

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

| <u>Quality of Advice and Information</u> | | <i>Tick to confirm</i> | <i>Notes for Applicants</i> |
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| 1 | Home visits assessments are conducted using a standard assessment. | <input type="checkbox"/> | Compulsory |
| | a) Is your standard assessment: <input type="checkbox"/> Electronic <input type="checkbox"/> Hard copy | | Tick as many of these boxes as apply (but you must tick at least one) |
| 2 | Where possible, home visits are followed up (via phone or letter) to establish whether recommended action has been or will be taken and if any further energy efficiency advice and information is needed. | <input type="checkbox"/> | Compulsory |
| | a) A procedure is in place to contact customers after a home visit | <input type="checkbox"/> | You must be able to tick YES to this question |
| | b) What method of follow up do you use? <input type="checkbox"/> Phone <input type="checkbox"/> Letter <input type="checkbox"/> Further visit <input type="checkbox"/> Other (please explain) | | Tick as many of these boxes as apply (but you must tick at least one) |
| | c) Results from the follow up are retained for monitoring and evaluation of the service | <input type="checkbox"/> | You must be able to tick YES to this question |
| 3 | Oral information and advice is reinforced by demonstration where appropriate, and customers/enquirers are offered follow up written advice if not left at the time of the visit. | <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"/> | |
| 4 | 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 tick at least one of these boxes. |
| | b) Advisors are able to access the information quickly in order to provide advice | <input type="checkbox"/> | |

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| 5 | 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 If you tick the first box, you must also answer 5a, 5b, 5c and 5d. |
| | I do not use IT based materials/systems | <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"/> | |
| 6 | Records of home visits and 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. | <input type="checkbox"/> | Compulsory |
| | a) How do you keep your records of home visits? <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 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 |

| Training and Development | | <i>Tick for yes</i> | <i>Notes for Applicants</i> |
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| 7 | All staff who carry out home visits receive training in the home visit procedures and how to deal with risk and violent and confrontational behaviour. | <input type="checkbox"/> | Compulsory |
| 8 | a) Home visits are carried out by staff who have achieved a relevant qualification (CGLI 6176 Energy Awareness or NHER qualification or have been assessed against the current National Occupational Standards for giving energy efficiency advice) | <input type="checkbox"/> | Compulsory |
| | AND b) Who hold or are actively working towards the NVQ Level 2 Providing Energy Efficiency Services or who have received training specifically in giving energy efficiency advice in the home. | <input type="checkbox"/> | |
| 9 | All relevant staff receive training in customer care/service skills. | <input type="checkbox"/> | Compulsory |
| | a) Please provide a list of the staff who give energy efficiency advice in the home and their relevant training. | | Please fill in the table below. Use an additional sheet if necessary |

| Name | Home visit procedures (Q7) | CG6176 (Q8) | NHER (Q8) | NVQ (Q8) | NOS (Q*) | Customer Care (Q9) | Other (please state) |
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| | <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"/> | |
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| | b) Newly qualified staff shadow/are shadowed by experienced and fully qualified staff for a number of home visits before going out on their own | <input type="checkbox"/> | You must be able to tick YES for this question |
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| 10 * | A designated person in the organisation is responsible for ensuring that staff achieve their targeted qualifications or assessments as set out (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 |

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| | c) If you answered No to question 10b above, how do you ensure continuity should this staff member leave? | | You must answer this question if you ticked NO for 10b. Use an additional sheet if necessary |
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| 11 | All relevant staff receive regular updates on developments 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 |
| | 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) |

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| Customer Access | <i>Tick for yes</i> | <i>Database notes</i> |
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| 12 | The criteria for a home visit are clear and are publicly available. Home visits are provided at times mutually agreed between the advisor and customer/enquirer and urgent cases are given priority. | <input type="checkbox"/> | Compulsory |
| | a) What are the criteria for home visits in your organisation? | | You must answer this question. Use an additional sheet if necessary |
| | b) How are the criteria made publicly available? <input type="checkbox"/> Website <input type="checkbox"/> Upon Request <input type="checkbox"/> In Literature <input type="checkbox"/> Other (please state) | | Tick as many of these boxes as apply (but you must tick at least one) |

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| | c) How can customers find out what to expect from a home visit? <input type="checkbox"/> Website <input type="checkbox"/> Upon Request <input type="checkbox"/> In Literature <input type="checkbox"/> Other (please state) | | Tick as many of these boxes as apply (but you must tick at least one) |
| | d) What home visit systems do you have in place to give customers confidence? <input type="checkbox"/> Password scheme <input type="checkbox"/> Means of identification <input type="checkbox"/> Other (please state) | | Tick as many of these boxes as apply (but you must tick at least one) |
| 13 | 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; energy efficient operation of systems, appliances and controls. | <input type="checkbox"/> | Compulsory |
| | a) Please list any additional topics you give advice on | | Use an additional sheet if necessary |
| 14 | 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"/> | |
| 15 | A summary of the advice is given to the customer/enquirer at the time of the visit or within a set period of time of the visit. | <input type="checkbox"/> | Compulsory |
| | a) In what time scale do you send the customer/enquirer a summary of the advice if not left at the time of the visit? | | You must answer this question. Use an additional sheet if necessary |
| | b) What form does the summary of advice take? <input type="checkbox"/> Proforma <input type="checkbox"/> 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) |

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| | 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 18c 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"/> Face-to-Face (direct at time of visit) <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 |

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| 19 | All written advice/reports/assessments can be traced for audit purposes. | <input type="checkbox"/> | Compulsory |
| | 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) Advice can be tracked back to the advisor so that improvements can be implemented | <input type="checkbox"/> | You must be able to tick YES to this question |
| | d) I have written policy/procedure/guidelines to cover this element | <input type="checkbox"/> | This question is optional |

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| 20 | A system is in place to record details of all home visits conducted and the tailored advice given. | <input type="checkbox"/> | Compulsory |
| | a) Details recorded include the customer's name and address | <input type="checkbox"/> | You must be able to tick YES to this question |
| | b) How are the details recorded? <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) |

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| | c) I have written policy/procedure/guidelines to cover this element | <input type="checkbox"/> | This question is optional |
| 21 | An effective quality assurance system is in place to ensure that any contracted and sub-contracted personnel/services specifically involved in conducting home visits meet the appropriate parts of the Code of Practice. | <input type="checkbox"/> | Compulsory |
| | a) Do you have any contracted or sub-contracted personnel/ services specifically involved in conducting home visits? <input type="checkbox"/> Yes <input type="checkbox"/> No | | You must answer this question. If you tick YES, you must also answer 21b, 21c, 21d and 21e If you tick NO, go to Q22 |
| | b) Do you require all your contracted or sub-contracted personnel/ services for home visits to have signed up to the Code of Practice? | <input type="checkbox"/> | You must answer one of these questions if you ticked YES to 21a. 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"/> <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? | | You must answer one of these questions if you ticked YES to 21a. Use an additional sheet if necessary |
| 22 * | The organisation publishes details about the number of home visits conducted and the tailored advice given and performance against the targets set to comply with the Code of Practice.* | <input type="checkbox"/> | Compulsory |
| | a) A procedure is in place to record the number of home visits booked and completed, including: <ul style="list-style-type: none"> • categorising all types of advice given • total number of customers who received a visit • total number of customers who were given advice on specific measures • recording of performance against the standards and targets in the Code of Practice | <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) |

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| 23 * | A designated person is responsible for monitoring resources used in the provision of home visits and for making sure that sufficient resources are available to meet demands.* | <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"/> | This question is optional |
| | c) How do they monitor your resources? | | You must answer this question. Use an additional sheet if necessary |