

Somersham and Pidley Time Bank Member's Handbook



building stronger communities

Version 5



Timebanking UK



@SomershamTime



Somersham and Pidley Time Bank



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Welcome to Somersham and Pidley Time Bank

In this handbook you will find lots of information on the Somersham and Pidley Time Bank and on what it means to be a member of this exciting scheme.

For the scheme to run smoothly we all need to agree to follow the guidelines set out in this handbook. Please read through all the sections carefully.

As a member of the Somersham and Pidley Time Bank, you are not a volunteer in the traditional sense. You are part of a community. The concept of earning and spending credits is important because it offers others the chance to make a difference and feel needed. So rather than people feeling that they are taking and never giving, they have the opportunity to give back and feel good about it. By giving and receiving you are effectively giving twice. Without this exchange, the Time Bank cannot work as it just becomes one-way volunteering in the traditional sense.

You are of course welcome to donate your credits to another Time Bank Member or group who would benefit from them. Or you may wish to 'bank' some of the credits you earn by helping others and save them for a rainy day. However, you should also spend some of your credits on the services on offer from other participants. Unlike a normal bank account, with the Somersham and Pidley Time Bank, you do not have to be in a credit situation before you 'spend'.

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What Somersham and Pidley Time Bank can offer you!

The Somersham and Pidley Time Bank can offer its Members the following:

- Insurance cover for any Time Bank exchanges and activities
- The opportunity to exchange skills, time and knowledge within their own community
- The opportunity to meet other Members of the Time Bank and the community
- The opportunity to become involved in community projects and events
- The opportunity to exchange up to 10 hours of time earned per month for 10 Cambridgeshire Time Credits to spend around the UK in the Time Credit Network. Find out where to spend them at this link <http://www.justaddspice.org/our-work/where-we-work>.

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Section 1

Assignments

This section takes you through the procedure for arranging assignments, and outlines what you need to do whether you are receiving or providing a service. It also includes some useful advice should things not run according to plan.

When You Need Some Help

When you need some help follow this simple procedure to arrange the services of an available service giver.

1. Contact the Time Bank Co-ordinator, Lucy Bird on 07443 619017 / 01487 841359 or email at lucy.bird@somersham-pc.gov.uk.
2. Give your name, address, telephone number
3. Give details of the following:
 - the **service** you require
 - **how many hours of service you need** NB the Service Giver may want to assess the job first to work out how many hours will be needed
 - **time/date** which is most convenient for you. (*If you can offer a degree of flexibility over the time and date it provides more options for other members to help you*).
 - **location**
 - **any other details**, for example equipment that may be required.

4. The Co-ordinator will contact you once an available service provider has been contacted to meet your needs.
5. You will be given the name and telephone no. of the service provider and told the time at which to expect them. Similarly, the service provider will be given your details and any relevant information.
6. When the assignment has been confirmed write down the name of the service provider, their telephone no., the date and period of time that the assignment is expected to last.
7. If the exchange involves a member going to another's house, we can provide the person going into the property with a password so that the homeowner knows that the person is a Time Bank Member. Please let the Co-ordinator know if you wish a password to be used. If you have any doubts, ask the participant to wait outside whilst you ring the Somersham and Pidley Time Bank Co-ordinator. If you cannot get through, then play it safe – do not carry on with the exchange and inform the Co-ordinator at the earliest opportunity.
8. On completion of an assignment either phone the Co-ordinator on 01487 841359, text on 07443 619017 or e-mail timebankcredit@somersham-pc.gov.uk. Simply state who the exchange was with, the date and duration of the exchange and the type of exchange, for example a lift, so that it can be recorded in your 'Time Bank Account'.
9. If you are taking part in several exchanges a month, you may find it easier to log all of your hours on a timesheet. Please contact the Co-ordinator if you would like a printed or paper copy.

When Someone Needs Your Help

When you are called upon to give some help, follow this simple procedure to ensure you have all the information you need and everything runs smoothly.

1. When accepting an assignment from the Co-ordinator, write down:
 - the **name, address and telephone no.** of the service receiver
 - the **date** of the assignment and length of the assignment
 - the **location** of the assignment
 - NB you may want to assess the job beforehand – agree this with the Co-ordinator and Service Receiver. This should count towards your Time credits
2. Check whether there are any special needs (see page 4) involved or if there is any particular information you should know about the assignment (e.g. special equipment) or about the service receiver.
3. Be on time to the assignment site – 5 minutes early is even better.
4. Be sure you know the service receiver's name and be sure he or she knows yours and any issued password.
5. If the service receiver has any concerns wait outside whilst they telephone the Time Bank Co-ordinator. (If they cannot get through to the Co-ordinator, then be prepared to arrange the exchange for another time)
6. Find out whom (if anyone) can be admitted to the house.
7. For emergencies, check out your escape route in case of fire etc.

8. Find out if there are any possible hazards i.e. loose or dangerous stairs, unfriendly dogs etc.
10. On completion of an assignment either phone the Co-ordinator on 01487 841359, text on 07443 619017 or e-mail timebankcredit@somersham-pc.gov.uk. Simply state who the exchange was with, the date and duration of the exchange and the type of exchange, for example a lift, so that it can be recorded in your 'Time Bank Account'.
11. If you are taking part in several exchanges a month, you may find it easier to log all of your hours on a timesheet. Please contact the Co-ordinator if you would like a printed or paper copy.

You will be provided with an identity number and password to access your Time Online 'Time Bank Account' where the Co-ordinator records all exchanges. Or if you are not a computer user, please ask the Co-ordinator for a printed copy of your 'statement' regularly.

Special Needs

Somersham and Pidley Time Bank is committed to promoting equality of opportunity for all people, and we treat people fairly, valuing and responding to their diverse backgrounds and needs.

You will be informed if a member has specific needs which you should be made aware of and also, if an exchange could pose you mobility problems or if you have any specific needs, please speak to the Time Bank Co-ordinator.

Drivers and Expenses

If one of the services you are offering is to drive people, please inform your insurance company.

The British Insurance Association and Lloyds Motor Underwriters Association have both given an undertaking that the receipt of contributions as part of a car sharing arrangement shall not be regarded as constituting the carriage of passengers for hire or reward – as long as the contributions do not involve an element of profit, but merely reimbursement towards the reasonable costs of running the car.

Petrol expenses

The service **receiver** is expected to pay for petrol used and reasonable costs of running the car during the exchange. This should be agreed by the service giver and receiver before the exchange takes place (the current Government recommended amount is 45p/mile). If you have any concerns, please contact the Co-ordinator.

Other expenses

The service **receiver** is expected to pay for any expenses used in the exchange. This is where the service giver has incurred expenses in completing the exchange. This could include:

- The cost of ingredients and expense in baking a cake
- The cost of ingredients in learning a cooking style
- Wool etc. when knitting something

It would be sensible to agree these up front and note them down. Any issues please call the Co-ordinator.

Somersham and Pidley Time Bank expenses

In the spirit of timebanking members may routinely give up time and materials to support the Time Bank. However, on rare occasions any cost incurring work commissioned by the Co-ordinator can only be reimbursed if the Co-ordinator has provided a purchase order in advance.

Social Security Benefits and Time Banking

In June 2000, during a parliamentary debate on the voluntary sector and time credits the minister of state, Paul Boateng stated:

“Following legal advice, the Department of Social Security will provide new guidance, advising that no account be taken of time credits earned in time exchange schemes when calculating income related benefits”

What to do if...

Even the best organised schemes don't always run according to plan so here's what to do if...

You need to cancel an assignment

- Whether you are a service giver or receiver, give as much notice as possible.
- Contact the Time Bank and the Co-ordinator will contact the other participant.
- If the service receiver would like the assignment to be carried out on another date the staff member will try to organise this using the existing service giver.
- If this is not possible every effort will be made to find another available service giver to carry out the assignment on the required date.
- If an emergency should arise which forces you to cancel an assignment at short notice, contact the Somersham and Pidley Time Bank Co-ordinator as soon as possible. If it is out of office hours or you can't get hold of the Co-ordinator, then contact the service receiver direct.

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. If you have any doubts do this – it is far better to be on the side of safety.
- If it is not urgent, and you have the telephone number of the service receiver's GP or next of kin, call whichever is most appropriate.

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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.
- Somersham and Pidley Time Bank members are covered by group accident and public liability insurance
- Contact the Somersham and Pidley Time Bank Co-ordinator as soon as possible with full details of the accident.
- If the accident is not the fault of a Somersham and Pidley Time Bank member, get full details of the other party as you may well have a claim against them.

Section 2

Health and Safety

Every effort is made by Somersham and Pidley Time Bank to ensure the safety of all members through careful vetting and interview procedures. In addition, all members are insured by Somersham and Pidley Time Bank.

As the project grows you will soon get to know other participants and build up a useful network of people you can trust and call upon. If, however, you have any concerns or doubts when asked to carry out an assignment do not hesitate to contact the Time Bank Co-ordinator.

This section gives some general guidelines aimed to ensure the safety and comfort of all members which are useful to bear in mind, particularly when working in another member's home.

Guidelines

Do not put yourself at risk – if you are not sure it's safe to do

DON'T DO IT!

1. Be aware of possible dangers. If you are worried about visiting a participant on your own, in the dark or in a particular area – discuss your concerns with the Co-ordinator.
2. Trust your judgement. If anything sets off alarm bells, believe your intuition and position yourself for an easy exit.
3. Do not climb onto unstable pieces of furniture such as rickety chairs or coffee tables.

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Electricity

1. **Do not carry out any electrical repairs unless you are a professional electrician - even routine tasks like changing a fuse or rewiring a plug.**
2. Do not overload power points.
3. Flexes should not trail across hot or wet surfaces
4. Mains operated appliances (i.e. electric fires, hair dryers) should not be used in bathrooms.
5. If you have any doubts about a piece of equipment do not use it.

Gas

If you smell gas in the house and cannot locate the source: -

1. Ensure that all naked flames are extinguished.
2. Open all doors and turn off all gas taps
3. **DO NOT** switch on lights
4. Contact Transco (**0800 111 999**) and tell them your location

Cooking

Many fires start in the kitchen – to avoid danger ensure that:

1. Pan handles are kept clear of flames and not overhanging the front of the cooker.
2. Chip pans are not filled more than half way.
3. Cookers are checked regularly whilst in use.

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Safe Movement

Be aware of these potential problem areas and point out hazards in a friendly way. Remember, you are a visitor in someone else's home and you can only make suggestions.

1. Doorways, hall, passages, stairs and landings are free of clutter and well lit, especially at night.
2. Floor coverings which are worn, torn or wrinkled and/or move easily may be hazardous.
3. Fixtures and fittings are secure.
4. All areas are free from trailing flexes.
5. Anything spilt on the floor is cleaned up at once.

Fire

1. Do not smoke in a participant's home - even if the participant does. This way, if there is a fire resulting from smoking, you know you cannot be held responsible.
2. If a fire should occur – **do not put yourself at risk.**
3. Take yourself and the other participant to a place of safety.

Section 3

Rights and Responsibilities

Somersham and Pidley Time Bank values you as an individual and recognises its responsibility to maintain high standards for all participants. Equally, as a member you have responsibilities towards the Somersham and Pidley Time Bank and other members in the scheme.

This section sets out the Rights and Responsibilities of members. It also includes a copy of the Somersham and Pidley Time Bank Standards of Care which you agreed to respect when you originally registered with Somersham and Pidley Time Bank.

Rights of the Service Giver

- To earn one time credit for every hour spent on an assignment.

- To have time credits banked in the participant's personal account, available to be used when the participant needs a service. These savings are inflation proof.

- To donate time credits to –
 - a family member or friend (needs to be a member of Somersham and Pidley Time Bank)
 - an organisation that is part of Somersham and Pidley Time Bank
 - Somersham and Pidley Time Bank, to be used to help members unable to earn time credits.

- To receive recognition for the valuable service provided to the Time Bank and the community.

- To be treated fairly. Any dispute, complaint or misunderstanding arising out of involvement within the scheme will be resolved promptly.

Rights of the Service Receiver

- **To be treated with dignity, care and respect.**
- **Care**
 - All participants are expected to adhere to the Standards of Care. A participant not doing so can be asked to leave the Somersham and Pidley Time Bank.
- **Guaranteed Price**
 - One time credit always buys one hour of service

Responsibilities of the Service Giver

- To provide a service that is comfortable and satisfying to the service receiver.
- To maintain the service receiver's confidentiality
- To observe the Standards of Care
- To always contact the Somersham and Pidley Time Bank Co-ordinator should a difficult or uncertain situation arise.
- To be prompt and keep scheduled assignments.
- To accept advice from the Time Bank Co-ordinator.

- To make sure all completed time sheets are handed in each month when exchanges have been made.

Standards of Care

Somersham and Pidley Time Bank Members must:

1. Respect another Member's privacy or confidentiality
2. Respect other Member's viewpoints, and to not pressure another participant to accept my religious beliefs or political views.
3. Not involve my friends or relatives in time bank activities by bringing them to a Member's home or venue of time exchange, unless agreed with the Time Bank as being part of a group activity.
4. Not ask for or accept money, gifts or tips from another member.
5. Not eat or drink a Member's food and drink, unless invited to do so.
6. Respect a no smoking policy in a Member's home or venue of time exchange.
7. Not use any possessions of the Member, including the telephone, unless given clear permission to.
8. Always treat other participants respectfully.
9. Not exchange hours unless the time bank is aware (otherwise forfeit insurance cover).

Harrassment, bullying and intimidation

Somersham and Pidley Time Bank are committed to ensure equality of opportunity and equal treatment of those involved and anything less will not be tolerated including, but not exclusively, making or sending unwanted, sexually suggestive, hostile or personally intrusive phone calls, emails, text messages or letters.

Somersham and Pidley Time Bank, in extreme cases, have the right to refuse new members or to terminate membership for inappropriate behaviour or if they fail to comply with the Standards of Care set by the Time Bank.

For further information, please refer to the Volunteers Procedure for Solving Problems on <http://www.somersham-pc.gov.uk/>.

Section 4

Somersham and Pidley Time Bank

Disclosures and References Procedures

Somersham and Pidley Time Bank would like to enable all members of the community to take part in and benefit from the Time Bank. To ensure that everybody can do so safely, the Time Bank Co-ordinator will seek two references for each new member, and if necessary request an enhanced disclosure from the Disclosure and Barring Service and approach the Cambridgeshire Office for Children and Young People's Services for comments.

All disclosures, comments and references will be considered by the Co-ordinator who may refer to the Parish Clerk, Chairman and the Vice-Chairman of the Parish Council for guidance.

If there is no disclosure, and no adverse comments all sensitive papers will be stored securely by the Time Bank Co-ordinator and the applicant will be registered as a member of the Somersham and Pidley Time Bank.

If a disclosure is made or there are adverse references, the Co-ordinator will invite the applicant to comment. These comments, the disclosure and/or references will then be considered by the Parish Clerk, the Chairman, the Vice-Chairman and the Co-ordinator. A joint decision will be made regarding the suitability of the applicant, and any limitations on the involvement of the applicant that may be required. The Parish Clerk will inform the applicant in writing of the outcome of the application.

Although each case will be considered on its own merit, the following circumstances would make it impossible for an applicant to join Somersham and Pidley Time Bank:

- any conviction or record of an offence relating to children or vulnerable adults
- any conviction or record of assault or violence during the last 5 years
- any conviction for theft or fraud during the last 5 years.

Any references and disclosures will be dealt with in the strictest confidence.

Ongoing, a member must contact the Co-ordinator immediately, if they believe their DBS status may change.

Complaints Procedure

Somersham and Pidley Time Bank aims to provide high quality services which meet your needs.

In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know of for any reason you are not satisfied with your dealings with the organisation.

If you are not happy with Somersham and Pidley Time Bank please tell us!

If you are unhappy about any Somersham and Pidley Time Bank service, please speak to the Co-ordinator, the Parish Clerk or the Chairman and Vice Chairman of Somersham Parish Council. Contact details can be obtained from the Parish Clerk on 01487 841359.

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If you are unhappy with an individual in the Time Bank, sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate, then speak to the Co-ordinator, the Parish Clerk or Chairman of the Parish Council.

Often we will be able to give you a response straight away. When the matter is more complicated we will give you at least an initial response within ten working days.

Making a written complaint

If you are not satisfied with our response or wish to raise the matter more formally, please write to the Clerk of Somersham Parish Council, The Norwood Building, Parkhall Road, Somersham, PE28 3HE (If the complaint is regarding the Clerk, please contact the Chairman at the same address).

All written complaints will be logged. You will receive a written acknowledgement within five working days.

The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

Finally, please also let us and others know if you are happy with Somersham and Pidley Time Bank.

Please remember that without active Members the Time Bank cannot work. We hope you enjoy being part of the scheme!