



2023/2024

# IMPACT REPORT

Empowering communities to thrive  
through reliable, safe water supplies.

Start reading >

Waterpoint repair undertaken by Area Mechanic  
Kayembe Macloyd for community customers



# INTRODUCTION

Led by our Trustees and Senior Management Team, Pump Aid has focused on growing the footprint of our social enterprise - Beyond Water. We have been bold and unafraid to challenge the status quo by creating a business-driven, sustainable approach to securing water access in Malawi's rural communities.

By supporting and developing local entrepreneurs, Beyond Water provides affordable services and products that communities can rely on, fostering ownership and long-term sustainability. This model not only ensures reliable water access but also strengthens local economies and reduces a dependency on external aid.



# A MESSAGE FROM OUR CHAIR OF TRUSTEES AND MALAWI MANAGING DIRECTOR



**Sandra Welch**  
*Chair of Trustees*

What differentiates Pump Aid from other water charities is its long-term approach and its belief that we will only solve problems of poverty in Africa when we work together with the skilled people that live there. Pump Aid's innovative 'Enterprise not Aid' approach is designed to do just that and Beyond Water, its customer-focused and Malawi-led social enterprise, is leading the way. Pump Aid's willingness to challenge the traditional models of aid is now starting to influence organisations many times its size and, increasingly, Pump Aid is seen as one that is offering sustainable and replicable solutions to problems that have beset the water sector for decades.

Now celebrating 25 years of bringing clean, life-saving water to the people of Malawi, I am proud to be chair of a charity that is at the forefront of the change that is sweeping across the water sector and to know that its professionalised repair and maintenance service will be a key factor in achieving the UN target to end water poverty in Malawi by 2030.



**Phillip Chidawati**  
*Managing Director Malawi*

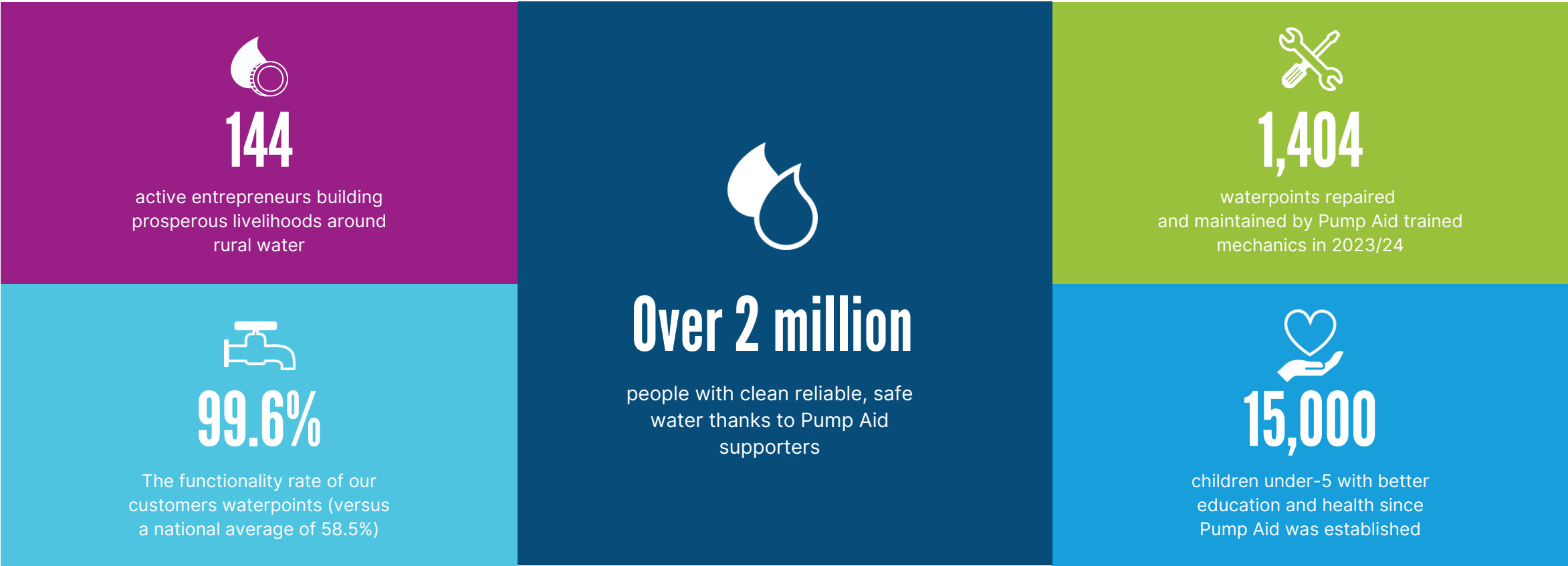
Our mission is to deliver sustainable access to water for all, particularly in rural communities of Malawi. Despite significant investments, **up to 40% of waterpoints falling into disrepair** and becoming non-functional. This has heightened the risk of waterborne diseases and placed burden on our women and girls, who are tasked with the arduous journey to collect water from distant sources.

Beyond Water has pioneered a solution through the Professionalised Repair and Maintenance (PRM) model, ensuring that clean water is a readily available resource. Our model is built on the pillars of rapid response, affordability, and **professional service that attends to any emergency waterpoint breakdown within 72 hours** and provides quarterly servicing by our trained area mechanics.

Our commitment to affordability extends to the provision of spare parts at costs lower than market prices, making it accessible for the communities we serve. The results speak for themselves, with a **functionality rate of over 99%** in our target districts of Dowa, Kasungu, and Mchinji.

# OUR IMPACT AT A GLANCE

The positive progress set out in this report would not be possible without your support. Thanks to you we were able to extend Pump Aid’s reach in 2023/24.





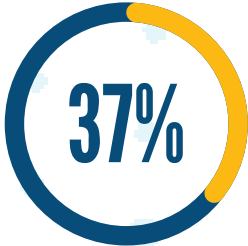
# THE CRISIS WE ARE TRYING TO SOLVE



community water points are non-functional



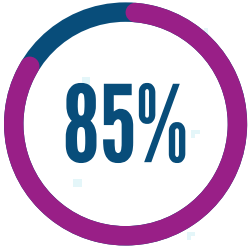
Women and girls walk up to 6km every day to reach a working water point



rate of stunted growth for under 5s



Poor hygiene and sanitation practices



of the population are reliant on subsistence farming



Low crop yields causing food insecurity



small scale farmers use irrigation for their crops



Preventable diseases such as diarrhoea



# HOW YOU ARE SUPPORTING THE SOLUTION



## Reliable rural water supply

Through Beyond Water we deliver guaranteed services that keep waterpoints functional 99% of the time.

Our services are affordable and reliable for our customers and financially viable to ensure sustainability.



## Improving childhood health

Safe water in pre-schools is essential for good health at a crucial stage of development.

We provide safe toilets, handwashing, healthy meals and training to rural pre-schools and caregivers.



## Empowering women

We support more women into the rural workforce by training them as mechanics, a traditionally male dominated profession.

Laureen, pictured right, is one of our 9 female mechanics at the forefront of this effort.



## Affordable pumps

We locally manufacture and promote ownership of affordable pumps designed to bring water closer to the home.

Our pumps increase the ability to irrigate crops and save women and girls time collecting water.





# INTRODUCING: BEYOND WATER

## 1 WE REPAIR

40% of Malawi’s rural waterpoints are not working. Our trained mechanics restore access to safe water for communities living in extreme poverty.



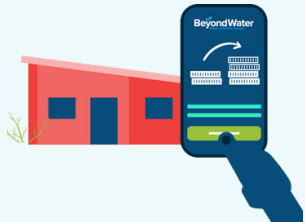
## 2 WE MAINTAIN

Our team of mechanics provide guaranteed services to community customers to prevent issues before they happen - keeping the water running.



## 3 WE SUSTAIN

Our social impact business model is unique in Malawi, targeting financial viability so we can provide a long term commitment to our customers, stakeholders and government, ending dependency on external aid.



In 2018, Pump Aid established our very own social enterprise, Beyond Water. Evaluation told us this was the most sustainable way of delivering our professionalised repair and maintenance projects.

Beyond Water is the first Malawian social enterprise dedicated to providing repair and maintenance services to rural water supplies. We do this through our simple model; Repair, Maintain and Sustain. A business approach to ensure true long term sustainability and impact.

82,000

Number of people enjoying reliable access to safe water

99.7%

Functionality rate of waterpoints under Beyond Water (vs 60% nationally)

40%

Increase in income for our mechanics

30%

How much cheaper our spare parts are compared to what communities would pay otherwise

72p

The cost of delivering our services to a household per year

# AREA MECHANICS

Our Area Mechanics are at the forefront of social enterprise. They are our daily connection to our customers and we rely on them to provide the highest standards of service to ensure trust and reliability.

Years of working with rural communities told us that there was a high demand for guaranteed services to ensure reliable water supply. Area Mechanics weren't able to grow their businesses to provide such services as sole traders and were vulnerable to economic shocks.

In 2023/24 we worked with 37 of our best Mechanics as part of the Beyond Water initiative, whilst continuing to support our other mechanics.

Those that join Beyond Water can significantly increase their income through extra incentives, benefit from our centralised management of spare parts and a recognised brand trusted by communities.

9

Entrepreneurs trained this year

9

Women establishing small scale repair and maintenance businesses

372

Broken waterpoints repaired this year

500

new communities reached by Pump Aid supported mechanics to improve functionality

## CASE STUDY: JINESI DYSON

Jinesi lives in the district of Mchinji, located in central Malawi. The technical training we delivered expanded her skillset. She learnt how to install, repair and maintain more waterpoints, and received all the safety equipment and tools. By understanding how to market her business, negotiate with clients and keep records of her accounts, she was able to turn a profit and sustain a viable enterprise.

*“I am able to provide for all my children; I am able to buy them clothes, school uniform and other school materials. It has also helped ease the pressure on my husband as I am able to support in other things for our family.”*





# WHAT THE PEOPLE WE WORK WITH SAY ABOUT THE BEYOND WATER INITIATIVE

With this waterpoint functioning, we are able to get water in time and prepare for classes in time because this waterpoint is near-by. Time to study is now adequate, so children can get their education.”

**Treza, Community pump user**

“I have 25 active contracts and, from this money, I have bought fertiliser and a plough to use at my farm. I am helping my community access clean and safe water and, at the same time, I am providing a reliable source of income for myself and my family.”

**Jailos Phiri, Area Mechanic in Mchinji**

“I use the skills acquired from Pump Aid Beyond Water trainings in repairing and maintaining community water points as a way of promoting good health and hygiene among children, but also education.”

**Laureen Banda, Area Mechanic**

“It no longer takes a week, two weeks or a month for our waterpoint to be repaired, now it only takes a day or two!”

**Catherine Chuma,  
Vice Chair of Water Point Committee**

“We are happy to have Beyond Water as a trusted partner and hope its innovation inspires others to do the same.”

**Hon. Abida Sadik Mia  
Minister for Water and Sanitation**



# PRESCHOOL HEALTH

We partner with Community Based Care Centres (CBCCs) to establish comprehensive WASH (Water, Sanitation, and Hygiene) facilities, including water points, toilets, and handwashing stations.

Beyond infrastructure, we support the creation of kitchen gardens, formation of management committees, and initiatives promoting hygiene behaviour change.

Since 2015, our efforts have improved the health of over 15,000 children under the age of 5 at 73 CBCCs across Malawi.



## IMPACT



Increased school attendance by 44%



Reduced instances of waterborne diseases from 27% to 10%



Children receive at least one nutritious meal per day from school



Girls are able to attend school and get an education



Families implement hygiene training in their own households



Food production feeds children and pays for maintenance



## CASE STUDY: MCHONKHWE CBCC

Previously, women at the CBCC struggled to clean the premises and complete tasks on time due to the long distances they had to travel for water. *“We can now clean the CBCC because the water is readily available,”* explains Getrude, Secretary of the CBCC.

The CBCC has benefited from new toilets and handwashing facilities. Before Pump Aid’s intervention, the only toilet was in poor condition leading to unhygienic conditions and open defecation. *“Now, life is simplified. The child-friendly toilets can be used by more than one child at a time, and they come with handwashing facilities that promote hygiene,”* says Matrida Major, a CBCC member.

Children at Mchonkhwe CBCC now wash their hands before and after meals, as well as after using the toilet, significantly improving hygiene practices.

*“We are relieved. No more walking long distances for water, which is a huge accomplishment. The installation of a water point right outside the CBCC has brought immediate benefits to the centre. Now, the water is just outside. We can access it for handwashing and other activities with ease.”*





# OUR PLANS FOR 2024/25



<p><b>Professionalised repair and maintenance</b></p> <p>Grow Beyond Water’s business to reach <b>700</b> rural communities (<b>286,000</b> people).</p> <p>With your continued support we will continue to grow and refine our business to reach over a quarter of a million underserved Malawians. Through scale we will become even more cost efficient and sustainable.</p>	<p><b>Investing in future generations</b></p> <p><b>1,400</b> more children under-5 will benefit from improved WASH facilities at <b>4</b> CBCCs.</p> <p>Your support will provide gender segregated latrines, handwashing stations, hygiene training, soap and the ability to provide over 250,000 nutritious meals for children over the next 5 years.</p>	<p><b>Empowering communities through pump ownership</b></p> <p>Maintain waterpoint functionality above <b>99%</b> for our customers.</p> <p>We want to ensure the guaranteed services we offer are maintained as we expand. We are already exceeding the 97% target we set ourselves and want to continue to deliver for our customers.</p>	<p><b>Restoring access to convenient, safe water</b></p> <p><b>40,082</b> people will have access to safe water restored through our repairs to <b>98</b> non-functional waterpoints.</p> <p>Before communities can enjoy the benefits of PRM we need to undertake initial repairs to restore access, reducing the time needed to collect water and ensuring a safe supply is close by.</p>	<p><b>Climate resilience</b></p> <p>Increase the resilience of <b>40</b> waterpoints to mitigate the impact of climate change.</p> <p>Pump Aid has been working with Cranfield University to explore how we can increase the climate resilience of waterpoints through locally led, scalable interventions. We will work with local partners to support communities most vulnerable to water scarcity.</p>
---	--	---	---	--



# THANK YOU FOR YOUR SUPPORT

We are grateful for the ongoing support from our dedicated supporters and valued partners.



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

Registered Charity No. 1077889 | Registered Company No. 07387428