



Rushey Green Time Bank Exchange Guidelines

April 2018

When you accept an exchange, either giving or receiving the skill, it is your responsibility to be clear about what is involved.

Make sure you talk on the phone or meet to talk about;

- Their contact details. Just in case you need to contact them if there are any changes e.g. illness or bad weather
- The time and date of the exchange
- What you both expect and the commitment you want to make
- If you are the one wanting the help, make sure you tell the other member clearly what you want so there is no misunderstanding
- Whether there is any particular information you should know about the other person. For example, is the person a wheelchair user or visually impaired?

Also make sure:

- The person is comfortable in your home
- You are on time and keep arrangements you have made with other members
- Let them know early if you can't make it
- Provide help that is comfortable and satisfying to the other member, (help you would you like to receive)
- If this is the first exchange, let the Community Projects Lead know first so they can arrange to go with you. Also please let us know how the exchange went, whether it went well, if there were any problems so we can deal with them quickly. We also encourage you to give feedback at the members' Action Group meeting, or to write something for the newsletter to encourage others to get involved with skills exchanges
- Agree who will log the exchange hours. Usually this is the person who receives the help. It is important we log the hours to keep balances up-to-date and so RGTB can inform funders on our work. If you need help logging hours, ask a member or staff to help you

Safety

- Try and meet the person before the exchange so you can get to know them (if you don't already). This could be at a time bank activity or event. If this is not possible:
 - I. Agree a password so you know it's the right person
 - II. Ask a family or time bank member or friend to go with you
 - III. Let a member of RGTB staff know what date and time you are exchanging
- If you are driving someone, make sure you have the correct insurance
- Make sure any equipment you use is safe and reliable

- Ensure that you wear appropriate Personal Protection Equipment
- Never undertake a task that might put you or others at risk. No heavy lifting, working at height without an appropriate ladder. If you have any health and safety concerns please say no and notify RGTB so they can carry out a preliminary risk assessment before attempting to complete the task
- Do not share the personal contact details of the person you are helping unless you have been given permission to do so
- If an emergency arises while on a time bank exchange, do not hesitate to call 999 for the relevant emergency services. If not urgent, call the RGTB mobile (07544996722)
- If anyone is injured, again follow the procedure above. Contact the Community Projects Lead as soon as possible with the full details of the accident
- RGTB members over the ages of 18 and paid members of staff are covered by Public Liability Insurance for exchanges that are agreed by the Community Projects Lead prior to the exchange itself.

Exclusion: unless a member has the appropriate and verifiable experience and qualifications, and relevant safe to use tools, the Time Bank doesn't undertake professional works that involve glass and glazing, gas, chimneys and flues, mains water, boilers, electrical goods (except basic DIY like changing light bulbs, fuses, rewiring a plug), working high on ladders, roofing, plastering (except small patch repairs), structural works (like fitting RSJs, load bearing walls, foundations) mechanical repairs to motorised vehicles (steering, brakes, suspension, engine repairs, oil changes). If in doubt consult Time Bank staff.

Costs

- All costs to be met by the person receiving the help: i.e. paint, seeds, parts
- If you are receiving the help clarify beforehand whether the person offering help needs towards travel expense (e.g. reimbursing for the bus and how much this would be). If you are driving regularly for someone, discuss petrol costs with RGTB
- If you are buying something for the other person, make sure you have agreed the costs beforehand
- Be clear before the exchange who is paying for what, don't make any assumptions. This avoids embarrassments later.
- Do not accept any money in return for completing a time banking exchange (please refer to Our Values)

Our Values

Our Values at the Time Bank are aimed at creating a welcoming, enjoyable experience and a safe environment for all. It ensures that all members know what behaviour they have a right to expect from one another when participating in time bank skills exchange:

- Treat people equally and with respect regardless of race, nationality, culture, gender, sexuality, disability, religion or age.
- Provide a safe environment by not harming anyone in any way, whether through discrimination, bullying, sexual harassment, physical force, verbal or mental abuse, neglect or other harmful actions i.e. violence, swearing, inappropriate behaviour and language of an offensive manner.

- Show courtesy for all Time Bank employees and participants. Aim to keep all appointments or to promptly inform all concerned when an appointment cannot be kept.
- Respect and maintain privacy of all the people involved in the Time Bank. Do not call or visit the home of another member without their express invitation.
- Respect the home and property of other members and organisations.
- Recognise that your time is voluntary and not to accept money or gifts as compensation.
- Have fair and realistic expectations of the Time Bank and what its members can provide – i.e. be aware that your requests may not always be fulfilled.
- Avoid pressuring another member to either give or receive time against their will. All requests should be mediated via the Community Projects Lead

Notes

- Time banking is flexible. Members can accrue lots of credits or owe credits depending on your needs at that particular time
 - We encourage you to exchange regularly. If you find this is difficult, or are not sure what you can offer, talk to us
 - You can leave Rushey Green Time Bank at any time. To do this please write to us. Upon requesting to leave the organisation we will remove your personal details from our records within a calendar month of your request. The time credits you have acquired to date will then be saved anonymously. Alternatively, you can also choose to donate your time credits to the time bank 'community pot' or other members.
 - Provide feedback about the exchanges you make, this helps us improve our time bank and report back to funders about the impact of our work
 - If someone only wants to give time, they can donate any excess hours to someone else who finds it harder to earn hours, or to the community pot.

For more information or if you have any questions, please contact the Community Projects Lead on 07544996722 or by emailing info@rgtb.org.uk