



CASE STUDY

Big Energy and Cost Savings for Surrey and Borders Partnership NHS Foundation Trust

Surrey and Borders Partnership NHS Foundation Trust manages a diverse estate that supports a broad range of clinical and administrative services. Gatton Place is a key facility within this portfolio and plays an essential role in delivering high-quality care and staff support.

Faced with rising energy costs, inconsistent environmental conditions for patients, staff and visitors, and ageing building systems, the Trust sought a more efficient and reliable approach to managing its estate. To address these challenges, the Trust partnered with Kendra Energy Solutions to implement a modern Building Management System (BMS).

The contract was procured through the NHS Shared Business Services (NHS SBS) Hard Facilities Management 2 (SBS10166) Framework Agreement, providing the Trust with a compliant, efficient route to market and access to specialist expertise.



THE CHALLENGE

As part of the Trust's commitment to improving energy efficiency and overall operational performance, a portfolio-wide benchmarking exercise was carried out across all 30 buildings.

Historical energy consumption and cost data were analysed by Kendra, who developed a performance league table comparing energy intensity across the estate. This analysis identified Gatton Place as one of the highest energy-consuming buildings in the portfolio. Further desktop analysis and site surveys, conducted by Kendra, highlighted several issues, including:

- Outdated mechanical and electrical systems, with key plant assets underperforming or no longer operational.
- An ineffective Building Management System (BMS), resulting in HVAC equipment running continuously and driving unnecessary energy consumption.
- No real-time visibility of plant performance, meaning issues were typically only identified after failure or occupant complaints.
- Inconsistent internal temperatures across floors, leading to frequent comfort complaints from staff and patients.
- A reactive, schedule-based maintenance approach, limiting the Trust's ability to proactively manage risk, performance, and cost.

Gatton Place required a solution that would restore operational control, reduce avoidable energy consumption, and support a shift toward condition-based maintenance, while ensuring a comfortable and compliant environment for patients, staff, and visitors.





THE SOLUTION

Kendra Energy Solutions delivered a coordinated programme of equipment upgrades, digital monitoring and optimisation works to resolve both immediate issues and long-term performance challenges across Gatton Place.

Key elements of the solution included:

- Installation of PROActiv Analytics, a virtual engineering platform providing real-time performance monitoring, paired with PROActiv Energy, a smart metering solution that accurately tracks energy consumption and identifies saving opportunities.
- A full upgrade of the Building Energy Management System (BEMS), including refitted control panels, improved plant assets and the introduction of sub-metering to give the Trust complete operational visibility across the building.

Working closely with the Trust's IT and Facilities teams, Kendra Energy Solutions enabled remote access to live system data, allowing issues to be identified early and addressed before escalating. Temperature setpoints were optimised in line with energy efficiency guidance, with limited user controls introduced to balance comfort and efficiency.

The shift from traditional schedule-based maintenance to condition-based monitoring has significantly improved operational management. Engineers can now target problem areas proactively, reduce unnecessary callouts and interventions, and optimise overall performance, comfort and energy efficiency.

THE RESULT

The works at Gatton Place have delivered significant improvements in energy performance, comfort levels and operational control.

Early performance data shows strong outcomes, with forecast annual savings of £110,000 against a capital investment of £97,000, delivering full payback in under 12 months.

Key results include:

- Substantial reduction in energy consumption, achieved through improved BMS control and targeted optimisation of HVAC plant.
- Marked reduction in staff comfort complaints, with internal temperatures now far more consistent across all occupied areas.
- Real-time operational visibility for the Facilities Team, enabling informed, proactive decision-making and early intervention rather than reactive response.

As a result, Gatton Place has transformed from one of the Trust's most operationally challenging and energy-intensive buildings into a well-controlled, efficiently managed and more comfortable environment for patients, staff and visitors.

Using Hard Facilities Management 2 Framework Agreement allowed the Trust to procure the service quickly and compliantly, reducing internal resource burden and procurement timescales while ensuring full governance and value-for-money assurance.



Gatton Place has historically been one of the Trust's most problematic sites from both an energy and environmental control perspective. The improvements made have given us far greater visibility and control, with a noticeable reduction in energy use and staff complaints".

Derek Harrington

Associate Director – Property Services
Surrey & Borders Partnership NHS Foundation Trust

To find out more about Kendra Energy, contact ngabriel@kendraenergy.co.uk or via www.kendraenergy.co.uk
To learn about NHS SBS's framework agreement, contact sbs.hello@nhs.net