



LEITH TIME BANK
PART OF THE EDINBURGH **timebanknetwork**

Welcome To Leith Time Bank

First and foremost, we would like to welcome you to Leith Time Bank, an exciting new project for the Leith community.

Time banking is making an enormous difference to people and communities across the UK, by drawing people together and developing mutual friendships and support. It helps build a sense of community, where people know their neighbours and can rely on them for help and support.

Leith Time Bank brings together people of different ages, cultures, backgrounds and abilities, who then interact with each other on an equal footing and with mutual respect and understanding. It is a rewarding and enjoyable way for people to come together to access help or services that they may not otherwise be able to receive or afford. People get the help they want and support each other by taking turns to be responsible for some of the care and practical help that we all need from time to time. As a member of Leith Time Bank you are not a volunteer in the traditional sense. This means that you must be prepared to receive from others as well as to give to others. Without this reciprocity the project will not work.

In this handbook you will find lots of information about Leith Time Bank and what it means to be a member of this project. For the project to run smoothly we all need to agree to follow the guidelines set out in this handbook. Please read through all the sections carefully and if you have any comments or questions about any part of the handbook please contact the Leith Time Bank team (see page 14 for contact details).

Regards,

The Leith Time Bank Team



SECTION 1 – THE TIME BANK CONCEPT

What is time banking?

Leith Time Bank is an exciting project that gives people, like you, the opportunity to share time and skills to develop your community.

We know everyone has skills, knowledge and experience to offer, which could be beneficial to someone, such as gardening, sewing, listening, simple repairs and running errands. Time banking is a way for people to exchange their skills and time.

For every hour members “deposit” in a Time Bank, they are able to “withdraw” equivalent support in time when they themselves are in need. Everyone's time is valued equally whatever is being offered.

1 hour = 1 Time Credit

This kind of exchange is not new – it has traditionally occurred amongst families and friends. All Leith Time Bank does is to provide a new structure for neighbourliness.

Leith Time Bank is about neighbours being neighbours.

Benefits of time banking

- ⌚ Meet new people and make new friends
- ⌚ Try something new
- ⌚ Use and develop your knowledge, skills and experiences
- ⌚ Learn from the expertise of others
- ⌚ Build individual confidence and skills
- ⌚ Get things done that would not get done otherwise
- ⌚ A flexible volunteering opportunity – you can fit it into your lifestyle
- ⌚ Feel rewarded for your contribution to your community
- ⌚ Build community networks and knowledge

How time banking works

- ⌚ People identify the skills and experience they can offer and those that they need, using a skills and needs questionnaire.
- ⌚ Everyone's contribution is welcomed and everyone's skills are valued equally - one hour always equals one Time Credit, regardless of the type of transaction.
- ⌚ Everyone agrees both to give and to receive help, to earn and to spend their Time Credits.
- ⌚ Everyone is encouraged to spend their Time Credits to allow others the chance to make a difference and feel valued.

- ⌚ A record is kept of all the Time Credits earned and spent, using the Time Online system.
- ⌚ Members receive a regular statement showing the Time Credit balance on their account.
- ⌚ A Time Broker runs the day-to-day operation of the Time Bank by recruiting and supporting members, matching them with requirements, and keeping Time Credit accounts. They also engage and develop relationships with local organisations.

SECTION 2 -EXCHANGES

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

The procedure is basically the same for all Leith Time Bank activities. You can ring, email or drop by (see page 14).

Requesting help

1. Contact the Leith Time Bank office.
2. Give your name, address, telephone number.
3. Give details of the following –
 - ⌚ the help you require
 - ⌚ how many hours of exchange you need
 - ⌚ 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*).
4. A Leith Time Bank staff member will call you back once an available exchange provider has been contacted to meet your needs.
5. You will be given the name of the exchange provider and told the time at which to expect them. Similarly, the exchange provider will be given your details and any relevant information.
6. When the exchange has been confirmed write down the name of the exchange provider, the date and period of time that the exchange is expected to last.
7. To have your credits recorded, you can
 - ⌚ Send your completed Time Exchange sheet to the Leith Time Bank office
 - ⌚ Phone or email us with the length of the exchange. We will then confirm with the other Time Bank member and credit/debit the appropriate account.

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 exchange write down:
 - ⌚ the name and address of the member
 - ⌚ the date of the exchange and length of the exchange
2. Check whether there are any special needs involved or if there is any particular information you should know about the exchange or the member.
3. Be on time to the exchange.
4. Be sure you know the member's name and be sure he/she knows yours.
5. When the exchange has been completed fill out a Time Exchange Sheet. Ask the member to check it and then you should both sign and date it.
6. To have your credits recorded, you can either:
 - ⌚ Send your completed Time Exchange sheet to the Leith Time Bank office
 - ⌚ Phone or email us with the length of the exchange.
 - ⌚ We will then confirm with the other Time Bank member and credit/debit the appropriate account.

Members with special requirements

Members with severe sensory impairments

You may be asked to provide a service for a Time Bank member who has a severe hearing or sight impairment. In this case, please follow these steps to ensure safety:

- ⌚ When the task is set up, the person you spoke to at the Time Bank office will give you a password. The same password will be given to the person receiving the service.
- ⌚ When you arrive at the person's house, tell them or show them your name and the password, so they know that you are the person they are expecting.

Members with dementia

In most cases, a Time Bank member with dementia will have a carer who will be expecting you and will let you into the house. There may, however, be cases when the person is living alone but might not remember you are coming or recognise you from a previous visit.

In these instances, the Time Broker will arrange for a friend or neighbour to be at the house when you arrive. This is to check that you are a Time Bank member and to introduce you to the householder.

What to do if

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

You need to cancel your exchange

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

If something goes wrong

It rarely does!

- ⌚ If it is urgent or you consider it necessary, ***don't hesitate – dial 999*** and call the relevant emergency exchange. If you have any doubts do this – it is far better to err on the side of safety.

An accident happens to either member, 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.
- ⌚ Leith Time Bank members are covered by Pilmeny Development Project's public liability insurance. **Please note** if an accident occurs when Leith Time Bank has not organised the exchange, it is not covered by insurance.
- ⌚ Contact the Leith Time Bank office as soon as possible with full details of the accident.

If you are unhappy with work done/Time Bank member

- ⌚ If you are not happy with the work that has been done for you, please contact the Time Broker as soon as possible. They will see what can be done to sort it out. Please remember however that our participants are good neighbours and may not be professionally trained.
- ⌚ If anything happens which you are not comfortable with please contact the Time Broker immediately. It could just be that the two of you are not comfortable working with each other. Leith Time Bank will help as much as we can. Please bear in mind your personal safety at all times.

SECTION 3 - HEALTH AND SAFETY

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.

Every effort is made by Leith Time Bank to ensure the safety of all members through a careful recruitment procedure. In addition, all members are insured by Leith Time Bank. As the project grows you will soon get to know other members and build up a useful network of people you can trust and call upon. If, however, the occasion should arise that you have any concerns or doubts when asked to carry out an exchange do not hesitate to contact Leith Time Bank for guidance.

Guidelines

The Time Bank wants all its members to be kept safe and healthy while doing tasks or receiving help. Please take care of yourself and the health and safety of anyone else who may be affected by what you do. You should only do something that you know you can do safely. Please report immediately to the Time Bank staff any concerns, risks, near misses and actual accidents. This is so we can learn from these to protect all our members.

These are some general guidelines to ensure the safety and comfort of all Time Bank members. Please bear these guidelines in mind when doing any task.

- ⌚ Do not put yourself at risk. If you are not sure that something is safe – **DO NOT DO IT!**
- ⌚ Trust your judgement. If anything concerns you, get it sorted or leave as quickly and safely as possible.
- ⌚ Have a way to contact someone, such as a mobile phone, in case there are any problems.

Fire

- ⌚ Do not create a fire hazard with either flammable materials or things that can light or spark a fire (including cigarettes).
- ⌚ If a fire does happen, take no risks and leave immediately.
- ⌚ Take yourself and the other Time Bank member to a safe place and call the Fire Service by phoning 999.

Gas

- ⌚ If you smell gas and cannot locate 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 at any time. You will be put through to a trained operator who will take all the details.

Work equipment

- ⌚ Use equipment only 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.

Electricity

- ⌚ 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 an electric fire or a hair dryer) in a bathroom.

Safe movement

In someone else's home, please remember that you are a visitor and can only make suggestions. Please be aware of these possible hazards and point them out in a friendly way.

- ⌚ Doorways, halls, passages, stairs and landings should be free of clutter and be kept well lit, especially when it is dark.
- ⌚ Floors should be sound and strong enough for any loads expected.
- ⌚ Surfaces that have holes, tears, are slippery or uneven may be hazardous.
- ⌚ Fixtures and fittings should be secure, with things stored and stacked so that they are not likely to fall.
- ⌚ All areas should be free of wires that might trip someone up.
- ⌚ Anything spilt on the floor should be cleaned up at once.
- ⌚ All waste should be put into a bin or other container.

Lifting and handling

- ⌚ Avoid lifting, pushing, pulling, carrying or moving awkward or heavy loads, where this might cause a hazard to you or someone else.
- ⌚ Only move a load that you can easily manage, or move it with someone else.
- ⌚ Use any aids and equipment available, such as a trolley or wheelbarrow.
- ⌚ If you are moving things, take regular breaks.

Protecting everyone

The Time Bank maintains high standards of safety for its members. All Time Bank applicants are screened.

- ⌚ Members are interviewed
- ⌚ Two personal references are obtained and checked.

To protect the safety of our members, we err on the side of caution, and if there is any question about a member posing a threat to the safety of other members that person will not be a member of Leith Time Bank. The Time Broker may come to the first assignments, to ensure everything is fine and everyone is happy.

If you have any genuine concerns that someone may be subject to violence, injury, abuse, neglect or exploitation, please raise this with the Time Bank staff.

Smoking, alcohol and illegal drugs

Everyone has a right to be in a healthy, safe and comfortable environment. Members should not be exposed to the harmful effects of drugs, whether legal or illegal, including smoke. Please do not smoke when doing a task, or when having a task done by someone else. This protects other members' health, and means that you cannot be held responsible if smoking causes a fire.

If a Time Bank member drinks alcohol, uses solvents or are under their influence, they should be asked to leave. Please raise this with the Time Broker as soon as possible.

If anyone possesses or supplies an illegal drug while doing or receiving a task with the Time Bank, please raise this with the Time Broker.

SECTION 4 - EXPECTATIONS

Leith Time Bank values all its members and would like all exchanges to be carried out to a high standard. This section sets out the responsibilities of Leith Time Bank and its members. It also includes a copy of Leith Time Bank Standards of Care which you agreed to respect when you registered with Leith Time Bank. A complaint procedure is also included in this section.

Responsibilities of Leith Time Bank

The Time Bank has a responsibility to maintain high standards for all its members.

- ⌚ To provide appropriate induction and training
- ⌚ To provide a named person to provide support to the member
- ⌚ To pay out of pocket expenses and details of what expenses will be paid and when
- ⌚ To provide appropriate insurance
- ⌚ To ensure a safe working environments
- ⌚ To deal with any problems or concerns fairly and as quickly as possible

Responsibilities of Leith Time Bank members

As a Time Bank member you have responsibilities towards the Time Bank and to other members.

- ⌚ Complete the exchange to the best of your ability
- ⌚ Be prompt and keep scheduled exchanges
- ⌚ You will earn one Time Credit for every hour spent on an exchange. Time Bank credit will be banked in the member's personal account, available to be used when the member needs an exchange
- ⌚ Complete and hand in time sheets promptly
- ⌚ Maintain the other members confidentiality
- ⌚ Expect to be treated fairly and to treat other people fairly. Any dispute, complaint or misunderstanding arising out of involvement within the project will be resolved promptly
- ⌚ Always contact the Leith Time Bank office should a difficult or uncertain situation arise
- ⌚ Accept guidance from Leith Time Bank staff
- ⌚ Observe the Time Bank values

Equal Opportunities

We operate an Equal Opportunities Policy which applies to all staff and volunteers. We welcome a diverse group which makes Leith Time Bank more representative of the communities it serves. We involve people from different backgrounds, ages, cultures, genders and outlooks. We strive to treat everyone fairly on an individual basis.

Confidentiality

Leith Time Bank members are bound by the same requirements as staff. Members must respect the confidentiality of other members, staff members and service users. Members' personal information is held securely in our Main Office, where only the relevant members of staff have access to it. We protect member's information very seriously. If you have any concerns or questions, please do not hesitate to contact us (see page 14).

Standard of Care

As a Time Bank member, I agree to:

1. Respect the other participants' privacy and confidentiality
2. Respect other participants' 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 participant'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 other participants.
5. Not eat or drink a participant's food and drink, unless invited to do so.
6. Please refrain from smoking during the exchange. A no smoking policy is operated by Leith Time Bank.
7. Not use any possessions of the participant, including the telephone, unless given clear permission to.
8. Always treat other participants respectfully.

Any behaviour that breaches these Standards of Care is unacceptable and may lead to the restriction, suspension or withdrawal of your Time Bank membership.

If volunteering is not working out

If the project feels that you do something inappropriate or your behaviour is inappropriate in any way, a meeting will be arranged between you, the Time Bank Broker, and the Project's Manager. A decision will be made as to whether or not your volunteering will continue. This will be put in writing with new terms and conditions specified or reasons for dismissal given.

Please note that, depending on the nature of the misconduct, you may be asked to stop volunteering immediately.

Inappropriate behaviour and actions where we would request a meeting

- ⊗ Persistent poor time-keeping or unauthorised absence
- ⊗ Persistent violation of the Health and Safety conditions
- ⊗ Breaches of confidentiality/disclosure of confidential information or documents

Behaviour we would take very serious

- ⌚ Bullying, harassment or discrimination (whether direct or indirect). Victimisation of any person on the grounds of sex, ethnic background, disability, gender reassignment, sexual orientation (whether actual or perceived), religion, belief or age.
- ⌚ The use of alcohol or drugs which affect your ability to carry out your agreed exchange
- ⌚ Use of violence, or abusive, threatening behaviour to other members, staff or members of the public
- ⌚ Inappropriate behaviour to other members or staff which can include physical contact, over familiarity, or any other behaviour that would be viewed as harassment.
- ⌚ Theft including food, stationery and money
- ⌚ Failure to tell us about any criminal conviction information through our Self Disclosure Policy, or providing inaccurate information regarding our Self Declaration Form and Self Disclosure process.

Complaints procedure

Purpose

The procedure is to enable people using services of, or taking part in activities organised by, Pilmeny Development Project to be heard when they feel things have gone wrong.

Principles

- ⌚ People making complaints have the right to be treated equally and not be discriminated against.
- ⌚ Complaints are to be treated seriously and dealt with in good time.
- ⌚ Complaints are to be treated with an open mind, and will be investigated without prejudice.
- ⌚ People making complaints have the right to confidentiality. If requested, names will not be disclosed in investigating complaints. However, anonymous complaints may not be investigated.
- ⌚ Abusive and offensive comments are not classed with 'complaints' and are not acceptable.
- ⌚ The overall level of complaints is recorded and monitored.

The Procedure

1. If you have a complaint about any *service or activity* which you wish to be handled formally, you should write (marking it for the Attention of the Chair) to: The Chair, Pilmeny Development Project, 19 -21 Buchanan Street, Edinburgh EH6 8SQ or email: pilmenydevelopmentproject@btconnect.com
2. The Chair will decide, from the nature of the complaint, who is the appropriate person/persons to deal with your complaint.
3. Your complaint will be investigated and you will receive a reply from the appropriate person within twenty eight days.
4. If you are not satisfied with the reply, you should write to the Chair of the Management Committee, within fourteen days.
5. The Chair of the Management Committee will inform the Management Committee about your complaint at the next meeting of the board of Directors. You will receive their reply within fourteen days of that meeting. This reply will be final, and no further correspondence will be entered into about your complaint.
6. Formal complaints about a *Project Worker* should be addressed to the Chair of the Management Committee, at the address given. These will be dealt with in the same way as stage1 above.
7. Formal complaints about a *Project Volunteer* should be addressed to the Chair of the Management Committee, at the address given. These will be dealt with in the same way as stage1 above.
8. Formal complaints about *individual members of the Management Committee* should be addressed to the Chair of the Management Committee. Formal complaints about the Chair of the Management Committee should be addressed to the Vice-Chair. These will be dealt with by either the full Management Committee or by a Sub-Committee appointed by the Directors. You will receive a reply within twenty eight days of the meeting following receipt of your complaint.
9. Complaints made less formally will be recorded (without the complainant's name, unless requested) and reported to the appropriate person.
10. The number and type of complaints will be monitored anonymously, and this information will be openly available.
11. If a complaint is unable to be resolved you can contact CEC Social Work Advice and Complaints Service, Level 1/7, Waverley Court, 4 East Market Street Edinburgh, EH8 8BG. Tel 0131 553 8389. E mail: socialwork.complaints@edinburgh.gov.uk

Breach of the Procedure

Breach of the Complaints Procedure by staff or volunteers will be treated as a disciplinary offence and may lead to suspension or termination of contract as gross misconduct.

SECTION 5 - FAQs

1. Can anyone be a member?

Anyone can join Leith Time Bank—everyone is equal—all are welcome. Everyone has something to offer and everyone can take part.

People of all ages and abilities can join in and exchange a whole range of skills. Leith Time Bank is open to all, with a specific focus on older people and carers. It benefits from the diversity in its membership so there are a wide variety of skills exchanged by members.

Members must accept that the primary aim of Leith Time Bank is to develop closer communities and recreate a sense of neighbourliness through the exchange of skills and time. The idea of give and take is the driving force behind Leith Time Bank and members must be willing to both provide and receive exchanges to enable everyone to have an active role within each project.

2. Can I give my credits away?

Yes, you can. In this way you can help a person twice. Firstly, when you provide an exchange, and secondly when you pass on your exchange credits to someone else to enable them to obtain an exchange they need. You can donate your time credit to-

- ⌚ a family member or friend
- ⌚ an organisation that is part of Leith Time Bank
- ⌚ Leith Time Bank itself, to be used to help members unable to earn Time Credits.

3. Can people who can't earn Time Credits still get help?

Yes, they can use Time Credits donated by other members into the community pot or earned on their behalf by their family and friends. However, it is important to remember that Leith Time Bank is about developing **reciprocal** exchanges amongst members so ultimately strengthening communities and rebuilding neighbourhoods. At the end of the day most people will find they have something to offer and can provide an exchange that is valued and needed by someone else. However there is a provision for someone who is ill and unable to contribute in the short term to get involved.

4. How can I check my Time Credit balance?

There are a number of ways that you can check your balance:

- ⌚ You can ring the Leith Time Broker (see page 14).
- ⌚ The Leith Time Broker will post you regular statements of your Time Bank Credits.

- ⌚ You can also check your balance using the Time Online website. You need a username and password in order to access this information. The Leith Time Broker can help you set up an account. As Time Online is computer software, you will need a computer and internet access to use it.

5. Do Leith Time Bank members get compensated for travel expenses and the like?

Needs will vary and this is one of the questions that will be resolved with individual exchanges. Leith Time Bank will reimburse agreed travel expenses. We encourage all Time Bank Members to use public transport as much as possible. As there are limited funds, travel expenses will be reimbursed to a maximum of the cost of a Lothian Buses day saver, when appropriate.

6. Will it affect my taxes and benefits?

The simple answer is no, as there is no costing system involved - everyone's hour is worth the same which makes Leith Time Bank a straight exchange.

7. What about my safety?

All Time Bank applicants are screened:

- ⌚ Individuals are interviewed as part of the recruitment process
- ⌚ two references are obtained for every new Time Bank member

As always, trust your judgement. If anything sets off alarm bells, believe your intuition.

8. What about liability?

Yes, Leith Time Bank has public liability insurance that will cover your activity as a Time Bank Member.

9. Who started Leith Time Bank project?

Leith Time Bank is a new project funded by the Innovation/Building Capacity Grant. The main focus of the project will be older people and carers; however, there is recognition that there will be other demographic groupings that will exist within the main focus. The project meets both NHS and Edinburgh Council's strategic priorities, tackling health inequalities among older people and their carers.

VOLT (Voluntary Organisations in Leith Together) has established a steering group to oversee the development of Leith Time Bank and PDP (Pilmeny Development Project) provides management on their behalf.

THE LEITH TIME BANK TEAM

Mary O' Connell

Leith Time Bank Broker

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Website: www.pilmenydevelopmentproject.co.uk

'If you need help with translation please contact Pilmeny Development Project. Tel: 0131 553 2559.'

Jeżeli potrzebuje Pan/Pani tłumaczenia, prosimy o kontakt z Pilmeny Development Project pod numerem telefonu 0131 553 2559.

如果需要翻譯服務，請接洽Pilmeny Development Project 發展計劃，聯絡電話：0131 553 2559

'अगर आपको अनुवाद में सहायता चाहिए तो कृपया Pilmeny Development Project (पिलमेनी डेवलपमेंट प्रोजेक्ट) से संपर्क करें। टेलिफोन: 0131 553 2559'

اگر آپ کو ترجمے کے سلسلے میں مدد درکار ہے تو پیلمنی ڈیولپمنٹ پراجیکٹ (Pilmeny Development Project) سے رابطہ کریں۔ ٹیلیفون: 0131 553 2559

'ਜੇਗਰ ਤੁਹਾਨੂੰ ਅਨੁਵਾਦ ਦੇ ਸਬੰਧ ਵਿੱਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਪਿਲਮੇਨੀ ਡਿਵੈਲਪਮੈਂਟ ਪ੍ਰਾਜੈਕਟ (Pilmeny Development Project) ਨਾਲ ਸੰਪਰਕ ਕਰੋ। ਟੈਲੀਫੋਨ: 0131 553 2559।'

'यदि आपको अनुवाद संबंधित मदत की आवश्यकता है तो कृपया पिलमेनी डेवलपमेंट प्रोजेक्ट (Pilmeny Development Project) से संपर्क करें। टेलिफोन: 0131 553 2559।'