

**Domestic Energy Efficiency Advice Code of Practice Application Form –  
Heart  
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 systematic and consistent approach is taken to establish the needs of the customer/enquirer.</b>	<input type="checkbox"/>	<b>Compulsory</b>
	a) I use a checklist to ensure a systematic / consistent approach (handwritten / software / self completion by consumer)	<input type="checkbox"/>	You must tick at least one of these boxes.
	b) Our systematic / consistent approach is addressed in induction / relevant training	<input type="checkbox"/>	
	c) I have written policy/procedure/guidelines to cover this element	<input type="checkbox"/>	
	d) I have other evidence to show compliance	<input type="checkbox"/>	
<b>2</b>	<b>Advice given is impartial and/or transparent.</b>	<input type="checkbox"/>	<b>Compulsory</b>
	a) Is impartiality / transparency covered in a contract / SLA you have with a funder / specifier? <input type="checkbox"/> Yes <input type="checkbox"/> No		You must tick YES or NO for this question
	b) If you answered Yes to question 2a above, what is the contract for and who is it with? Does it cover impartiality or transparency?		You must answer this question if you ticked YES to 2a. Use an additional sheet if necessary.
	c) I have written policy/procedure/guidelines to cover this element	<input type="checkbox"/>	These questions are optional.
	d) I have other evidence to show compliance	<input type="checkbox"/>	
<b>3</b>	<b>Information and advice provided is clear, useful and customer friendly and suits the differing needs of customers/enquirers.</b>	<input type="checkbox"/>	<b>Compulsory</b>
	a) In what ways do you deliver energy efficiency advice and information? <input type="checkbox"/> Orally – non-scripted <input type="checkbox"/> Orally – scripted <input type="checkbox"/> Personalised reports / letters <input type="checkbox"/> Leaflets <input type="checkbox"/> Bills / Invoices <input type="checkbox"/> Website <input type="checkbox"/> Catalogue <input type="checkbox"/> Other (please state)		Tick as many of these boxes as apply (but you must tick at least one)
	b) I have written policy/procedure/guidelines to cover this element	<input type="checkbox"/>	These questions are optional.
	c) I have other evidence to show compliance	<input type="checkbox"/>	

<b>4</b>	<b>Information and advice offers customers/enquirers sensible solutions to their energy efficiency queries/problems.</b>	<input type="checkbox"/>	<b>Compulsory</b>
	a) I have written policy/procedure/guidelines to cover this element	<input type="checkbox"/>	<b>You must tick at least one of these boxes.</b>
	b) I have other evidence to show compliance	<input type="checkbox"/>	
<b>5</b>	<b>Energy efficiency advice and information is accurate and current. A designated person in the organisation is responsible for updating the energy efficiency information to take account of new information, initiatives and developments.</b>	<input type="checkbox"/>	<b>Compulsory</b>
	a) Name of designated person:		<b>You must name a person</b>
	b) Is this duty included in their job description?	<input type="checkbox"/>	<b>You must be able to answer YES for both of these questions</b>
	c) A written procedure is in place for updating your energy efficiency information and for ensuring that all staff are informed of the changes.	<input type="checkbox"/>	
<b>6</b>	<b>Advice is based on reliable data from an attributed source.</b>	<input type="checkbox"/>	<b>Compulsory</b>
	a) What is the source of your data? <input type="checkbox"/> Government Offices / Departments <input type="checkbox"/> Ofgem <input type="checkbox"/> EST <input type="checkbox"/> Best Practice Programme <input type="checkbox"/> Manufacturers <input type="checkbox"/> Fuel suppliers <input type="checkbox"/> energywatch <input type="checkbox"/> Other (please state)		<b>Tick as many of these boxes as apply (but you must tick at least one)</b>
	b) How often is your data updated? <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Twice a year <input type="checkbox"/> Annually <input type="checkbox"/> As new information becomes available <input type="checkbox"/> Other (please state)		<b>Tick as many of these boxes as apply</b>  <b>Please explain if you tick more than one</b>
	c) How do you ensure that staff are able to identify the source of the information on which the advice given has been based?		<b>You must answer this question. Use an additional sheet if necessary</b>
	d) I have written policy/procedure/guidelines to cover this element	<input type="checkbox"/>	<b>You must tick at least one of these boxes.</b>
	e) I have other evidence to show compliance	<input type="checkbox"/>	

<b>Training and Development</b>		<i>Tick for yes</i>	<i>Notes for applicants</i>
<b>7</b> *	<b>A designated person in the organisation is responsible for ensuring that staff receive the relevant training.*</b>	<input type="checkbox"/>	<b>Compulsory</b>
	a) Name of designated person:		<b>You must name a person</b>
	b) Is this duty included in their job description?	<input type="checkbox"/>	<b>This question is optional</b>
	c) A plan is in place to ensure that the responsibility for staff training is handed over to an appropriate person, should the designated person leave.	<input type="checkbox"/>	<b>You must be able to answer YES for both of these questions</b>
	d) New staff are offered Induction Training to help them appreciate the service they are expected to provide and to 'fit' into your organisation as quickly as possible. The training includes your organisation's policies and procedures, as well as specific tasks required in the job role.	<input type="checkbox"/>	
<b>8</b> *	<b>A designated person in the organisation is responsible for ensuring that all relevant staff are capable of and competent in giving energy efficiency advice and information.*</b>	<input type="checkbox"/>	<b>Compulsory</b>
	a) Name of designated person:		<b>You must name a person</b>
	b) Is this duty included in their job description?	<input type="checkbox"/>	<b>You must be able to answer YES for this question</b>
	c) How do you assess that all relevant staff are capable of and competent in giving energy efficiency advice and information?		<b>You must give an answer for this question. Use an additional sheet if necessary</b>
<b>9</b> *	<b>Staff development needs in relation to giving energy efficiency advice and information are reviewed at regular intervals or following changes in industry guidelines or legislation, and action plans/personal development plans are agreed and actioned.*</b>	<input type="checkbox"/>	<b>Compulsory</b>
	a) Do you keep training records / action plans / personal development plans for all of your staff?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<b>If your answer is YES, please give us some details</b>  <b>If your answer is NO, please tell us how you review the needs of your staff</b>
	b) How often are staff development needs reviewed? <input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly <input type="checkbox"/> Twice a year <input type="checkbox"/> Annually <input type="checkbox"/> Other (please state)		<b>Tick as many of these boxes as apply</b>  <b>Please explain if you tick more than one</b>
	c) Are the responsibilities for the provision of energy efficiency advice in the job descriptions of all relevant members of staff?	<input type="checkbox"/>	<b>These questions are optional.</b>

d) I have written policy/procedure/guidelines to cover this element	<input type="checkbox"/>	
e) I have other evidence to show compliance	<input type="checkbox"/>	

<b>Customer Access</b>	<i>Tick for yes</i>	<i>Notes for applicants</i>
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<b>10</b>	<b>All customers/enquirers are treated with respect and are given equal access to energy efficiency advice.</b>	<input type="checkbox"/>	<b>Compulsory</b>
	<p>a) Do you have a policy / procedure in place to ensure that energy efficiency advice provision is not discriminatory?</p> <p>If you do not have a policy / procedure in place, how do you ensure that energy efficiency advice provision is not discriminatory?</p>	<input type="checkbox"/>	If you don't have a policy / procedure, please explain how you meet this criteria. Use an additional sheet if necessary
	<p>b) Do you have a policy / procedure that requires all staff involved in providing energy efficiency advice to relate to their customers / enquirers in a courteous and respectful way?</p> <p>If you do not have a policy / procedure in place, how do you ensure that all staff involved in providing energy efficiency advice to relate to their customers / enquirers in a courteous and respectful way?</p>	<input type="checkbox"/>	If you don't have a policy / procedure, please explain how you meet this criteria. Use an additional sheet if necessary
	c) Do you provide training to develop staff awareness about the barriers that can affect different groups of customers?	<input type="checkbox"/>	This question is optional
	<p>d) It is expected that you will have identified the likely range of customers / enquirers and have decided how you can meet their needs – e.g. Royal National Institute for the Blind (RNIB), interpretation/translation service providers or advising customers/enquirers that the advice could be provided to a third party on their behalf.</p> <p>Please list the organisations that you have relationships with to help meet your customers/enquirers needs in this way.</p>	<input type="checkbox"/>	<p>You must be able to tick YES for this question</p> <p>Use an additional sheet if necessary</p>

<b>11</b>	<b>All customers/enquirers are able to easily identify appropriate contact details within the organisation for energy efficiency advice. (As a minimum this should include the telephone number, address and opening hours.)</b>	<input type="checkbox"/>	<b>Compulsory</b>
	<p>a) How can customers/enquirers identify appropriate contact details within your organisation?</p> <p><input type="checkbox"/> Reports</p> <p><input type="checkbox"/> Marketing material (including adverts, literature &amp; posters)</p> <p><input type="checkbox"/> Bills</p> <p><input type="checkbox"/> Website</p> <p><input type="checkbox"/> Other (please state)</p>		<p>Tick as many of these boxes as apply (but you must tick at least one)</p>
	<p>b) Is your advertised telephone number a direct dial to an energy efficiency advisor?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p>		You must answer this question
	c) If you answered No to question 11b above, please explain how the call is handled. Reception staff should know which		You must answer this question if you said NO

	department/member of staff is able to provide advice so that customers are routed directly to them, rather than going through several departments.		to 11b. Use an additional sheet if necessary
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<b>12</b>	<b>All staff that give energy efficiency advice have ready access to relevant and up to date information.</b>	<input type="checkbox"/>	<b>Compulsory</b>
	a) Do you have a defined policy in relation to the reference materials that are needed to support your work; all staff are aware of what is available and how they can access it?  If you do not have a defined policy, how do you ensure that all staff are aware of the reference materials needed to support their work and how they can access it?	<input type="checkbox"/>	<b>Optional</b>  But if answer no, must provide free text to second part. Use an additional sheet if necessary
	b) How is the information made available to staff? <input type="checkbox"/> Computer based information <input type="checkbox"/> Central library <input type="checkbox"/> Advisor 'handbook' <input type="checkbox"/> Other (please state)		<b>Must tick at least one</b>  <b>Tick as many as apply</b>
	c) If you ticked 'Computer based information' in question 12b, how to staff access information if the computer system fails/crashes?		<b>You must answer this question if you ticked 'computer based information' for 12b. Use an additional sheet if necessary</b>

<b>13</b>	<b>All staff are aware of when and how to refer customers/enquirers to others for specialist advice. Customers/enquirers are referred to more appropriate third parties where their needs cannot be met by the advisor/organisation.</b>	<input type="checkbox"/>	<b>Compulsory</b>
	a) I have clear guidelines on who customers / enquirers are to be referred to, and under what circumstances.	<input type="checkbox"/>	<b>You must be able to tick YES for this question</b>
	b) The minimum requirement is that all staff providing energy efficiency advice are aware of the role of the Energy Efficiency Advice Centres (EEACs) and that they can provide the national contact telephone number to customers/enquirers.  Please list any additional organisations you refer customers/enquirers to		<b>This question is optional. Use an additional sheet if necessary</b>

<b>Quality Assurance and Service Improvement</b>		<i>Tick for yes</i>	<i>Notes for applicants</i>
<b>14</b> *	<b>There is a clear written policy and procedure for handling complaints which is publicly available and given to customers/enquirers on request. The procedure provides clear timescales for response and escalation procedures and a route to independent arbitration/appeal. Data on complaints received is used to inform service review and staff training.*</b>	<input type="checkbox"/>	<b>Compulsory</b>
	a) I have a clear written policy and procedure for handling complaints which is publicly available and given to customer/enquirers on request.	<input type="checkbox"/>	You must be able to tick YES for this question
	b) How is your complaints policy/procedure made publicly available?		You must answer all of these questions.
	c) How does the data you receive on complaints used to inform service review and staff training?		Use an additional sheet if necessary
	d) Which independent body would arbitrate in a complaint against your organisation?		
<b>15</b>	<b>Explicit referral/signposting procedures and agreements with 'receiving organisations' are in place and these are maintained to ensure that customers/enquirers needs can be satisfied.</b>	<input type="checkbox"/>	<b>Compulsory</b>
	a) I have explicit referral/signposting procedures and agreements with 'receiving organisations'	<input type="checkbox"/>	You must be able to tick YES for this question
	b) Which 'receiving organisations' do you have agreements with? <input type="checkbox"/> Energy Efficiency Advice Centres <input type="checkbox"/> Energy Suppliers <input type="checkbox"/> energywatch <input type="checkbox"/> Retailers <input type="checkbox"/> Installers <input type="checkbox"/> Voluntary Organisations <input type="checkbox"/> Local Authorities <input type="checkbox"/> Other (please state)		Please tick as many as apply
	c) How are these maintained to ensure that customers/enquirers needs can be satisfied?		You must answer this question. Use an additional sheet if necessary