



Haydon Wick Parish Council Thermal Imaging Camera Scheme – Information for Staff

Haydon Wick Parish Council parishioners can now borrow a thermal imaging camera on a free to loan basis from the Haydon Wick Parish Council offices. These easy-to-use camera units clip directly onto a smartphone (either Android or iPhone) and can provide thermal images of the inside/outside of a building. These images can identify potential improvements, such as requirements for insulation and draught proofing within your home to improve your energy efficiency, reducing heat loss and lowering fuel bills.

Device:

- The cameras are 'FLIR ONE edge Pro' devices. (iOS and Android compatible *but may not work with older versions of Operating Systems.*)
- They work best in colder temperatures e.g. October-April when heating loss will be easily identifiable outside. (They are less effective in warm weather but can also be used inside for identifying areas of excessive heat ingress.)
- There is 1 device available. This are located at the Haydon Wick Parish Council offices, Thames Avenue, SWINDON. SN25 1QQ
- Devices are free to request and borrow for a period of 1 week.

User:

- Borrowers must be live within Haydon Wick Parish Council.

Loaning:

- Devices have a 7-day loan period.
- Renewals are not permitted.

Support:

- Each device comes in a pack with a set of guidance and instructions on how to use. This must be included for borrowers with every loan.

Process:

- See 'Staff Checklist' (over page) for details of procedures to be followed when a customer asks to borrow a device

Staff Checklist:

1. Is the person 18+ and live within the parish of Haydon Wick (borrowers must show proof of address.)

2. Is a device available? The register is currently found at: Haydon Wick M Drive - Documents\04 Finance & Policy Committee\05. Policy Documents\Current Policies\Community Development Policies. **Please keep the Thermal Imaging Camera in the safe until the hirer is present.** Please check there is a Loan Agreement form with the pack ready for the customer to sign on issue (see Step 3). Please also check all the items listed on the contents sheet are in the pack. Print missing items from All Staff–Accessible Resources here:

Haydon Wick M Drive - Documents\04 Finance & Policy Committee\05. Policy Documents\Current Policies\Community Development Policies.

3. When a customer arrives to collect a Camera pack:

- They must sign a loan agreement (with T&Cs) before the Camera is issued to them. The signed loan agreement should be kept at the library counter (in a folder/envelope) until the camera is returned.
- Staff must check all the items listed on the contents sheet are in the pack.
- Put the return date on the box label and explain it must be returned in 7 days to avoid charges and cannot be renewed. Devices must be returned to a member of staff. No personal data or images are stored on the device, the images go directly into the user's phone gallery and will remain accessible to them after the device is returned and no subsequent borrower can access their data.

4. Procedures for returning items:

- Borrower returns the device in its pack to the administrator. Locate signed Loan Agreement.
- Staff to use pack contents sheet to check all pack items have been returned, with no visible damage then signs off the booking.
- Please ask customer to fill in the Feedback Form.
- Providing the item is undamaged (see below) recycle the signed Loan Agreement and print and replace a new Loan Agreement form in the pack.
- If a device appears damaged or part of the equipment is missing ensure this is bought up with the customer prior to signing off the agreement.