

UCLH Self Assessment – Utility Management

Key

	Current Position
	Desired Position

9. Utility Management

	1	2	3	4	5
Monitoring	No Monitoring or reporting of utility consumption	Utility consumption is monitored but in an ad hoc manner	Utility consumption is monitored at regular intervals but not validated or reported on	Utility consumption is monitored on a regular basis, validated and reported to senior management	Utility consumption is monitored, benchmarked, and reported to all employees
Bill Verification	No checks of bill payment against consumption	Invoices paid are recorded and reported on a regular basis	Invoices are verified following payment against meter readings with discrepancies followed up on an ad hoc basis	Invoices are verified against meter readings and HH data post payment with discrepancies usually followed up	Invoices are verified against meter readings and HH data prior to payment with discrepancies followed up.
Minimisation (Utility Efficiency, Harvesting & Onsite Renewable Generation)	No initiatives programme in place or identification of projects	Ad hoc initiatives implemented with no budget allocation	Initiatives are looked at on a project basis, with no cost options progressed. Limited budget for other initiatives	Structured project implementation based on cost and payback. No budget allocation for funding such schemes	As 4 with a specific budget allocation and schemes actively encouraged against set targets
Management	No defined procedure to cover roles, responsibilities and activities	Ad hoc management and reporting carried out	Utility management procedure present, but does not provide sufficient detail	Utility management procedures in place covering all aspects	Robust utility management procedures in place with reports on deliverables and progress
Logistics	No review of logistics activities or requirements	Reactive assessment of direct needs and issues performed with short term response taken	Reactive response, though incorporates wider review of needs and requirements. Long term solution imposed	Proactive review involving supply chain and on-site distribution to minimise costs	As 4 with long term issues eg climate change included in the review
Internal Environmental Quality	No assessment of internal quality made	Legal compliance performance undertaken against key areas	Regular assessments performed covering water and air quality. Linked to effectiveness of M&E	As 3 with additional measurements including acoustics and lighting to provide full facilities impact	As with 4 with comparison against employee satisfaction and productivity. Use results to improve workplace environment