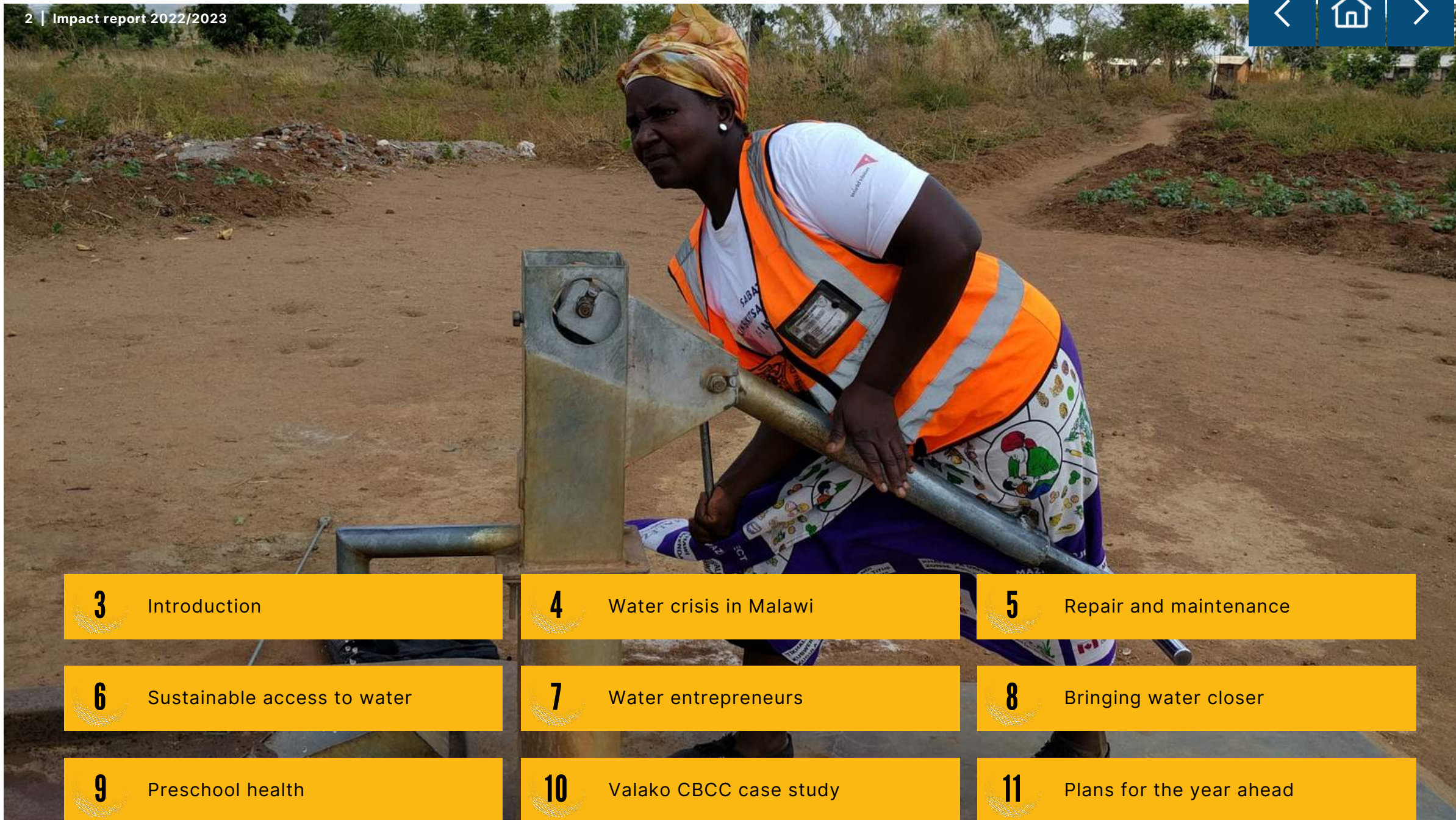
2022/2023

# IMPACT REPORT

Start reading >

Empowering communities to thrive through sustainable and accessible water solutions.





3 Introduction

4 Water crisis in Malawi

5 Repair and maintenance

6 Sustainable access to water

7 Water entrepreneurs

8 Bringing water closer

9 Preschool health

10 Valako CBCC case study

11 Plans for the year ahead

# INTRODUCTION

Embarking on our 25th year, we're reflecting on the incredible milestones we've achieved. Our sincerest appreciation to everyone who has supported our mission to bring a wave of transformation, improving water, sanitation and hygiene in rural communities.

Pump Aid is at the forefront of moves in Malawi to professionalise the repair and maintenance of community water points providing long term sustainable benefits to underserved rural populations beset by unreliable water supplies. This is a game changer and we are influencing the water sector and government to move rapidly in this direction.

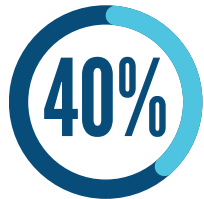
Increasingly we are being seen as offering sustainable solutions to problems that have beset the water sector in Malawi for decades and the opportunity for us to make significant and lasting change is now tantalisingly close.

At the heart of everything we do is the central belief that fulfilling the basic human right to safe water and sanitation is the vital first step to better life expectancy, improved educational attainment and increased social and economic independence.

**Dave Waller**  
Acting Chair



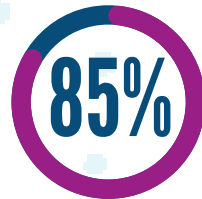
# THE WATER CRISIS IN MALAWI



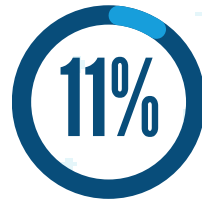
community water points are non-functional



rate of stunted growth for under 5s



of the population are reliant on subsistence farming



small scale farmers use irrigation for their crops



Women and girls walk up to 6km every day to reach a working water point



Poor hygiene and sanitation practices



Low crop yields causing food insecurity



Preventable diseases such as diarrhoea

## HOW WE ARE SOLVING IT



### Pump repair & maintenance

Restoring broken investments by repairing community water points.



### Water entrepreneurs

Training entrepreneurs to run viable businesses selling, repairing and maintaining water pumps.



### Pre-school water & sanitation

Providing toilets, handwashing stations, hygiene training and kitchen gardens.



### Household pumps

Supporting rural households to invest in low-cost, easy to use water pumps.



### Irrigation pumps

Supporting small-scale farmers to invest in a simple irrigation pump.



# PROFESSIONALISED REPAIR AND MAINTENANCE

**Solving unreliable access to water for poor rural populations through competent, organised and coordinated management of rural water handpumps.**

In 2021 we consolidated years of development and innovation in the rural water supply space by launching Beyond Water, Malawi's first social enterprise dedicated to providing professionalised repair and maintenance of community waterpoints.

Our service fills gaps left by traditional community management models that have been a barrier to sustainable water access and have resulted in premature breakdown of waterpoints for decades. Preventative repair and maintenance results in pump functionality being maintained above 95% - meaning rural communities can enjoy reliable access to clean water. Beyond Water is catching the attention of local and national governments and we look forward to the continued growth of the organisation in the coming year.

## MALAWI'S WATER CRISIS

- 40% of community water points are non-functional, contributing to the water crisis.
- Consumption of unclean water and a lack of handwashing lead to waterborne diseases and poor health.
- Women and girls face challenges, walking long distances to find water, impacting their education and work opportunities.
- Climate vulnerability and low crop yields exacerbate food insecurity.

## OUR SOLUTION

### Professionalised repair and maintenance

- Guaranteed pump functionality for rural populations.
- Organising and managing pump repairs and maintenance to improve reliability.
- Supporting communities in paying for services through user fees and insurance.

## IMPACT

- Water point functionality improves from a baseline of 50% to 95%.
- Access to clean water enables safe hygiene practices, including handwashing and reduces the spread of waterborne diseases.
- Reduced travel distances for women and girls, allowing them to attend school regularly.



# SUSTAINABLE ACCESS TO SAFE WATER: BEYOND WATER'S PROFESSIONALISED REPAIR AND MAINTENANCE MODEL

Our professionalised repair and maintenance programme is the natural extension of our Water Entrepreneurs initiative, offering ambitious Pump Mechanics the opportunity to grow their businesses under a formally managed structure.

Our model focuses on strengthening community structures and capacity before entering into direct contracts with a customer community. We are delighted that in a short space of time over 1000 pumps moving into our service model, communities have subscribed to our Beyond Water model, enjoying regular maintenance checks and emergency breakdown repairs at an affordable price.



## TRANSFORM:



**Guaranteed rates of functionality and 'uptime' across Beyond Water maintained community pumps.**



## PROFESSIONALISE:

**Direct management of community pump repair and maintenance service by Beyond Water**



**Unique license between District and Beyond Water for specified number of water points.**



**Direct R+M service contract between Beyond Water and WPC:** reg servicing, repairs within 72 hrs and fixed fee.



**Beyond Water directly manages pump mechanics:** schedule of services and repairs within 72 hrs.



**Accurate monitoring and data management:** mobile tech for status, repairs and callouts. District verification.



## STRENGTHEN:

**Strengthen existing CBM structures**



**Refresh community service level agreements:** water point comm's and pump mechanics.



**Effective pump water point committees:** fee collections and \$ management.



**Skilled and incentivised pump (area) mechanics:** trained, mentored and rewarded.

# WATER ENTREPRENEURS

Our Water Entrepreneur initiative continues to support ambitious individuals hoping to grow a livelihood in the Malawian water sector. Water Entrepreneurs are a crucial link in the chain to ensure remote rural communities access clean water in a sustainable way.

## The work our Water Entrepreneurs undertake ensures:

- Women and girls don't miss out on productive livelihoods and education by having to walk many miles to collect clean water because their nearest pump is broken.
- Children and other vulnerable groups are less impacted by the effects of waterborne diseases such as cholera and diarrhoea.
- Smallholder farmers across Malawi can increase their yields by over 100%, irrigating their crops all year round and building resilience to the impact of climate change.

# 28

Entrepreneurs  
trained this year

# 6

Women establishing  
small scale repair  
and maintenance  
businesses

# 787

Repairs

# 385

New repair and  
maintenance service  
level agreements  
established

## CASE STUDY: ESTHER MDZUKULU

Covering networking, negotiation, sales, marketing and book keeping, mechanics like Esther can confidently move into the business world with the right skills. Female entrepreneurs provide an example to women and girls, inspiring them to overcome social barriers. This self-sustainable approach results in reliable water access to improve opportunities to overcome gender inequality.

*I was very happy to be selected as an area mechanic representing my community and surrounding villages, this will give me an opportunity to be independent as a woman. I acquired skills which have changed my life and I look forward to ensuring more people have access to clean water."*





# BRINGING WATER CLOSER

## AFFORDABLE PUMPS: HOUSEHOLDS AND FARMERS

Despite high demand and the ability to pay for water supplies among households and small-scale farmers, there is a gap in the market for affordable pump products and services.

## LOW COST PUMP SALES

Entrepreneurs increase their incomes selling household and irrigation pumps which encourages self-sufficiency whilst bringing clean water closer to where people need it.

Promoting customer benefits of ownership, convenience, productivity and affordability. A range of credit options offered, linked to growing seasons to ensure that farmers can repay the cost.

- Giving farmers an opportunity to invest in an asset, creating responsibility and ownership.
- Our pumps are manufactured in Malawi, spare parts can be sourced locally.
- No longer reliant on erratic rainfall, irrigation allows farmers to produce up to three harvests a year, improving incomes and livelihoods, improving food security in Malawi as crop volume increased by at least 100% per annum.
- Our low cost pump offers a chance to improve incomes and nutritional intake.

## CASE STUDY: THOMAS CHIKWEZA

Covering networking, negotiation, sales, marketing and book keeping, mechanics like Esther can confidently move into the business world with the right skills. Female entrepreneurs provide an example to women and girls, inspiring them to overcome social barriers. This self-sustainable approach results in reliable water access to improve opportunities to overcome gender inequality.

*I decided to invest in an irrigation pump as it is very easy to operate, I can easily water the crops when I am away. I can grow more crops, earn more money and keep my children healthy and happy by providing food and books for school."*





# PRESCHOOL HEALTH

Improving the health and education of children under-5 and their communities through improved WASH infrastructure and practices at preschools or Community Based Childcare Centres (CBCCs) as they are known in Malawi.

Through the support of our partner Rotork, we have increased the nutritional and livelihoods resilience of CBCC communities to climate change. Providing banana suckers and climate smart training, communities can grow and harvest nutritious crops in harsh weather.

	<b>WASH facilities</b> We install water pumps, gender segregated latrines and handwashing stations		<b>Kitchen gardens</b> Support CBCC to cultivate kitchen gardens by supplying climate smart agriculture training	
<b>Safe sanitation</b> We use interactive learning to help children understand the importance of improving their hygiene		<b>Hygiene training</b> Hygiene behaviour change training with carers and Community Health Workers		<b>Management committees</b> Set up and train CBCC committees to ensure sustainability and ongoing reliability of installations

## IMPACT



Improved attendance at school



Reduced diarrhoea rate



Promoting sustainability



Increased handwashing



Improving the health of rural communities



More time for girls to stay in school



Investing in future generations



Improving food security and nutrition

# CASE STUDY: VALAKO CBCC

*Walking 1 km from the CBCC to Lusa river became a daily routine for caregivers to fetch water. Lusa river is unprotected, water drawn is unsafe for consumption; but there was no other choice."*

**Eliveti Kasakula, one of Valako CBCC caregivers**

Attendance at Valako CBCC was 40 children. With Pump Aid's intervention, this increased to 63, a sign that parents are happier to send their children to the CBCC when it is cleaner. Children at Valako CBCC no longer use bushes to relieve themselves due to the construction of child-friendly latrines.



*Our role is to educate our communities in the issues of WASH and nutrition. Also we monitor the availability and use of facilities such as toilets and hand washing facilities and establish a kitchen garden at the CBCC. "*



**42%**

Improved attendance at  
CBCC with Pump Aid support



**3x**

Increase in under-5s  
handwashing with soap  
at crucial times



**2 days**

Kitchen garden at CBCC  
providing supplementary  
food per week



**60%**

Reduction in  
diarrhoea rate for  
children under 5



# OUR PLANS FOR THE YEAR AHEAD



1



## Professionalised repair and maintenance/ long-term sustainable water and livelihoods

This year we will scale our professionalised repair and maintenance work to at least 1,500 rural water points, benefiting 375,000 people with reliable safe water. We'll be working with the government and partner to develop policy so that quality repair and maintenance service provision and guaranteed safe water for communities becomes standard.

2



## Investing in future generations

Our work to improve the health and educational outcomes of children under-5 will continue as we reach another 4 communities with improved WASH infrastructure and training. These projects will serve over 1,400 children with safe water and sanitation over the next 5 years as well as deliver 220,000 nutritious meals.

3



## Empowering communities through pump ownership

We continue to support Malawians to bring safe water closer to their homes and fields by offering affordable water pump solutions that saves time for women and girls and increases climate resilience of farmers. We are working with a number of Malawian partners to reach more smallholder farmers with our irrigation solutions in 2023-24.

4



## Promoting female businesses

We know that supporting women to earn a meaningful income also fosters increased gender equality in communities. We are committed to recruiting women into 50% of our Mechanics roles.

5



## Climate resilience

Malawi's population is highly vulnerable to climate shocks such as floods and drought. We are working with communities and partners to ensure reliable safe water supplies, water catchment management and environment restoration to mitigate, adapt and recover.

# THANK YOU

Thank you to our supporters and valued partners for your ongoing support of our work.



TOGETHER, WE CAN END WATER POVERTY IN MALAWI BY 2030.





**T:** +44 (0) 208 106 2100 | **E:** [info@pumpaid.org](mailto:info@pumpaid.org) | [pumpaid.org](http://pumpaid.org)  
Pump Aid, 3rd Floor, 86-90 Paul Street, London, EC2A 4NE

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