



Highlights of 2017-18

January 2019

As you know, investing in clean water doesn't just save lives. It empowers women and girls, it gives children an education, it improves healthcare and helps business to thrive. All of this creates communities that are more productive and resilient, helping them to rise out of poverty.

Right now, in towns and remote villages across the world, people living in poverty are feeling its immense power thanks to your support. So we'd like to say a huge thank you – your decision to invest in clean water, decent toilets and good hygiene is one that all the men, women and children you reach, are thankful for every single day.

This highlights report is full of stories, articles and personal reflections that illustrate the incredible impact you've had over the last year. With your tremendous support, you've made sure that 2018 has been another year where together, we've made huge progress to address the water and sanitation crisis.

Thanks to you, right now another child is drinking clean water. Another girl has the safety and security of a private toilet. Another midwife is able to wash their hands. Another student is passing their exams. Another family is dedicating more time to earning an income. And another government is taking the right steps to provide water and sanitation for all.

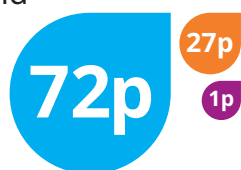
As you read through your report, you'll find stories of joy, passion and hope. None of this is possible without you. I don't doubt that there are many organisations calling for your support, so thank you so very much for your on-going commitment – we are extremely grateful.

Your impact at a glance

Over the last year, your support has made it possible to reach even more people with clean water, decent toilets and good hygiene than we originally set out to at the start of the year. I have included this table so that you can see exactly how many people you've helped broken down by households, schools and health care centres.

What's more, you have sparked change on a far bigger scale by helping influence and strengthen the water, sanitation and hygiene policies and practices of governments, businesses and organisations around the world. We cannot thank you enough for the fundamental role you've played in making these huge achievements a reality.

In every **£1** we spent, **72p** went on delivering services and making change happen, **27p** went on fundraising and **1p** on governance.

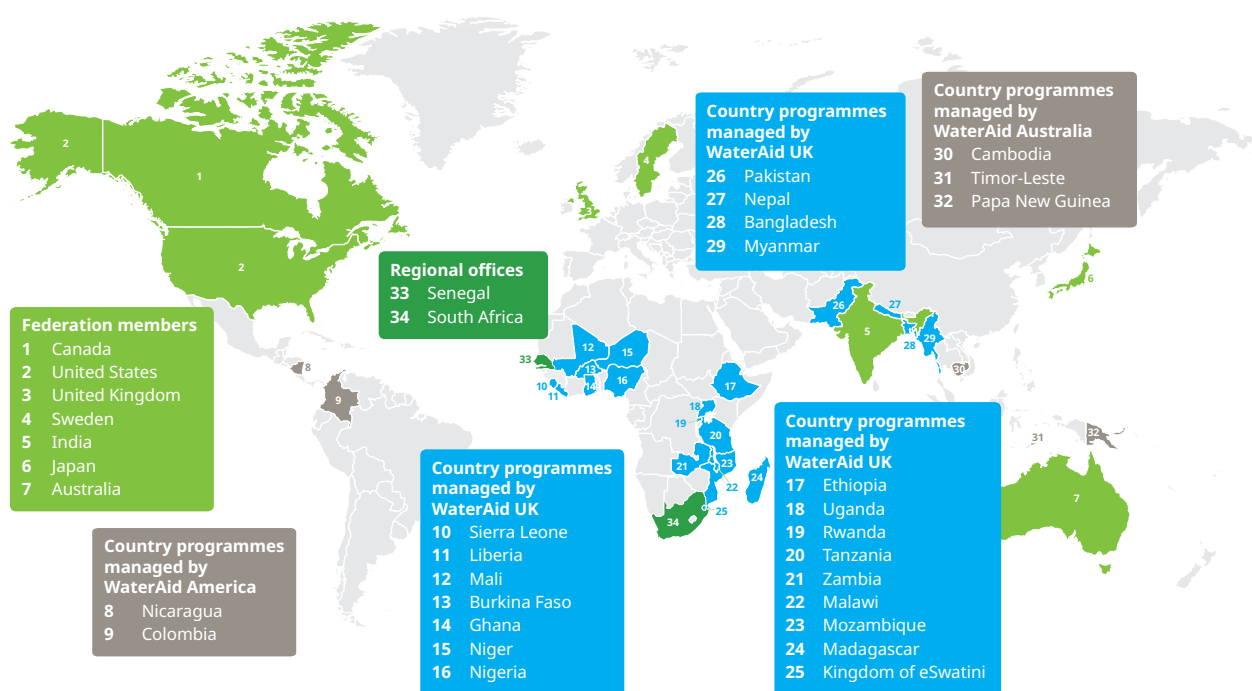


People we reached directly¹ in 2017-18

	Clean water	Decent toilets	Good hygiene ²
Household	293,000	393,000	985,000
Schools	103,000	119,000	151,000
Health care centres	961,000	844,000	950,000
Total	1,357,000	1,356,000	2,086,000

Where we work

We change millions of lives every year, working in 28 countries to provide clean water, decent toilets and good hygiene. Our work is supported by offices in the UK, US, Australia, Sweden, Canada, Japan and India.



1. Numbers for households and schools = people who use these services every day. Numbers for health care facilities = the population each facility exists to serve, adjusted to reflect the scale of alternative / private provision. / 2. People reached either through facilities or sustained promotion. Hygiene promotion numbers are estimates of people reached with hygiene promotion messages at least three times in a year through local marketing campaigns in communities, in schools and via local health services.

Moments of the year

Every day, our Voices from the Field (VftF) Officers travel to the villages and towns where you are helping to provide water, toilets and hygiene – no matter how remote or challenging their location. They listen to people's experiences, help us amplify the voices of the most marginalised people, and tell stories that would otherwise remain unheard.



▲ Villagers celebrate the arrival of clean water in Amberomena, Madagascar

Ernest, Madagascar

The day water arrives for the first time in a community

"I particularly love this moment because of its unique atmosphere of excitement and joy, when communities open a tap and drink clean water for the first time. It's a moment of happiness and the beginning of a new life. It's the moment I feel so proud of being a WaterAider, and have that indescribable feeling of doing something amazing for others."

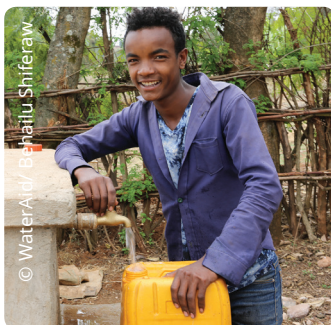


Dennis, Malawi

The day I visited Vimphere

"The water effect could be clearly articulated through the great changes this particular community had gone through. More children are now going to school. Some families who were ravaged with visible poverty now have better housing with some of them even owning new cars and motorcycles. It felt so good witnessing this great transformation."

◀ Chrissy Rafiq, 24, working in her garden, Vimphere Village, Kasungu, Malawi, September 2017



Behailu, Ethiopia

Seeing Gobena collect clean water

"Before the project began, I saw Gobena collecting water from under a bridge and to see him after three years collecting from a tap was really heart-warming."

◀ Gobena, 16, is a seventh grade student. Liben Jawi, West Shoa, Oromia, Ethiopia, June 2018



Basile, Burkina Faso **Meeting Nerekon Coulibaly**

“Until 2017, Nerekon didn’t have access to safe water. Her family had no other choice than to collect water in the river. Can you imagine having to take medicine with dirty water collected from a river?”

Today, Nerekon is delighted to be able to have clean water from the borehole WaterAid installed. Now I feel relieved and happy knowing that Nerekon drinks clean water and uses it to take care of her poor health of old age.”

◀ “The water from the borehole is clean and it’s this water that I drink now. I use it to take my medicine.” Nerekon Coulibaly



Sibtain, Pakistan **Seeing how water pumps have changed Zainab’s life**

“When I met Zainab, I had already seen women walking over two thousand steps to collect water, which would take an hour of their time in one round. And they had to take three to four rounds in a day to fulfil their daily water needs. It was the same for Zainab, too. But now, Zainab has to walk just 10 steps from her house and it doesn’t take her more than two minutes to fetch water from the WaterAid-installed pump.

“Zainab now has more time to make straw mats – she makes two more than she previously did, hence earning two to three times as much. Zainab’s story made me happy and clearly see the difference WaterAid is making in the lives of people.”

◀ Zainab, 35, fetching water from a WaterAid installed pump in the village of Tamachi Mallah, Union Council Doomani, District Thatta, Province Sindh, Pakistan, May 2018

Shaping a water utility that works for people living in poverty

“How would I know about all this unless I have training on it? That’s the gap WaterAid and Yorkshire Water filled for me personally and for the Utility.”

Zealelem Assefa, Debre Tabor Water and Sewerage Manager

Until recently, living in Debre Tabor, in north-central Ethiopia, meant a constant struggle for reliable water. Water meters weren’t functioning properly. Water pipelines were old and leaking, wasting over 30% of treated water. And there was huge mistrust in the community – people knew that reporting a leak would shut water off for days on end. The poorest people were being hit the hardest, forced to pay extremely high prices for water from private vendors.

In a pioneering new partnership, WaterAid Ethiopia teamed up with Yorkshire Water to share skills and expertise with Utilities in twenty towns, including Debre Tabor. Yorkshire Water experts provided training to employees at the Utility, covering the essentials of leakage management, revenue collection, customer handling, business planning, asset management and water quality. The results have been groundbreaking.

Following the training, the Utility replaced the old galvanised iron pipelines with cheaper polyethylene pipes. The profits from selling the iron were invested in new water meters, enabling accurate water billing. A network of plumbers was set up so that any reported leak could be visited within 20 minutes. Trust within the community returned. Leaks began to be reported immediately. And the service became more efficient.

Water for all, not just for some

The Utility also ensured that the poorest people in Debre Tabor were not excluded from metered water, by introducing a different fee structure for the most vulnerable people. Service charges were waived, and communal taps were installed. Now, 410 of the very poorest households have doorstep access to metered water, just like other residents. 1,000 litres of water now costs the same as two jerry cans (40 litres) did previously from private vendors.



▲ Aregash Addis has been a storekeeper at Debre Tabor Water and Sewerage Utility for over ten years



▲ Eleven families living in government houses now share a tap, the bill of which they share

Support continues to be provided to Debre Tabor through regular engagement and training with WaterAid Ethiopia and an annual review forum, where all 20 towns that took part in the project come together to share their progress.

Staff and patients eagerly await clean water

In the dry dusty plains of Mali, anticipation is building. Dr Martin Koné, Matron Salimata Dagnoko, pharmacist Madani Coulibaly and the patients they tend to are all preparing for a truly wonderful day – the day when Talo health centre gets clean water. And with support from people like you, this momentous day is expected to come in a matter of weeks!

Here in the UK, visiting a hospital without clean water is difficult to imagine. Where staff are unable to wash their hands or their equipment; where patients' wounds are bathed in dirty water; and where wards are impossible to keep hygienic. Where mothers like Djeneba have to give birth without clean water to drink or wash with.

Until now, this has been the horrific reality at Talo health centre. But not for much

longer! We've been absolutely overwhelmed at your generosity so far to our recent Water Effect Appeal. Right now, the project to bring clean water, decent toilets and good hygiene to the health centre is underway, and the water is due to be turned on in March this year.

With your support, the enormous challenges facing medical staff and patients will be no more. Thank you so very much.

"Water is very important in my job because every time I have to do a delivery I need my hands to be clean."

Salimata Dagnoko,
Matron



▲ Salimata has worked at Talo for eight years

Using photography to tackle menstruation taboos

Periods are still a taboo topic in many areas of Nepal, and can stop a girl from going to school, entering the kitchen, looking in a mirror, and even from being in the presence of male family members.

In a small rural village in the Sindhuli district, we ran an innovative project working alongside a group of girls to tackle some of these taboos. For the first time in their lives, the girls picked up cameras and documented what life was like for them during their period. They put on a local exhibition to open up discussion around periods, and share menstrual hygiene knowledge they had learned from WaterAid.



▲ The girls' group photo during the workshop. Chaurideurali, Kavre, Nepal, January 2018

Beliefs in the community that menstruating women are 'contaminated' have since declined, and many traditional customs have been brought to an end. In fact the project was such a success that WaterAid Nepal decided to use the approach in other villages. Two girls from Sindhuli joined WaterAid to share their experience with a new group of girls in Kavre, and work together to find solutions to the monthly challenges they all face.

Tap the Sun – excitement builds as work progresses

You may remember that last year I had the privilege of visiting the extremely remote coastal village of Chicoma, in Northern Mozambique. At the time of my visit, their main water sources were two huge, unprotected and unstable sand pits, about six feet deep. The women used long poles with bottles on the end to scoop up murky water – water that made their families very sick.

Well, I'm utterly thrilled to be able to report that thanks to the incredible generosity of supporters like you to our 'Tap the Sun' project, huge progress has been made in Chicoma to install solar powered water pumps. Construction of the elevated water tank, borehole and solar panels continues, and water will soon be piped to several locations in the community including the school.

Although we're not yet finished, people gather at the construction site every day, when the contractors turn on the solar pump to supply them with some water. Both water pressure and quality are excellent. I'll let you know once the work is all finished!



"I am so excited with the progress that has been made on the construction site. I cannot wait to see this completed." Molia Abdallah

Making sure children can pursue their dreams

Last year, I shared the huge challenge facing pupils and staff at Kibungo school in Rwanda – there was nowhere to get clean water. Children were thirsty and unable to concentrate on their lessons. Toilets could not be cleaned. Hands could not be washed.

Your response to my letter was terrific. Thanks to your generosity, our Rwanda team has been busy building a new rainwater harvesting tank to provide clean water for the school's ambitious pupils and hardworking staff. And a new menstrual hygiene management room means girls can stay in school when they have their period.

Some adjustments have been made to the design of the system, making it cheaper, easier to maintain, and therefore more sustainable. The settling chamber and the sand and gravel filter were removed from the plan, and the 'first flushing' tank now removes the majority of debris from the

water. Purification products then treat the water before it reaches the pump.

From now on, pupils can drink clean water whenever they are thirsty. You've made sure that dirty water is no longer holding their huge ambitions back. Thank you.

"I'm very happy that our prayers have been answered. Now that it's rainy season the tank has harvested enough water for use at school."

Jean Bosco, 17, pupil



◀ Jean Bosco, 17, with younger brother Nyisenge Jean Claude and sister Claire Murekatete

Looking ahead: Reaching Nepal's mountain communities

Location: Kalinchowk and Shailung rural municipalities, Dolakha district, Nepal.

Population: Dolakha is home to one of Nepal's most marginalised ethnic groups, the Thami community. A hill tribe of just 30,000 people, they face political, social and cultural exclusion.

Terrain and climate: Largely mountainous, with low land in the south, and along the river valleys. The district is prone to disasters related to climate variation, such as landslides and drought. In recent years, rainfall has been erratic, causing serious problems for communities.

Water accessibility: Over 60% of water supply schemes in the area are non-functional or partially functional.

Project remit: To make sure that the most vulnerable and marginalised people in Dolakha district have access to water all year round.



Championing the rights of disabled people

People with disabilities are the world's largest minority, and 80% live in developing countries, where they are less likely to have clean water on tap or access to a toilet. To achieve a truly significant change to the water and sanitation crisis, governments need to focus more on those who are most excluded – making our influencing work absolutely vital.

In July, the UK Government co-hosted the first ever Global Disability Summit. This event gave us a brilliant opportunity to pressurise them to make accessible toilets and water points a priority, and to have water and toilets at the heart of all disability development programmes. We also signed up to the Charter for Change, to demonstrate our commitment to put equality and inclusion at the core of all programming and policies.

Following the summit, the UK's Department for International Development (DFID) has announced its new disability strategy, and we are absolutely delighted to see that water, toilets and hygiene have been included, along with a focus on tackling taboos such as menstrual health and providing inclusive facilities in schools. This paves the way for so many more lives to be changed than we could reach alone.

I love our new school toilet because it has a seating pan and supporting metal bars, the toilet is easy to use, does not smell and its always clean,”

Maria Nagawa, 11 years old, pupil at Cardinal Nsubuga Memorial Primary School, Kampala, Uganda.

