



# Resource Efficient Wales (REW) Client Manager Service for the Public Sector in Wales

5<sup>th</sup> March 2015

**Cymru Effeithlon**  
**Resource Efficient Wales**

**0300 123 2020**

Arbed ynni, gwastraff a dŵr | Saving on energy, waste and water



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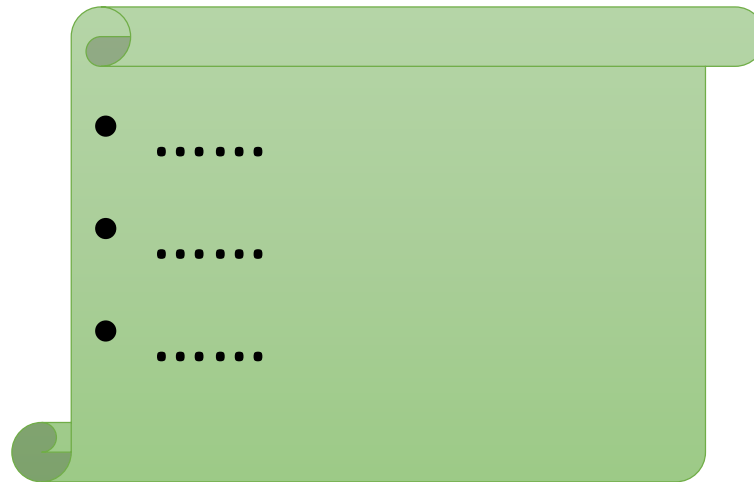
Llywodraeth Cymru  
Welsh Government

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# Looking back...

*Q 1. What are the main resource efficiency projects that you have done previously?*



# Resource Efficient Wales

- The Carbon Trust and WRAP (in partnership) have been appointed by the Welsh Government Department to deliver Client Manager (CM) services to the public sector organisations across Wales, for the Resource Efficient Wales (REW) Programme.
- Focus:
  - Stimulate improvements in resource efficiency across Energy, Water and Waste
- Client Managers:
  - Single point of contact throughout the customer journey
  - To assist with identifying and/ or supporting development of projects
  - Deliver workshops
  - Write opportunity reports
  - Develop Action Plans
- REW Framework:
  - Specialist technical consultancy support
  - Typically match funding available from WG (50:50)

# Client Managers



Jo  
Atkinson



Debbie  
Palfrey



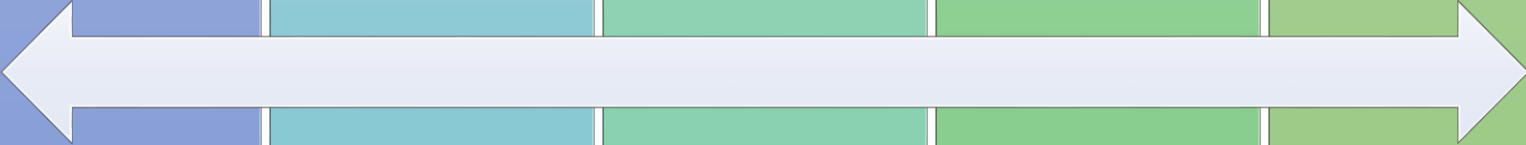
David  
Thomas



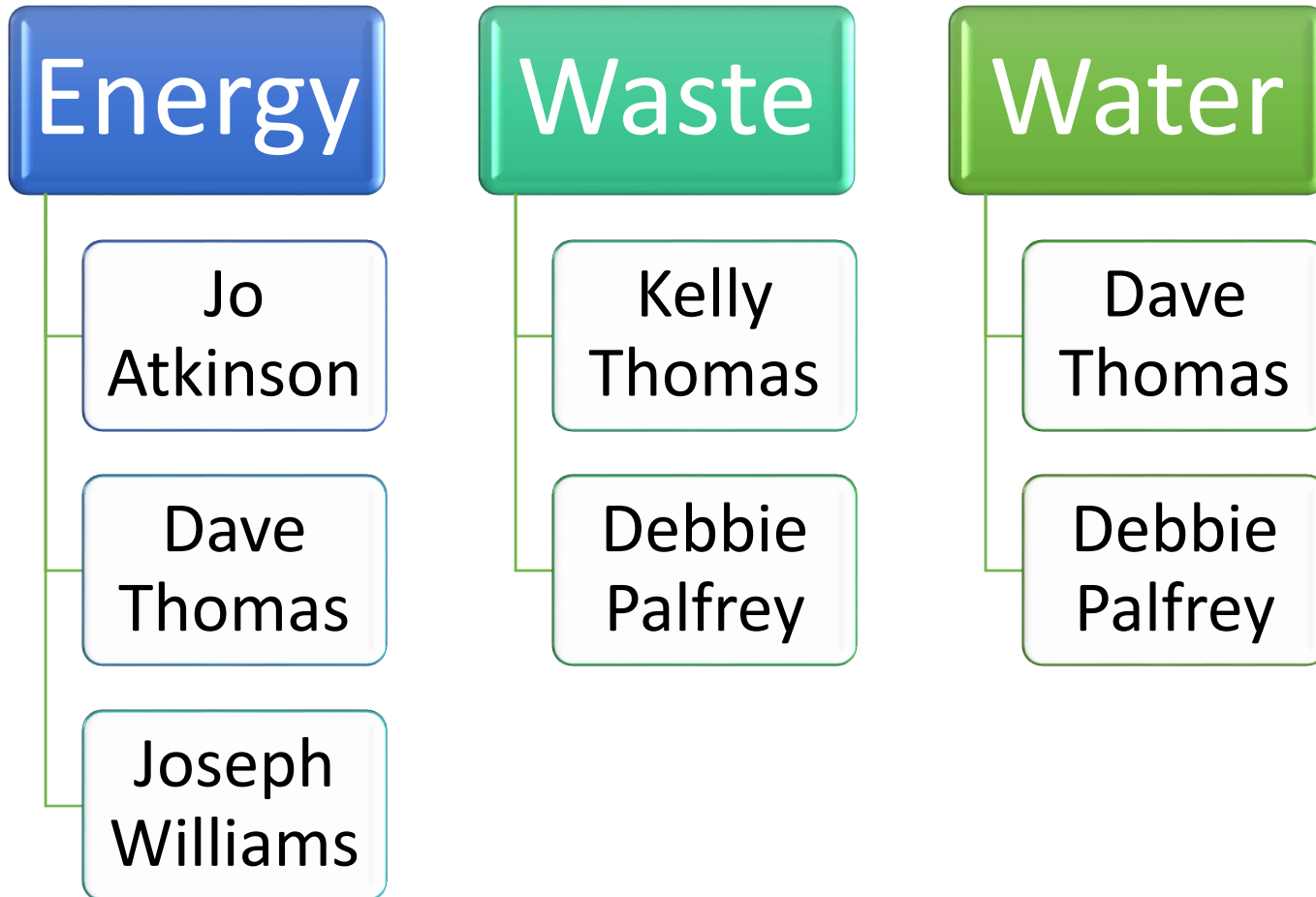
Kelly  
Thomas



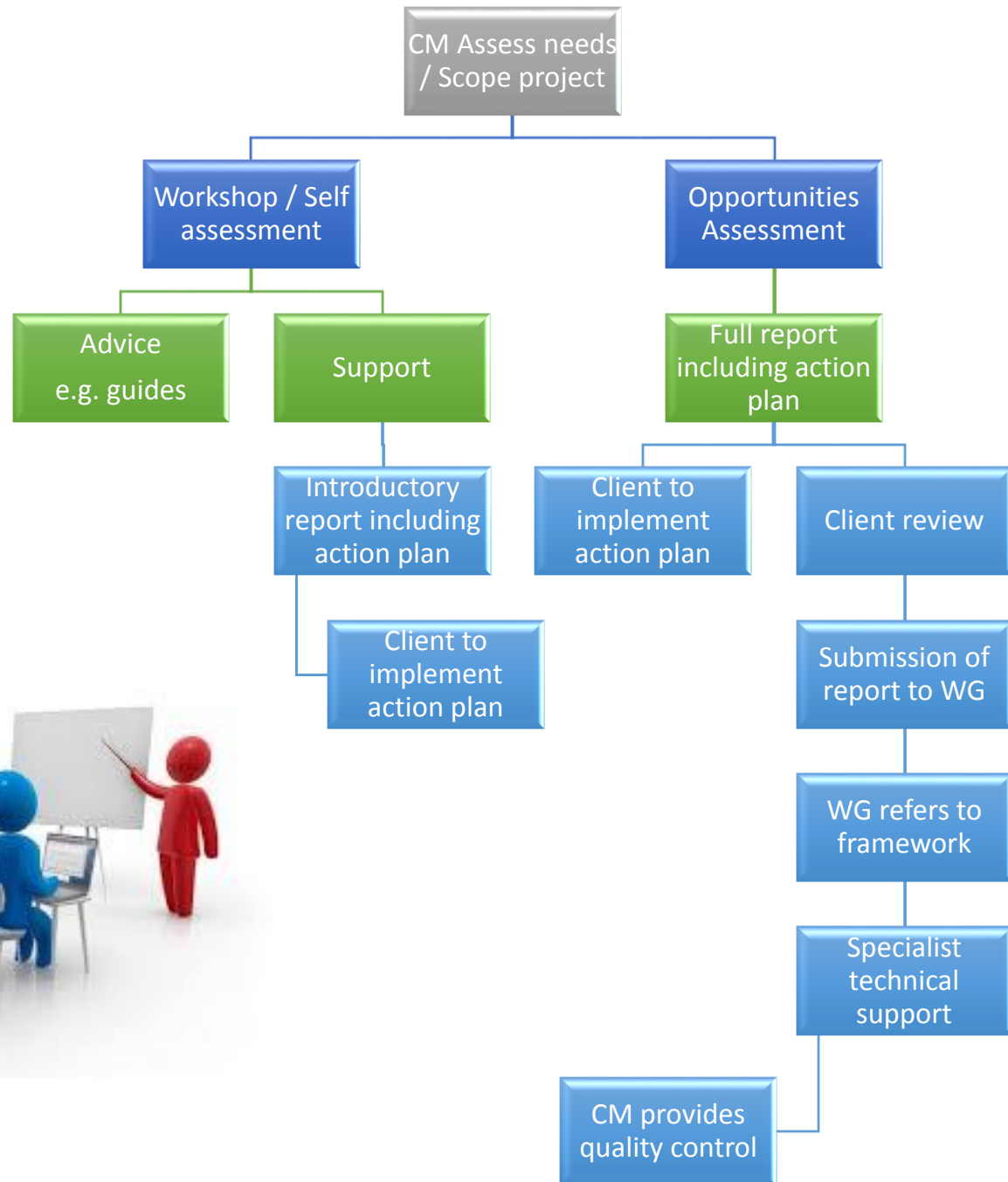
Joseph  
Williams



# Who does what?



# Delivery



# Workshop examples

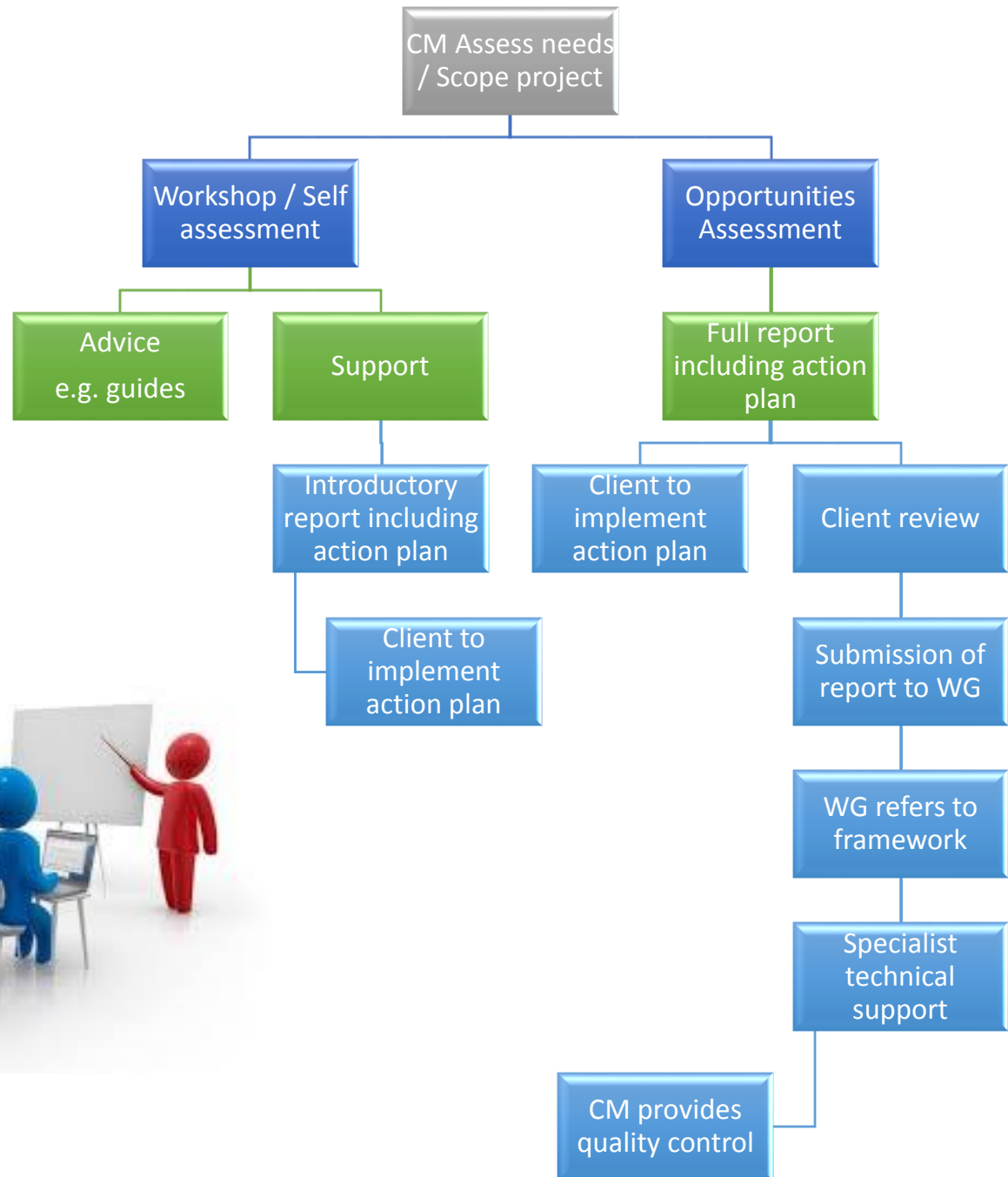
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<b>Title</b>	<b>Details</b>
Self-assessment tools	Getting the most from online tools and guides
General Resource Efficiency advice	Brief overview of energy, water & waste
Monitoring & targeting	Guidance on collecting and analysing data
Behaviour change	Guidance on best practice of no cost actions
Low energy lighting	Options for different spaces & fittings
On-site renewables	Overview of the options available and the financial benefits
Rainwater harvesting	Overview of the options available and the financial benefits
Source segregation of waste	Obligations, benefits and guidance
Materials re-use	Overview of the options available and the financial benefits
Finance and procurement options	E.g. Energy Performance Contracts

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# Delivery

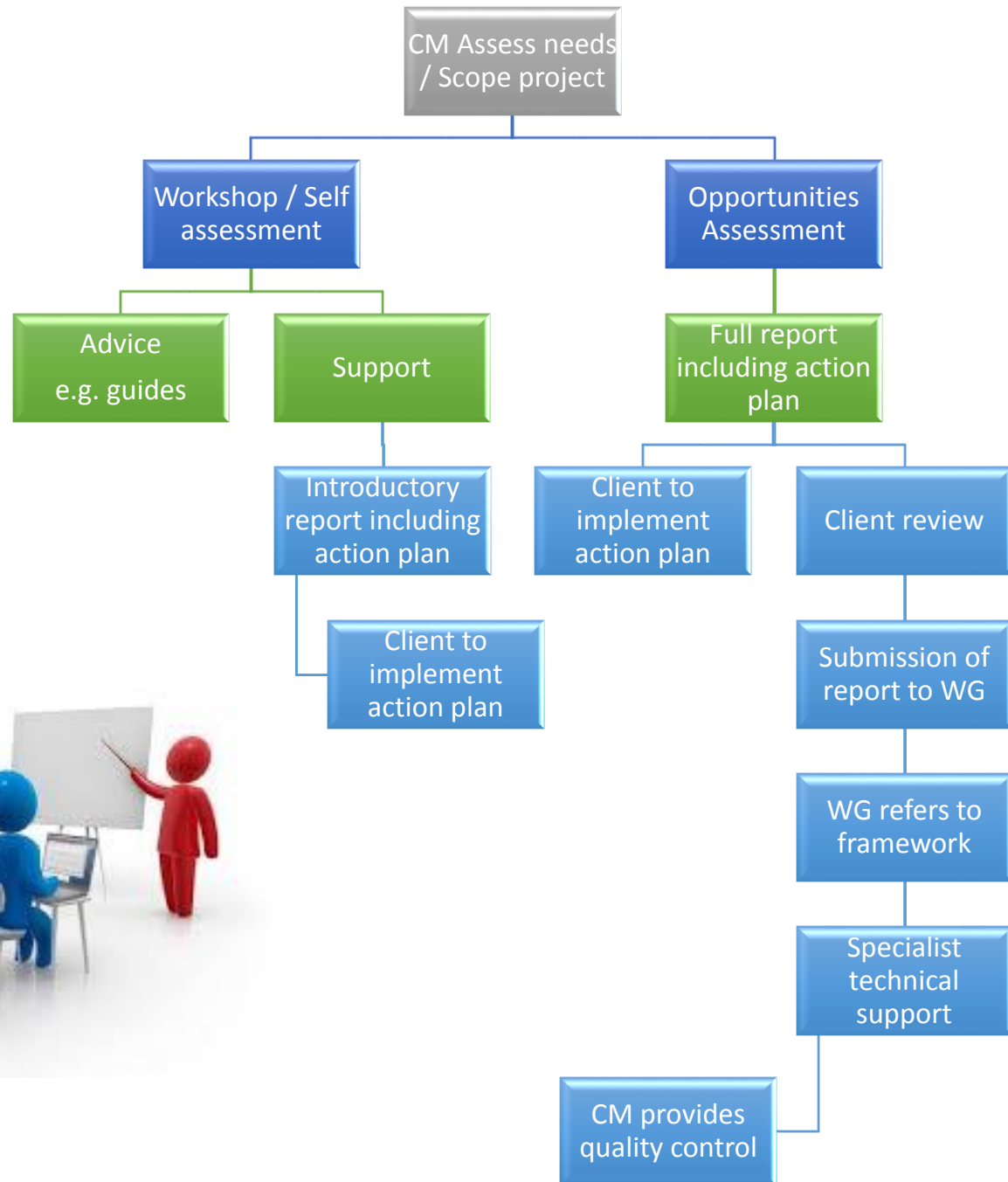


# Opportunity reports

- Founded on a baseline assessment, either from a detailed discussion and/ or a site survey
- Provides practical recommendations for improving resource efficiency
- Includes the business case and an Action Plan to implement the recommendations
- Supports referral for specialist technical consultancy through Framework, where applicable



# Delivery



➤ Client Manager support:

- Tailored to individual requirements
- Includes quality control of further specialist support
- Free
- Limited time availability

➤ Specialist support

- Selected from framework
- Generally 50:50 funded with WG
- Total of 63 organisations

	Energy Efficiency	Feed In Tariff Technologies	Renewable Heat Technologies	Conventional Heat / Cooling technologies	Waste	Water
Number of organisations	51	37	30	26	26	23

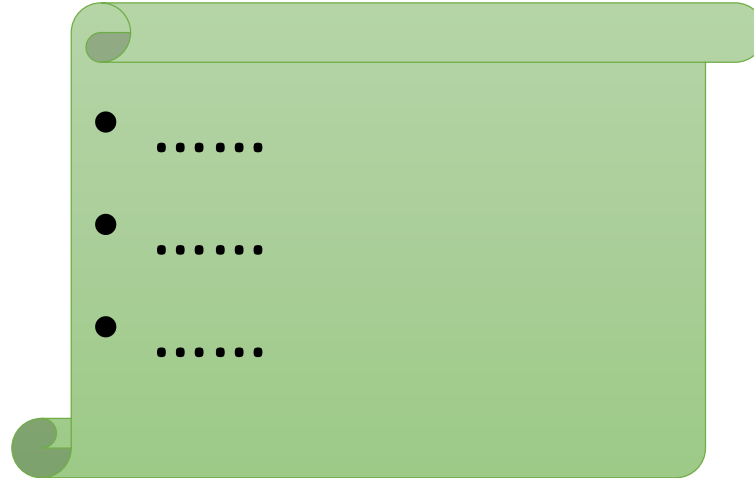
	Energy	Waste	Water
Number of organisations	57	26	23

# The support provided to Local Authorities:

- Support to develop and deliver programmes of activity, such as the portfolios of projects including energy efficiency/renewable energy projects with residents, and renewable energy developments on public land/estates
- Technical support for energy and resource efficiency retrofitting activity in domestic housing stock, including:
  - advice and support in sourcing and using data to locate and develop area based retrofit schemes;
  - technical advice on appropriateness of plans provided by delivery agencies;
  - advice and support in implementation; and
  - monitoring of delivery

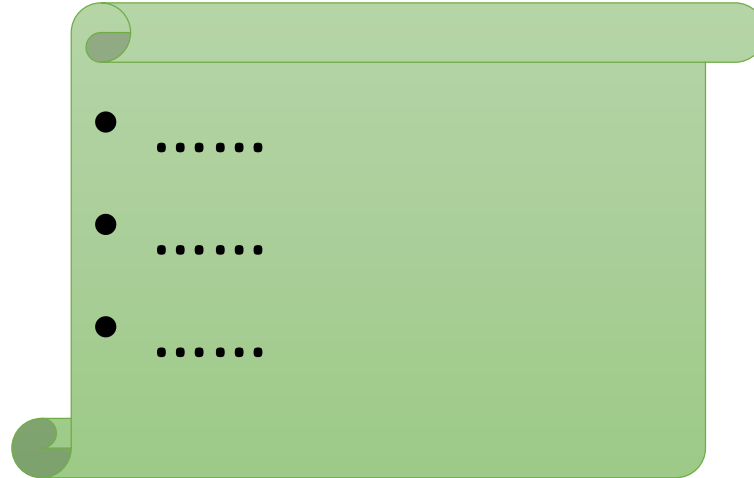
# Looking forward...

*Q 2. What projects might you have that will sit under REW?*



# Looking forward...

*Q 3. Who else should we contact?*



# Any questions?

Contact centre: **0300 123 2020**

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