



IWS Water Hygiene

IWS Water Hygiene is a market leading provider of legionella control services, water hygiene risk assessment, maintenance, and remedial works, together with a comprehensive water treatment service working across the UK.

The business services a wide range of customers including local authorities, housing associations and facilities management companies. The business offers 24 hours a day, 365 days a year national mobile service locally delivered through our regional branch network.

The business operates in an increasingly competitive marketplace, with the subsequent pressure on prices resulting in the business continually evolving and driving efficiencies. The business utilises an integrated mobile work management platform, with a specific focus on delivering increased operational efficiency, including the continued investment in the development of remote monitoring technology to further reduce manual monitoring costs.

The services are provided for our wide and diverse customers base, where delivery is always to the highest quality compliance services that clients and customers want and need. The overarching ambition being to support customers in meeting their regulatory obligations and insurance demands, keeping their people, property and customers safe and compliant with current legislation.

The products delivered are in demand, driven by the ever increasing regulatory and insurance demands of customers for compliance, IWS Water Hygiene continues to build market reputation, resolute in the safety-first commitment, delivering high quality solutions across air and water hygiene as well as water treatment.

Operation

IWS Water Hygiene leaves 2024-25 continuing to be a leading supplier of choice across the UK, for the provision of legionella compliance services and products, water hygiene risk assessments, air hygiene, water treatment, maintenance and remedial works to industrial, local authority, social housing and educational establishments, along with numerous commercial customers, large and small.

The business also delivers all aspects of remedial water treatment, including water sampling, replacement or cleaning and disinfecting of tanks, disinfection and cleaning of the internals of cooling towers, fitting of thermostatic mixing valves blending valves, and the removal of dead legs and redundant pipework.

With over 300 directly employed staff, a supply chain of competent partners and operates with branches strategically located in Bristol, Coatbridge, London, Heywood and Fradley. The business has the scale to provide coverage that is truly national, while at the same time being able to resource and deliver at a local level. The geographic coverage allows provision of solutions for a wide range of customers and market sectors, from utilities, industrial, facilities management, through to social housing and local government, no matter how big or small their requirement is.

Strategy and Performance

The business has continued to implement the road map and strategy with further planned investment in automation, quality improvements and systems planned, to make it easier and simpler for customers to engage with the provided services.

The strategy will support customers through streamlined service delivery and access to a wide range of services from a single point of contact; flexibility and choice of services tailor made to customers' requirements; a unified approach for enquiries, updates and support to deliver an excellent customer experience; and the adaptability to offer new services that meet the changing demands of customers and their compliance requirements.

The business has continued to deliver safe, profitable growth across all revenue streams, securing significant contract wins, a high level of contract retention and maintains a strong forward order book well into the coming financial year and beyond. A strategic decision has been made to grow further into new revenue streams and cover the emerging data driven risk assessment approaches as well as expanding our offerings in air hygiene and water treatment solutions.



Customers

The customer base remains the strongest focus for the business and after rationalising the client facing functions in 2024/25, the coming year will see a stronger approach to customer management and delivering on the wider challenges of our clients.

The impressive customer retention rates at IWS Water Hygiene highlight the high loyalty driven by our commitment to customer service and delivering core products. This strong foundation enables us to continue developing new revenue streams, benefiting both our clients and the markets we serve.

A notable example of our impact with Anchor Homes especially in the retirement housing sector. Anchor Homes extensive network of almost 1,700 locations across England. We manage 54,000 homes for those aged 55 and over, including more than 120 care homes, we're proud to deliver water treatment and Legionella services for over 65,000 Anchor residents.

Compliance and Quality

As a Legionella Control Association (LCA) Member, the company complies with the LCA Code of Conduct and LCA Service Standards and is committed to helping customers prevent legionellosis and keep their water systems safe.

Rigorous independent third-party audits by the LCA, together with the many accreditations held, further build trust and confidence with customers in ensuring the professional services and products provided are fully compliant and always to the highest standard.

Water hygiene legionella risk assessments remain critical for the generation of customers' written scheme of control, as mandated by Health and Safety Executive Approved (HSE) Code of Practice (ACOP) L8 and necessary to keep both them and their customers safe and fully compliant. Risk assessments are undertaken at customers' premises by our trained teams using our own in-house, bespoke mobile working solutions, to collect the necessary data to ensure compliance. Powering our mobile solution is our own software which has been specifically set up and customised to meet the requirements of ACOP L8 and fundamental to our membership of the LCA.

Water hygiene maintenance remains a core function, with the business providing routine monitoring on customer sites in line with ACOP L8 guidelines. Temperature monitoring, sampling, and water tank inspections are examples of the type of work completed under the maintenance contracts the business has with many institutional clients, namely councils, housing associations, facilities management companies, schools and universities, as well as many blue-chip customers. Many of these customers have had long relationships with the business. Testament to this is the high levels of retained and repeat business we continue to secure, often because of a competitive tender process, to ensure our services are regularly benchmarked for their cost effectiveness and value.

The water treatment functions, deliver all remedial works and also provide a full design, installation and maintenance project service is required for the more complex aspects of water treatment such as dosing systems (traditional and solid chemical), industrial boilers, reverse osmosis and water softening systems.

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