



**FRANK
WATER**

**ANNUAL
REPORT**

2018-19



LAST YEAR YOUR SUPPORT ENABLED US TO:



IMPROVE ACCESS TO WATER RESOURCES IN INDIA AND NEPAL

We developed our WASH programmes in four states of India and one area of Nepal, where we aim to alleviate global water poverty, increase resilience to the effects of climate change and enhance health and wellbeing by improving the way that communities, districts and local governments access and manage their water resources.



CONSERVE & REPLENISH GROUNDWATER STORES

We adapted and improved our approach to focus more on conserving and replenishing precious underground water resources. FRANK Water centres its work around Integrated Water Resource Management (IWRM) and uses satellite technology to map water resources. We use these maps to work with communities, helping them maintain a neutral water balance where the volume of water extracted is equal to, or less than, the volume of water that finds its way back into the watershed.



ENCOURAGE UK CONSUMERS TO CHANGE THEIR BEHAVIOUR

We expanded our refill service at festivals and in restaurants, bars and cafes across the UK, encouraging consumers to change their behaviour away from products, practices and processes that have a negative impact on global water resources.



REACH A FURTHER 16,282 PEOPLE WITH SAFE WATER, SANITATION & HYGIENE

We reached a further 16,282 people in 76 communities with safe drinking water, improved sanitation and good hygiene. Over 14 years, we've worked with 397,097 people in 549 villages to improve health, encourage development and empower communities to transform their future.

HOW DID WE DO IT?



WITH WATER

IN ANDHRA PRADESH
27 
VILLAGES
now have a safe water supply

IN MADHYA PRADESH
4 VILLAGES
drink water that is free from fluoride contamination

IN 
CHHATTISGARH
52 FAMILIES
now have a handpump near their home


IN NEPAL
you helped rebuild a
GRAVITY FED WATER SYSTEM

"We are happier now, we don't have to walk long distances any more. We have more time to ourselves and to rest."

Sarupa, Thalla Gumpu, Telangana

UNTIL RECENTLY, TRIBAL COMMUNITIES LIVING IN REMOTE, MOUNTAINOUS VILLAGES IN ANDHRA PRADESH WOULD COLLECT WATER FROM THE RIVER AND OTHER UNPROTECTED SOURCES.

Open defecation was common. With your support, we constructed two gravity-fed water supply systems in two tribal villages, providing safe water to 377 men, women and children. More than 200 people took part in the construction, taking ownership of the process.

Elsewhere in the state, your support allowed us to provide a safe, sustainable water supply to a further 27 villages. Solutions varied from installing a borewell and handpump in the smallest settlements, to building overhead tanks for larger villages. Since electricity supply is unreliable in many of the communities we work with, we install solar panels, allowing communities to use renewable power to pump water from borewell to storage tank, providing drinking water at their doorstep.

THANKS TO YOU, WE WERE ABLE TO REDUCE FLUORIDE LEVELS IN DRINKING WATER IN 4 VILLAGES IN INDIA'S

MADHYA PRADESH. Naturally-occurring fluoride leaches into groundwater and causes painful and disabling skeletal and dental fluorosis. We approached the problem from two sides: firstly improving the existing water supply, and then encouraging groundwater recharge, to increase the volume of water and reduce levels of contamination. By the end of the year, water quality tests showed a drop in fluoride levels, improving the lives of 1,532 tribal people.

IN THE INDIAN STATE OF CHHATTISGARH, WE FOCUSED ON LEVERAGING FUNDS FROM THE GOVERNMENT OF INDIA TO PAY FOR INFRASTRUCTURE, INSTEAD OF USING UK FUNDS TO INSTALL TAPS AND TOILETS. Our first step was to bring together local communities, support them

to identify and plan their needs, and then apply to local government to fund these plans. With your support, we organised 280 community meetings in 43 villages, organised training for community leaders in 27 villages, and trained 40 jaldots (volunteer water ambassadors) to write a water security plan. We hosted 37 members of local government, to demonstrate to them how our work can be scaled up.

And it worked! Your support helped secure enough government funding to test the water supply in 24 villages, build 14 earth dams to increase water for 252 families, install handpumps in 4 villages for 52 families and make a local pond deeper, improving its capacity to capture rainwater and providing more water for 78 families. We constructed wells, canals and check dams to provide water for irrigation. Now, with enough water for their crops, farmers can grow enough for two harvests every year.

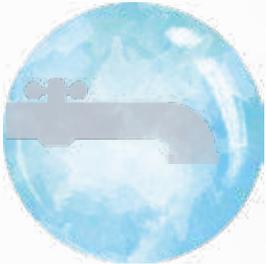
IN THOSNE KHOLA, NEPAL, YOU HELPED REBUILD A GRAVITY-FED WATER SYSTEM, ENSURING A REGULAR AND AVAILABLE SUPPLY OF WATER FOR FAMILIES THAT HAD LOST EVERYTHING

IN THE 2015 EARTHQUAKE. Your support also meant we could work with the community to teach them how to boil and purify water to ensure it is safe to drink.

WITH YOUR SUPPORT, WE STARTED WORK IN A SECOND NEPALI VILLAGE,

MULDOL, where the village is higher than the water source itself. The uplift project will take two years to complete with technical support from our partners at Arup and the local government.

HOW DID WE DO IT?



WITH SANITATION

IN ANDHRA PRADESH
we delivered
SANITATION WORKSHOPS IN 27 VILLAGES

IN MADHYA PRADESH
we worked with
450 FAMILIES
to apply for government funding to build toilets

IN 
CHHATTISGARH
450 TOILETS
were constructed



THANKS TO YOU, WE DELIVERED SIMPLE TO UNDERSTAND SANITATION AND HYGIENE WORKSHOPS IN 27 VILLAGES IN INDIA'S ANDHRA PRADESH TO EXPLAIN THE CONSEQUENCES OF OPEN DEFECATION, POOR SANITATION AND LACK OF HANDWASHING. By the end of the year, 1000 families knew how to claim funding for a toilet from the government's Clean India Campaign, and 85 families had successfully secured funding.

AT THE START OF THE YEAR, JUST 102 OF 1682 PEOPLE IN OUR TARGET VILLAGES IN MADHYA PRADESH IN INDIA WERE USING TOILETS. WE KNOW HOW HARD IT IS TO PERSUADE PEOPLE TO USE TOILETS - ESPECIALLY IN REMOTE, RURAL COMMUNITIES WHERE OPEN DEFECATION HAS BEEN PRACTICED FOR GENERATIONS. However, with your support we successfully worked with 450 families to submit an application to the government for funding to build toilets. Whilst progress is slow, this will remain a focus for our work in this region.



"This is the first generation to have access to safe water. They will have new and different opportunities because of it...and they will have good health."

Ratna, Gopalapuram Patha Gumpu, Telangana, India.

IN INDIA'S CHHATTISGARH, WE ORGANISED A MOBILE INFORMATION CENTRE TO SHARE INFORMATION AT LOCAL MARKETS AND GATHERINGS.

The service ran 58 times over the year and encouraged 1,956 people to apply for funding for toilets. So far, 450 toilets have been constructed - that's £60,000 that you helped leverage from the Government of India.

IN ANDHRA PRADESH, INDIA WE HELD MONTHLY MEETINGS WITH AROUND 80% OF THE TARGET COMMUNITY TO RAISE AWARENESS OF THE CLEAN INDIA CAMPAIGN. Not only have people started to build toilets but these meetings have also led to further development, including plans to apply for government employment cards.

IN THOSNE KHOLA, NEPAL, YOUR SUPPORT ENABLED US TO WORK WITH LOCAL WOMEN'S GROUPS AND THE LOCAL SCHOOL TO PROMOTE COMMUNITY LED TOTAL SANITATION (CLTS), and to provide both students and teachers with basic knowledge about sanitation.

HOW DID WE DO IT?



WITH HYGIENE

IN ANDHRA PRADESH 2883 PEOPLE IN 27 VILLAGES

took part in educational activities to improve understanding of good hygiene

IN MADHYA PRADESH your support provided hygiene training to people in 4 VILLAGES

IN CHHATTISGARH Together we CLEANED UP 76 DRINKING WATER SOURCES

IN NEPAL we've seen an INCREASE IN HANDWASHING stations installed near houses



WITH YOUR SUPPORT, WE WERE ABLE TO EMPLOY LOCAL ACTORS TO PERFORM STREET PLAYS IN INDIA'S ANDHRA PRADESH. THESE EDUCATIONAL SKETCHES AND SONGS IMPROVE UNDERSTANDING AND AWARENESS OF THE IMPORTANCE OF HANDWASHING AND GOOD HYGIENE. Over the year, 2,883 people in 27 villages took part in activities like this. At the end of the year, everyone said that they wash their hands with soap and water before and after meals, and after defecation.

IN 4 VILLAGES IN MADHYA PRADESH, INDIA, YOU HELPED TEACH PEOPLE TO WASH THEIR HANDS, STORE FOOD, AND DISPOSE OF WASTE SAFELY. Not only that, but your support provided field training for members of village water committees, teaching them how to chlorinate wells, test water quality and maintain and repair systems. Thanks to you, 625 people now wash their hands with soap and water, and most families have started to store their drinking water and food in covered containers. With cleaner homes and shared spaces, people feel prouder and better connected to their neighbours.

THANKS TO YOU 1,607 PEOPLE (OVER 500 FAMILIES) IN INDIA'S CHHATTISGARH NOW LEAD HEALTHIER AND HAPPIER LIVES. Together, we cleaned up 76 drinking water sources in 43 villages and delivered training for 25 female jaldoots (volunteer water ambassadors) and 21 school teachers to support girls and women to manage their periods safely.

IN RURAL, TRIBAL COMMUNITIES IN ANDHRA PRADESH, INDIA, WATERBORNE AND VIRAL DISEASE IS PREVALENT, DUE TO POOR WATER QUALITY AND POOR SANITARY CONDITIONS. Your support helped us to educate villagers (particularly women and young girls) on health and hygiene issues, including menstrual hygiene and solid waste disposal.

IN THOSNE KHOLA, NEPAL, WE'VE SEEN AN INCREASE IN HANDWASHING WITH SOAP AND WATER THANKS TO NEW HANDWASHING STATIONS INSTALLED NEAR THE HOUSES. With your help, we've spent time talking to villagers about menstrual hygiene, handwashing and the links between defecating and disease, as well as water purification and storage.

"Before it was difficult to wash properly when I had my period. There just wasn't enough water. But now, we all have enough water to be clean and healthy."

Nela, Polambandalu, Andhra Pradesh, India



HOW DID WE DO IT?



BY SCALING UP

At FRANK Water, our impact is far greater than our size would suggest.

WITH YOUR SUPPORT, WE WORK WITH COMMUNITIES TO EMPOWER THEM TO APPLY FOR LOCAL GOVERNMENT FUNDS TO IMPROVE THEIR FUTURE AND DEVELOP THEIR COMMUNITY.

In India's Chhattisgarh, the districts of Bodla and Pandariya had their development plan approved by local government. Plans include new roads, schools and solar power, as well as improved water infrastructure and ration cards for those living below the poverty line. The work will be sanctioned by the rural employment scheme, providing villagers with employment and the chance to lift themselves out of poverty.

In Muldol, Nepal, you've enabled us to collaborate with the Government and the Himalayan Climate Initiative to extend the water supply from Muldol to a second hamlet, increasing the number of people benefitting from 126 to 197.

"We're happier now that we have our new water tank but we're careful not to waste water. We use it carefully because we remember how much we used to struggle. With safe water in our village, life is easier and less tiring. There are so many good things that have come from it."

Ravi, Polambandalu village, Andhra Pradesh.

HOW DID WE DO IT?



BY LEARNING & ADAPTING

THE END OF EVERY YEAR IS A CHANCE TO REFLECT ON WHAT'S WORKED, ANY CHALLENGES OR OBSTACLES WE'VE FACED, AND WHAT WE CAN DO BETTER.

With this approach, we're constantly adapting and improving our programmes, to ensure we don't waste valuable funds and resources on work that could be done better.

In India's Telangana, the state government recently pledged to provide water to all residents by the end of 2019. This meant that our plans changed,

moving our focus to neighbouring Andhra Pradesh. At the same time, it reinforced the importance of working alongside the government in order to complement their work rather than duplicating it. In this way, we're involved in monitoring the progress of the government's mission, and how it's improved the lives of the most marginalised.

In communities like Dhar in India's Madhya Pradesh, basic amenities like toilets, hospitals and schools are almost non-existent. People are generally categorised as Scheduled Caste and Scheduled Tribe and are mostly illiterate. They live from hand to mouth and their priority is to earn enough each day to feed themselves. Open defecation is an age old practice and, despite some families having a toilet, it is a challenge to motivate people to use them.

Community mobilisation is continuous and time consuming, but with persistence, we see results - especially when people see for themselves how their water supply is affecting their health. With your support, communities are now aware of the impact of fluoride in water and have stopped using contaminated sources.

Climate change affects every area we work in and India's Chhattisgarh is no exception. Erratic rainfall makes farming more difficult and most of the communities we work with now access groundwater from 100 to 250 feet below ground. As groundwater levels fall, so the water quality deteriorates as different chemicals are released from the soil structure. In response, FRANK Water employs an IWRM approach - working with communities to maintain a neutral water balance and recharge groundwater levels.

"I need the water, I need to do the hard work to construct the water supply. For maintenance, if the pipe gets disturbed, we will manage it...We worked really hard and after we are able to get the water and are happy for it"

Jeet Bahadur Tamang, Thosne Khola, Nepal

HOW DID WE DO IT?



BY LOOKING FOR NEW ANSWERS



THIS YEAR, WE CONTINUED WORK WITH KEY RESEARCH PARTNERS INCLUDING:

ARUP

As part of our wider WASH Basins project with international consultancy firm Arup, we focussed on building IWRM knowledge at local and state levels and we started developing the related open-source toolkit and app to share across the sector.

THE UNIVERSITY OF THE WEST OF ENGLAND (UWE).

With support from NERC, we worked alongside UWE's Centre for Research in Biosciences department to develop remote sensors to monitor bacterial contamination in water. Once the sensors are installed, the potentially groundbreaking technology will enable them to transmit information about water quality to central hubs, reducing the manpower required to test individual water sources in rural, tribal communities.

HOW DID WE DO IT?



BY SPREADING THE WORD

RAISING AWARENESS OF THE GLOBAL WATER CRISIS AND THE SOLUTIONS WE PROVIDE IS ESSENTIAL. OUR TEAM PLAY DIFFERENT ROLES THROUGHOUT THE YEAR. KEEPING OUR SUPPORTERS ENGAGED AND INFORMED AND SPREADING THE WORD. 2018 SAW US...

GET BEHIND THE CAMERA. With support from the H&M Foundation, we released Sangita's Story which told the story of one girl with two possible lives: one with and one without safe water. The film beat stiff competition to reach the finals of the 2018 Charity Film Awards.

ENCOURAGE PEOPLE TO STOP AND THINK. Our #6hours campaign, launched on World Water Day and presented by FRANK Water Patron, Anita Rani, asked people to say what they would miss if they had to spend up to six hours a day collecting water.

GET SOCIAL. We've seen significant growth in our awareness online, through Twitter, Facebook and Instagram, our own website and blog, as well as regular newsletters and media attention.

WORK THE ROOM. We attended the glittering Asian Women of Achievement Awards in London, as the event's charity partner. It was here that we met the Hemraj Goyal Foundation, who offered to match-fund (up to £5000) our sales of raffle tickets. With their support, we raised an extraordinary £11,035.

ADVOCATE. As well as taking an active role in various WASH networks, we attended the SIWI World Water Week conference in Stockholm, and were invited to speak at the IRC Wash Conference in The Hague, and the Bristol Poverty Institute Conference.

GO BACK TO OUR ROOTS. FRANK Water Founder, Katie Alcott travelled to India, to the very same place in which her story began. She visited the school she'd taught at in 1997 and reconnected with some of the same teachers that she'd worked alongside.

INSPIRE LEADERSHIP. Katie was named one of the 51 most impactful leaders in water and water management at the World Water Leadership Congress & Awards in India. She was awarded an honorary doctorate by the University of Bristol and presented with an MBE in the Queen's New Years Honours List.

HOW DID WE DO IT? BY WORKING TOGETHER

The FRANK Water team is ever-growing. Our paid staff remains lean with a small, mostly part-time team in the UK and two programme coordinators based in India. Yet our network of volunteers, ambassadors, patrons and supporters gets bigger every year, as more people than ever commit their time, energy and expertise to help raise awareness and funds for FRANK Water. Last year saw 23 volunteers donate their time to the charity, undertaking research, coordinating campaigns, writing applications for funding, lending a hand at sporting events, getting social, and designing engaging and inspiring materials.



BY STAYING CLOSE TO HOME

Our UK-based social enterprise, FRANK Water Ltd, works to change behaviour away from practices, products and processes that have a negative impact on global water resources and pollute our environment.

With the help of 164 amazing volunteers, we took the FRANK Water Festival Refill Service to 13 UK music festivals. Together, we served more than 135,000 refills to festival-goers, saving up to the same number of single-use plastic bottles, and up to 11 tonnes of carbon and 202,000 litres of water that would have been used in producing them.

- Our friends at **Rapid Retail** sponsored our refill kiosks, providing one large refill station and three smaller refill points, which we delivered the service from throughout the summer.
- The talented team at **Kinneir Dufort** helped develop a new 'FRANK Tank', making refill mobile and enabling us to serve more thirsty festival-goers.
- **Klean Kanteen** supported our Festival Refill Service for another year by keeping us stocked with great quality, ethically sourced stainless steel bottles as well as funding the build cost of the new FRANK Tanks. We collaborated with festival partners including **Cornbury**, **Green Man**, and **End of the Road**, to produce limited edition, co-branded refill bottles.
- The team at **Huxlo** helped us improve our festival fundraising presence by building a fun, interactive donation box, to inspire punters to donate their change.
- We partnered with **Preoday** (online ordering and prepayment facility) to sell bottles and merchandise in advance.

FINANCIALS

IN 2018
we raised
£479,212

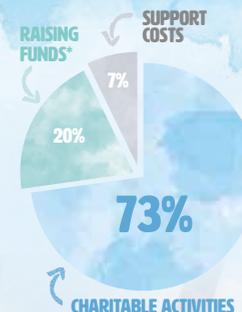
We spent **£330,638** on our charitable work, **£89,999** on raising funds and **£33,629** on our internal operations and overheads.

WE THINK IT'S IMPORTANT THAT YOU KNOW WHERE YOUR MONEY GOES.

We never spend restricted funding on fundraising activities. Our spending ratios for restricted income in the year 2018/19 were:



OUR OVERALL SPENDING RATIOS FOR 2018/19 (INCLUDING THE COSTS OF RAISING FUNDS) WERE:



* We use 20p in every £1 to raise further funds. For every £1 we spend on fundraising, we raise £4.87 in return.



HOW YOU'VE HELPED!

ONCE AGAIN, YOU'VE GONE ABOVE AND BEYOND, RAISING MORE THAN EVER BEFORE FOR SAFE WATER, SANITATION AND HYGIENE. READ ON FOR JUST A FEW OF OUR 2018 FUNDRAISING HIGHLIGHTS...

CELEBRATING SUCCESS - 2018's fundraising kicked off with our annual dinner, hosted at Bristol's Bambalan restaurant. With 70 guests, the evening was jam-packed with drinks, dinner, a raffle and auction, live music and magic, and raised nearly £10,000!

COLLABORATING - Our strategic partnership with Arup progressed into its third year. As well as supporting FRANK Water financially, this partnership enables us to engage Arup staff worldwide in research and development, digital, and behaviour change projects. Our multi-project partnership has attracted increasing recognition, and was shortlisted for two awards at the 2018 Better Society Awards.

NOTCHING UP THE MILES - Our ever growing calendar of sporting events continued to attract runners, cyclists and swimmers from across the country. 61 new fundraisers took up a challenge during the year, including six cyclists that took to two wheels for the inaugural 'Cycle for Safe Water' challenge in October. Cyclists followed a unique journey through remote Eastern India, visiting communities that we've supported along the way.

BREAKFAST OF CHAMPIONS - Our Rainmaker Club of business supporters grew with every month that passed. Hosted by Arup and Bart Ingredients, our bi-annual networking breakfasts allowed our business members to meet and share their passion for FRANK Water, fed and caffeinated by Harts Bakery and the incredible product development team at Bart Ingredients.

DOUBLING DONATIONS - Match-funding from The Big Give Christmas Challenge allows supporters to double their donation and change twice as many lives! With support from our Rainmakers, you raised more than £23,000 to provide safe water, sanitation and hygiene to more than 800 people living in remote tribal areas in India's Telangana.

DIVERSIFYING OUR INCOME - We expanded our portfolio of support from trusts and foundations, securing funding from 8 new trusts.

COUNTING EVERY PENNY - Our individual and regular givers continued to wow us with their generosity. Every single donation makes a difference, no matter what size.

AND WE DIDN'T DO IT ALONE! OUR RAINMAKER CLUB CAME UP WITH THEIR OWN INNOVATIVE AND EXCITING WAYS TO SHOW THEIR SUPPORT, INCLUDING:

FREE PIES! from Pieminister (in exchange for a donation to FRANK Water) for anyone taking part in our Karma Korma campaign during National Curry Week.

BLACK FRIDAY saw Myakka donate £5 for every order placed during November and Nkuku donate for every order they received across their Black Friday event.

ARTS & CRAFTS by Illustrate who ran workshops on Fair Saturday (the antidote to Black Friday), to raise funds for FRANK Water.

CHECK PLEASE! For one month only, the JKS restaurant group added a voluntary £1 donation to every bill for every table in three of their restaurants.

GIVING IT UP FOR WATER - exactly what the brave team at Boundless did when they pledged to drink nothing but water (no tea, coffee, soft drinks or beer) for 7 days! and asked their customers and colleagues to sponsor them.



WHAT NEXT FOR FRANK WATER?

Over the next year we aim to reach

11,866
PEOPLE IN
97 COMMUNITIES

WE'LL CONTINUE TO WORK CLOSELY WITH TRUSTED NGO PARTNERS IN INDIA AND NEPAL. TOGETHER WE'LL FIND APPROPRIATE SOLUTIONS AND SHARE KNOWLEDGE AND BEST PRACTICE ACROSS THE SECTOR WHILST IMPROVING WATER SECURITY AND HEALTH AND ULTIMATELY SAVING LIVES.

At the same time, we'll keep developing our WASH Basins programme with two of our partners in India, and working in partnership with Arup to develop a platform and tool kit, which will enable real, lasting, systemic change across the sector.

We'll retain and build on our small, values-driven, grass roots approach and character.

We'll continue our research with academic partners like UWE, to develop and trial new solutions and inform the wider WASH sector.

We'll attract new sources of funding with a personal, frank approach and we'll develop our exciting fundraising and awareness campaigns to appeal to our growing community of passionate supporters - including Karma Karma, The Big Give (a Christmas matched giving campaign) and our Give a Gift Programme.

Our social enterprise will build on the success of our Festival Refill Service, helping reduce plastic waste and change behaviour towards drinking water in the UK.

We'll collaborate with corporate partners, educators and industry experts to develop workshops and knowledge tools for schools and the general public.

We'll work with our incredible Patrons, Ambassadors, and volunteers to extend awareness of FRANK Water across the UK.

A note from Katie

IT'S BEEN A REALLY PROGRESSIVE AND SUCCESSFUL YEAR FOR FRANK WATER. THANKS TO YOU, OUR EVER GROWING, INCREDIBLY SUPPORTIVE COMMUNITY.

As the climate crisis escalates and global water security becomes a greater threat, our work takes on greater importance and is relevant to a wider audience.

Our team have worked with passion and skill, raising more funds and reaching even more people. I'm particularly proud of our India programme team, who have responded to the changing environment and adapted our work to address new priorities. With Arup, they'll develop a methodology to help some of India's most marginalised communities sustainably manage their water resources.

Whilst in India this year, I celebrated the wedding of a friend I met whilst on my first ever trip to India in 1998. There, I visited the school where I'd taught, and used the bathroom that I became so well acquainted with after contracting amoebic dysentery all those years ago - a reminder of the initial inspiration for FRANK Water.

I was both honoured and overwhelmed to be awarded an Honorary Doctorate from the University of Bristol and an MBE in the New Years Honours List, both of which I accepted on behalf of the whole FRANK Water community. Without you, none of this would have been possible. Thank you for your continued support and passion for our cause.





**FRANK
WATER**

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FRANK Water Projects

Registered charity no. 1121273

FRANK Water Ltd.

Company no. 05388346