

Timebanking UK

# MEMBER HANDBOOK

“Strengthening  
communities  
and building skills  
an hour at a time”



Timebanking UK

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## Welcome to the time bank .....

This handbook will give you information on the time bank and what it means to be a member. This network is for anyone aged 18 and above.

- Everyone has skills, knowledge and abilities to offer, that could benefit someone.
- Timebanking can turn strangers into friends. As in all friendships, you must be ready to give and receive. The time bank will not work without this.
- Timebanking is not volunteering or charity. Every member can offer their skills, abilities and knowledge to help others.
- Timebanking is not a professional service as people do things to the best of their ability.
- Everyone's time is valued equally and will always be an hour for an hour.
- You can exchange time virtually or in person.
- There are thousands of ways to exchange time with others individually or in a group.
- Did you know that organisations can join the time bank and exchange resources and time too?

Timebanking UK co-ordinates the national timebanking network and supports and develops time banks across the UK by offering training, materials and software. Timebanking is growing rapidly and it would not be as successful as it is without the fantastic relationship between time banks across the country.



## Welcome to the time bank .....

### **Q. WHAT IS TIMEBANKING?**

A: Timebanking is a way of spending one hour of time helping someone out and earning one time credit in return. This can be spent on receiving an hour of someone else's time or, where available, things like theatre or cinema tickets. You could learn something new or share a skill you have like cooking, speaking a language or playing a musical instrument.

### **Q. IS THERE A CHARGE?**

A: No money is exchanged. If your request does require money such as a lift in a car you would be expected to offer reasonable petrol money to the driver.

### **Q. HOW DO I GET STARTED?**

A: If you are interested in joining the time bank just give us a call on 01453 75092 or email us on [info@timebanking.org](mailto:info@timebanking.org). We will then arrange a time and place that is convenient for you and talk to you about what you would like to get from the time bank and what you would like to give.

### **Q. DO I HAVE TO EARN CREDIT BEFORE I CAN GET HELP?**

A: No, you can ask for help straight away. As long as you intend to earn some credits in the future we are happy for you to have spent more hours than you have earned.

### **Q. HOW WILL I KNOW I'M SAFE?**

A: Before you start swapping hours we will do some basic checks to verify who you are to ensure everyone is kept safe. You will also be asked to sign that you agree to our Code of Conduct and Terms in this handbook which will explain what we will expect from you once you have joined the network. We will liaise with each member before they begin exchanging and give you this handbook on joining.

### **Q. CAN ORGANISATIONS GET INVOLVED?**

A: Yes! Organisations can give and receive in the same way that individuals can. They can swap under-used resources, professional skills, spare tickets or training places, meeting room space and lots more! Ask us for a leaflet for more ideas.

### **Q. WHAT HAPPENS IF I CAN'T SPEND MY CREDITS?**

A: You can donate credits back to the time bank 'pot'. These credits can be made available to individuals and organisations. You can also donate credits to another member that you nominate, or you can simply save them.

### **Q. WILL TIMEBANKING AFFECT MY BENEFITS?**

A: Absolutely not. In fact the Department of Work and Pensions in London have released a statement to all job centres so say that timebanking hours can count towards job seeking hours.

### **Q. HOW QUICKLY WILL SOMEONE REPLY TO MY OFFER OR REQUEST FOR HELP?**

A: Your request or offer may not be responded to immediately – it just depends on the other people in the time bank and whether your offer or request is needed at that time.

### **Q. CAN I HELP IN THE RUNNING OF THE TIME BANK?**

A: Yes of course! Help is always needed to complete the operational tasks at the time bank and you will receive an hour for every hour you give to contribute to the running of the time bank. Just let us know what you might like to do to contribute and we will have a chat with you about that.

### SAFEGUARDING

We will always do our best to keep you safe. If you are working with vulnerable adults on a one to one basis then a Disclosure and Barring Services (DBS) check will need to be carried out, however this is at the discretion of the time bank and will need to be discussed before commencing activities.

We may take two references or consult another organization to verify who you are.

You will also be covered by our liability insurance.

This time bank is not replacing paid services such as regular housework. Please do not ask someone to perform a task that you might pay someone regularly for.

No one from time bank will knock on your door unless you know about it.

### HOW WE WILL GET IN TOUCH WITH YOU

There are two options:

It's easier all round if you manage your own account through the software and you can find exchanges as well as advertise your own online. You can choose a user name and password after you have been accepted as a member of the time bank. Or we can support you and stay in touch with you by telephone or e-mail and keep track of your 'exchanges' and send you a quarterly statement.

### SO WHAT SUITS YOU BEST?

### WHAT TO DO WHEN YOU NEED SOME HELP OR IF YOU WANT TO LEARN SOMETHING NEW..

- Simply log onto the software and post a request with as much detail as possible so people have an idea of how long it might take to help you. We can show you how to do this





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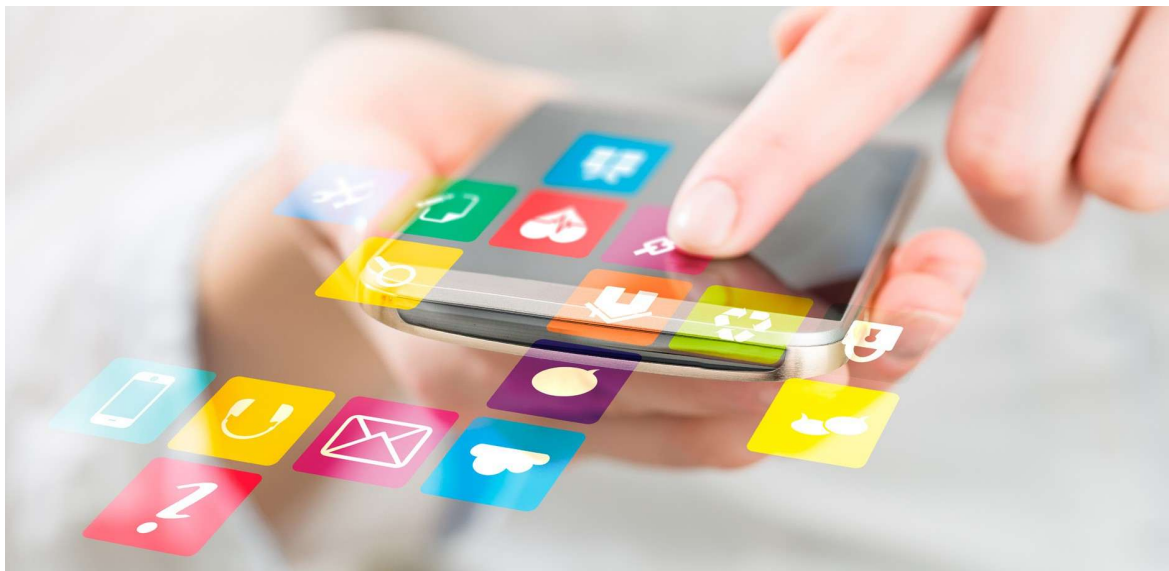
- When someone replies to you, there will be a way to have a conversation using the software. We may need to approve the exchange before it happens.
- When the exchange happens, you will need to record the hours directly onto the software.
- We will ask you to tell us how the exchange went and you can leave feedback on the software if you want to.

### WHAT TO DO WHEN YOU WANT TO GIVE HELP....

- Simply log onto the software and post an offer with as much detail as possible so people have an idea of how many hours they may have to give you. We can help you with this.
- You can also offer to share a skill or activity that you can do (speaking a language, playing an instrument, painting etc)
- When another person wants to take up your offer, they will message you and you can agree the exchange and set up a time and date to meet virtually or in person.
- We will ask you to tell us how the exchange went and you can leave feedback on the software if you want to.

### GROUPS AND SOCIAL ACTIVITIES

Another feature of the time bank are the many groups and social activities whereby individual time bank members can organise groups of people to pursue a common interest together. For example if you like walking you could arrange to meet with others on a regular basis to do local walks. This can apply to any mutual interest, so could be a craft, a hobby or a sport. The person starting a group would not have to lead the group every time, as this responsibility could be shared. Groups usually consist of 3 or more people. Let others know about the group that you are starting through the time bank software.



### IMPORTANT POINTS TO NOTE FOR IN-PERSON EXCHANGES:

- Once you have joined the time bank we will encourage you to either give or receive an hour as soon as possible.
- Where necessary, prior assessments of what work is involved in a time exchange may be undertaken.
- Once you have completed an exchange please update your records or let the time bank know. We cannot demonstrate how successful we are if we don't know how many hours are being exchanged.
- When accepting an assignment write down the name and address of where you need to go, the date and time involved if this is a face-to-face exchange.
- Check whether there are any special needs involved, or if there is any particular information you should know about the time exchange or the person you are helping.
- Be on time! (5 minutes early is even better)
- Be sure you know the receivers name, and he or she knows yours.
- Get some idea of the layout of the house. If there is a fire extinguisher or first aid kit available, know where it's kept in case of an emergency.
- Find out if there are any possible hazards i.e. loose or dangerous stairs, unfriendly dogs etc.
- If you would prefer another time bank member to be there to make your first introductions, or to stay during the exchange just to let us know.

**IMPORTANT**

### EXCHANGING TIME CREDITS

1. Time credits may be exchanged for freebies such as theatre and film tickets. These will be issued when available.
2. Only hours can be exchanged and not goods.
3. Be prepared to be flexible, if a job takes 45 minutes it should be rounded up to an hour.

### WHAT TO DO IF.....YOU NEED TO CANCEL AN APPOINTMENT

- You can contact the person using the timebanking software.
- Whether you are a giver or receiver, give as much notice as possible
- Contact us and a staff member will contact the other participant
- If the giver or receiver would like the exchange to be carried out on another date, but if this is not possible every effort will be made to find another available person to carry out the assignment on the required date.

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### **WHAT TO DO IF .....THERE IS AN EMERGENCY**

If an emergency happens which forces you to cancel the appointment at short notice please contact the person you were due to help directly.

### **AN EMERGENCY ARISES WHILST YOU ARE CARRYING OUT AN ASSIGNMENT**

If it is urgent or you consider it necessary, don't hesitate - dial 999 and call the relevant emergency service.

### **AN ACCIDENT HAPPENS TO EITHER PARTICIPANT, SOMEONE ELSE OR DAMAGE IS CAUSED TO PROPERTY.**

If anyone is injured, your first responsibility must be their safety, so carry out the emergency procedure detailed above. Time bank participants are covered by public liability insurance. Contact us as soon as possible with details of the accident.

**Safe Working:** When you agree to do a task, if you have any worries or concerns then please say no!

**Can you do it?** You should only do a time exchange which you are able to do to the best of your ability. If you are unsure about a task, or don't know if you have the training or experience to complete it to a good standard don't do it!

**Do agreed tasks only:** When carrying out a time exchange, only do the task you have agreed to. If you do anything that you are not assigned to do you will not be covered by our Insurance.

**When you leave:** make sure that you leave any tasks in a safe condition.





### CODE OF CONDUCT

1. The currency for the time bank is time and everybody's hour has the same value.
2. Everyone who participates to help someone will record and follow our rules and procedures as set out in this handbook.
3. There is no limit to the number of hours (or time credits) a person can accrue. However, spending hours is dependent on the services offered by time bank.
4. You should respect another participant's privacy or confidentiality.
5. You should respect other participant's viewpoints, and not pressure another participant to accept religious or political beliefs.
6. You should not involve your friends or relatives in activities by bringing them to a participant's home or venue unless agreed prior to the exchange.
7. The time bank forbids accepting money, gifts or tips from other participants. Please get in touch with us if you would like to make a donation.
8. The time bank expects that you will always treat other participants respectfully.
9. We do not accept any type of bullying or harassment (physical, verbal or emotional) and in such instances the persons involved will be spoken to and if it continues they may be excluded from the time bank.



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10. Anyone who is unhappy with the time bank or any of its members must raise the issue with us.
11. Any breaches of the rules, procedures, and guidelines in this handbook may lead to withdrawal of your membership. The decision will be made fairly by the partnership group.
12. By agreeing to this document, you hereby agree to abide by the Time bank rules and regulations.
13. Please take time to read this document, and the rest of the handbook carefully.

### COMPLAINTS PROCEDURE



- Any member with a complaint or problem should discuss it with the time bank staff as soon as possible. Complaints should, where possible, be put in written form and e-mailed to [info@timebanking.org](mailto:info@timebanking.org). We will attempt to resolve the issue within 10 working days after receiving the complaint.
- A response will be given to all parties involved in the complaint. If needed, our Board of Trustees will meet to assist staff in the resolution of the complaint.
- If it is determined the grievance has merit, the time bank staff and/or grievance committee shall determine the severity of the problem. If the complaint involves a violation of the law or threatens personal safety, the time bank has the authority to suspend or dismiss the offending member from the time bank and, if appropriate, report the member to local law enforcement. If the problem is less serious, the time bank delivery board will issue a written warning and explanation as to why the member is in violation. Further warnings, beyond an initial warning, may be cause for dismissal from the time bank.





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- If either party is not satisfied with the decision, a written grievance letter must be sent to the senior manager of Timebanking UK.
- After receiving the written grievance letter, the senior managers of the time bank will conduct an investigation of the incident, when appropriate, and will provide a written response to those involved within 20 business days.
- The decision of the senior managers of the time bank is final.

### Thank you .....

We are so pleased you have decided to join the time bank and we hope this is the start of many years together.



I AGREE TO ABIDE BY THE TERMS

\_\_\_\_\_ Signed

\_\_\_\_\_ Full name in capital letters

This time bank is a member of Timebanking UK



Timebanking UK

**CONTACT INFORMATION**

**[info@timebanking.org](mailto:info@timebanking.org)**

**Telephone 01453 750952**

**[www.timebanking.org](http://www.timebanking.org)**



**Timebanking UK**