

MEMBERS HANDBOOK



Swap skills, not money

Tel: 0116 305 0705

Email: time4leicestershire@leics.gov.uk

Time4Leicestershire Community Timebanking Member's Handbook

Background of Timebanking

Timebanking was a movement that was developed by Edgar Kahn, an American Lawyer, who designed a system capable of capturing and reviving the 'core economy', the aspects of family and community that underpin everything else. The core economy is made up of all the resources embedded in people's everyday lives – time, energy wisdom, experience, knowledge and skills and in the relationships between them, empathy, care, reciprocity, teaching and learning.

Edgar Kahn described Timebanking as such:

"Help a neighbour and then, when you need it, a neighbour – most likely a different one – will help you. The system is based on equality: one hour of help means one time credit, whether the task is grocery shopping or helping someone complete some online forms. Credits are kept in individual user profile accounts online and the system can provide monthly balance statements, recording the flow of good deeds."

Timebanking values all people equally so it doesn't matter who you are, your time is no more valuable or indeed unworthy than anyone else's. One hour of your time is worth exactly the same as an hour of another's time.

Timebanking UK, a national charity, support local Timebanking services like ours and provide a host of useful information and resources which can be found at www.timebanking.org.

Introduction to Time4Leicestershire

Time4Leicestershire aims to work with individuals, communities and organisations to provide a conduit for skills exchange across Leicestershire. By 'taking' and 'giving' you are contributing to a community that can grow, flourish and learn from each other. When you join Time4Leicestershire, as an incentive to contribute, you will instantly receive 1 time credit so you can start Timebanking straight away.

Timebanking is a valuable tool for growing community resilience and members are asked to encompass the values of the scheme which are:

People are assets

The real wealth of any society is its people. Every Individual has something of value to contribute to the well-being of their local community, be it their experience, their practical support, their empathy, their contacts, their skills or their time.

Reciprocity

Giving and receiving are the basic building blocks of positive social relationships and healthy communities.

Building Social Networks

Belonging to a mutually supportive and secure social network brings more meaning to our lives and new opportunities to rebuild trust in others and confidence in ourselves.

Strengthening Communities

Timebanking builds social networks of people who give and receive support from each other, enabling people from different backgrounds, who may not otherwise meet, to come together and form connections and friendships. Generating social capital in this way can be an important determinant of health, wellbeing and resilience, all of which can prevent needs arising.

Through this approach Time4Leicestershire aim to develop and expand Timebanking across Leicestershire to support our communities through co-production bringing about change at community level and between organisations linking people to share their time and skills.

How to join

You can join Time4Leicestershire by registering for an account at www.time4leicestershire.org.uk. Follow the simple two-step sign up process for registration which will ask that you confirm you are happy with the T&Cs of this service and ensure this service is right for you before you can begin to exchange tasks. If you encounter any difficulties in sign up or exchanges please contact Time4Leicestershire using the details overleaf.

There is help available on our website to assist you in navigating through the online web portal to show you how to create and complete your exchanges as well as how to maintain your online account and general website usage. This can be accessed via www.time4leicestershire.org.uk and via the help pages.

Rights and Responsibilities

Please ensure you have read and understood the terms and conditions of Time4Leicestershire before proceeding which is included within a separate document. This includes; rules of conduct, membership rules, health & safety, data protection, insurance and risk.

Time4Leicestershire operates on a good faith and trust basis which values all participants and the following rights and responsibilities apply;

Rights of the service giver:

- On completion of any Timebank task the Individual that completes it will receive a credit for every hour spent delivering the service. One hour = One credit, Two hours = Two credits etc.

- The credits will be logged by the user on the website which they can spend receiving a task or donate to another user/organisation.
- To be treated with respect and to receive recognition for the valuable service provided.

Responsibilities of the service giver:

- To maintain the service receivers confidentiality.
- To observe health and safety standards.
- To contact Time4Leicestershire if any problems occur.
- To be on time and to keep to the request in hand.

Rights of the service receiver:

- To be treated fairly and with respect.
- To have the task done with care and to the highest possible standards.
- To receive (when agreed) donations of time from others as a gesture of goodwill.

Responsibilities of the service receiver:

- To maintain the service givers confidentiality.
- To observe health and safety standards.
- To contact Time4Leicestershire if any problems occur.
- To ensure that the task can occur on time.

Recognition Scheme

Time4Leicestershire recognise the valuable work undertaken by its members and have a recognition scheme for those who actively engage in skill exchange. Achieve some pre-determined benchmarks to receive written recognition and a bespoke token of acknowledgment for your work within the communities of Leicestershire. We may from time to time want to include member stories within our publications and will contact existing members should they wish to get involved.

Safeguarding

Any Individual, who is involved in a task through Time4Leicestershire, should ensure that anyone using the service is protected from abuse.

If an individual is aware of an allegation or suspicion of abuse, each individual will ensure any such allegation or suspicion of abuse, of a child or an adult who may be in need of safeguarding, is referred at the earliest opportunity to Time4Leicestershire by email at: time4leicestershire@leics.gov.uk and where appropriate shall also inform the police. Time4Leicestershire shall be responsible for (insofar as it determines it appropriate) referring the matter to the appropriate safeguarding team.

Complaints & Dispute Resolution

If you have a dispute regarding a task that has occurred within the Timebank or with the other Individual involved in the task, Time4Leicestershire will do its best to facilitate a meaningful dialogue, which leads to a satisfactory outcome between both Individuals where it can.

It is suggested however that the Individuals involved in the dispute approach each other (whilst keeping Time4Leicestershire informed) to initiate and resolve the issue directly. Please see timescales and guidance below;

- 1) The Individual with the dispute should approach the other Individual and await a response and resolution within 10 Working Days. If you feel you are unable to approach the individual for whatever reason you can contact us on the details below.
- 2) If no response or resolution is received then Time4Leicestershire should be contacted to see how they can assist in resolving the dispute.

Time4Leicestershire will endeavour to overcome any complaint you have about the service and to learn lessons from any feedback. To this end if you are unhappy about any aspect of Time4Leicestershire, please contact us on 01163050705 or via email at time4leicestershire@leics.gov.uk

If you have a complaint about Time4Leicestershire and you don't feel that you can approach Time4Leicestershire directly, Leicestershire County Council have their own corporate complaints procedure. You can telephone 0116 3055875 or write to:

Corporate Complaints Manager
Corporate Resources Department
County Hall
Glenfield
Leicester
LE3 8RL

Cessation of Membership

You can cease to be a member of the scheme at any time by giving written or verbal notice to Time4Leicestershire. A member will automatically and with immediate effect cease to be a member of the scheme in the event the scheme expires or ceases to operate or continue for any reason whatsoever.

Time4Leicestershire may terminate a member's membership with immediate effect in the event the member fails to comply with the terms of the service in the handbook or documented Terms & Conditions. Notification of this would be made in writing to the member.

Feedback

As Time4Leicestershire is a new service it is important to learn as much as possible about its use and benefits. To this end we may contact Individuals who have been involved in tasks for feedback to assist with evaluation. We will only use or publish information you have given us with your consent and our full **data and information sharing policy** can be found online at www.time4leicestershire.org.uk

Frequently Asked Questions “FAQ’s”

How do I get my first credit?

All new members will be given 1 credit (worth 1 hour) when they join Time4Leicestershire so you can start Timebanking straight away. You can earn more credits by giving your time to others.

Is it ok that time credits don't get spent?

Yes no problem, but the point of Time4Leicestershire is that they do get spent in some way eventually. By spending your credits you are contributing to the community and ensuring that the reciprocal cycle continues. You are actually contributing again by spending your credits so whenever possible try to spend or donate them as it makes a great difference.

Can I give my time credits away?

Yes. You can donate your credits to another individual or organisation if you would like to and this can be done via the website and there is help available for this.

Is there a cost?

No. But if the task does require materials the cost should normally be borne by the organisation/individual receiving the service. However if other alternatives are arranged between the parties involved then this should be mutually agreed before proceeding.

What if I am not a computer user?

We have tried to make Time4Leicestershire as accessible as possible but our digital system does require member log in to ensure only approved tasks are undertaken and acceptance of all T&Cs. Someone can sign up on your behalf to support you, should you not be a computer user or you can join as part of an organisation allowing them to log the transactions and credits. Alternatively, we can signpost you to your local Leicestershire County Council Adult Learning service where you can gain the digital skills necessary to make use of the site. We are happy to talk through these options with you, please contact us.

What type of tasks can occur?

The type of tasks that can occur within Time4Leicestershire are varied and largely come down to what an individual can offer. All tasks however need to fall within the remit of what is covered in terms and conditions so please read these prior to undertaking any tasks.

The website displays lots of categories and approved tasks to give you ideas, such as gardening, walking a dog, ironing, helping someone complete some online forms, the list is endless. **Please also ensure you have read and understood the T&Cs of the service for the tasks that cannot be undertaken as part of this service.**

What if I don't live in Leicestershire?

Time4Leicestershire currently operates for residents of Leicestershire. Other time banks operate all over the country and we will do our best to signpost you to a time bank in your area. Alternatively you can pop your postcode into the time bank search function at www.timebanking.org and they will direct you to your nearest time bank.

Contact Us

Time4Leicestershire
Public Health
Leicestershire County Council
County Hall
Glenfield
LE3 8RA

Email: **Time4Leicestershire@leics.gov.uk**

Phone: **0116 3050705**

Website: **www.time4leicestershire.org.uk**