

Everyone Forever in Peri-Urban Blantyre

May 2021

Everyone Forever

Since 2011, Water For People has implemented the [Everyone Forever model](#) – a system-strengthening approach to water, sanitation, and hygiene (WASH), implemented at the district level with strategic influence to scale nationally. It predates but aligns with and reinforces the more recent Sustainable Development Goal (SDG) 6 and Sanitation and Water for All's Collaborative Behaviors. The [Everyone Forever model](#) encompasses all WASH services within specific geographic (district) boundaries. *Everyone* means that every community, family, school, and clinic in the district has access to safe and reliable WASH services. To ensure these services are sustainable, *Forever* means that the institutions, built on strong government partnership and co-financing from the start, are in place for services to continue without Water For People's continued direct support.

In 2018, Water For People proved Everyone Forever is possible by achieving all [Everyone and Forever milestones](#) for water, for the first time ever, in San Pedro, Bolivia, where we are no longer actively participating or investing in water service delivery and are preparing to exit. Additionally, milestones have been achieved in nearly half of the 35+ districts where we work, showing steady [progress toward Everyone Forever](#) districts where we work, showing steady [progress toward Everyone Forever](#).

Everyone Forever in Practice: Peri-Urban Blantyre

In 2009, Water For People engaged in a [pilot project](#) in Blantyre, the commercial capital of Malawi, to get the peri-urban areas back online and out of debt with the utility, the Blantyre Water Board. That pilot project was funded by the World Bank and expanded to a multi-year program funded by the European Investment Bank. Water For People worked with community leaders, water users, the Blantyre Water Board, Blantyre City Assembly, and local government to establish high functioning Water User Associations (WUAs) as an intermediate management model for water kiosks across the low-income areas (LIAs). Since 2012, we have established full coverage of the 21 LIAs with consistent access to high-quality water services.

Not only were the WUAs able to repay the arrears of US\$10,500 in 2012, but they have also consistently employed community members as water sellers and set the norm for service delivery through [political will and system management](#) to keep the kiosks functioning with a reliable level of service. The community water point level of service increased from 87% with an intermediate or high level of service in 2017 to 96% in 2019. Over the same time period, intermediate and high level of service in schools and clinics increased from 55% to 90% and in households from 70% to 84%. The increases are even greater if you include basic levels of service.

Water For People's work with the WUAs in Blantyre LIAs has shown that connecting disenfranchised communities to high-quality water services in urban and peri-urban settings can be achieved in a sustainable manner. The approach includes much more than just the infrastructure to deliver water; it is a holistic, systemic approach that includes [governance, tariffs and financial flows](#), and monitoring of services. The WUAs in peri-urban Blantyre serve as an intermediate conduit for water users (who often went unheard by the utility) and the Blantyre Water Board (who were not able to manage the quickly growing LIAs), ensuring that all voices are included when service delivery challenges arise.

The success of this work relies upon ongoing engagement between the Blantyre Water Board and the WUAs, clear expectations of the roles and responsibilities of all stakeholders, including community members, water sellers, and the WUAs, as well as [political will](#) of leaders in the community to support the work. After eight years, the LIAs in Blantyre benefit from high levels of service, and communities are committed to sustaining the progress of these systems. The current challenges center around water quantity to meet the increasing demand (which we are addressing in partnership with The Nature Conservancy) and ensuring equitable access to all households – including the most vulnerable and excluded.

Annex 1 (also linked above):

THE ROAD TO EVERYONE FOREVER IN DISTRICTS



Annex 2 (also linked above):

Malawi: Blantyre
2017-2019 Trends

