

**Domestic Energy Efficiency Advice Code of Practice Application Form –
Face-to-Face Not in the Home
Notes for Applicants: 2004 Edition (amended September 2006)**

	Quality of Advice and Information	<i>Tick for yes</i>	<i>Notes for Applicants</i>
1	Broad energy efficiency advice provided is based on sufficient relevant information relating to property type, age of property, existing levels of insulation, use of appliances, water heating system, home heating system, specific circumstances.	<input type="checkbox"/>	Compulsory
	a) A procedure is in place for gathering the information	<input type="checkbox"/>	You must be able to tick YES for both of these questions
	b) Advisors are able to access the information quickly in order to provide advice	<input type="checkbox"/>	
2	Customers/enquirers are offered follow up written advice to confirm the advice given orally.	<input type="checkbox"/>	Compulsory
	a) A policy is in place to ensure that the written advice is sent within a timescale agreed between the advisor and the customer/enquirer.	<input type="checkbox"/>	You must be able to tick YES for this question
	b) What form does you follow up written advice take? <input type="checkbox"/> Copy of the advice given <input type="checkbox"/> Computer generated report <input type="checkbox"/> Pre-printed leaflet <input type="checkbox"/> Other (please state)		Tick as many of these boxes as apply (but you must tick at least one)
3	Where IT based materials/systems are used (eg computer, wap phone) the software is accurate and kept up to date. All relevant staff receive training in the use of the software and systems.	<input type="checkbox"/>	Compulsory
	I do not use IT based materials / systems	<input type="checkbox"/>	If you tick the first box, you must also answer 3a, 3b, 3c and 3d. If you tick the second box, go straight to question 4.
	a) What materials/systems do you use? <input type="checkbox"/> DaX <input type="checkbox"/> In-house database <input type="checkbox"/> Energy rating software (please give name & provider) <input type="checkbox"/> Electronic surveys (please give name & provider) <input type="checkbox"/> Other (please state)		Tick as many of these boxes as apply (but you must tick at least one)
	b) Why were these materials/systems/software chosen and on what basis were their use approved by your organisation?		You must answer this question. Use an additional sheet if necessary
	c) Procedures are in place to ensure the latest version of any IT based materials, systems or software are used, and that any variables that need to be input into the software are up to date and relevant.	<input type="checkbox"/>	You must be able to tick YES for both of these questions
	d) A system is in place to ensure that all staff who use IT based materials, systems or software receive training before they use it and when any updated versions are released.	<input type="checkbox"/>	

Training and Development	<i>Tick to confirm</i>	<i>Notes for Applicants</i>
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4	All staff who give energy efficiency advice hold or are working towards a relevant qualification (NVQ Level 2 Providing Energy Efficiency Services or CGLI 6176 Energy Awareness of NHER qualification) or have been assessed against the current National Occupational Standards for giving energy efficiency advice.	<input type="checkbox"/>	Compulsory
	a) Please provide a list of the staff who give energy efficiency advice and give details of the relevant qualification they hold or are working towards, or of assessments against National Occupational Standards.		Please fill in the table below. Use an additional sheet if necessary

Name	NVQ	CG6176	NHER	NOS	Other (please state)
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

5 *	A designated person in the organisation is responsible for ensuring that staff achieve their targeted qualifications or assessments as set out in 4 above.*	<input type="checkbox"/>	Compulsory
	a) Name of designated person:		You must name a person
	b) Is this duty included in their job description? <input type="checkbox"/> Yes <input type="checkbox"/> No		You must answer this question
	c) If you answered No to question 5b above, how do you ensure continuity should this staff member leave?		You must answer this question if you ticked NO for 5b. Use an additional sheet if necessary

6	All relevant staff receive regular updates in energy efficiency.	<input type="checkbox"/>	Compulsory
	a) A procedure is in place to ensure all relevant staff receive regular updates	<input type="checkbox"/>	You must be able to tick YES for this question

	b) How often do staff receive the updates? <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Whenever information is available <input type="checkbox"/> Other (please state)		Tick as many of these boxes as apply Please explain if you tick more than one
	b) How do staff receive the regular updates? <input type="checkbox"/> Team briefing <input type="checkbox"/> Fact sheets <input type="checkbox"/> Intranet notices <input type="checkbox"/> Other (please state)		Tick as many of these boxes as apply (but you must tick at least one)
	d) Where do the updates come from? <input type="checkbox"/> Energy Advice Handbook <input type="checkbox"/> EST (including consumer literature) <input type="checkbox"/> Energy Efficiency Best Practice in Housing <input type="checkbox"/> Other (please state)		Tick as many of these boxes as apply (but you must tick at least one)

Customer Access		<i>Tick to confirm</i>	<i>Notes for Applicants</i>
7	Where 'drop-in' facilities are available, customers/enquirers are acknowledged within a set period of time and advised of the length of wait before they will be seen.	<input type="checkbox"/>	Compulsory If you tick the first box, you must also answer 7a, 7b, 7c and 7d. If you tick the second box, go straight to question 8.
	We do not have 'drop-in' facilities	<input type="checkbox"/>	
	a) What drop-in facilities do you have?		You must answer both of these questions. Use an additional sheet if necessary
	b) What is the set period of time in which customers/enquirers are acknowledged?		
	c) A procedure is in place so that staff can predict how long a customer will have to wait.	<input type="checkbox"/>	You must be able to tick YES for both of these questions
	d) Customers are kept informed of the time likely to expire before they will be seen.	<input type="checkbox"/>	

8	Advice is based on individual circumstances and is available for at least the following: energy labelling, lighting, space and water heating, appliances, insulation, basic ventilation and condensation, grants and offers, fuel payment methods, behavioural changes to improve fuel efficiency.	<input type="checkbox"/>	Compulsory
	a) Please list any additional topics you give advice on		This question is optional. Use an additional sheet if necessary.

9	Customers/enquirers are also offered broad energy efficiency advice when they ask for single issue advice.	<input type="checkbox"/>	Compulsory
	a) I have written policy/procedure/guidelines to cover this element	<input type="checkbox"/>	You must tick at least one of these boxes.
	b) I have other evidence to show compliance	<input type="checkbox"/>	

10	Details of other sources of energy efficiency information and advice are provided to customers/ enquirers on request.	<input type="checkbox"/>	Compulsory
	a) What other sources of energy efficiency information and advice are provided to customers? <input type="checkbox"/> Energy Efficiency Advice Centres (EEACs) <input type="checkbox"/> energywatch <input type="checkbox"/> EST <input type="checkbox"/> Local authorities <input type="checkbox"/> Ofgem <input type="checkbox"/> Oftec <input type="checkbox"/> BRE <input type="checkbox"/> Relevant government departments <input type="checkbox"/> Websites <input type="checkbox"/> Relevant publications <input type="checkbox"/> Other (please state)		Tick as many of these boxes as apply (but you must tick at least one)

Quality Assurance and Service Improvement	<i>Tick for yes</i>	<i>Notes for Applicants</i>
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11	A designated person monitors and evaluates the advice and information given to customers/enquirers against targets e.g. response times, quality of advice. Feedback is gathered from customers/enquirers and is used to measure service quality and to recommend improvements relating to energy efficiency advice.	<input type="checkbox"/>	Compulsory
	a) Name of designated person:		You must name a person
	b) Is this duty included in their job description?	<input type="checkbox"/>	You must be able to tick YES for this question

	c) Do you use a market research organisation to monitor the service provided? <input type="checkbox"/> Yes <input type="checkbox"/> No		You must answer this question
	d) If you answered Yes to question 17c above, how do you also carry out monitoring and evaluation for yourself?		You must answer this question, if you ticked YES for 17c. Use additional sheets if necessary
	e) How do you collect customer feedback? <input type="checkbox"/> Self-completion questionnaires <input type="checkbox"/> Face-to-Face (direct at time of advice) <input type="checkbox"/> Over the phone <input type="checkbox"/> Other (please state)		Tick as many of these boxes as apply (but you must tick at least one)
	f) How do you share the feedback with your staff?		You must answer this question. Use additional sheets if necessary
	g) I have written policy/procedure/guidelines to cover this element	<input type="checkbox"/>	This question is optional

12	A system is in place to record enquiries where tailored advice is given.	<input type="checkbox"/>	Compulsory
	a) Details recorded include the customer's name and address (if the customers are prepared to give it)	<input type="checkbox"/>	You must be able to tick YES for this question
	b) How do advisors access copies of reports/information? <input type="checkbox"/> Electronic <input type="checkbox"/> Hard Copy <input type="checkbox"/> Other (please explain)		Tick as many of these boxes as apply (but you must tick at least one)
	c) I have written policy/procedure/guidelines to cover this element	<input type="checkbox"/>	This question is optional

13	An effective quality assurance system is in place to ensure that any contracted and sub-contracted personnel/services involved in giving advice meet the appropriate parts of the Code of Practice.	<input type="checkbox"/>	Compulsory
	a) Do you have any contracted or sub-contracted personnel/services relating to energy efficiency advice? <input type="checkbox"/> Yes <input type="checkbox"/> No		You must answer this question If you tick YES, you must also answer 13b, 13c, 13d and 13e. If you tick NO, go straight to question 14.
	b) Do you require all your contracted or sub-contracted personnel/services to have signed up to the Code of Practice?	<input type="checkbox"/>	If you answered YES to 13a, you must also answer one of these questions. Use an additional sheet if necessary
	c) Is compliance with the appropriate parts of the Code of Practice explicit in your contract / agreement with them?	<input type="checkbox"/>	
	d) If no (to part b or c), how do you ensure that they meet the appropriate parts of the Code of Practice?	<input type="checkbox"/>	

	e) How do you monitor compliance with the appropriate parts of the Code of Practice?		If you answer YES to 13a, you must also answer this question. Use an additional sheet if necessary.
14 *	The organisation records details about the number of enquiries handled.*	<input type="checkbox"/>	Compulsory
	a) A procedure is in place to record the number of enquiries and their nature, including: <ul style="list-style-type: none"> • categorising all types of contact with customers/enquirers • all types of advice given • total number of customers /enquirers who receive information and advice • number of customers/enquirers who were given advice on specific measures 	<input type="checkbox"/>	You must be able to tick YES to this question
15	All written advice/reports/assessments can be traced for audit purposes.	<input type="checkbox"/>	Compulsory
	a) Is your auditable system: <ul style="list-style-type: none"> <input type="checkbox"/> Electronic <input type="checkbox"/> Hard Copy <input type="checkbox"/> Other (please state) 		Tick as many of these boxes as apply (but you must tick at least one)
	b) How is your system auditable? <ul style="list-style-type: none"> <input type="checkbox"/> By Reference Number <input type="checkbox"/> By Surname <input type="checkbox"/> By Address <input type="checkbox"/> Other (please state) 		Tick as many of these boxes as apply (but you must tick at least one)
	c) I have written policy/procedure/guidelines to cover this element	<input type="checkbox"/>	This question is optional