



Water and Environmental Sanitation Network

2018 Malawi Performance Report for WASH Civil Society Organizations (CSOs)

FINAL

December 2018

THE PERFORMANCE REPORT FOR THE MALAWI'S CSOs IN WATER AND SANITATION SECTOR

Under Water and Environmental Sanitation Network (WES Network)

December 2018

Foreword

The past year in the Water, Sanitation and Hygiene (WASH) sector in Malawi has been one like any other, and yet one like no other. As Civil Society Organisations (CSOs) and development partners, we continued to invest in many of the same activities as in the past- water point installation, upgrading of latrines/promotion of household latrine construction, training of community groups, etc. In fact, this report shows that cumulatively, we invested upwards of MK 39,595,536,030 this year as CSOs and development partners on implementing these activities. However, there has been a growing recognition and unease that maybe, we are not ensuring this huge investment is having the impact we desire. The Sustainable Development Goals (SDGs) demand a much higher level of achievement and aspiration than we are used to.

Since the launch of the SDGs in 2015, we have been called upon to re-envision what sustainable access to WASH services looks like and how far are we from reaching that goal in Malawi. As a sector we have been relatively slow to adapt the SDGs to Malawi's context. 2018 was a year when finally, modest efforts beyond meeting and discussing the SDGs have been made to understand how reaching the SDGs will be implemented in our sector. Evidence that this is so stems from the fact that in 2018, the Sanitation and Water for All task force in Malawi has pushed for conversation around strengthening the sector systems for regulation, government-led planning, accountability mechanisms, sustainable financing, and harmonising sector M&E systems. There has been a dedicated effort on improving the JSR processes through a review. Various organisations have taken part in discussing the way forward to improve how our sector collects, manages, and shares M&E information. WES Network revamped the Policy and Advocacy and Research and Knowledge Exchange Thematic Working Groups, and managed to hold a number of regional coordination meetings. All of these are just examples of how the mindset of our sector is slowly shifting away from simply implementing WASH projects, but instead looking towards the future of sustainable service delivery and how we can achieve that together. This is the first step- changing how we think about the challenges we face, and endeavouring to strengthen the systems that are in place to ensure we have an effective sector.

The theme of this year's Joint Sector Review, "**Accelerating Attainment of SDGs through Sector Accountability**" is indicative of this shift. We cannot affect improvements in our sector without addressing the issue of accountability- both as Government and as CSOs. Never before have we been as collectively committed to making sure that the coming year is not just 'business as usual.' This year allowed us to shift our mindsets, but it means the year ahead needs to be one of action.

On behalf of the WES Network secretariat, I would like to call each one of us to action. Let us use the foundational discussions on important systemic challenges that were held in 2018 lay the groundwork for action in 2019. In November of next year, I hope we will be able to say that we have made progress in addressing the very same challenges we report on year after year.

I would also like to thank in a special way the organisations that made time to contribute their progress reports and opinions in the formulation of this year's CSO Performance Report. Your commitment to transparency and participation are the foundation for increased accountability in our sector.

Kate Harawa

Board Chairperson- WES Network

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1.0 Context

The Water and Environmental Sanitation Network (**WES Network**) is a membership based Civil Society network that coordinates the work of NGOs working in the Water, Sanitation and Hygiene (WASH) subsector in Malawi. It recognizes the role of water and sanitation in economic development and poverty reduction. WES Network was established in 2005 and got registered with Malawi Government in 2011. WES Network's head office is in Lilongwe with representation across the country by its member organizations.

WES Network as the national umbrella organization of NGOs, CBOs, Private Sector and individuals in water and sanitation sector in Malawi, and is mandated to provide annual performance reports for CSOs working in WASH sector. This report, referred to as the CSO Performance Report, serves as an accountability and performance monitoring tool for CSOs in this sector. It also serves to reflect CSO's sector contribution.

The report is based on data submitted by the CSOs reporting on a wide range of activities across the WASH spectrum. A standard format for data collection tool used in the previous year was reviewed and distributed to CSOs. The tool intended to capture data on budgets and expenditures, areas of focus, challenges, and the major outcomes of the interventions taken.

Apart from helping the CSOs to account for their contribution, this report serves to contribute to government's reporting system through the Sector Progress Report (SPR). As per the requirements, the CSO Performance Report forms part of the SPR to seal the progress made by the sector within the whole year.

2.0 Introduction

According to NGO board, Malawi has more than 100 Civil Society Organizations that are aimed at complementing the work of government in the WASH sector. There has been an increased number of players in the sector which has resulted to duplication and sometimes conflicting efforts in as far as project implementation is concerned by these WASH players. It was also noted that there is lack of accountability by most players. However, there has been some notable efforts by other players in the year 2018 to enhance accountability among CSOs. The annual report therefore serves as an accountability tool while also showcasing and informing the good work the CSOs are doing in complimenting government's efforts.

40 organisations provided information for the compilation of this report and out of these, 16 are local NGOs representing 40%, 20 are international NGOs (INGOs) representing 50%, and 4 are academic institutions representing 10%. These four academic institutions are Mzuzu University, LUANAR, MUST and the Polytechnic, which is a good representation as only Mzuzu

University contributed in the last year's performance report. Of these reporting organisations, 33 are paid up WESNET members while 7 are not. In 2018, the network registered 37 organisations and individuals as paid up members out of 87. The full list of contributing organizations and their membership status can be found in Appendix I.

This report gives a snapshot of investments and progress made by CSOs in 2018. It must be kept in mind that the information presented is not comprehensive due to relatively low CSO report submission. The report also covers the secretariat's activities and progress as well as challenges and recommendations for both the secretariat and the sector.

3.0 Financing

3.1 CSO Expenditures

For the operations in the WASH sector in 2018, the CSOs reported projects with aggregated annual budgets of about MK16.1 Billion Kwacha for various activities.

Of the 40 organisations that reported, only five CSOs accounted for 62.3% of all CSO expenditures in 2018. World Vision funded the largest percentage at 20.6%, followed by WaterAid at 13.1%, ONSE at 11.4%, Water for People at 10.6%, and United Purpose at 6.6%. These five organisations were the only CSOs to have total expenditures on WASH amounting to over MK 1 billion each in 2018.

Of the 12.1 billion MK invested by CSO's that was reported by sub-thematic area, the breakdown is shown in Figure 1 below. Water Supply continues to take the lion's share of resources at 42.3%, Sanitation and Hygiene following at 21.1%, and the Agriculture, Food Security, and Nutrition sub-thematic area at 15.1%.

This year, CSOs had an apparent increase in spending on the Advocacy (4.9%) and Research (1.7%) sub-thematic areas, which could be due either to actual increases in spending in these areas or simply that more organisations reported in these areas in 2018. In the 2017 CSO performance report, these sub-thematic areas represented less than 1% of spending each.

The least amount of spending in 2018 went to activities in Operation and Maintenance (1.3%) as well as dismally low spending on Coordination (0.1%). Considering that challenges to do with low functionality of infrastructure and coordination were two of the main challenges identified by the same reporting CSOs, the low spending in these sub-thematic areas is cause for concern.

Figure 2 below shows the breakdown of CSO investment in urban, peri-urban and rural areas in 2018. Some organisations reported combined figures, which account for the additional categories in the graph. Overall, the rural areas received upwards of 78% of reported CSO investment.

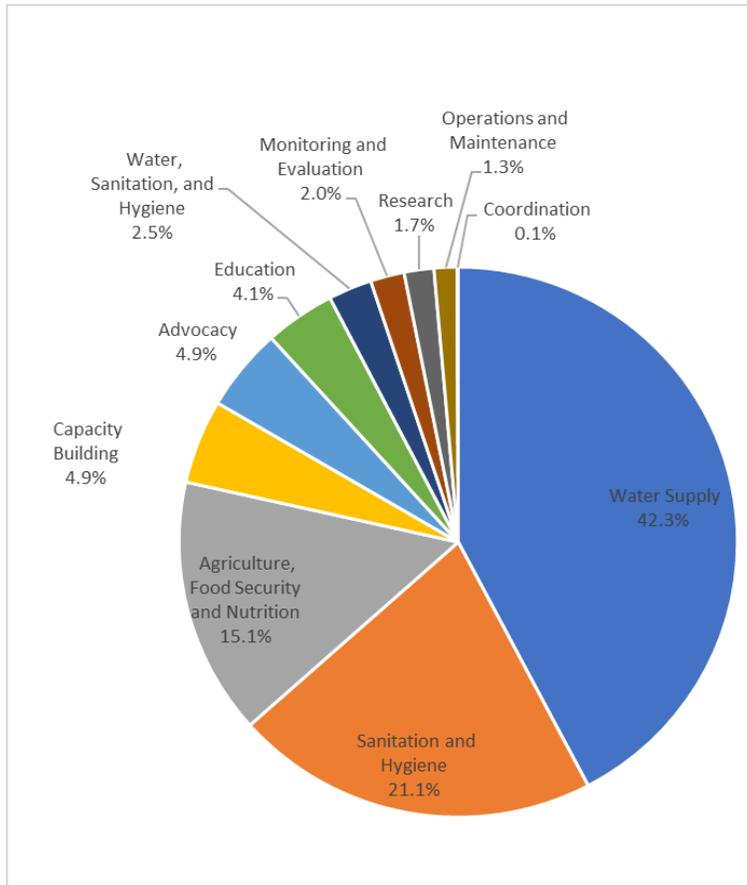


Figure 1- CSO investment by sub-thematic area in 2018

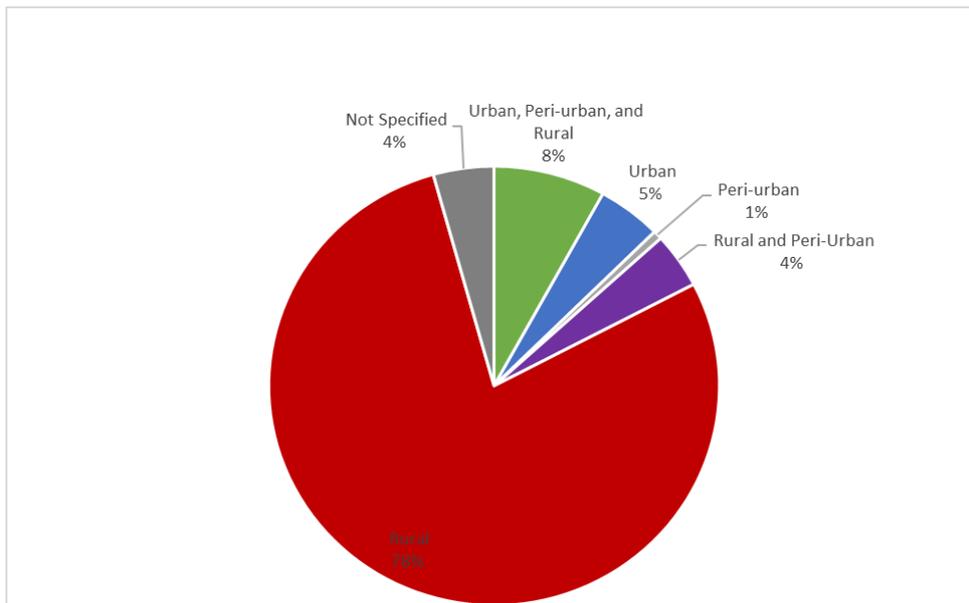


Figure 2- Breakdown of investment by CSOs targeting Urban, Peri-urban, Rural, or a combination in 2018

Figure 3 below shows an approximate breakdown of CSO investment across 27 districts in Malawi. Most CSOs reported program budgets that are invested in multiple districts, which made it difficult to disaggregate data. Therefore, the following figure is an estimate only. The three districts that received the most investment by reporting CSOs are Phalombe, Kasungu, and Machinga. Those that received the least investment are Nsanje, Rumphu, and Mwanza.

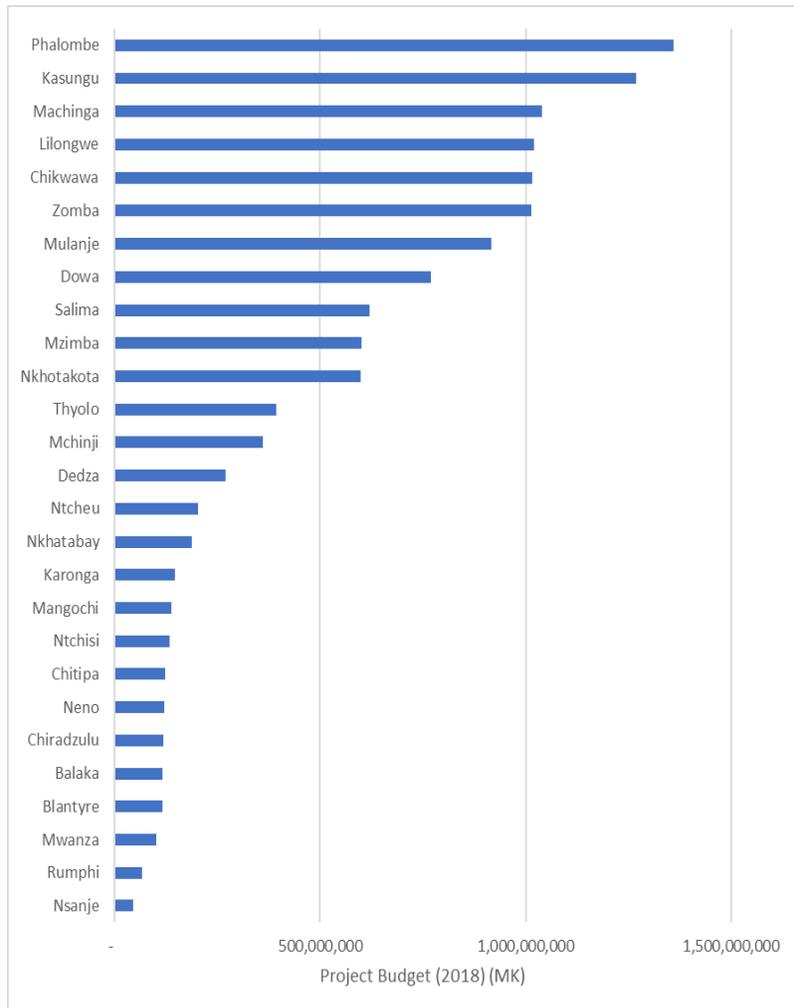


Figure 3- Expenditure of 36 CSOs across 27 districts in Malawi in 2018¹

Moving forward, WASH organizations forecasted an overall reduction of funding of 1.83 billion MK in 2019². Figure 4 below summarises the cumulative forecasts of the 31 organisations that reported 2019 figures, whether increases or decreases in WASH funding.

¹ No expenditures reported by CSOs in Likoma district in 2018. Expenditures reported directly by donor agencies are not included in analysis.

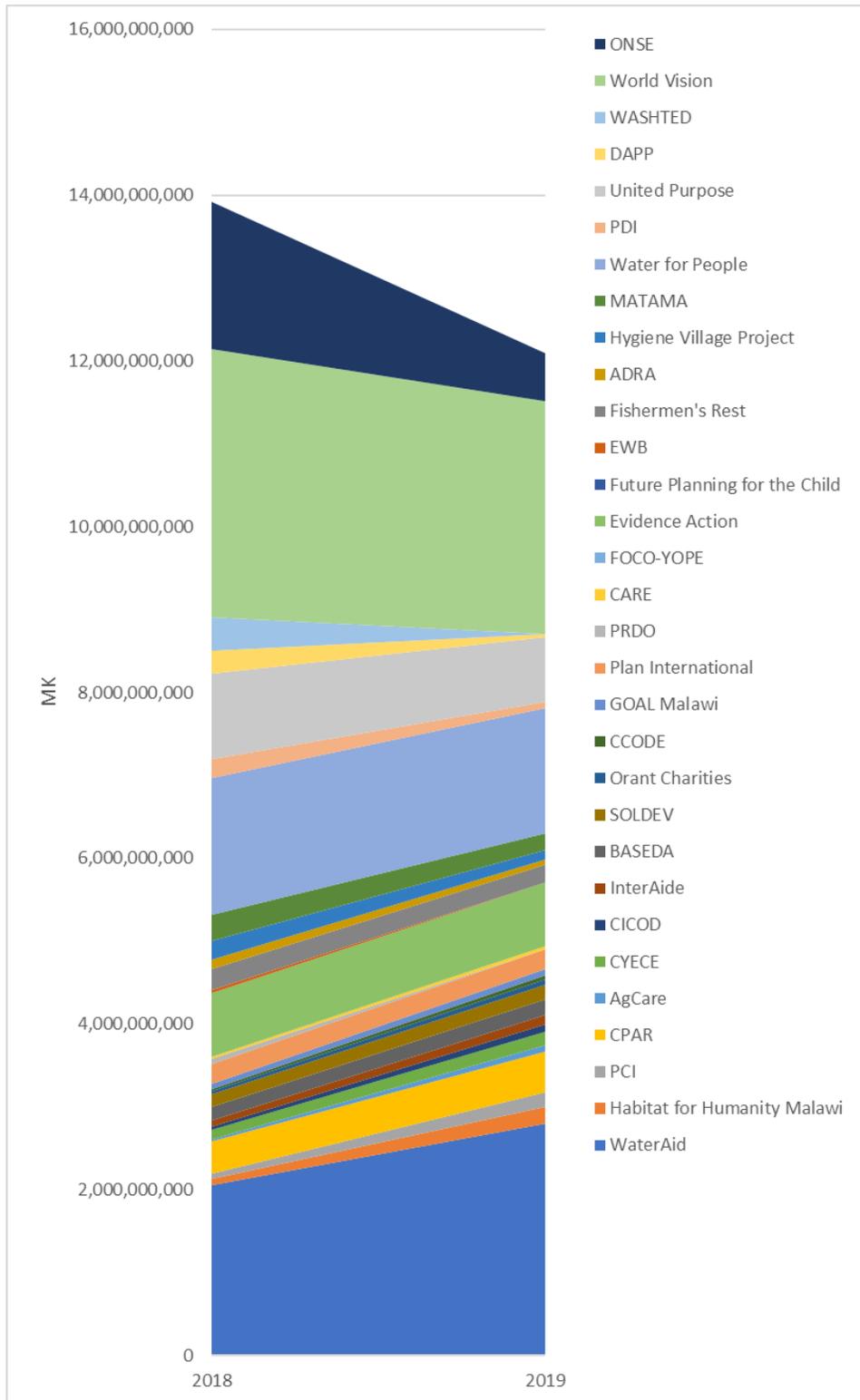


Figure 4- Forecasted changes in WASH budgets from 2018 to 2019

² Analysis based on 31 organizations that reported both 2018 WASH Budgets and a 2019 Forecast

Of the 14 multi-sectoral CSO's that reported budgets, approximately 15% of their budgets are invested in the WASH sector, representing about 4.8 billion MK. This poses both a higher risk and an opportunity for funding to the WASH sector. Organisations that are not solely focused in the WASH sector may decide to invest more or less in the sector as compared to other sectors from year to year.

Among 27 organizations that reported total WASH expenditures and WASH expenditures excluding emoluments, on average two-thirds was spent on non-emoluments and one-third on emoluments.

CSO's reported a wide range of international and local donors, with USAID, DfID, WaterAid, and UNICEF being most frequently cited primary donors.

3.2 Donor Financing

In past years it has been difficult to characterize all of the sector funding that is not appearing on government budgets. Reporting from CSOs has never been comprehensive, with only a portion of CSOs reporting on their financial information. Government, on the other hand, only has information about government spending and donor funding that is channelled through the government coffers for projects. This leaves an incomplete picture of how much money is invested in our sector each year.

This year, an information request was sent to 9 donor agencies to also report on which projects they funded in the Irrigation and WASH sub-sectors. We received reports from the African Development Bank, the Scottish Government through the Climate Justice Fund (CJF), the European Union Delegation, USAID, JICA, and WSSCC. Due to various reasons cited by those agencies and the short time frame given to submit, we did not receive reports from UNICEF, World Bank, or DfID. Other donor agencies were not contacted directly. The financial information reported by the 6 agencies was cross-checked with the information submitted by CSOs to remove duplicate information to the best of our knowledge, though some CSO reporting was inconsistent.

The total investment this financial year reported from 6 donors was MK 24,084,350,368, or just over 24 billion kwacha. Figure 5 below shows the breakdown by various donors.

The African Development Bank funded the majority of this amount at MK 16,844,188,192 due to the large infrastructure investments as part of the Sustainable Rural Water Infrastructure for Improved Health and Livelihood (SRWIHL) project. The SRWIHL seeks to increase the resilience of water supply systems through rehabilitation and expansion and to address sanitation and hygiene challenges in the districts of Rumphi, Nkhotakota, Ntcheu, Mangochi and Phalombe. The AfDB is also investing considerable funds through the Northern Region Water Board to improve the water and sanitation services in Mzimba township.

The EU contribution for the period went primarily towards Bwanje Dam construction and a small portion went to the Lilongwe low income area WASH program. The EU has indicated that although support for the Irrigation sub-sector will continue in the next financial year, the support to the WASH sector will come to an end by December 2018.

In the period, USAID funded activities in borehole drilling and rehabilitation, as well as improved rural sanitation and hygiene. WSSCC funded coordination activities in the sector, a portion of which went to the WES Network secretariat.

The CJF funding was focused on asset analysis for all rural water points and targeted sanitation points, and waste points in all 28 districts of Malawi to support investment planning; supporting the operationalisation of the National Water Resources Authority; capacity building across all levels of Ministry of Agriculture Irrigation and Water Development staff in water related departments; and targeted research such as the borehole forensics initiative.

JICA funding was focused on technical support to the Ministry of Agriculture, Irrigation, and Water Development, and a technical advisor in the department of Water Resources is looking at the implementation of the National Water Resources Master Plan. There are also components of funding looking at Non-Revenue Water reduction equipment with Lilongwe Water Board; capacity building of the Blantyre Water Board; a system for professional development for irrigation officers in medium-scale irrigation schemes; and to develop the environment for conservation and sustainable management of DFR (Dzalanyama Forest Reserve).

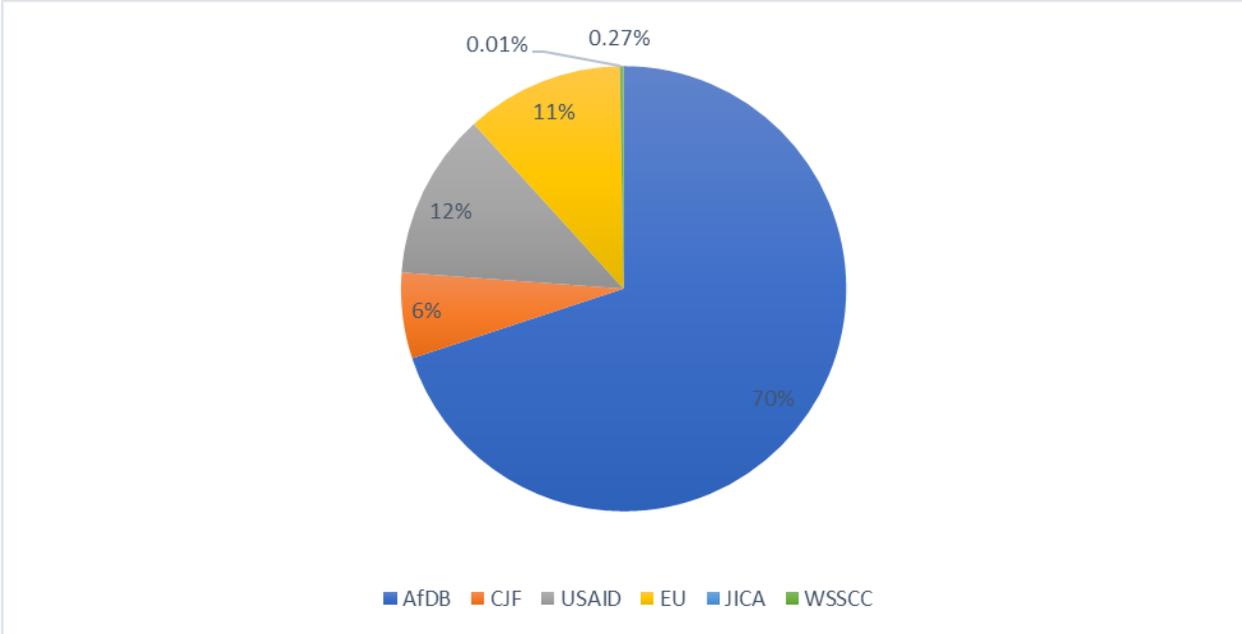


Figure 5- Proportion of sector funding from 6 donor agencies

Of the 24 billion kwacha reported by donor agencies, 89.3% went into WASH projects, 10.6% into irrigation projects, and only 0.01% into initiatives focused on Water Resources. However, it should be noted that most of the WASH projects cited aspects of water resource management, but because the funding lines were not disaggregated, they appear as part of the WASH project funding. This means that although the funding for water resources is low, it is likely slightly higher than reported due to integration with WASH projects.

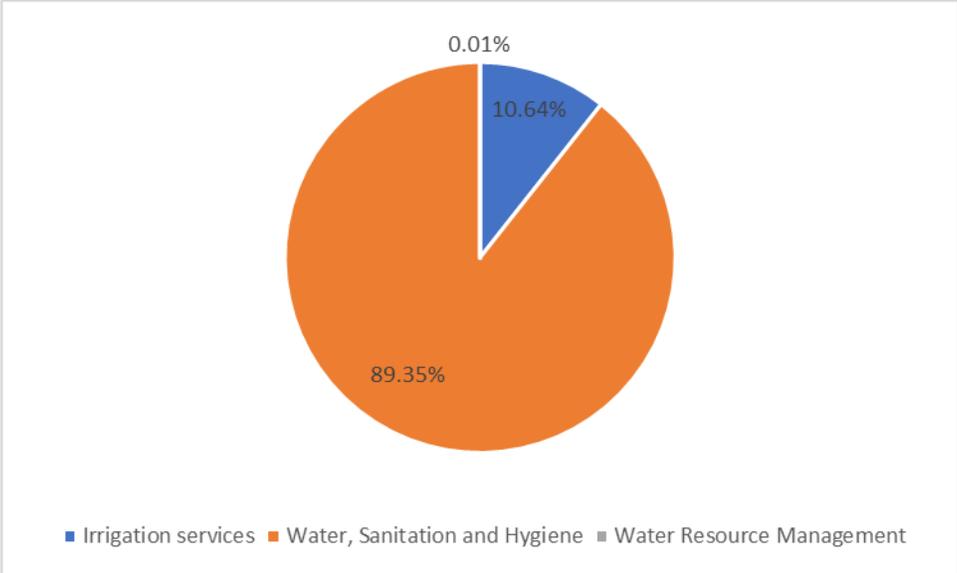


Figure 6- Donor investment by sub-sector

In order to come up with the combined investment by donor agencies and CSOs to the sector, we had to remove the overlap in reporting. Approximately what was reported from CSOs from these same donors, notably CJF and USAID, was MK 2,570,878,671, which represents the duplicated reporting between the two groups. Removing this overlap reveals a cumulative investment made by the two groups of **MK 39,595,536,030** in this financial year alone.

Of note is the steady decline in donor funding to the WASH sector. DfID made an announcement earlier this year that it has discontinued investment in the WASH sector in Malawi, as well as the EU reporting that their WASH program will come to a close at the end of 2018.

Despite these major donors pulling out of the sector, CSO reports revealed that there are many more donors in our sector than those that are a part of the Water Sector Development Partners Group and/or approached to report investments as donors. The full list of 64 donors reported can be found in Appendix 3.

4.0 Analysis of CSO Activities in 2018

In the reporting period, CSOs made tremendous individual and collective progress in service delivery. Even with only about half of the allegedly active WASH organisations reporting, a wide geographical and thematic spread of CSO-led activities was registered. It is worth noting that CSO organizations on average reported having two-thirds of their staff being male and one-third being female.

4.1 District Activity

The 35 organizations that specified districts in which they are active (excluding those that reported “national programs”), cover almost every district with the exception of Likoma that had no organizations reporting activity. Every other district had at least two CSOs active and the median was 5 organizations active. Lilongwe district was reported to have the most active CSOs with 18 active organizations, followed by Dowa (14) and Kasungu (13). Rumphi was reported to have the least number of active organisations with only 2. Figure 7 below shows the breakdown and the list of names of organisations in each district is outlined in Appendix 2.

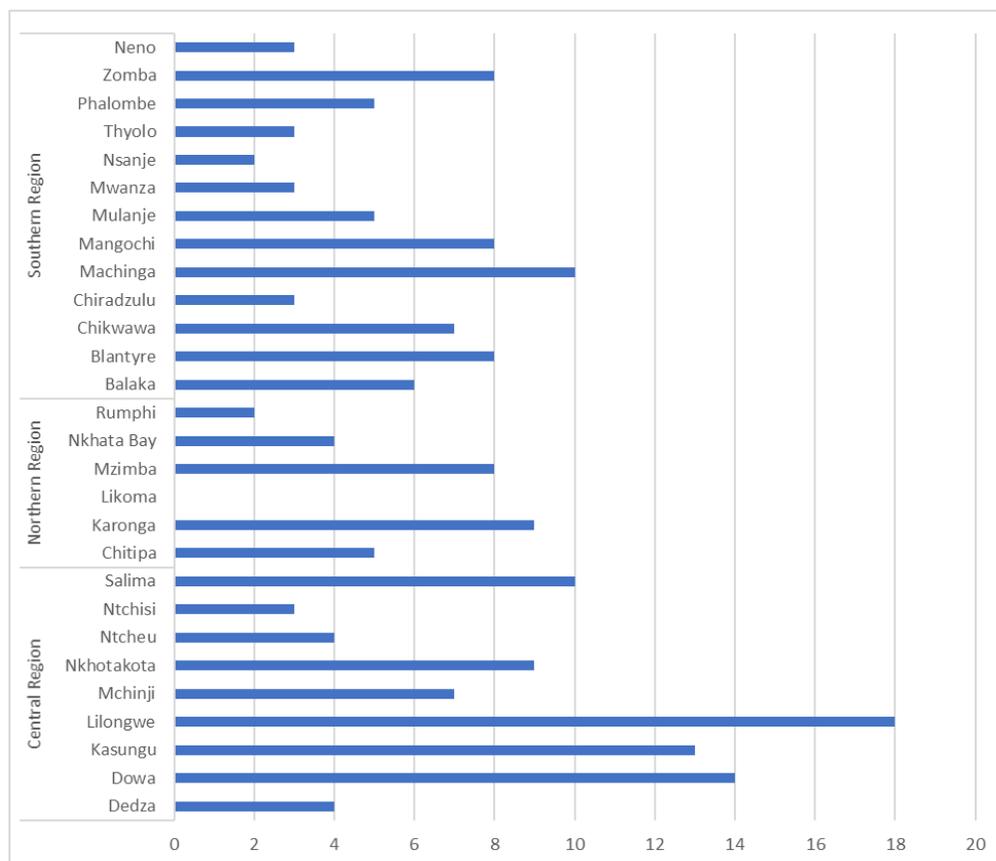


Figure 7- Number of CSOs active by district

4.2 Outputs and Achievements

Among the organisations that submitted reports, 18 provided specific details on their organisation's achievements over the last year. These responses were grouped according to type of intervention and are displayed in Figure 8 below.

These interventions included installation of new infrastructure such as boreholes, shallow wells, water kiosks, taps, latrines, toilets, handwashing facilities, and other sanitation infrastructure such as upgrading sanitation facilities at health centres and building rubbish pits. Interventions related to upgrading or repairing infrastructure included rehabilitation of boreholes and upgrading latrines. A variety of trainings were also conducted by CSOs, including training entrepreneurs, extension workers in various sectors, Health Surveillance Assistants in particular, Area Mechanics, and community groups.

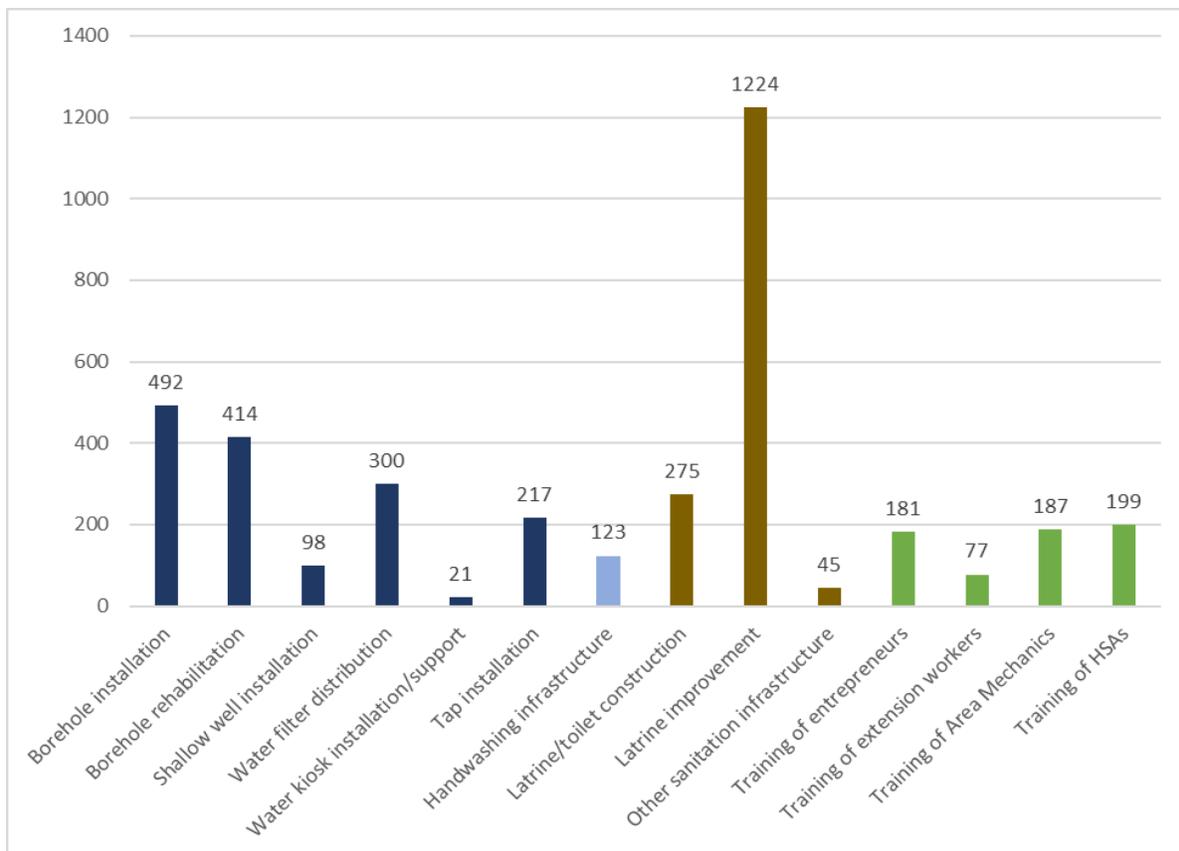


Figure 8- Outputs of interventions by 18 CSOs

The wide variety of trainings provided to community groups and differences in reporting figures made it difficult to aggregate a single figure. These trainings reached over 100,000 community members that were part of Village Action Groups, Water Point Committees, health committees, school committees, local leaders, local artisans, among others. Training included

subjects such as advocacy training; Community Based Management (CBM) of water points; infection prevention and control; Maternal and Newborn Health; trachoma elimination; hygiene practices; WASH promotion; sanitation marketing; sustainability skills; and resource mobilisation.

4.3 Challenges Faced in Implementation

CSOs reported a number of challenges that hindered progress in 2018. Perhaps unsurprisingly, many of the challenges cited by CSOs in 2018 were the same challenges faced in 2017. The most common challenges reported are summarised below in order of prevalence.

i. Lack of Coordination

Lack of coordination was the most commonly cited challenge, identified explicitly by over one third of reporting organisations. In most cases the complaint was referring to lack of coordination amongst NGOs resulting in poor integration of complementary programming, competition in similar areas of interest, and the missed opportunity for knowledge sharing amongst practitioners. Some reported competition between NGOs at national level where some organisations are pushing for their own technologies instead of collaborating with others. Others cited the practice of some NGOs to provide sanitation subsidies to communities, undermining the no-subsidy policy on sanitation and undermining the efforts of other organisations on the same. This is also in line with the complaint that some organisations provide allowances above and beyond the harmonised rate, which undermines the activities of other organisations in the same area. A number of organisations also cited the lack of coordination with the district council being a challenge.

ii. Dwindling WASH Funding

In past years there have always been complaints that it is difficult to source funding in the WASH sector, especially locally in Malawi. The challenge that there is low funding available in our sector is also corroborated by the fact that 39% of reporting organisations expect to see a significant reduction in their WASH budgets in the next financial year. Two organisations noted that as new organisations, it is difficult to source funding locally. Two major donors in the sector (DfID, EU) have indicated an end to WASH funding after 2018. In addition, one organisation (EWB) is even set to close at the end of the year due to the headquarters decision to leave out WASH as a strategic area of focus going forward.

iii. Low District Government Capacity

One quarter of organisations reported that low capacity of the district government offices with which they work was a challenge to project implementation and sustainability of outcomes. Challenges were mainly in terms of the low financial muscle of district offices to follow up and

monitor community-level outcomes- especially with regards to post-ODF monitoring and water point monitoring and repair.

iv. ODF Slippage

Of the organisations implementing sanitation activities, almost all of them mentioned ODF slippage in communities that were previously declared ODF as a challenge. Most related this to the lack of post-ODF monitoring but some also alluded to the ineffectiveness of CLTS as a standalone intervention in achieving sustained behaviour change.

v. Other Challenges

A number of miscellaneous challenges were identified in addition to the most prevalent above: allowance culture undermining activities, poor community group sustainability, poor drilling practices and lack of accountability on the same, vandalism, poor government leadership of sector processes, cultural beliefs causing delays (eg. blood sucker saga), and technical issues such as rocky formations when drilling.

CSOs were also asked to comment on priorities for the sector to improve on in the year ahead, which is captured in section 7 below (Recommendations).

4.4 Sector Systems Strengthening Behaviours of CSOs

As our sector works to localize SDG6 and how Malawi can work towards its achievement, we cannot ignore the fact that in order to achieve sustainable access to WASH services we need to strengthen the systems that support service delivery in the long term.

The Sanitation and Water for All (SWA) platform is a multi-stakeholder partnership committed to achieving universal, sustainable access to WASH services by 2030. SWA partners have identified four key ways in which countries can improve the way that government and development partners work together to achieve greater development effectiveness. It posits that if that four key collaborative behaviours are adopted, collectively we can improve long-term sector performance. These four behaviours are to:

- Enhance government leadership of sector planning processes;
- Strengthen and use country systems;
- Use one information and mutual accountability platform; and
- Build sustainable water and sanitation sector financing strategies.

It is with these behaviours in mind that organisations were asked to characterise practices that indicate whether they are contributing to systems strengthening or if CSOs are simply

operating in parallel to government and other country systems. The following key observations were made.

Collaborative Behaviour	Observations
Enhance government leadership of sector planning processes	<ul style="list-style-type: none"> - 86% of reporting CSOs claim to work with district government as a key stakeholder. 35% reported national level Ministries as key stakeholders in their work. - 32% reported to use specific district plan documents such as DDPs, DSIPs, and DSEPs, to inform priorities for their organisational WASH activities, while 19% cited general “district council consultation” as having influenced their decision-making. - 19% of reporting CSOs made reference to National planning documents in setting WASH priorities, such as the Malawi Growth and Development Strategy 3, or the National Sanitation and Hygiene Strategy 2017. - 35% of CSOs stated that their strategic plans informed decision-making but it is unclear how many of these CSOs rooted their plans in government-led planning processes. - WaterAid funded a review of how to strengthen and improve the Joint Sector Review Processes.
<p>Overall, there seems to be good awareness about the formal channels for CSOs to report to district councils on progress, and to collaborate on implementation of projects. However, we know that this engagement is often surface level or restricted to reporting to the DEC or DCT rather than on government-led planning. Only a third of organisations seem to be accessing official district planning documents to inform their activities. A complaint arising from district government has been that few organisations have shown willingness to engage in joint planning at district level, but rather come with projects that they expect to implement with government cooperation.</p>	
Strengthen and use country systems	<ul style="list-style-type: none"> - Country systems may be considered as those that fall outside of temporary NGO action- primarily government, private sector, community, or regulatory/coordination structures. 4 organisations listed training for government extension workers (primarily

	<p>HSA) in key activities over the last year. 9 organizations trained entrepreneurs or private companies, 3 supported water boards, and 13 trained community-based groups.</p> <ul style="list-style-type: none"> - Only two CSOs financially supported sector NGO coordination explicitly (WASHTED, EWB), through direct support to WES Network for coordination and knowledge sharing activities. However, a number of organisations mentioned WESNet as a key partner or mentioned attending coordination meetings. - BASEflow and EWB supported a sector training needs assessment to inform the curricula development of the proposed Malawi Water Institute (MAWI), operated by the Water Services Association of Malawi. - It is of note that the Climate Justice Fund is supporting the operationalisation of the National Water Resources Authority as an important regulatory body.
<p>The majority of CSO activities remain focused on direct service delivery in parallel to country systems. Where CSOs seem to excel more in terms of systems strengthening is at community level, where direct implementation can strengthen the capacity of community groups. Less attention in general is being given to directly strengthening government capacity as an outcome area, and only a few organisations are looking at strengthening private sector actors directly. Despite nearly all CSOs citing coordination as a challenge in our sector, few remain willing/able to fund the costs associated with coordination.</p>	
<p>Use one information and mutual accountability platform</p>	<ul style="list-style-type: none"> - 57% of respondents said they accessed public WASH data, but there was a wide range on where this information was accessed. Most cited that it was difficult to obtain up-to-date information and had to resort to collecting their own information. - Most data sets accessed were from national agencies like NSO or Ministry of Health, development partner agencies such as UNICEF and USAID, or online mapping databases such as mWater. Only 6 CSOs referenced accessing data from district councils and this was mostly

	<p>DHO data sets.</p> <ul style="list-style-type: none"> - On the other hand, 84% of respondents had collected and shared information with other entities such as government or other NGOs. Of the information that was shared by CSOs, 41% was simply reporting on project activities/outputs- usually to the district council. Another 28% was inputting mapping data to online platforms, predominantly mWater. 17% were specific studies commissioned on topics of interest, 10% were baseline studies, and only 1 organization mentioned the submission of borehole drilling reports to government.
<p>CSOs continue to complain about poor access to comprehensive data sets in the WASH sector. While some organisations managed to get pieces of information from various sources, there was no one consistently cited access point, and most resorted to collecting their own data. And while most CSOs reported their data back to the government, it was in the form of project reports and specific to each NGO. There remains difficulty in harmonising information at district and national level so as to validate it and make reliable WASH information accessible to the wider public. Efforts by CSOs to harmonise data collection and management are ongoing through the Sanitation and Water for All M&E coordination meetings.</p>	
<p>Build sustainable water and sanitation sector financing strategies</p>	<ul style="list-style-type: none"> - Aside from government-funded academic institutions, only 3 CSOs reported to have funded some activities directly through district councils. - Water for People is the only CSO that funds all of their activities directly through District Councils by way of MoUs and annual funding agreements. - BASEDA and Pump Aid reported channelling small amounts of money through the District Councils for use in monitoring and recruitment, and cholera sensitization, respectively. - Discussions about what could make the Joint Financing Arrangement operational, especially from a donor/CSO perspective, are ongoing through the Water Development Partners Group. - In terms of alternative financing through tariffs, private

	<p>sector activities, etc., 3 organisations mentioned implementing Borehole Banking tactics, 5 organisations supported kiosk/tariffed water systems in both urban and rural areas, and 2 organisations are focused on strengthening the private sector for self-supply options.</p> <ul style="list-style-type: none"> - A workshop on the District Wide Approach was held to discuss how better coordination and joint planning at the district level could lead to more effective use of resources. - Many CSOs mentioned the need for devolution of funds to the district level for sustainable service delivery. Several organisations also attended the Policy and Advocacy TWG meetings to push the same agenda.
<p>Overall, the trend is that CSOs are unwilling or unable due to organisational policies to fund activities directly through government. It has been noted that although there is the recognition that district councils need a higher allocation for WASH activities and monitoring, there is also need to better coordinate resources spent by CSOs and Development Partners. In as much as we are advocating for more government resources to be allocated to the WASH sector and in particular at district level, we also need to be a more active party in discussing the way forward with the Joint Financing Arrangement and other initiatives to coordinate spending at both district and national levels. It is also of note that there is not as much focus on tariffed or private sector activity in sustainable financing strategies. Though there were examples of success, tariffs in rural areas were cited by organisations to be particularly challenging and more work needs to be done in this area.</p>	

The SWA National Task Force will continue to spread awareness about these collaborative behaviours and what part the various sector stakeholders can play in strengthening them.

5.0 Case Studies of Innovative Approaches

The following are some of the innovative case studies submitted by CSOs for 2018.

(i) Performance Tracking for NGO Accountability: The Case of BASEflow

BASEflow instituted a simple performance tracking system to monitor the effectiveness of their Data Call Centre in Blantyre as part of the ongoing National WASH Mapping. This system gave field enumerators (all government staff) a voice to do what is not done enough in the water sector: Hold an NGO accountable for the work they are doing. Using a mystery shopping approach, whereby someone calls the government staff for anonymous feedback, this has not only empowered the government staff with the space to provide constructive feedback, but it has demonstrated our commitment to transparency and accountability. The feedback given is then used to improve BASEflow's quality of service and even used to evaluate staff performance. This has given us measurable and verifiable evidence as to the effectiveness of the call centre model if implemented as a responsive and client-centred service. The lesson for the sector in this regard is that openness to criticism, rather than the default position of mutual suspicion, can improve your work and establish trust, especially when working with government.

(ii) Professionalizing Manual Drilling: The case of the CCAP SMART Centre

In 2018 the CCAP SMART Centre has set-up a certification scheme, as an attempt to professionalize the manual drilling sector. Drillers have been reviewed based on past achievements in terms of wells drilled and are categorized in different categories. The information is presented through the website (<http://www.smartcentremalawi.com/index.php/entrepreneurs/>) and will be advertised in the paper. This will help to differentiate with drillers who are not trained and who try to copy the technology without keeping to standards.

(iii) Spare Parts Quality Control: The Case of Fisherman's Rest

Fisherman's Rest has conducted research that indicates that a major cause of borehole failure is due to poor quality of parts in the market place. Therefore, we have started to evaluate the quality of parts supplied in Malawi. Following on from our 2017 borehole maintenance programme, we have continued to stamp our purchased parts with a unique ID and monitor if there are any issues with the parts. When we have had issues with parts breaking, we have been able to identify the supplier. Material quality checks on these products are also being conducted. Newly fitted rods have snapped in a number of boreholes, often after a very short period (some after only a week or two). Lab reports and other analysis to date suggest the quality of the steel in some cases to be very poor. We are reviewing composition of steel and rubber components and applying these to the international borehole standards as a baseline. Through the Madzi Alipo platform we will look to incorporate this information so that this knowledge is openly shared.

(iv) Empowerment of Area Mechanics: The Case of BASEDA

This year, BASEDA established an **Area Mechanics 'Association' in Lilongwe**. BASEDA has organised AMs into a more independent structure in Lilongwe district where they are clustered and integrated within the ADCs and are supervised by respective water monitoring assistants. At every ADC meeting a member of AMs association represents the network and shares the progress on O&M. These AMs meet on monthly and quarterly basis to strengthen their network. In a related development, in all the districts of operation, ADC members have been empowered to promote AMs networks, utilization of AMs during community repairs and fundraising for water points. Each ADC is provided with a hardcover exercise book and data collection forms for documentation and reporting of O&M interventions. At end of quarter such reports are submitted to the DWO by the ADCs, which has also improved government O&M monitoring.

It is also of note that while the accessibility of fishing tools can sometimes hinder the repair of boreholes- BASEDA has developed LATHA stone fishing tools that can be used to fish out obstructions in the casing main pipes of a borehole.

(v) Innovations in Low Cost Latrine Improvement: The Case of ONSE

Cement-sand screed technology of basic (improved) latrines is ONSE's innovation which is helping communities gain access to basic latrines. It is simple, low cost and affordable. A total of 1794 latrines were improved in a span of 4 months across 11 districts where ONSE is implementing WASH interventions. 8, 073 people have gained access to basic latrine. A 50Kg bag of cement caters for latrines. A group of 4 households contribute towards purchase of a bag of cement for their latrines. The approaches include working with Government extension workers, community health action groups, champion communities, local masons and sanitation sub-grantees.

(vi) Local Soap Making: The Case of ADRA

ADRA Malawi introduced soap making in Bololo village in the area of TA Chikumbu in Mulanje District. The organization is supporting a group of 10 people to pilot soap making in the area with an aim of increasing soap for hand washing at community level and for personal hygiene. The soap making group's capacity to make soap and manage the business has been built and now they are able to produce soap and sell at a profit. The soap is made from *Jatropha* oil and caustic soda. Currently, the group is buying *Jatropha* oil from Toleza farm in Balaka district as they await their planted *Jatropha* trees to start nearing fruits. ADRA supported the group with an Oil Expeller machine set for extraction of oil from *Jatropha* seeds, should the trees start bearing fruits in the near future.

(vii) Piloting Carbon Financing for Sustainability: The Case of United Purpose

United Purpose (UP) is pioneering new models to ensure the ongoing operation of boreholes. UP generates, markets and sells carbon credits from its borehole programme in Dowa and Kasungu creating a self-sustaining water point sustainability fund. By providing safe water access to communities, UP's WASH projects eliminate the need to boil water for consumption, thereby reducing carbon emissions. One carbon credit is created when an equivalent of one metric ton of CO₂ is prevented from entering the atmosphere. The carbon credits are tradable and sold to buyers that want to reduce their carbon footprint, mainly in the UK.

Building-off existing community-based borehole sustainability mechanisms – Water Point Committees and Area Mechanics - to ensure maximum community ownership, UP's innovative model adds a third tier that provides financial support to repair boreholes once these village-level possibilities to repair borehole failures have become exhausted. This third tier will be the water point sustainability fund.

To date, UP has registered 262 boreholes generating 100,000 carbon credits. In 2018, Tchawale borehole was the first borehole to be rehabilitated using fund generate through carbon financing. The carbon revenues are also funding a dedicated Officer responsible for borehole monitoring and ensuring ODF sustainability through community follow-ups. This approach is both replicable and scalable. UP has plans to issue 270,000 carbon credits in 2018. For more information contact Smorden.tomoka@united-purpose.org

(viii) Evaluation of WASH Activities Against SDGs: The Case of World Vision

In 2017, World Vision (WV) and the Water Institute (WI) at the University of North Carolina at Chapel Hill (UNC) conducted an evaluation of WaSH in households, communities, health care facilities (HCFs) and schools in WV program areas (mostly rural) in 14 countries including Malawi. The goal of this evaluation was to describe the status of WV's WaSH programs, provide comparative data for monitoring future progress, and identify areas for programmatic improvement. According to WHO standards, the evaluation found that in World Vision areas:

- Households had 73% basic water, 18% basic sanitation, and 2% basic hygiene access*
- Schools had 55% basic water, 25% basic sanitation, and 6% basic hygiene access*
- HCFs had 84% basic water coverage, 49% basic sanitation, 4% basic hygiene, and 18% waste management facilities access*
- 90% of community water points met WHO microbial water quality standards*

Findings from each of the 4 WaSH evaluation areas including the comparative study with non-WV areas can be accessed from World Vision Malawi (deborah.muheka@wvi.org).

The four academic institutions also reported on research that was conducted in the WASH sector in 2018. Below is a few of the highlights of studies that they reported.

Institution	Selected research and publications in 2018
<p>LUANAR (26 studies reported)</p>	<p>i. Assessment of water quality from boreholes for potability and domestic use: The case of area 44, Lilongwe</p> <p>ii. Assessing the role of indigenous knowledge and practices on soil and water conservation management</p> <p>iii. Assessing the levels of pathogens in faecal sludge from Kauma wastewater treatment plant</p> <p>iv. Assessment of solid waste management strategies and waste streams in formal settlements area; a case study of Mtandire Lilongwe</p>
<p>MUST (2 studies reported)</p>	<p>i. Conducted a research on water quality assessment as a response to the cholera outbreak and the results were shared with UNICEF for a better cholera response.</p> <p>ii. Manuscript accepted for publication on water quality assessment in peri- urban Areas of Malawi: case study of Bangwe. August 2018; Vol.12(8). AJ academic journals</p>
<p>Mzuzu University (14 publications reported)</p>	<p>i. Chipeta, W. C., Holm, R. H., Kamanula, J. F., Mtonga, W. E. and de los Reyes III, F. L. <i>Designing local solutions for emptying pit latrines in low-income urban settlement (Malawi)</i>. Physics and Chemistry of the Earth, 2017, 100, pages 336-342. DOI: 10.1016/j.pce.2017.02.012 http://www.sciencedirect.com/science/article/pii/S1474706516300523</p> <p>ii. Chirwa, C. F. C., Hall, R. P., Krometis, L.-A. H., Vance, E. A., Edwards, A., Guan, T. and Holm, R. H. <i>Pit latrine fecal sludge resistance using a dynamic cone penetrometer in low income areas in Mzuzu City, Malawi</i>. International Journal of Environmental Research and Public Health, 2017, 14, 87. DOI:10.3390/ijerph14020087 http://www.mdpi.com/1660-4601/14/2/87/htm</p> <p>iii. Zaunda, H, Holm, R. H., Itimu-Phiri, A., Malota, M. and White, S. <i>A qualitative assessment of disability friendly water and sanitation facilities in primary schools, Rumphu, Malawi</i>. Development Southern Africa, 2018. DOI: 10.1080/0376835X.2018.1461610 https://www.tandfonline.com/eprint/MxSQ9tmzmyFHTnhDep6S/full</p>
<p>Polytechnic-</p>	<p>i. SHARE National research programme to determine the relative impact of integrating hygiene of weaning foods with WASH interventions on diarrheal disease in under 5s</p>

<p>WASHTED</p> <p>(16 studies reported)</p>	<p>ii. WaterSPOUTT project developing and piloting bulk volume solar water disinfection for communities using unprotected water sources</p> <p>iii. Assessment of hygiene and sanitation practices among fishing communities along Lake Chilwa/Lake Malombe</p> <p>iv. Situation analysis of availability and acceptability of absorbent materials for MHM in Malawi</p>
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6.0 Progress of the Secretariat and Thematic Working Groups

2018 was a transformative yet difficult year for the WES Network secretariat. With the finalisation of WESNet’s strategic plan 2017-21, the year 2018 was meant to be one in full swing.

There are four sub-goals contained in WES Network’s strategic plan:

- (i) Strengthened coordination in the WASH Sector;
- (ii) Enhanced knowledge, research, and technology sharing for improved WASH service delivery;
- (iii) Improved advocacy on policy and operational frameworks;
- (iv) Strengthened institutional capacity of WES Network.

However, with the ongoing challenges to fund the operations of the secretariat, the focus of activities in 2018 was largely on the fourth goal, through resource mobilization and diversification efforts. This hindered the secretariat’s ability to implement other areas of the strategic plan. The situation was worsened by turnover of all 3 permanent secretariat staff in the fourth quarter, including the National Coordinator.

Nonetheless on a positive note, the secretariat mobilised from a member organisation 2 short-term contract staff members to head up the areas of Policy and Advocacy and Communications. The additional capacity afforded by these two individuals resulted in an increase in planning and communications activities from the secretariat, including the production of newsletters, podcasts, and other communications pieces, as well as an increased presence at important sector planning meetings, the Sanitation and Water for All platform, and two revamped TWGs to focus on the other sub-goals.

The secretariat is active as the secretary of a variety of sector platforms including the SWA National Task Force and the National ODF Task Force. The secretariat also endeavours to

represent member views on other sector platforms such as the National Sanitation and Hygiene Coordination Unit, the WASH Cluster, the various government Technical Working Groups, other SWAp structures such as the Sector Working Group, and when called into other sub-task forces such as the MHM Task Force or other national level processes or meetings.

The progress on 2018 undertakings for the two currently active TWGs, one for Policy and Advocacy and one for Research and Knowledge Exchange, are summarised below.

6.1 Policy and Advocacy (PA) Thematic Working Group

The policy and advocacy thematic working group was established to act as the channel between the WASH sector and National Government with a view to ensure the harmonisation of national level policies with ground level implementation by sector players as well further facilitate sharing of best practise to inform both sustainable and scalable field approaches and effective national WASH policy. This overall goal aims to support the secretariat with evidence-based advocacy that will underpin the vision of Sanitation and Water for All, Always.

In the past years the TWG was not active as it ought to be, thus, there was a need to reactivate the group. In this reporting year, the TWG has now been meeting sometimes twice a quarter. This method was developed just make sure that the TWG is reactivated and members are aware of the TWG goals.

In April at its meeting the TWG met and developed new Terms of Reference, and a new chair organisation was elected. Water Aid represented by Mr. Lloyd Mtalimanja was elected as the chair for the TWG with CICOD represented by Mr. Edward Thole as the Vice Chair. This is another step forward towards the rebuilding of the TWG. In a meeting that followed, champion members for the TWG were identified and these included: **Water Aid, CICOD, Water For People, EWB, Habitat for Humanity Malawi, GLOHOMO** as well as **PRDO**. These were chosen due to their active participation. The concept for having champion members for the TWG was developed as a strategy for attracting more members to the TWG and to have a core group responsible for planning. However, the activities of the TWG are open to any interested member organisation.

In August the TWG met and developed an action plan which runs for a period of 7 months. The action plan includes activities on Menstrual Hygiene Management, sanitation in public institutions, joint financing agreements and the inclusion of SWA collaborative behaviours in sector processes. In the past two months the secretariat has been following up on the activities of the action plan as developed by the TWG members, outlined below.

ACTIVITY	STATUS	RESPONSIBLE
<p>Revamp the TWG</p> <p>(1) Develop terms of reference for the TWG</p> <p>(2) Elect Chairmen for the TWG</p> <p>(3) Identify Champion Members</p> <p>(4). Organise Quarterly meetings</p> <p>(5) Develop an action plan</p>	<p>a. Done</p> <p>b. Done</p> <p>c. Done</p> <p>d. Done</p> <p>e. Done</p>	<p>a. Secretariat</p> <p>b. Secretariat</p> <p>c. Secretariat</p> <p>d. Secretariat</p> <p>e. PA TWG</p>
<p>Follow up on the action plan:</p> <p>ACTIVITY 1 Ensure improved awareness and integration of SWA agenda within existing WASH structures & processes by initiating conversations that will catalyse action on SWA building blocks and collaborative behaviours.</p> <p>ACTIVITY 2 Lobby with the SWA taskforce to engage Planning Dept. to include SDG 6 Key Performance Indicators in sector coordination processes so as to check the progress of SWA agenda adoption</p>	<p>(a) Presentations made to Southern region chapter, District Wide Approach Workshop organized by water for people. Presented at Red cross data Eco system on SDGs. Presented at SWA task Force M&E Coordination Meetings</p> <p>(b) Engage WASH media forum and making long term plan</p> <p>(a) CSO performance report template harmonized to align with SDG indicators (waiting for the ministry to complete the indicator review process.) In the meantime this year the 2018 report includes member activities on SWA collaborative behaviours. The template was shared to selected members and</p>	<p>(a) Secretariat</p> <p>(b) Chair for TWG</p> <p>(a) Secretariat</p>

<p>ACTIVITY 3 Strengthen accountability of donor partners, WASH stake holders and government to fulfill SWA commitments by engaging SWA taskforce to make follow up meetings with Dps and Government</p> <p>ACTIVITY 4 Engage the Director of human resources under MOIAWD to check on progress for recruitment of critical staff in district councils.</p> <p>ACTIVITY 5 Facilitate the adoption of a joint Financing agreement by engaging DPs and WESNET members to share annual WASH budget plans for government consolidation of a sector plan & budget</p>	<p>two members gave their input. Plans to revise the 2018 template based on feedback collected from the same year.</p> <p>(b) The plan was included in the SWA multiyear plan</p> <p>(a) Two meetings with Director of human resources held. The issue was referred to Local Govt Commission. Mandate for recruiting expired now asking for a fresh mandate from central govt. Following up on the fresh mandate.</p> <p>(a) DPs perspective on the JFA collected by lead DP and was presented during Sector Working Group meeting in October</p>	<p>(a) Secretariat</p> <p>(a)Secretariat</p> <p>(a) Secretariat</p>
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<p>ACTIVITY 6 Advocate for the prioritization of sanitation in public institutions like schools, health centres, markets and other public areas by ensuring that every NOTF meeting has an Agenda on post ODF activities</p>	<p>(a) Not been happening-most NOTF meetings have often focused on commemoration days preparations.</p>	<p>(a) Secretariat</p>
<p>ACTIVITY 7 To facilitate the effective engagement of non-state actors in the review of the current WASH policies in line with SDG 6.</p>	<p>(a) Forming a taskforce-will be done at the TWG meeting scheduled ahead</p>	<p>(a) Secretariat</p>
<p>ACTIVITY 8 To integrate MHM issues in national WASH policies as well as advocate for girl friendly latrines in public institutions and facilitate policy orientation with key stakeholders like Women Parliamentary Caucus</p>	<p>(a) Not done- Need to strategize on the approaches used</p>	<p>(a) Secretariat and MHM taskforce</p>

6.2 Research and Knowledge Exchange (RKE) Thematic Working Group

The RKE TWG which mainly focuses on knowledge sharing was revamped this year and there has been a positive response from member institutions. The goals of the TWG are to provide Malawi's WASH sector with a platform that increases access to new research, learning and information, and to improve collaboration between research institutes, as well as between academics and practitioners in WASH.

New Terms of Reference for the group were drafted in Quarter One and the organisations that form the core planning group include **BASEflow, CCODE, Feed the Children, LUANAR, MATAMA, Mzuzu University, PRDO, Rural Development Partners, WASHTED,** and **Water for People.** In March at its meeting the TWG elected Dr. Tracy

Morse (representing WASHTED) as Chair and Mr. Muthi Nhlema (representing BASEflow) as Vice Chair of the RKE TWG.

Four meetings have been held this year to develop a plan for 2018 and execute the planned activities. These were focussed on the development of an effective platform from which WESNET can share information and promote collaboration between organisations. These initial developments have been supported by the Sanitation and Hygiene Applied Research for Equity (SHARE) Consortium housed at WASHTED.

Below is a breakdown of the activities planned for the TWG this year and the progress made.

	ACTIVITY	STATUS	RESPONSIBLE
I.	Regional Chapter Meetings to determine member priorities for RKE <ul style="list-style-type: none"> i. Facilitate three regional workshops ii. Document reports 	<ul style="list-style-type: none"> a. Done b. Done 	<ul style="list-style-type: none"> a. Secretariat b. Secretariat
2.	Online Repository and redevelopment of website <ul style="list-style-type: none"> i. Secure quotation from service providers ii. Select service provider iii. Development of the website iv. Conduct training for secretariat and RKE members v. Review the online repository function 	<ul style="list-style-type: none"> a. Done (Globe internet, Skyband and individuals) b. Done c. Not yet; service provider waiting for payment: payment process underway by WASHTED d. Not yet as the website is yet to be developed e. Not yet 	<ul style="list-style-type: none"> a. Secretariat b. Secretariat c. Service provider d. SP e. RKE

	<ul style="list-style-type: none"> vi. Collect and upload repository materials vii. Launch of online repository viii. Marketing of the online repository 	<ul style="list-style-type: none"> f. Material collected but yet to be sent and uploaded to Globe internet g. Not yet h. Not yet 	<ul style="list-style-type: none"> f. Secretariat g. RKE h. RKE
3.	<p>Podcast and Webinars</p> <ul style="list-style-type: none"> i. Secure quotation from service providers ii. Select webinar and podcast service provider iii. Conduct training for secretariat and RKE members iv. Identify potential speakers on agreed topics 	<ul style="list-style-type: none"> a. Done b. Webinar production was cancelled as no convincing service provider was found following several meetings with service providers. The secretariat resorted to working on podcast development c. Not yet d. Not yet as no hired service provider was identified 	<ul style="list-style-type: none"> a. Secretariat

	<ul style="list-style-type: none"> v. Marketing and production of podcasts vi. Tracking number of podcast downloads 	<ul style="list-style-type: none"> e. Podcast developed by WASH TED and secretariat and posted on network WhatsApp group for dissemination f. Tracked- a total of at most 50 downloads. WWW podcast = 33 downloads 	
4	<p>Reporting and Project Administration</p> <ul style="list-style-type: none"> i. Quarterly reporting (Narrative and financial) 	<ul style="list-style-type: none"> a. Ongoing 	<ul style="list-style-type: none"> a. Secretariat

7.0 Recommendations to the sector

Combining the experience of the secretariat over the year, as well as the member organisations that have provided input either through the reporting process or through the TWGs or Regional Chapter Meetings, the CSO network has generated recommendations to the sector- CSOs and others- going forward.

Of the recommendations made in the 2017 CSO Performance Report, very few seem to have registered meaningful progress in addressing the underlying challenges posed, and therefore remain as recommendations for the year ahead. Where progress has been made it has been noted. Emerging recommendations from 2018 are also included.

7.1 Improve Coordination at National and District Levels

In last year's report it was cited that there is often duplication of effort for NGOs implementing similar projects in districts that has led to resource waste amongst the NGOs. This year's report has revealed that many partners are frustrated by challenges to do with coordination, indicating very little progress on this issue. Why is this a persistent challenge in our sector? It is

easy to point a finger at the other organisation, the government, the community, but the truth is- the responsibility is on each and every organisation and individual to improve coordination.

Firstly, there is a need for WASH CSOs to seriously consider the coordination aspect in their programs. In planning stages, all CSOs need to consider how their plans will be in line with District Development or Investment Plans, as well as National policies and guidelines. They should also consider the plans of other organisations to avoid duplication of efforts and wastage of resources.

Secondly, WASH CSOs should become more active members of the existing coordination structures in the sector. There are Regional Chapters under WES Network where different NGOs within the region come to the same table to share and learn success stories from others, as well as to identify overlap in activities. There are Thematic Working Groups under WES Network to coordinate on policy and advocacy issues, as well as to share knowledge and best practices with each other. WES Network as well has noted the need to re-vamp coordination platforms at the district level over the next year, hand in hand with District Coordination Teams.

Thirdly, as a sector we need to put our money where our mouth is. Most organisations and government are complaining about coordination as a challenge but there are only a few organisations that dedicate budget lines to coordination activities, whether they are stand alone coordination activities or integrated as part of the planning or implementation phases of a project. Coordination is relatively inexpensive, but it still has both a time and resource cost that need to be budgeted for. In fact, the cost of not coordinating is much higher.

7.2 Improve and Harmonize a Sector M&E System

Last year's report explicitly recommended that the Government of Malawi in conjunction with WES Network should ensure that an effective, harmonized M&E system is developed for the sector. This year most organisations also reported that accessing publicly available and reliable WASH data in Malawi is difficult.

The SWA National Task Force, which is co-chaired by Ministry of Agriculture, Irrigation, and Water Development and the Ministry of Health with WES Network as the secretariat have started the process of harmonising M&E systems by bringing organisations together to understand what is on the table and what needs to be done to achieve this goal going forward.

However, progress has been slow and there is a need in the coming year for discussions to come to a conclusion on the way forward and for government to make a decision on the approach for a consolidated Water Sector MIS. WES Network urges stakeholders to actively participate and support the review process as it goes forward to find the most workable

solution before the next JSR. Furthermore, all sector partners need to be on board with harmonising their own data collection and M&E efforts with the consolidated system so that it can be populated with data. Simply having a system in place does not mean that organisations and institutions are compliant in reporting, which points to the need for improved accountability mechanisms and enforcement.

7.3 Promote and Characterize the Need for Funding to WASH Sector

In last year's report it was also noted that most WASH CSOs are failing to implement projects due to a shortage of funding within the sector. Crucially, in this reporting year two major donors to the sector announced to have stopped funding WASH related projects. This is a blow to the sector and decreases yet again the pool of funds that the sector depends on for implementation. Additionally, both last year's and this year's report have noted that the allocation of government resources to the sector is dismally low, especially the allocation that reaches the district level for use in support of service delivery.

There have been some civil society responses to the funding gap over the last year, including a printed press release by United Purpose and WES Network to appeal for more donor support towards WASH related issues, and the ongoing campaign spearheaded by EWB and the Policy and Advocacy TWG to advocate for an increase in budgetary allocation to district water offices. However, these have been one-off advocacy strategies on WASH sector financing but there is a need for more NGOs in the WASH sector to consider WASH sector financing as one of their priority advocacy issues if WASH is to garner more support from donors and as well from Government.

7.4 Enhance and Support Government Leadership and Capacity

There is a need for the Ministry of Agriculture Irrigation and Water Development with support from partners and donor agencies to exercise leadership, strengthen accountability and ownership of sector coordination and performance monitoring and reporting processes by among others ensuring that technical working groups and or sector working groups are active and implementing their undertakings as assigned.

Capacity in terms of human resource, funding, and skills strengthening is desperately needed in district government offices responsible for WASH, especially the water offices. These issues have already been mentioned many times, however one opportunity in the coming year is to support the operationalisation of the Malawi Water Institute as it can be used to provide training to district level staff in addition to other clients. There is also need to build the capacity of local government staff to support policy enforcement.

In addition, most WASH policies are outdated and plans to review them have stalled. This has affected the whole sector in terms of proper guidelines and regulatory frameworks for projects

implementation. This is especially important for organisations that would like to see inclusion in the policy of alternative WASH technologies that are currently not handled by outdated policies. It also seems that the confusion around policy holder for sanitation and hygiene is also to be resolved through a review of policy, making quick progress on this matter more pertinent. There is thus a need for DPs, government and CSOs to devise a proper means through which these policies can be reviewed quickly for the sector's progress towards the achievement of Sustainable development goals on WASH.

7.5 Focus on System Strengthening rather than Projectised Approaches

Most WASH CSOs have taken a laissez-faire approach towards WASH programming. There are more projects being conducted in the WASH sector but once the project phases out and the partner leaves the project area, the sustainability of results is called into question. CSOs should emphasise on system strengthening in their programming so that there is no need for handover as permanent structures within government or private sector entities and the community to ensure ownership are engaged throughout the process. More CSOs need to plan for post-implementation monitoring and mentorship to local management structures while avoiding creating dependency. Considering direct capacity support to district government offices would also improve the enabling environment for long-term results. Focusing on the system that supports project outcomes can disrupt the unfortunate trend of collapse once the project is phased out by the supporting partner.

7.6 Increase Local Research and Sharing of Research Outcomes

There is only limited WASH research currently being published from Malawi through peer reviewed publications. Local researchers are encouraged to conduct, publish and share widely their research on water and sanitation, through both peer reviewed publications and communication of findings back to all stakeholders including local communities. Research should be focused on innovative approaches or data gaps to assist universal water and sanitation access.

8.0 Appendices

Appendix 1: Organisations contributing to the report

	Organisation	2018 Paid Member? (Y/N)
1	Adventist Development and Relief Agency (ADRA) Malawi	N
2	Assemblies of God Care (AG Care)	Y
3	BASEDA	Y
4	BASEflow	Y
5	CARE	N
6	CCODE	Y
7	CICOD	Y
8	CYECE	Y
9	Canadian Physicians for Aid and Relief (CPAR)	Y
10	Development Aid from People to People (DAPP)	Y
11	ELDS	Y
12	Engineers Without Borders (EWB)	Y
13	Evidence Action	Y
14	Feed the Children	Y
15	Fisherman's Rest	Y
16	FOCO-YOPE	N
17	Future Planning for the Child	N
18	GOAL Malawi	Y
19	Habitat for Humanity Malawi	Y
20	Hygiene Village Project	Y
21	InterAide	Y
22	LUANAR	N
23	MATAMA	Y
24	MUST	N
25	Mzuzu University (MZUNI)	Y
26	ONSE	N
27	Orant Charities	Y
28	Project Concern International (PCI)	Y

29	Participatory Development Initiatives (PDI)	Y
30	Plan International	Y
31, 32	Polytechnic University of Malawi- WASHTED	Y
33	Participatory Rural Development Organization (PRDO)	Y
34	Pump Aid	Y
35	Synod of Livingstonia Development Department/ CCAP SMART Centre	Y
36	United Purpose	Y
37	Water Aid	Y
38	Water for People	Y
39	Water Mission	Y
40	World Vision International	Y

Additional paid-up members of WES Network that did not contribute to the report: AMREF, Rural Development Partners, and Waste Malawi. Bawi Consultants, although not a CSO and therefore not required to report, was also a paid-up member of WES Network in 2018.

There are also as many as 47 WASH organisations that remain unpaid members of the network, and that did not contribute to this report.

The following Donor Agencies also contributed to the report: African Development Bank, Climate Justice Fund (Scottish Government), European Union, JICA, USAID, and WSSCC.

Appendix 2: List of active CSOs in each district

The table below outlines the organizations that reported activity in each of the districts in this year's report.

District	Active CSOs
Dedza	World Vision, CICOD, CYECE, United Purpose, BASEDA
Dowa	World Vision, CICOD, ONSE, SOLDEV, United Purpose, Water Mission, Feed the Children, CPAR, InterAide, PRDO, WaterAid, CARE, MATAMA, Orant Charities
Kasungu	World Vision, CICOD, ONSE, SOLDEV, United Purpose, Water Mission, CPAR, InterAide, PRDO, WaterAid, MATAMA, ELDS, Pump Aid

Lilongwe	WASHTED, World Vision, CICOD, CYECE, ONSE, SOLDEV, United Purpose, Water Mission, Feed the Children, Habitat for Humanity Malawi, CPAR, FOCO-YOPE, WaterAid, CCODE, LUANAR, MATAMA, MUST, Plan International, BASEDA
Mchinji	World Vision, CICOD, SOLDEV, Feed the Children, FOCO-YOPE, InterAide, PRDO, Pump Aid
Nkhotakota	ONSE, SOLDEV, Water Mission, Feed the Children, FOCO-YOPE, InterAide, WaterAid, ELDS, AgCare
Ntcheu	World Vision, CICOD, LUANAR, Fishermen's Rest, BASEDA
Ntchisi	World Vision, InterAide, CARE
Salima	World Vision, CICOD, CYECE, ONSE, United Purpose, Water Mission, Feed the Children, FOCO-YOPE, ADRA, Action Hope Malawi
Chitipa	World Vision, ONSE, Water Mission, FOCO-YOPE, PDI
Karonga	WASHTED, World Vision, CYECE, ONSE, SOLDEV, Water Mission, Feed the Children, PDI, Future Planning for the Child
Likoma	<i>None</i>
Mzimba	World Vision, CYECE, SOLDEV, CPAR, ADRA, Action Hope Malawi, PDI, Plan International
Nkhata Bay	World Vision, CYECE, SOLDEV, CPAR
Rumphi	SOLDEV, PDI
Balaka	CICOD, ONSE, United Purpose, BASEflow, GOAL Malawi, PCI
Blantyre	WASHTED, SOLDEV, Water Mission, BASEflow, CCODE, Fishermen's Rest, MUST, Water For People
Chikwawa	WASHTED, World Vision, CICOD, CYECE, United Purpose, GOAL Malawi, Water For People
Chiradzulu	World Vision, CYECE, BASEflow, Water For People, BASEDA
Machinga	WASHTED, CICOD, CYECE, ONSE, United Purpose, GOAL

	Malawi, WaterAid, DAPP, LUANAR, PCI, BASEDA
Mangochi	WASHTED, World Vision, CICOD, CYECE, SOLDEV, Feed the Children, BASEflow, GOAL Malawi
Mulanje	World Vision, ONSE, ADRA, Action Hope Malawi, CCODE, BASEDA
Mwanza	PRDO, ADRA, Action Hope Malawi
Nsanje	GOAL Malawi, CARE
Thyolo	WASHTED, CYECE, United Purpose, BASEDA
Phalombe	WASHTED, CICOD, United Purpose, Water Mission, ADRA
Zomba	WASHTED, World Vision, CYECE, ONSE, United Purpose, BASEflow, DAPP, Evidence Action, BASEDA
Neno	World Vision, PRDO, DAPP
* EWB and Mzuzu University have national programs but did not list specific districts with activities.	

Appendix 3: List of all donor agencies reported by CSOs and DPs

	Donor Agency		
1	Addax and Oryx	33	Japanese International Cooperation Agency
2	ADRA (International, Australia, Sweden)	34	Landnet
3	African Development Bank	35	Management Sciences for Health
4	Aqua for All	36	Mckinnon Family
5	Australian Aid	37	Millennium Challenge Account – Malawi
6	Bank of Ireland	38	National Environment Research Council
7	Bill and Melinda Gates Foundation	39	Northern Region Water Board
8	BMZ	40	ODW
9	Carbon Credits Sales	41	One Foundation
10	Cars for Homes	42	Orant Charities-US
11	Catholic Church Malawi	43	Oxfam

12	CCAP Synod of Livingstonia (various departments)	44	Plan Nederlands
13	Charity Water	45	Presbyterian Church USA
14	Church of Latter Day Saints (LDS)	46	Queen Elizabeth Diamond Jubilee Trust
15	CO2Balance	47	RACT Club of Blantyre
16	Coca Cola Rain Foundation	48	Rotary Clubs (Malawi, UK and the Netherlands)
17	Comic Relief	49	Scottish Government
18	Counterpart International	50	SDI
19	DanChurchAid	51	Sight Savers
20	DfID	52	Sign of Hope
21	EAWAG	53	SIMAVI
22	EU Horizon 2020	54	Thames Water UK
23	European Union	55	The Charitable Fund
24	Family Federation of Finland	56	Trocaire
25	French Development Agency	57	UNICEF
26	FROM Wales	58	USAID
27	FYNBOSS Trust	59	WaterAid UK
28	Global Affairs Canada	60	Women Build
29	Government of Switzerland	61	World Bank
30	International Labour Organisation	62	World Food Programme
31	Irish Aid	63	World Vision International
32	James Percy Foundation	64	WSSCC