



THIRD SECTOR
Dumfries and Galloway

*Working together to put
our sector first*

Time Banking Network

Dumfries and Galloway

Members Handbook



www.timebankdg.org.uk

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Welcome To the Time Bank Network

A few things about Time Banking:

Thank you for joining our time bank. You are now a member of a world-wide network.

What is Time Banking?

Everyone has skills, knowledge and abilities. Time banking is putting these all together and creating a better community. Everyone is welcome and everyone's skills are equal.

One hour = One time credit.

Everyone agrees to give and to receive so they earn and spend time credits.



How it works?

5 Easy Steps:

1. We ask you to complete an application form or apply online at www.timebankdg.org.uk . Everyone's contribution is welcomed and everyone's skills are valued equally – one hour always equals one time credit.
2. You list the skills and experience which you can offer and those you may need using our skills questionnaire, and add these to the Time and Talents computer database.
3. Everyone agrees to both give and receive help, to earn and to spend their time credits.
4. A record is kept of all the time credits earned and spent, on the Time and Talents database. We will send you a regular statement of your credits or you can view them on line when you receive your log in.
5. Everyone is encouraged to spend their time credits to allow others to make a difference and feel needed.

**Time banking is great for individuals,
community groups, organisations and businesses.**

**The more members there are,
the more skills there are to share.**

Helping members stay safe

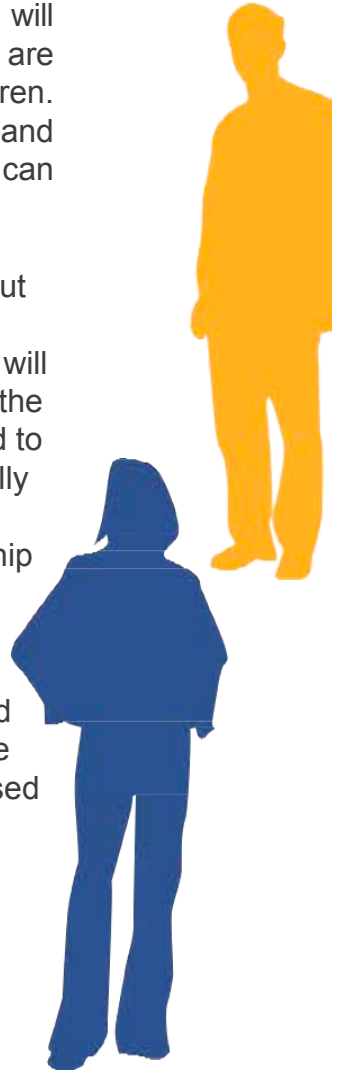
All members provide 2 references, and will be accompanied, or PVG checked, if they are working with vulnerable adults or with children. The time broker can arrange exchanges and check back with members, or exchanges can be arranged online.

If a member lives alone and is nervous about having people in the house or might not remember you are coming, the time broker will arrange for a friend or a neighbour to be at the house. We can also arrange for a password to be used, particularly if the member is visually impaired.

All time bank members will have membership cards with their photos on.

If you need to cancel a task:

Please give as much notice as possible and ask the time broker to contact the other time bank member. If the exchange was organised online, please contact the member directly.





If an emergency arises whilst you are doing a task:

If it is urgent or you consider it necessary, do not hesitate to dial 999 or 101 for Police Scotland. If it is not urgent please inform the time broker.

Accidents or incidents

If an accident happens to a person or damage is caused to property:

- If anyone is injured follow the emergency procedure i.e. Dial 999 first (if necessary) and then inform the time broker.

If an accident happens:

- Get full details of the other people involved and write down what happened.

Third Sector Dumfries and Galloway Accident Report

Name
Address
Telephone
What Happened?
When it happened?
Where it happened?

Please send a copy to your local time bank.

Guidelines

As a time bank member you have agreed that you will:

- Receive and give help.
- Always treat people with dignity and respect.
- Respect other member's viewpoints and don't promote your political, religious or spiritual beliefs to other members.
- Don't involve friends or relatives in time bank activities by bringing them to a participant's home or venue of time exchange, unless agreed with the time bank as being part of a group activity.
- Respect another member's privacy or confidentiality.
- Don't exchange hours unless the time bank is aware.
- Do the task at the time and place you agreed or give as much notice as possible if you can't do the task.
- Don't drink alcohol or smoke indoors while doing a task for another member.
- Don't eat or drink a member's food and drink, unless invited to do so.
- Don't use any possessions of the time bank member, including the telephone, unless given clear permission to.
- Because you receive time credits for the task it's not appropriate to give or receive payments or gifts.
- Contact the time bank staff if you have a problem.
- Report any genuine concerns about health, safety or well-being of another member to time bank staff.

Health and Safety

We aim to create a welcoming inclusive community. We ask that all members of the time bank treat each other with respect and as equals.

This handbook is to insure you are health and safety aware at all times whilst earning and spending time credits. Do not put yourself at risk. If you are not sure that something is safe –

DO NOT DO IT!

Trust your judgement. If you are concerned, get it sorted or leave as quickly and safely as possible. Have a way of contacting the office if you are unaccompanied.

Do not stand on anything unstable. Make sure you refer to the risk assessment before you begin your task.

A member of staff or the time broker may come with you when you first start work to make sure everyone settles into the first visit (if you wish). You will soon get to know other members you can trust and speak to. However, if you are worried, at any time, do not hesitate to call the time bank office.

Insurance

All time banking participants and employees should be covered by a comprehensive insurance policy that provides for group accident cover, public and employee liability. Please check with your local time bank.

Protecting children and vulnerable adults

All children and vulnerable adults have a right to be safe from harm, just like everyone else. Their welfare is vital and their rights, wishes and feelings must be respected.

PVG (Protecting Vulnerable Groups Scheme) checks will be done on anyone who might work with children or vulnerable adults on a regular basis. As well as a sensible safeguard, this is also a condition of the insurance.

If you should have any concerns that a child or adult may be subject to violence, injury, abuse, neglect or exploitation, please raise this with your time broker. We have procedures that will be followed to safeguard the individual.

Smoking, alcohol and illegal drugs

Everyone has the right to be in a healthy, safe and comfortable environment, away from harmful drugs, (including smoke), infection and behaviour that may cause distress or unnecessary risk.

Please do not smoke when doing a task. This protects everyone's health that is involved in the exchange, and it means you can't be held responsible if smoking causes a fire.

Fire

Do not create a fire hazard with either flammable materials or things that can light or spark a fire. If a fire occurs, leave immediately. Do not take any risks. Take yourself and anybody else to a place of safety and call the Fire Service on **999**.

Cooking

Keep pan handles away from flames and not overhanging the front of the cooker. Do not fill a chip pan more than half way. Never leave cooking unattended.

Gas

If you smell gas and don't know where it is coming from, put out 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 111 9999** at any time.

Work equipment

You should only use equipment if it is in good working order and you know how to use it. Repair equipment only if you know how to do so safely.

Do not lift, push or pull, carry or move things if it might cause a hazard to you or someone else. Only move a load that you can easily manage, or move with someone else. Use any equipment available to assist like a wheelbarrow or a trolley.

Electricity

Do not carry out any electrical work unless you are a qualified electrician - even tasks like changing a fuse or rewiring a plug.

- Do not overload power points.
- Do not trail wires or flexes across hot or wet surfaces.
- Do not use any appliance with a plug (such as an electric fire or a hair dryer) in a bathroom.

Time banking and Benefits

Income-related state benefits

Time banking does not affect your entitlement to income related state benefits.

Time banking and tax exemption

Time credits are not taxable income. The time bank only records the time exchanged between members. Time credits cannot buy goods or retail services. They have no cash value.

Employment and Support Allowance or Incapacity Benefit

Time banking is classed as non-remunerative work rather than volunteering, so the situation is slightly different if you get these benefits. The Secretary of State for Work & Pensions stated in 2007 that for time banking, “Time spent on these schemes is not voluntary work.” For this reason, “permitted work rules” apply.

If your involvement with the time bank does not come within these rules, your incapacity status may be affected. We strongly suggest that you contact the Department of Work and Pensions to inform them that you are a member of a time bank before you start doing tasks.

Not Happy?

Dumfries and Galloway time banking network appreciates constructive criticism and complaints. We listen to them, take them seriously and deal with them respectfully so that we can put things right for people who have received a poor service.

Learn from experience and improve.

Your first point of contact for any problems is Sharon Ogilvie, Project Development Officer.

Your second contact is David Coulter, Chief Executive of Third Sector Dumfries and Galloway.

They can all be contacted on **0300 303 8558**.

Useful Contacts

Project Development Officer

Sharon Ogilvie

Third Sector, Dumfries and Galloway,
16 Queensberry Street, Dumfries. DG1 1EX

Tel: 0300 303 8558 Mobile: 07702 907370

Email: Sharon@thirdsectordumgal.org.uk

Your Local Time Bank Contact



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Notes

A series of 20 horizontal dotted lines for writing notes.



Contact

Third Sector
Dumfries and Galloway
16 Queensberry Street
Dumfries, DG1 1EX



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