

# The PBHA Time Bank Handbook

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Timebanking UK



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



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Timebanking UK



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## CONTACT INFORMATION

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## 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. Please remember that you can get in touch at any time.

The Time Bank is about people doing things together; if you have an idea for an activity, a regular group, or something you would like to do with the Time Bank just pick up the phone and talk to us about it, or email us. Remember we will give you one time credit for every hour you spend helping us make decisions or organise and run events.

## Complaints Procedure

- Any member with a complaint or problem should discuss it with PBHA staff as soon as possible. Complaints should, where possible, be put in written form and emailed to [lani.parker@pbha.org.uk](mailto:lani.parker@pbha.org.uk) or handed in to another PBHA staff member. We will try to resolve the issue within 15 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 Time Bank staff and/or grievance committee PBHA will determine how serious the problem is. If the complaint involves a violation of the law or threatens personal safety, PBHA 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, PBHA 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.
- If either party is not satisfied with the decision, a written grievance letter must be sent to PBHA. After receiving the written grievance letter, PBHA will conduct an investigation of the incident when appropriate, and will provide a written response to the members involved within 20 working days. If more time is needed to respond, the person filing the grievance will be notified. The decision of PBHA is final.

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**Please complete the following forms and hand back to us:**

- **The cartoon questionnaire, with your contact details**
- **Signed copy of the Code of Conduct**

## Welcome to the Time Bank Network

This handbook will give you information on the Time Bank Network and what it means to be a member. This network is for anyone 18 and above.

- Everyone has skills, knowledge and abilities to offer that could help others, individuals and groups.
- Joining a Time Bank can turn strangers into friends.
- A Time Bank is not volunteering or charity. Every member can offer their skills, abilities and knowledge to help others. It is not a professional service.
- Everyone's time is valued equally and will always be an hour for an hour.



PBHA is a member of *Timebanking UK*—a network which coordinates, supports and develops Time Banks across the UK

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

## 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.
4. 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 Peter Bedford Housing Association. By signing this document, you hereby agree to abide by the Time Bank rules and regulations. Please take time to read this document, and the rest of the handbook carefully.

## Exchanges

1. The activities of the Time Bank are covered through a specialist policy to cover the risks. Insurance may be forfeited where there is a break of the policies laid out within this handbook.
2. Everyone who requests an exchange will be put on a waiting list and we may not be able to fulfil your request straight away.
3. Someone from the Time Bank will meet each member before they join and ensure that the joining paperwork is complete.
4. Where necessary, prior assessments of what work is involved in a time exchange may be undertaken.
5. Anyone can request an exchange regardless of whether they have time credits or not.
6. If you cannot fulfil an exchange you must let the other person know. If you cannot get hold of the other person you must let the Time Bank know.
7. Once you have completed an exchange please update your records or let the Time Bank know.
8. The network 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.
9. No one from Time Bank will knock on your door unless you know about it.

## Some questions and answers

### Q. What is Time Banking?

- A. A Time Bank is a scheme where you can exchange skills and time for credits, which you can spend on receiving skills and time to help you. For example, if you love photography you can organise a photography workshop and you would get time credits. You can then use these credits to join cooking lessons given by someone who loves cooking. It is a way of learning something new or sharing the skills you already have. An important bonus is that it helps us realise that we all have skills that are valued by others.



### Q. Is there a charge?

- A. No, no money is exchanged.

### Q. How do I get started?

- A. If you are interested in joining the Time Bank just give Lani a call on 0776 769626 or email her at [lani.parker@peterbedford.org.uk](mailto:lani.parker@peterbedford.org.uk). We will then 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 credits before I can start?

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

**Q. What activities can I do? What activities can't I do?**

A. We want you to come up with lots of your own ideas of what to get and offer help with. But before you start swapping hours, please check with Lani that the activity you want to do or ask for is not a 'regulated' activity. This is so we can ensure everyone is safe, and to comply with safeguarding practices. Regulated activities are tasks normally done by a social worker, case worker or personal assistant, such as handling someone's money. Our Time Bank encourages members to swap time with a group or in a hub rather than in people's own homes. If you do want to have or offer help in your own home, please get in touch with us first.

**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 Time Banking affect my benefits?**

A. Absolutely not, since there is no money exchanged.

**Once you have signed up we will encourage you to either give or receive an hour as soon as possible. To help this we will give an hour to every member who joins.**

**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 work with 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 collect. However, spending hours is dependent on the services offered by Time Bank.
4. You should respect another participant's privacy and confidentiality.
5. You should respect other participants' 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. Time Bank forbids accepting money, gifts or tips from other participants.
8. 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.
10. If you are unhappy with the Time Bank or any of its members please raise the issue with us.

## Safe Working

When you agree to do a task, if you have any health and safety concerns then please say no!

- **Can you do it?** You should only do a time exchange which you are suitable for.

- **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 Public Liability Insurance.

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

## How we will get in touch with you

We can stay in touch with you by telephone or email and keep track of your 'exchanges' and send you a quarterly statement.

## What to do when you want to exchange your credits?

- Contact us! Let us know how long it might take, and what time and date suits you best. We will support you however we can to make it happen.
- We will update our software with information about your exchanges, so you will be clear what you can spend and what you have offered.
- If you would like to get more involved, you can become a Time Bank volunteer, and help us with the administration, and earn credits in the process.

## How to exchange your time and skills

**When you agree to exchange your time and skills, follow this simple procedure to make sure you have all the information you need so that everything runs smoothly.**

- When accepting a swap write down the name and address of where you need to go, and the date and time.
- Check if there are any special needs involved, or if there is any particular information you should know about the time exchange or the person(s) you are working with.
- Be on time! (Five minutes early is even better)
- Be sure you know the receiver's name, and he or she knows yours.
- 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 let us know.



## What to do if...

### **... you need to cancel an appointment?**

- Whether you are a giver or receiver, give as much notice as possible
- Contact us and a staff member will contact the other participant(s)
- If the receiver would like the exchange to be carried out on another date, we will try to organise this with you. If this is not possible, every effort will be made to find another available person to carry out the swap on the required date.

### **... 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 work with directly.

### **... if an emergency arises whilst you are carrying out an activity?**

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

### **... if 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.