

www.stneotstimebank.org.uk

St Neots TimeBank

MEMBERS HANDBOOK

“Strengthening
communities
and building skills
an hour at a time



Welcome to St Neots TimeBank

This handbook will give you information about the TimeBank and what it means to be a member. This network is for anyone aged 18 years and above.

- Everyone has a skill, knowledge and abilities to offer that could benefit others.
- TimeBanking can turn strangers into friends – as all friendships you must be ready to give and receive. The TimeBank 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 one hour for an hour.



A Timebank is a way for people to share their knowledge and skills with their community and be rewarded for it – with time. For everyone hour you volunteer you can claim back the same amount. We call them credits – and you can save them up for those jobs you can't manage or don't have the skills or time for. It's as easy as that.... and asking for help is as important as giving.

<p>Q WHAT IS TIMEBANKING?</p> <p>A TimeBanking is a way of spending one hour of your 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 exchanging for a Tempo voucher getting things like theatre or cinema tickets, sports and many other activities and places to visit. You could also learn something new or share a skill you have such as cooking, speaking a language or playing an instrument</p>	<p>Q HOW DO I GET STARTED?</p> <p>A If you are interested in joining the TimeBank just give us a call on 07590909057 or email us on time.volunteers@outlook.com. We will then arrange a time to talk about what you would like to get from the TimeBank and what you can give (this can be your life time skills or just being a phone-friend) Everyone has something to offer and be helped at some point (We are like safety net, here when needed).</p>
<p>Q CAN ORGANISATIONS GET INVOLVED?</p> <p>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 for a leaflet if wishing to join</p>	<p>Q IS THERE A CHARGE?</p> <p>A No money is exchanged for the help given. Our time is free. However, any materials used you would be asked to pay. Equally, it’s up to the person offering to request or not any petrol expenses if incurred during the time given. Time is given from leaving home to returning.</p>
<p>Q WHAT HAPPENS IF I CAN’T SPEND MY CREDITS?</p> <p>A You can donate credits back to the TimeBank Charity Pot. These credits can be made available to other individuals and organisations. You can also donate hours yourself to family or friends. Tempo credits is another way – exchange your hours for equal Tempo vouchers to use yourself or again give as a present to friends and family. See the multitude of opportunities to spend these at https://timecredits.com/</p>	<p>Q HOW WILL I KNOW I’M SAFE</p> <p>A Before you start swapping hours, we will seek two references from anyone from your doctor to your neighbour (sorry not family) You choose who we contact. You will also be asked to sign that you agree to our code of conduct, our GDPR (General Data Protection Regulation) and Terms in this Handbook which will explain what we will expect from all our members before joining the Network. Everyone will have a copy of this Handbook. We also make sure you are happy with the arrangements which you are told about up front.</p>
<p>Q WILL TIMEBANKING AFFECT MY BENEFITS?</p> <p>A Absolutely not. In fact the Department of Works and Pensions have released a statement to all job centres to say that Timebanking hours can count towards job seeking hours.</p>	<p>Q DO I HAVE TO EARN TIME BEFORE I CAN GET HELP?</p> <p>A No, you can ask for help straight away. As long as you intend to earn some credits in the future – if only by making a phone call. We are happy for you to have spent more hours than you have earned.</p>
<p>Q HOW QUICKLY WILL SOMEONE REPLY TO MY OFFER OR REQUEST FOR HELP?</p> <p>A Your request or offer may not be responded to immediately – it just depends on the other members in the Timebank looking at the Data Base or Email and whether they are available when needed, have the skill and happy to help.</p>	<p>Q CAN I HELP IN THE RUNNING OF THE TIMEBANK?</p> <p>A Yes of course. Help is always needed to complete the daily tasks for the TimeBank. You may also be able to join our Advisory Team. We particularly would like younger members to help us make our events enjoyable for the younger generations. Contributing to these meetings you also receive time as any other skill.</p>

SAFEGUARDING

We will always do our best to keep you safe.

If required and you require a DBS checked member to help. This can be done but will lessen the number of people that can help and will take longer to arrange.

We will always ask new members to supply two references from friends, neighbours, workmates - but not family.

You will be covered by our liability Insurance

No one from the TimeBank will knock on your door unless you know about it.

Your details will not be given to another member unless you are informed and asked if happy for it to be given.

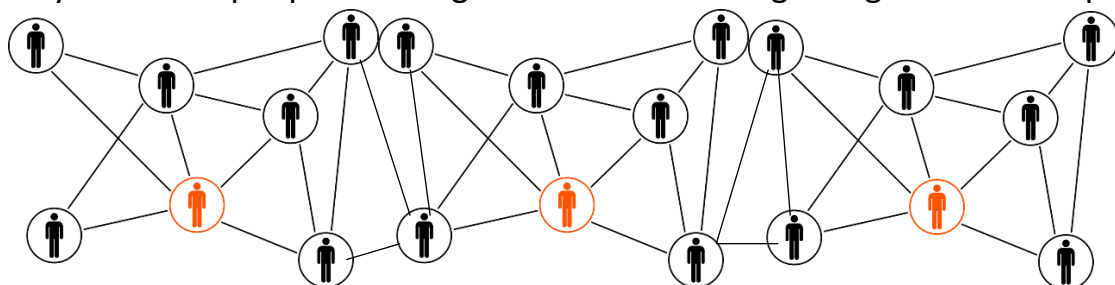
HOW WE WILL GET IN TOUCH WITH YOU

You can manage your own account through our Member friendly Data Base where you can find requests and offers. See exchanges as well as advertising your own skills online. To join click on 'Join' and enter your details. You can choose or change your user names and passwords after you have been accepted as a member of the TimeBank. If already a member and you wish to use the Data Base then click on 'log in' and enter your email address with a created password (which you keep safe for future use) <https://tol2.timebanking.org/stneots/> Each page has drop down instructions.

Or you can complete a hard copy of our registration form and send to the Coordinator. We can stay in touch by phone 07590909057 or email time.volunteers@outlook.com Whatever suits you best.

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

Simply log onto the Data Base and post your request with as much detail as it allows you so that people have a good idea of how long it might take to help you.



We can help you to do this and understand the Data Base too.

- When someone replies to you, there will always be a way to have a conversation using the software. The Coordinator will need to approve the exchange before it happens.
- When the exchange happens, you will need to record the hours directly on the software or tell the coordinator.
- Contact us and explain what you need help with
- 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...

- Contact the coordinator, or if using the Data Base simply log on and click on 'offers and requests', then click 'create new' you then have a choice to click 'requesting' or 'offering' (It will not save unless you click on one or other of these) Put as much detail as possible so that people have an idea of how many hours they may need to give you.
- You can also offer to share a skill or activity that you can do (speaking, playing an instrument, painting, a language etc)
- When another member wishes to take up your offer, they will message you and you can agree the exchange and set up a time and date to meet. Or just contact the Coordinator.
- We will ask you to tell us how the exchange went and you can leave feedback on the software, text the coordinator or email.

HOW ST NEOTS STARTED, OUR GROUPS AND SOCIAL ACTIVITIES

Another feature of TimeBanking are the groups and activities whereby individual TimeBank members can organise a small group of people to pursue a common interest. This can apply to many skills such as walking, craftwork, a hobby or sport. The person starting the group would not have to lead all the time – this can be shared between the members attending. Groups usually range between 3 or more people. The coordinator would be needed to book a venue.

TimeBanking is growing rapidly the world over and it would not be such a success without the fantastic relationship between the TimeBanks across the Country.

St Neots TimeBank was founded by Georgina, the Coordinator in March 2012 and is run with the help of an Advisory Team who are responsible for local events etc.

We have a project 'Time4Health' where we loan out Mobility aids which have been donated to the TimeBank over the years.

Our members also let us know if they have any items they no longer require. Instead of sending to the recycle centre they inform us, and we advertise the offer to all members. This gives relief and more space to the giver and joy to the receiver.

We have recently, mainly due to Covid19, set up a Jigsaw Library – once done a Jigsaw loses its appeal - so good to be able to exchange it for another. Maybe you would just like to have a Jigsaw at no cost to get started. Anyone with Jigsaws they no longer want then we are always open to having some more.

We have been awarded the Timebanking UK Charter Mark for the past 6 years, and we have been recognised as Charity of the year with Town Council and top timebank for TimeBanking UK.

We have been filmed for a National Timebank film and also interviewed by BBC world Radio with a podcast that circulated the world.

Our membership number continues to grow – we've exceeded 210 members in just 8 years and helped others for 10,500 hours. We are recognised by other organisations and have played a major part in the Covid19 Lockdown.



Our main events are - a friends group where members meet up for a cuppa and chat on a Friday after or before shopping. This is held at the Priory centre. Our most popular event is our Monthly Coffee mornings on the 1st Saturday at St Mary' Church Hall. Each month there is a different theme ranging from Easter Bonnets, Garden Bonanza, Pamper Day to name our most popular. Free entry and non-members welcome. Pop in for a cuppa and chat with other likewise people.



IMPORTANT POINTS TO NOTE

IMPORTANT

- Once you have joined the TimeBank we will encourage you to either give or receive an hour as soon as possible. Everyone has something to offer – if only time to telephone a lonely person, or maybe you are that lonely person and would like a call occasionally.
- 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 TimeBank coordinator 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, plus the date and time.
- 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! (5mins early is even better)
- Be sure you know the receives name and she or he knows yours. You may need to find this out from the coordinator.
- Get some idea of the layout of the house or garden. If a fire extinguisher or first aid kit is available. Know where it is kept in case of an emergency.
- Please give the Coordinator the name and telephone number of someone that you wish to be contacted in an emergency. Also details of your doctor. These will only be used if an emergency and if there is a need.

- Check for any possible hazards ie: loose or dangerous stairs, items stacked or placed which could cause an accident, unfriendly dogs and other pets running around.
- If you would prefer another TimeBank member to be there to make the first introductions or to stay during an exchange just let us know. Both parties time would be credited.
- Be prepared to be flexible – time can only be booked in half hours so we occasionally need to round up. If a job takes 45 mins then we round up to one hour.
- The person giving the time – their hours are calculated from the time they leave home until the time it would take to get back home, as they would not be travelling that distance otherwise.

EXCHANGING YOUR HOURS GIVEN FOR TEMP CREDITS

Your time can be exchanged 'One hour for One Temp Voucher' these are for freebies around England and Wales – activities, interests, study, sport, swimming, films, theatre, historic building, Falconries and probably even more. You can find the full list of places that accept them at www.timecredits.com. Most popular in St Neots is One Leisure and Wyboston lakes who accept them.

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

- You can contact the person direct if you have their telephone number
- You can also contact the person using the Data Base (however they may not see this in time).
- Inform the Coordinator, who will contact the other participant
- Whether giver or receiver please give as much notice as possible.
- If the giver or receiver would like the exchange to take place on another date and this was not possible every effort will be made by the coordinator to find another available person to carry out the assignment on the required date.

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 services. Then contact the Coordinator who holds details of who to contact in such circumstances.

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

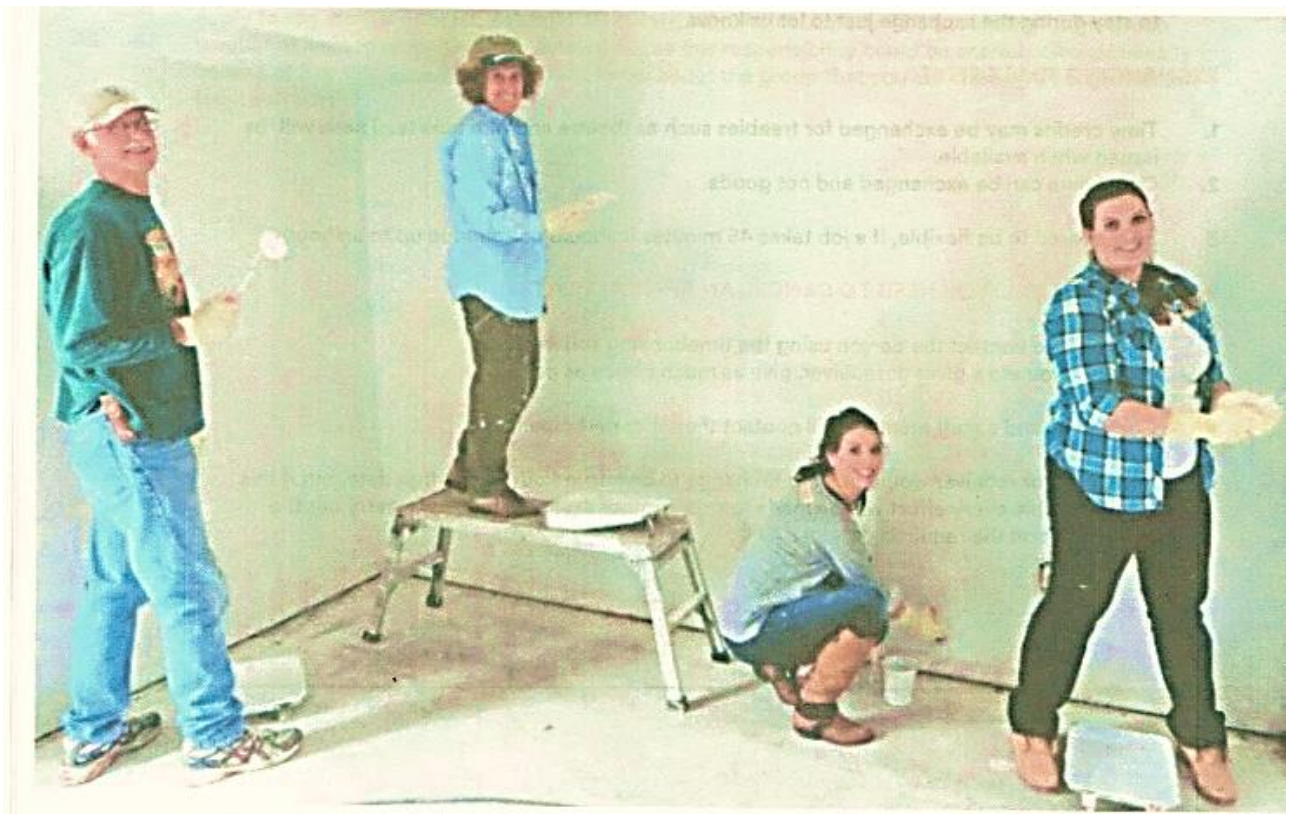
If anyone is injured, your first responsibility must be their safety, so carry out the emergency procedure detailed previously. TimeBank participants are covered by public liability insurance. Contact the coordinator as soon as possible with details of the accident.

Safe Working: When you agree to do a task, if you have any worries or concerns then please say sorry but 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, at any point, or you don't know if you have the training or experience to complete it to a good standard, don't do it – contact the Coordinator as soon as possible.

Do agreed tasks only: When carrying out an agreed time exchange, only do the task you have agreed to. Anything you are not assigned to do will not be covered by our insurance. Therefore another request for the additional work needs to be made with the coordinator.

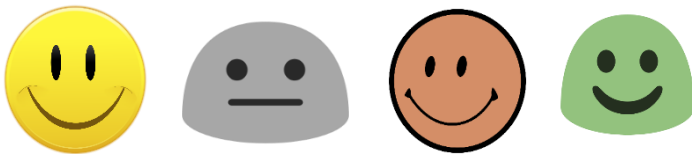
When you leave: make sure that you leave any tasks in a safe and clean condition.



CODE OF CONDUCT

1. The Currency for the TimeBank is 'Time' and everyone'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 dependant on the services offered by the TimeBank.
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. Again this would make our insurance cover null and void
7. The TimeBank forbids accepting money, gifts or tips from the participant unless exact cost of any necessary materials to be used to complete the exchange. Please contact the coordinator direct if you would like to make a donation to the running of the TimeBank.
8. The TimeBank expects that you will always treat participants respectfully.
9. We do not accept any type of bullying or harassment (physical, verbal or emotional) and in such instances the persons involvement will be spoken to and if continues they will be excluded from the TimeBank.
10. Anyone who is unhappy with the TimeBank or any of its members must raise the issue with the Coordinator.
11. If the Coordinator is the problem then you must contact TimeBanking UK - info@timebanks.co.uk or call our head office on 01453 750952.
12. 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 Advisory Group.
13. By signing this document, you hereby agree to abide by the TimeBank rules and regulations. Please take time to read this document and the rest of the handbook very carefully.
14. Confirm by email or letter to the TimeBank that you have agreed to sign.

COMPLAINTS PROCEDURE



- Any member with a complaint or problem should discuss it with the TimeBank coordinator or Advisory group as soon as possible. Complaints should, where possible, be put in a written form and email to time.volunteers@outlook.com or handed to one of our team. 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, a grievance committee will meet to assist staff in the resolution of the complaint.
- If it is determined the grievance has merit, the TimeBank team shall determine the severity of the problem. If the complaint involves a violation of the law or threatens personal safety, the TimeBank has the authority to suspend or dismiss the offending member from the TimeBank and, if appropriate, report the member to local law enforcement. If the problem is less serious, the TimeBank Advisory will issue a written warning and explanation as to why the member is a violation. Further warnings, beyond an initial warning, may be the cause for dismissal from the TimeBank.



- If either party is not satisfied with the decision, a written grievance letter must be sent to the Coordinator of the TimeBank.
- After receiving the written grievance letter, the Coordinator of the TimeBank will conduct an investigation of the incident, when appropriate and will provide a written response to those involved within 20 working days.
- Finally the decision of the Coordinator of the TimeBank is final.

Thank you.....

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



Anything you wish to discuss or learn more about please contact us

07590909057

time.volunteers@outlook.com