



**WOOLMER FOREST
TIMEBANK
MEMBER'S HANDBOOK**

**Connecting the community an hour at a time
in the Whitehill & Bordon area**

Welcome to the Woolmer Forest Timebank

Thank you for your interest in **Woolmer Forest Timebank**. We hope you will enjoy being part of this fantastic scheme that brings people and organisations together to help each other.

You will be a member of a world-wide network of people sharing skills, knowledge, hobbies, abilities - and sometimes just a cup of tea!



Contact Information

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Background Information

The Woolmer Forest Timebank was started in 2018 and was developed by a group of local residents and organisations all working together.

We are part of a UK-wide network of timebanks under the umbrella of the charity Timebanking UK www.timebanking.org and also work closely with Hampshire Timebanks through the Time4Hampshire network.

Our Timebank is a friendly group of individuals and organisations who swap skills and exchange support in the Whitehill & Bordon area. It's free to join. Members spend time helping each other or sharing hobbies, skills & knowledge and earn time credits in return. These can be "spent" on themselves or donated to a community pot to help others.

Our beliefs

- **People are assets**

The real wealth of this society is its people and we believe that every person is valuable and has something to offer others in the community.

- **Giving back**

The impulse to give back is universal. Timebanking enables people to give as well as to receive. 'You need me' becomes 'We need each other' at a Timebank.

- **Social networks**

Timebanking builds mutual social and practical support networks strengthening communities.

- **Equality**

Everyone's time is valued equally – an hour for an hour.

**Timebanking is for individuals, community groups,
organisations and businesses**

Joining the Woolmer Forest Timebank

Woolmer Forest Timebank is for anyone aged 18 or over living or working in Whitehill & Bordon and the surrounding villages.

The Timebank is for local organisations too. Contact us for more information.

There are two types of individual membership. Both are free!

1. Basic individual Timebank membership

- Attend Timebank meetings and receive newsletters.
- Open a Timebank account where time given & received is recorded.
- Exchange support & skills with other members but not in their own homes.

2. Full individual membership

- Attend Timebank meetings and receive newsletters
- Open a Timebank account where time given & received is recorded.
- Exchange support & skills with other members in their own homes.

To become a full Timebank member you will be asked to provide two informal character references. You will also be asked to sign a form stating that you have read this handbook and that you agree to follow our Code of Conduct. This helps keep everyone safe.

What it means to be a member

As a member you are not a volunteer in the traditional sense - you are part of a community network. The concept of earning and spending credits is important because it gives others the opportunity to make a difference and feel needed. So rather than people feeling that they are taking and never giving, they can give back and feel good about it. By giving and receiving you are effectively giving twice.

Questions and Answers?

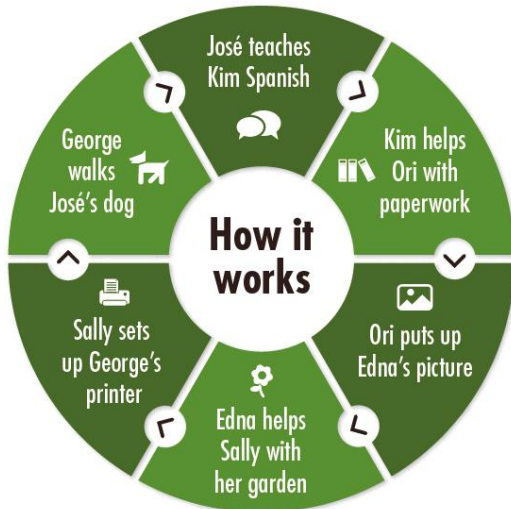
What is Timebanking?

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

How does Timebanking work?

Using our online system or work with our Timebank staff to list the skills and experience you can offer and the help or knowledge you need. Don't worry if you think you don't have anything to offer. Our staff will have some ideas to inspire you and you don't have to give before you receive help.

Everyone's contribution is welcomed and all skills are valued equally – one hour equals one time credit.



When you give help you receive time credits. You can use these time credits to receive support from someone else. Special Timebanking software TimeOnline2 keeps a record of all the time credits you have earned and used. If you don't use the internet, you can ask the Timebank staff to keep a record for you. You can check your time credit balance at any time.

Is there a charge?

No money is exchanged. If your request does require money such as ingredients for cooking, you would be expected to contribute where possible.

Do I have to earn credit before I can get help?

No, you can ask for help straight away. We are happy for you to have spent more hours than you have earned especially if you really need support at the moment. Once you have signed up we will encourage you to either give or receive an hour as soon as possible and to help this we will give one time credit to every member who joins. You also receive time credits when you attend Timebank meetings.

How many time credits can I earn?

You can earn as many time credits as you wish, but we would advise not having more than 50 hours in your account.

What happens if I can't spend my credits?

You can donate credits back to the Timebank's Community Pot. They will be used to help others. You can also donate credits to another member that you nominate. Your Timebank co-ordinator can organise this for you.

Can organisations get involved?

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.

Is Timebanking safe?

We will always do our best to keep you safe. All full members go through a simple safeguarding process before any exchanges take place.

- we meet every member before they begin exchanging
- we carry out basic checks on new members to ensure they are who they say they are
- you will be asked to sign that you have agreed to our *Code of Conduct* (at the end of this handbook). This explains what we will expect from you once you have joined.
- we encourage you to remain safe whilst you are involved in Timebank activities using common sense and following basic guidelines listed in this handbook.
- You will also be covered by our Timebank liability insurance.

What if there is a problem?

Most exchanges work well and everyone is happy. To help keep it this way we ask you to always follow the *Code of Conduct* and be aware of all the points under *Key points to keep everyone safe*. If you do have a complaint, please refer to the *Complaints Procedure* in this handbook.

Are Timebanks just a way of budget cutting or getting services on the cheap?

Timebanking is not a way of replacing paid work nor is it there to replace statutory services. Timebanks are a way of activating untapped community resources and building informal neighbourly support.

Will Timebanking affect my benefits?

Absolutely not. Timebank members fill the gaps that were perhaps traditionally filled by extended family and neighbours.

Timebanking helps us realise that we all have skills that are valued by others. This creates a closer sense of neighbourliness and increases our sense of self-worth.

Getting to know other Timebank members

We know that Timebanking works best when you get to know people first. To help you do this our staff and members run meetings, social events, hobby groups, training sessions and specific activities. Attending these will enable you to meet each other, learn how other members get involved, discover the experiences, knowledge and skills in the Timebank as well as discovering your own talents. Let the Timebank co-ordinator know if you have an idea for a Timebank activity or event. Our newsletter will have more information.



Managing your Timebank offers, requests and exchanges

There are two options:

1. If you can, use the software TimeOnline2 where you can post and search for offers and requests, manage your own exchanges and check your time credit balance.
2. If you are not able to manage your account online Timebank staff can keep you informed of the current offers, requests, post yours and keep track of your account.

What to do when you want help from a Timebank member

Using Time Online 2

- Simply log onto TimeOnline2 and post a request. We will show you how to do this when you join. There is also a useful Members Guide available to you on the system.
- When the exchange happens, you will need to record the hours directly onto the software.

Using the telephone or email.

- Contact the Timebank
- Tell us what you need, how long you think it might take and suggest a couple of times that are suitable for you
- One of our staff may visit you to have a look at the task.
- We'll call you back once we've found another member to help you and will arrange a time when the task will be done
- Make a note of the name of that member and the date and time they are expected.
- When the exchange has taken place contact the Timebank so the exchange can be recorded.

What to do when a Timebank member needs some help from you

When you agree to give some help, follow this simple procedure to ensure you have all the information you need.

- Make a note of the name of the Timebank member you are helping, the address of where you need to go as well as the date and time you have agreed to help.
- Check whether there are any special requirements involved, or if there is any information you should know about the time exchange or the person you are helping.
- Be on time.
- Be sure the member you are helping knows your name.
- Get an idea of the layout of the house. If there is a fire extinguisher or first aid kit available, know where it is 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 Timebank member to be there to make your first introductions, or to stay during the exchange just let us know.
- If you have any worries about what you are being asked to do - **don't do it.**

Time credits – how do they work?

1. All offers of help are equal one hour of help = one time credit.
2. You will be given 1 time credit simply for joining, and you can earn a further hour time credit by getting a friend to join the Timebank.
3. You don't have to earn time credits before spending
4. Only exchanges with a time value in hours can be exchanged. So, offers of help, skills shared, etc are fine. Goods cannot be exchanged - e.g. you cannot swop a computer for a television as part of Timebanking activities.
5. Items of equipment can be loaned, or meeting rooms used (for a specific time) to gain time credits.
6. Occasionally, time credits may be exchanged for freebies such as theatre and film tickets. The Timebank will let you know if these are available.
7. Be prepared to be flexible, if a job takes 45 minutes it should be rounded up to an hour, likewise if it takes just over an hour it should be rounded down - use your judgement.
8. Time credits can only be earned for activities organised through the Timebank - they cannot be given for any volunteering you may do in addition to Timebanking exchanges.
9. If you wish you can donate some of your time credits to another member, the community pot or you may wish to save them for use later.
10. Unlike a financial bank account you do not need to balance what you earn with what you use. There will be times you can give more help and times that you need more help.

Exchanging time – all you need to know

1. We will try to help you arrange your exchange as soon as possible, but please be patient while the best match is found.
2. Where necessary, prior assessments of the work involved in a time exchange may be undertaken.
3. 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 Timebank know.
4. Once you have completed an exchange please update your records or let the Timebank know. We cannot demonstrate how successful we are if we don't know how many hours are being exchanged.
5. The Timebank should not replace paid services such as regular housework or gardening. Please do not ask someone to perform a task that you might pay someone regularly for.
6. Our insurance only covers our members when the Timebank is aware of the exchange – so please let the Timebank know if you arrange an exchange without going through us or TimeOnline2.
7. The activities of the Timebank are covered by our specialist policy. Insurance may be forfeited where the guidelines in this handbook are not followed.

Checklist to keep everyone safe

Are you putting yourself or anyone else at risk?

- Meet Timebank members at social events or in public places before you arrange an exchange.
- Trust your judgement. If you are concerned, leave as quickly and safely as possible and contact the Timebank.
- Have a way of contacting the Timebank or a friend or family member if you are unaccompanied.
- Would it help if another Timebank member accompanied you on a first exchange?
- If you have any health and safety concerns whilst carrying out an exchange, please say no and inform the Timebank.
- When you leave, make sure you leave your work in a safe condition.

Does the Timebank know what you are doing and how an exchange went?

- Always ensure that the Timebank knows about your exchanges either by recording them on TimeOnline2 or by informing the Timebank office.
- Tell us about how your exchange has gone and express any concerns you may have.

Can you do it?

- You should only accept exchanges that are suitable for your abilities.
- Only use equipment if it is in good working order and you know how to use it.
- 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.

Fire or gas incidents

- If a fire starts take no risks and leave immediately, get to a safe place and call 999 immediately.
- If you smell gas and cannot identify the source, extinguish all flames and do not use any electrical switches. Open doors and windows and turn off all gas taps.
- Call the National Gas Emergency Service free on 0800 111999. You will be put through to a trained operator who will help you.

Electricity

- Do not carry out any electrical work unless you are a qualified electrician, even things such as rewiring a plug.
- Do not overload power points.
Do not trail wires or flexes over hot or wet surfaces.

What to do if.....

There is an emergency whilst you are carrying out an exchange

- If it is urgent or you consider it necessary, don't hesitate – dial 999 and request the relevant emergency service. It's better to be safe than sorry.
- Contact the Timebank as soon as possible with details of the incident.

Someone is hurt, 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.

- Contact the Timebank as soon as possible with details of the accident

You are worried about possible abuse of adults at risk:

- please see full details in the Hampshire County Council [Alerter's Guide](#) or contact the Timebank.
- Contact HCC safeguarding team on 01962 847214 (Monday-Friday 9am - 5pm) or email adult.safeguarding.unit@hants.gov.uk

Complaints Procedure

Any member with a complaint or problem should discuss it initially with the Timebank team as soon as possible. Complaints should, where possible, be put in written form and e-mailed to timebank@cfirst.org.uk or handed to one of our team. We will attempt to resolve the issue within 10 working days after receiving the complaint.

However, if the person making the complaint is not satisfied with the outcome or would prefer to take it to a higher level, Community First's Complaint Procedure should be followed as published on their website. <https://www.cfirst.org.uk/about/complaints/>.

If you require support to access and understand this policy or would like to access the policy in an alternative format please contact 0300 500 8085.

Supporting your Timebank

The **Woolmer Forest** Timebank is only able to continue if it is successful in securing funding. The funding provides us with staff, office space, venue hire, insurance, publicity materials, equipment and much more. We regularly apply for grants and also rely on donations and community support.

Donations

In addition to your time, we would be very grateful for any monetary donations you are happy to give us however large or small! If you or your friends or family work for a large company, please do find out if they offer support to community organisations in any way and let us know.

Tea, coffee, sugar, biscuits and cakes

All such donations are very welcome and ensure that we can provide refreshments at our meetings and events.

Community Pot

Members are encouraged to donate any surplus time credits to the Community Pot. This Pot then can then provide time credits for our group projects and events and to members who need extra help or are still working towards earning their own time credits.

Do you know someone who would like to join the Timebank?

The bigger our Timebank the more skills we have to share with each other. If you have a friend or family member (over 18) who would like to join us, ask them to give us a call and we'll arrange to sign them up.

The more members there are, the more skills there are to share!

Code of Conduct

1. The currency for the Timebank is time and everyone's time has the same value.
2. Everyone who participates to help someone will record and follow our guidelines and procedures as set out in this handbook.
3. Spending time credits is dependent on the activities and services offered by the Timebank.
4. You should respect another member's privacy and confidentiality.
5. You should respect other member's viewpoints, and not pressurise anyone to accept religious or political beliefs.
6. You should not involve your friends or relatives in activities by bringing them to a member's home or venue unless agreed prior to the exchange.
7. Woolmer Forest Timebank forbids its members accepting money, gifts or tips from other members (apart for reimbursement of petrol, shopping costs etc). Please get in touch with us if you would like to donate directly to the Timebank.
8. The Timebank 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 members involved will be spoken to and if it continues they may be excluded from the Timebank.
10. You should not eat or drink a member's food or drink unless invited to.
11. You should not smoke, drink alcohol or use recreational drugs at a member's home or venue of exchange.
12. Anyone who is unhappy with the Timebank or any of its members must raise the issue with us following the complaints procedure described in this handbook.

Thank you

We are so pleased you want to join the Woolmer Forest Timebank and we hope this is the start of many years together. Please remember that you can get in touch at any time.

We are funded by:-



Woolmer Forest Timebank is part of the Time4Hampshire Network. It is funded by The National Lottery Community Fund and managed by Community First.



It is supported by 6 local community partners & 1 national organisation - Furniture Helpline, Kingsley Organisation, Radian, Whitehill & Bordon Community Association, Timebanking UK, Whitehill & Bordon Community Trust and Whitehill & Bordon Nextdoor.

Woolmer Forest Timebank Member Agreement



I have read and understand the members handbook including my responsibility to keep exchanges safe and I agree to always follow the Code of Conduct

Name	
Organisation (if relevant)	
Signature	
Date	

This form will be kept in accordance with General Data Protection Regulations

Please tear this form out carefully and give to the Timebank before you start to exchange support in people's homes.