

**Domestic Energy Efficiency Advice Code of Practice Application Form –  
Non Face to Face  
Notes for Applicants: 2004 Edition (amended September 2006)**

	<b>Quality of Advice and Information</b>	<i>Tick for yes</i>	<i>Notes for Applicants</i>
<b>1</b>	<b>A structured approach is taken to establishing the needs of the customer/ enquirer by use of either a pro-forma or approved software.</b>	<input type="checkbox"/>	<b>Compulsory</b>
	a) Do you use: <input type="checkbox"/> Pro-forma <input type="checkbox"/> Approved software		Tick as many of these boxes as apply (but you must tick at least one)
<b>2</b>	<b>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.</b>	<input type="checkbox"/>	<b>Compulsory</b>
	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"/>	
<b>3</b>	<b>Customers/enquirers are offered follow up written advice to confirm the advice given orally. Customer/enquirers who receive advice have access to follow up oral advice if required.</b>	<input type="checkbox"/>	<b>Compulsory</b>
	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)
	c) Customers/enquirers who receive written advice are made aware of the telephone number and any 'drop-in' facilities and their opening times on the advice report they receive	<input type="checkbox"/>	You must be able to tick YES for this question
<b>4</b>	<b>Where a telephone enquiry arises from a written report/information the advisor has access to a copy of the report/information in order to offer informed advice.</b>	<input type="checkbox"/>	<b>Compulsory</b>
	a) 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)

<b>5</b>	<b>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.</b>	<input type="checkbox"/>	<b>Compulsory</b> If you tick the first box, you must also answer 5a, 5b, 5c and 5d.
	<b>I do not use IT based materials / systems</b>	<input type="checkbox"/>	If you tick the second box, go straight to question 6.
	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"/>	
<b>6</b>	<b>Records of advice provided are kept for a specified period depending on use. Statistical information is archived e.g. property details, in order to ensure consistent advice for customers/enquirers.</b>	<input type="checkbox"/>	<b>Compulsory</b>
	a) How do you keep your records of advice? <input type="checkbox"/> Electronically <input type="checkbox"/> In hard copy		Tick as many of these boxes as apply  (but you must tick at least one)
	b) How long are records kept for? <input type="checkbox"/> 1 week <input type="checkbox"/> 1 month <input type="checkbox"/> 1 quarter <input type="checkbox"/> 1 year <input type="checkbox"/> Other (please state)		Tick as many of these boxes as apply  Please explain if you tick more than one
	c) How do you ensure consistent advice for customers/enquirers? <i>(i.e. consistent advice to new householders in a property previously advised on, or to the same householder in the same property previously advised on)</i>		You must answer this question. Use additional sheets if necessary
	d) I have written policy/procedure/guidelines to cover this element	<input type="checkbox"/>	This question is optional

<b>Training and Development</b>	<i>Tick for yes</i>	<i>Notes for Applicants</i>
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<b>7</b>	<b>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.</b>	<input type="checkbox"/>	<b>Compulsory</b>
	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	Customer Care (Q9)	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"/>	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

<b>8*</b>	<b>A designated person in the organisation is responsible for ensuring that staff achieve their targeted qualifications or assessments as set out in 7 above.*</b>	<input type="checkbox"/>	<b>Compulsory</b>
	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 8b above, how do you ensure continuity should this staff member leave?		You must answer this question if you ticked NO for 8b. Use an additional sheet if necessary

<b>9</b>	<b>All relevant staff receive training in customer care/service skills.</b>	<input type="checkbox"/>	<b>Compulsory</b>
	a) Please show on your staff list where relevant personnel have received training in customer care/service skills.		Go back to the table for question 7 and tick those staff that have had customer care training

<b>10</b>	<b>All relevant staff receive regular updates in energy efficiency.</b>	<input type="checkbox"/>	<b>Compulsory</b>
	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
	c) 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)

<b>Customer Access</b>	<i>Tick for yes</i>	<i>Database notes</i>
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<b>11</b>	<b>Local rate or free phone is available for customers/enquirers. An answer phone service is available to provide out of hours call-handling.</b>	<input type="checkbox"/>	<b>Compulsory</b>															
	a) Please list all phone numbers used for the provision of advice, and state whether they are local rate or free.  <table border="1"> <thead> <tr> <th>Phone No.</th> <th>Local?</th> <th>Free?</th> </tr> </thead> <tbody> <tr> <td></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </tbody> </table>	Phone No.	Local?	Free?		<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>		You must complete the table for each of your phone numbers
Phone No.	Local?	Free?																
	<input type="checkbox"/>	<input type="checkbox"/>																
	<input type="checkbox"/>	<input type="checkbox"/>																
	<input type="checkbox"/>	<input type="checkbox"/>																
	<input type="checkbox"/>	<input type="checkbox"/>																
	b) How do you make customers aware of the cost of the phone calls?		You must answer this question. Use an additional sheet if necessary															
	c) We provide an answer phone service for out of hours call-handling which informs callers of the availability and times of the service, and identifies the service being provided.	<input type="checkbox"/>	You must be able to tick YES for both of these questions															
	d) The phone line is capable of dealing with the anticipated number of callers	<input type="checkbox"/>																

<b>12</b>	<b>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.</b>	<input type="checkbox"/>	<b>Compulsory</b>
	a) Please list any additional topics you give advice on		Use an additional sheet if necessary
<b>13</b>	<b>Customers/enquirers are also offered broad energy efficiency advice when they ask for single issue advice.</b>	<input type="checkbox"/>	<b>Compulsory</b>
	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"/>	
<b>14</b>	<b>Customers/enquirers are informed when and how they will be given feedback/ a progress report on any queries which cannot be readily answered.</b>	<input type="checkbox"/>	<b>Compulsory</b>
	a) We have a procedure for calling customers back or sending customers advice and information within a specified timescale.	<input type="checkbox"/>	You must be able to tick YES for this question
<b>15</b>	<b>Target response times are set to answer telephone calls/to respond to letters/to respond to electronic communications.</b>	<input type="checkbox"/>	<b>Compulsory</b>
	a) What are the target response times for answering telephone calls?		You must give an answer for each of these questions.  Please tell us if any of these are not applicable to you.
	b) What are the target response times for responding to letters?		
	c) What are the target response times for responding to electronic communications?		
	d) What proportion of the time is the telephone answered personally (target)?		
	d) How often to do you review the response times? <input type="checkbox"/> Every 6 months <input type="checkbox"/> Every 12 months <input type="checkbox"/> At contract renewal <input type="checkbox"/> Other (please state)		Tick as many of these boxes as apply  Please explain if you tick more than one

<b>16</b>	<b>Details of others sources of energy efficiency information and advice are provided to customers/enquirers on request.</b>	<input type="checkbox"/>	<b>Compulsory</b>
	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)

<b>Quality Assurance and Service Improvement</b>		<i>Tick for yes</i>	<i>Notes for Applicants</i>
<b>17</b>	<b>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.</b>	<input type="checkbox"/>	<b>Compulsory</b>
	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 is you ticked YES for 18c. Use an additional sheet if necessary
	e) How do you collect customer feedback? <input type="checkbox"/> Self-completion questionnaires <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 an additional sheet if necessary
	g) I have written policy/procedure/guidelines to cover this element	<input type="checkbox"/>	This question is optional
<b>18*</b>	<b>There is an explicit policy setting out the procedures and guidelines for giving telephone / written / electronic advice to ensure staff and customer safety.*</b>  (n.b. procedures / guidelines do not necessarily have to be available in a written format)	<input type="checkbox"/>	Compulsory
	a) All staff are aware of the procedures / guidelines	<input type="checkbox"/>	You must be able to tick YES for this question
<b>19</b>	<b>A system is in place to record enquiries where tailored advice is given.</b>	<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 to 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
<b>20</b>	<b>An effective quality assurance system is in place to ensure that any contracted and sub-contracted personnel/services relating to energy efficiency advice meet the appropriate parts of the Code of Practice.</b>	<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 20b, 20c, 20d and 20e  If you tick NO, go to Q21
	b) Do you require all your contracted or sub-contracted personnel/ services to have signed up to the Code of Practice?	<input type="checkbox"/>	You must answer one of these questions if you ticked YES to 20a.
	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?		Use an additional sheet if necessary
	e) How do you monitor compliance with the appropriate parts of the Code of Practice?		You must answer one of these questions if you ticked YES to 20a.  Use an additional sheet if necessary

<b>21</b>	<b>All written advice/reports/assessments can be traced for audit purposes.</b>	<input type="checkbox"/>	<b>Compulsory</b>
	a) Is your auditable system: <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? <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
<b>22</b> *	<b>The organisation publishes details about the number of enquiries handled and performance against the targets set to comply with the Code of Practice.*</b>	<input type="checkbox"/>	<b>Compulsory</b>
	a) A procedure is in place to record the number of enquiries and their nature, including: <ul style="list-style-type: none"> <li>• categorising all types of contact with customers/enquirers</li> <li>• all types of advice given</li> <li>• total number of customers /enquirers who receive information and advice</li> <li>• number of customers/enquirers who were given advice on specific measures</li> <li>• recording of performance against the standards and targets in the Code of Practice</li> </ul>	<input type="checkbox"/>	You must be able to tick YES to this question
	b) Where do you publish these details? <input type="checkbox"/> Website <input type="checkbox"/> Annual Report <input type="checkbox"/> In Office <input type="checkbox"/> Other (please state)		Tick as many of these boxes as apply (but you must tick at least one)
<b>23</b> *	<b>A designated person is responsible for monitoring resources used in the giving of energy efficiency advice and for making sure that sufficient resources are available to meet demands.*</b>	<input type="checkbox"/>	<b>Compulsory</b>
	a) Name of designated person:		You must name a person
	b) Is this duty included in their job description?	<input type="checkbox"/>	This question is optional
	c) How do they monitor your resources?		You must answer this question. Use an additional sheet if necessary