



**FRANK
WATER**

**ANNUAL REPORT
2017-2018**



THANK YOU!

OVER THE LAST YEAR, YOUR SUPPORT HAS ENABLED FRANK WATER TO MAKE SIGNIFICANT CONTRIBUTIONS TOWARDS SUSTAINABLE DEVELOPMENT GOAL 6 - PROVIDING ACCESS TO SAFE WATER AND SANITATION FOR ALL BY 2030.

We work on different levels with related stakeholders in India, Nepal and the UK, ensuring our projects are beneficial to individuals, families and communities, as well as supporting wider environmental development.

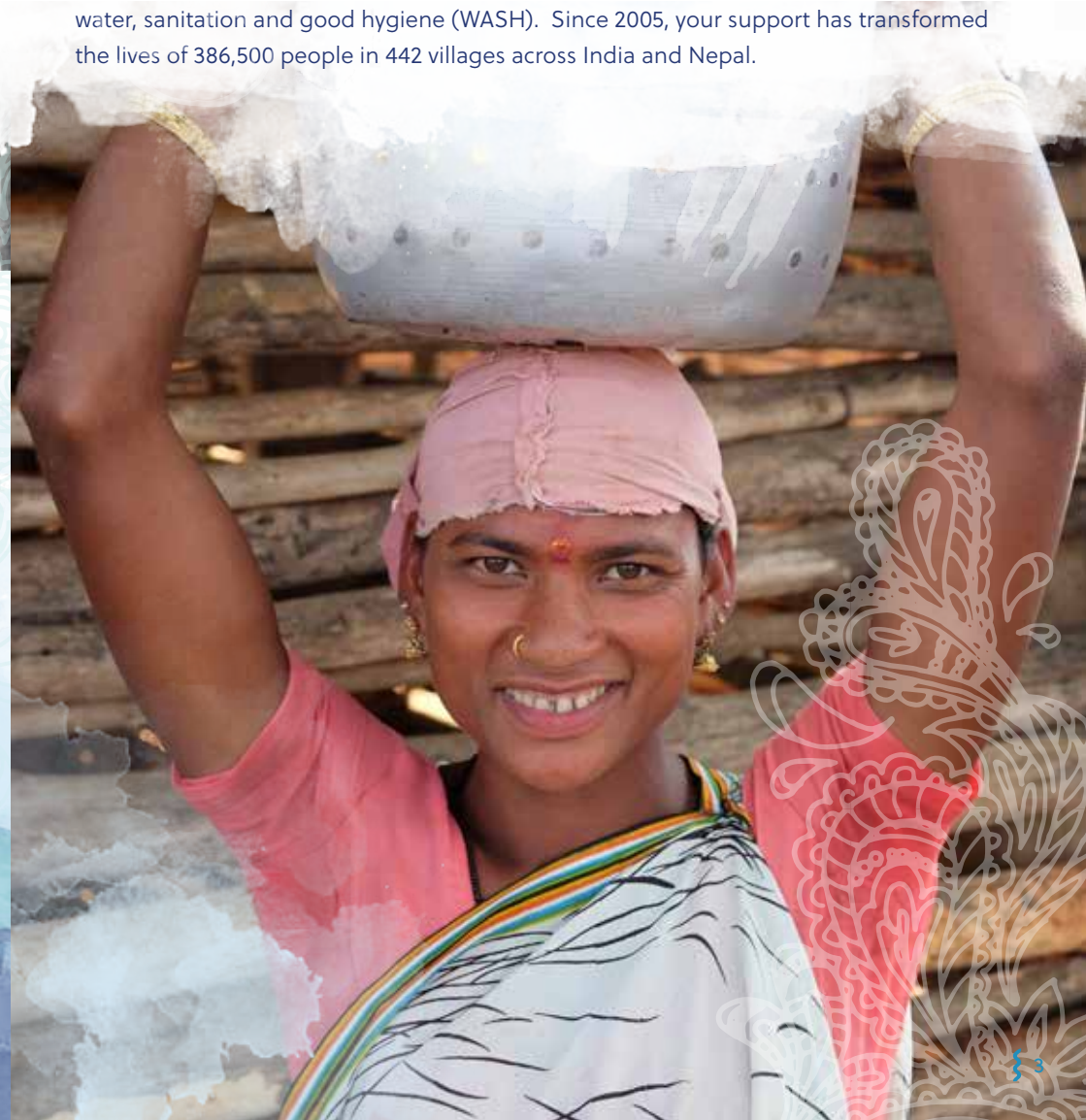
In the UK, you've helped us to continue raising awareness of global water issues, encourage sustainable drinking water consumption and deliver sustainable access to drinking water. Our presence at temporary events and festivals helps eradicate the need for single use plastic and the ensuing environmental damage. In 2017 alone, you've helped us provide over 98,500 refills to festival-goers around the UK, saving approximately eight tonnes of carbon and 148,000 litres of water.



Our practical work in India and Nepal focuses on securing sustainable access to safe drinking water, supporting people to build toilets and providing communities with an understanding of good hygiene. As part of the process, we also support the communities to leverage funds from the government to fulfil other areas of development.

These projects are informed by our wider mission - to alleviate global water poverty, enhancing health, wellbeing and the natural environment by improving the way that communities, districts and local governments map out and manage their water resources.

In 2017, you helped 26,639 people in 55 communities gain access to life-changing safe water, sanitation and good hygiene (WASH). Since 2005, your support has transformed the lives of 386,500 people in 442 villages across India and Nepal.



HOW?

...WITH WATER

Last year, your donations provided a safe, functional water supply for 20 tribal communities in India's **Telangana**. That's access to safe drinking water for 4,535 people. For larger villages, we worked with communities to dig a bore well and install a motorised pump. To tackle the frequent power cuts, we installed solar power which is not only environmentally sustainable but once the initial investment's been made, is more affordable too.



With your support, we worked with four different villages in the Indian state of **Madhya Pradesh**. In every village, the amount of fluoride in the groundwater was dangerously high - enough to cause debilitating dental and skeletal fluorosis. We identified clean water sources, built boxes to keep these sources safe from contamination and laid pipes to carry water to community standpipes. Previously, villagers had no idea why their joints ached. Now 80% of people know which sources are safe to drink from.

In India's **Chhattisgarh**, your support allowed us to leverage further funds from the Indian government to pay for two hand pumps, three ponds, 13 wells, two bathing spaces and one water tap, among other things! We trained 58 water ambassadors (or Jalduts) to be able to test and monitor water quality. And, we cleaned up 88 existing water sources, which are now regularly maintained.

In **Andhra Pradesh**, India, you've supported two remote, tribal communities (that's 522 marginalised men, women and children) to access safe water by installing gravity fed water supply systems in each village.

Thanks to you, we've started work in the village of **Thosne Khola**, our first project in Nepal, repairing and reviving the water supply that was damaged during the 2015 earthquake. We've built a distribution tank which will be connected to seven community standpipes to provide every household with a 24/7 supply of safe water.

Your donations have encouraged households and communities in India's **Uttar Pradesh** to construct rainwater harvesting systems and start using filtered rainwater for drinking. Thanks to the successful small scale projects that you've supported, rainwater harvesting was included in the government's SMART City Plan for Agra.

"If the taps go unserviceable or we observe a leakage in the pipe, then we repair them on our own, and we also maintain cleanliness. Now there are four taps with each being shared by 10 families."

*Devudamma
Raakota village, Andhra Pradesh*



HOW?

... WITH SANITATION

At the start of this year, we discovered that most of the people we spoke to in India's state of **Telangana**, had suffered from diarrhoea or other waterborne disease in the last year and only 11% of families had toilets. With your support, we held meetings to raise awareness of the consequences of poor sanitation and supported villages to claim funding for toilets from the Indian Government's Clean India campaign.

"This is the first year in many that we haven't had to set up a mobile health camp to treat malaria/diarrhoea & typhoid in the school. We've been able to ride through the season without a single child falling sick! With one simple act, we can reduce sick days, improve education and encourage whole families to change their behaviour."

Mr. Tihari Lalji, Chhattisgarh

Thanks to you, funding for 287 toilets in India's **Chhattisgarh** has been approved - that's around £43,000 of funding that you've helped leverage from the Indian Government.

With your support, we held community meetings in the Indian states of **Andhra Pradesh** and **Uttar Pradesh** to raise awareness of the Clean India Campaign and to support people to apply for funding for their own toilet.

◆ In India's **Uttar Pradesh**, your donations allowed us to establish a DEWATS (decentralized wastewater treatment centre) which recycles waste water and makes it safe for reuse in agriculture. The DEWATS discharges surplus clean water into the River Yamuna - the body of water that separates the slums that we work with from the affluent Taj Mahal area.

◆ In Nepal's **Thosne Khola**, your support has helped us design and deliver a programme of whole-community sanitation so that everyone has the same knowledge and understanding. Thanks to you, we provided training on solid waste management to encourage households to dispose of rubbish safely. This year, Thosne Khola was pronounced to be Open Defecation Free!

"Those days, the village used to be very dirty, and there were health problems. Each house used to have at least two malaria patients. No hospitals nearby. We used to get treatment from Narsipatnam, and that was expensive. All these diseases were due to unhealthy water that we used to drink."

Simhachalam, Andhra Pradesh



HOW?

...WITH HYGIENE TRAINING

"Availability of safe water within our reach is totally changing our lives. It is saving lots of money as we are healthy and productive. It is saving our time and energy as we do not walk long distance every day like before to fetch the water. I see people are healthier and hygienic in my village than before with improved access water."

Bikki, Mahabubabad district of Telangana



In India's **Telangana**, your donations helped fund street plays to engage and educate 993 families on the importance of handwashing and good hygiene. As a result, we've seen an increase in awareness among people in all 20 communities on how health is affected by water, sanitation and hygiene.



In the Indian state of **Madhya Pradesh**, your support has enabled us to deliver plays and puppet shows that highlight the dangers of drinking water that's contaminated with fluoride. In every village, we've held meetings to discuss personal hygiene and sanitation and taught handwashing exercises in villages and schools. We've delivered training for Water User Committee members, teaching them how to chlorinate wells and test water quality. People are aware of when they need to wash their hands with soap, why they should wash fruit and vegetables before eating and how to dispose of waste safely. 70% of households have started storing drinking water and food in covered containers. Cleanliness has improved across the villages and there are fewer open drains.



In India's **Chhattisgarh**, you helped improve handwashing practices among 1,309 people in 36 villages. With your support, we set up permanent handwashing locations at schools and within the villages. We worked with 453 women and adolescent girls to help them understand how to manage their periods safely and to encourage them to abolish the practice of 'untouchability'.



Thanks to you, 469 people living in remote tribal villages in India's **Andhra Pradesh** attended training on handwashing, menstrual hygiene and animal husbandry. As a result, 90% of those who attended are practicing better hygiene.



With your support, we've delivered household training to families in **Thosne Khola**, Nepal to improve the community's knowledge of how waterborne disease is spread. As a result, villagers are now practicing the six hygiene messages they learned including menstrual hygiene management, handwashing and the F-diagram – or how faecal matter can reach your mouth and cause disease.

"We have improved our family hygiene and health with better access to water facilities. The project not only reduced my work load of carrying water but also saved time, which I am using for better purposes."

Katraj Balamma, Apaipally Telangana



In **Uttar Pradesh**, India, we've delivered training and workshops in schools, kindergartens and communities to raise awareness of the importance of good hygiene. Washing hands with soap is now common and we've seen a reduction in the incidence of diarrhea from 18% in 2015 to 11% in our most recent survey.

OUR CHALLENGES & LESSONS LEARNED

With every project, we come up against challenges and obstacles. Some we can predict and take steps to avoid, others appear unexpectedly. Whatever the obstacle, we aim to respond quickly by adapting our programme and sharing what we've learned to improve our own work and inform the wider WASH sector.

LOCATION, LOCATION...

Working with marginalised communities means working in remote areas with little infrastructure and few professional services. Mechanics and masons are often unwilling to travel long distances and we've struggled at times to find skilled workmen and women to build the infrastructure needed. To overcome this, we develop relationships with masons, hiring them again and again to secure our reputation as a reliable partner and building local confidence in the opportunities that present in remote tribal areas.

WHERE TO BUILD?

Over the year, we've suffered delays due to a shortage of sites suitable for overhead storage tanks in the villages where they're needed. To solve this problem, we've encouraged people from the village to donate their land to the community, helping build a sense of collective ownership and community.

GENDER

Despite focusing on gender equality in our work, we know that women make up fewer than 50% of the water user committees we've helped form. And, it's still mostly men that attend committee training. We'll continue to encourage women to engage and take up positions of responsibility.

CHANGING BELIEFS

Convincing communities in central India that excess fluoride in drinking water was affecting their health has been a challenge from day one. Most of the population is Scheduled Tribe and lives below the poverty line. The region is prone to drought and people depend on groundwater for domestic and irrigation requirements. Convincing them to restructure their water systems has taken time and perseverance but results are really encouraging.

TOILETS

Thanks to extensive education around hygiene, communities understand the importance of hygienic behaviour and using toilets, however getting people to use a toilet has remained a challenge, especially in tribal communities, and requires ongoing work with individual households.

UNTOUCHABILITY

In some parts of the world, the stigma that surrounds women and girls during menstruation still exists. To improve menstrual hygiene and associated women's health, we actively encourage and fund our partners to include this subject in all education/awareness activities.

NEW PARTNERS

Working with a new partner, especially in a new country has its own unique challenges. However, our new programme in Nepal has helped us develop knowledge and insight into the country's WASH sector. We understand that patience, persistence and adaptability is key to both project success and partner development.





SOLAR POWER

Solar systems bring many benefits to the communities and local environment and contribute to battling climate change. However, the expense of installing solar panels and their maintenance is an ongoing piece of research. We'll monitor their use closely to inform future projects.



WASH LESSONS

Schools are the best places to start with WASH-related awareness activities as children take home what they learn and share it with the rest of their family. We will be extending our work within schools in future programmes.



VICTIMS OF OUR OWN SUCCESS

Last year, we supported our partner in Andhra Pradesh to leverage funds from other organisations. Whilst this is a huge success, it has reduced their capacity to manage our relationship. This is an important learning for the future in terms of how we leverage funding and how our role can change with partners when they grow and become more attractive to large funders.



ONE STEP TO THE NEXT

Supporting communities to claim their rights in one area often leads to development beyond water and sanitation. For example, providing assistance to claim funds for building toilets has led to communities securing funding for road construction, ration cards, pensions and housing rights. We've learned that whilst we're focused on water and sanitation, the communities we work with have multiple needs and we can also support them to leverage funds for other areas of development.



WHY DIFFICULT MAKES THE BEST LEARNING

Difficult projects, that often seem to be less successful, can make the best learning. We have learned countless lessons from our work in Agra and Nepal. We'll use this learning for future programmes.

OUR RESEARCH

Not only does our research help us and our partners learn and improve, we use our findings to advocate for improvements in the WASH sector in India, Nepal and the UK, amplifying our impact.



In partnership with Arup, the global engineering firm and our strategic partner, we continued to test the Micro-Environmental Impact Assessment tool, which will help the wider WASH sector assess the impact of their projects.

At the same time, we launched WASH Basins - a two-year project with Arup. WASH Basins aims to develop a process for using Integrated Water Resources Management (IWRM) principles to meet the water and sanitation needs for some of India's most vulnerable and marginalised communities. With Arup and our partners in India, we hope to improve the way communities and governments manage their own water supplies by mapping the water resources in a district or state. We'll produce a toolkit that will outline best practice in water resource management to share with the wider WASH sector. We are currently collaborating with other NGOs, such as Water Aid to ensure that this work is useful and used by the wider WASH community.

Together with FRANK Ambassador Professor Darren Reynolds and his team at UWE, we were granted funding from the National Environment Research Council (NERC) to take part in a 3-year research project together with India's BOSE Institute. The project aims to improve water based remote bacterial sensors, looking at how they detect pollutants and how the results they generate are received and processed remotely. Detecting dangerous bacteria means we can treat and purify a water body appropriately and reduce the risks to human health from waterborne diseases.

MAKING OURSELVES HEARD



As well as taps and toilets, FRANK Water supports people to claim their rights, access government support and take ownership of their land, their health and their education.

In 2017-18, we encouraged families in every village we work with in India to engage with the Clean India Campaign and claim funds from the Indian Government to build their own toilet. In Telangana, 1147 families have submitted an application and so far, 975 have been granted. At £150 per toilet, this totals around £146,250 additional funding leveraged.

In Chhattisgarh, we've taken it a step further. We worked with local politicians and community workers to educate communities on how to leverage government funding to pay for their development needs, including water, sanitation and employment. We've seen incredible success including funding for hand pumps, ponds and wells, as well as road construction, school repairs, pensions and birth certificates.

In the UK, we continue to advocate for sustainable water consumption. In May 2017, we launched our #PledgeToRefill campaign, calling on consumers to ditch single-use plastics and carry a refill bottle at all times. The campaign attracted national coverage.

FRANK Water's work contributes towards Sustainable Development Goal 6 - providing access to safe water and sanitation for all by 2030. In 2017, we joined the Global Water Partnership whose mission is to advance governance and management of water resources for sustainable and equitable development.

We renewed our membership of the Climate is Water campaign, the South West International Development Network, the Sustainable Sanitation Alliance (SuSanA), Sanitation and Water for All and End Water Poverty. This advocacy runs alongside our increasing focus on climate change and environmental sensitivity in our project delivery and research.

GETTING THE WORD OUT

This year saw us reach more people than ever before - via a raft of different events, campaigns, festivals and digital projects (among others).

Here are just a few of 2017's highlights...

WE TALKED...

2017 saw FRANK Water Founder & CEO, Katie Alcott speak at the TEDx Malvern Event, share knowledge and experience with the School for Social Entrepreneurs and join Pukka Herbs, Neighbourly and Bearpit Bristol to discuss what it takes to make Business a force for good. She attended a reception at Buckingham Palace with the Women of the Future and partnered with Arup to present at the WASH sector's WET networking event in London.

WE CAMPAIGNED...

For people to ditch single-use plastic and carry a refill bottle with them instead. Our #PledgeToRefill campaign launched in May 2017 to accompany the huge step we took to end sales of bottled water in single-use plastic bottles. We marked the occasion by producing a limited edition refill bottle and cup in collaboration with our friends at Klean Kanteen.



WE TRAVELLED TO INDIA...

to make a short film with our partners at Bala Vikasa. Supported by the H&M Foundation, the film tells the story of one girl with two lives – one with and one without safe water. You can watch it at frankwater.com/sangita

WE REFILLED...

at eleven UK-wide music festivals, raising funds and awareness, encouraging behaviour change and protecting the environment. We served 98,500 refills to festival-goers, saving approximately 8 tonnes of carbon and 148,000 litres of water.

WE WENT BACK TO SCHOOL...

with the UK's green poet, Martin Kiszko and a team from Arup to deliver 'The Story of Wash through Poetry & Practical Engineering', a cross-curricular programme that explores our work via a strong environmental message.

IN-KIND SUPPORT...

was provided by various companies and individuals and thanks, in particular, go to: Rebecca Barr for social media & Leah Witton for graphic design.



HOW YOU'VE HELPED!

Every year, you, our supporters, blow our expectations out of the water with the lengths you go to raise funds for safe water projects. This year was no exception. Read on to find out the impact you've had...

YOU MADE DOUBLE THE DIFFERENCE...

thanks to match funding from Nkuku, Liz Earle Wellbeing and Blue Sky Botanics, you raised more than £18,000 via our Big Give Christmas Challenge and a further £7,000 through our World Water Day Appeal.

YOU JOINED OUR RAINMAKER CLUB...

a new scheme for our growing team of corporate partners that support us in dozens of different ways. The Rainmaker Club offers three tiers that reflect the different levels of donation made to FRANK Water.

YOU CHALLENGED YOURSELVES...

an astonishing 85 of you ran, swam, cycled, walked, drove a rickshaw (!) and more to raise funds for FRANK Water.

YOU LAUGHED...

at our annual fundraising dinner at Bristol's Thali Café which featured live comedy from a couple of well-known acts plus an auction, raffle, food and music.

YOU PAINTED THE TOWN RED...

at our second London-based event, this time at Benares restaurant. Guests ate Michelin-starred food, drank cocktails and met Chef/Owner Atul Kochhar and FRANK Water Patron, Anita Rani who took part in a Q&A session on all things Water & India.

YOU VOLUNTEERED...

in the office, at sporting events and music festivals, on our Board of Trustees, as Patrons, and within our network of Ambassadors. Our volunteers are a critical part of the team, extending FRANK Water's reach beyond its staff.



A YEAR AT FRANK WATER



I first met the FRANK Water team five years ago after signing up for my first outdoor swim (10km down a freezing river!) to raise funds for their safe water projects.

Since then, I've been an Ambassador, Trustee and since last year, Chair of the Board of Trustees.

In 2015 I visited Agra to see some of FRANK Water's work in the urban slums that look across the river Yamuna to the wealth of the Taj Mahal – a trip that cemented my belief in FRANK Water.

This year, we've held some great events to raise funds and celebrate success. From Bollywood dancing at our annual (and unmissable!) fundraising dinner to a curry lunch with staff and other trustees as part of our Karma Korma campaign during National Curry Week.

Our FRANK Water Festival Refill Service had another successful year - supported by key staff, enthusiastic interns and dedicated volunteers.

Together, we waved goodbye to staff and trustees who left to pursue different challenges (new babies and new jobs!) and welcomed new, lively and skilled members to our team.

At FRANK Water, workshops and meetings are always inspiring, often challenging but never boring. Our strategic planning day helped reinvigorate staff and trustees to take forward FRANK's purpose. Our progress and success continues to reach a wider audience through FRANK Water's social media campaigns

Although this has been an incredibly busy, productive and exciting year as FRANK's Chair of the Board, I still feel as though I've only scratched the surface. At FRANK Water, we talk about having an impact that's greater than our size would suggest. And now I see why.

Our small team across two continents not only provides taps, toilets and hand washing lessons. We advocate to governments, partner with global firms, collaborate with academia and work to alleviate water poverty by improving water management in villages, districts and states.

Our motivated team and positive outlook confirms my confidence that FRANK Water has the right people for the job and I'm already looking forward to 2019. Thank you for continuing to support FRANK to work towards a bright future.

Anoo



JUST ADD WATER



When you support FRANK Water, you reach some of the poorest people in India and Nepal with safe drinking water, toilets and good hygiene.

Your donation allows us to plant trees, recharge ponds and rivers and encourage governments to build similar, environmentally sustainable projects.

Your donations improve health, give children more time at school and empower families to leave poverty behind. Your support transforms lives and builds futures.

£11 is all it takes to provide a sustainable supply of safe, clean drinking water for someone living in a rural, remote village in India or Nepal.

Find out more at
frankwater.com/donate








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