

## CASE STUDY | SUSSEX PARTNERSHIP NHS FOUNDATION TRUST

**SERVICE OFFERING:** BUREAU & ENERGY MANAGEMENT

**SECTOR:** NHS TRUST



**Sussex Partnership**  
NHS Foundation Trust

Sussex Partnership NHS Foundation Trust provides NHS care and treatment for people living in south east England. Their services provide care and treatment for people living with mental health conditions and their specialist learning disability services provide community and inpatient care for people with complex health needs.

With an energy spend over £1.5 million per annum and nearly 100 sites, monitoring and managing energy is a real challenge. The Trust uses Estates Return Information Collection (ERIC) reporting – an NHS specific annual usage and cost report for the previous financial year. This data is collected and published on behalf of the Department of Health. The Estates and Facilities team were determined to further understand their energy use and minimise costs, so they approached LASER's Energy Bureau team to assist with their data management.

### Key benefits delivered:

- With over 250 gas, electricity and water meters routinely monitored, the Trust now understands where their energy is being used.
- Water invoices are validated and errors resolved with suppliers.
- The in-house team can focus on fixing problems and making savings rather than struggling with inconsistent data.
- A monthly suite of reporting is provided covering costs, consumption and weather.
- Half Hourly data, manual meter reads and invoice data are stored and presented all in one place.
- LASER's Customer Relationship team work as an extension of the Trust's in-house team with regular correspondence.
- Compliance requirements such as NHS ERIC reporting and Display Energy Certificates are under control with LASER's support.



### Key statistics

Energy and water invoices checked and monitored to date:

💡 Electricity **2,024**

🔥 Gas **11,495**

💧 Water **1,281**

## 1 The Challenge

Sussex Partnership NHS Foundation Trust joined LASER's Fully Managed (FM) energy procurement service in April 2015. As well as a leading OJEU compliant Flexible Procurement Framework, the FM service includes invoice validation and payment. All the energy invoices are validated and issues resolved by LASER before the suppliers are paid. However, the Trust were also keen to streamline their compliance responsibilities and understand their energy (and water) use to reduce consumption.

## 2 The Solution

LASER's Bureau service was the ideal 'bolt on' to assist the Trust in getting control of their energy and water data. A dedicated database was created covering all the energy and water supplies, where LASER upload all the invoice data and manual meter reads on a monthly basis, plus collecting Half Hourly data on a day +1 basis. Changes due to sites closing or opening and all meter exchange data is maintained by LASER.

Getting all the data together in one place has proven really useful for the Trust but the real value comes from the reporting outputs. Each month LASER provide a suite of reports to suit the Trust's needs including; year to date cost and consumption, customer vs. invoice meter reads, data coverage and weather comparison. The Trust also have access to an easy to use web portal to run reports as they require, plus they call on the expert team within LASER for any ad-hoc or bespoke reporting.

## 3 The Results

Sussex Partnership NHS Foundation Trust now has a reliable baseline and a basis from which to plan savings activities and measure the impact. They can be confident that while LASER's flex energy contract is ensuring low energy prices, the additional monitoring services ensure that investment decisions are made on a sound basis.



Above: Energy usage vs. cost report – August 2016

“LASER's Bureau service has really helped us to get our energy data in order. LASER produce monthly reports to our requirements and I know if I ever need help or advice I can always contact my LASER support team. The estate wide data collected and managed by LASER provides me with confidence that our ERIC reporting is truly accurate.”

### Kirsten Carter

Contracts Compliance and Data Management Supervisor



Sussex Partnership  
NHS Foundation Trust



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