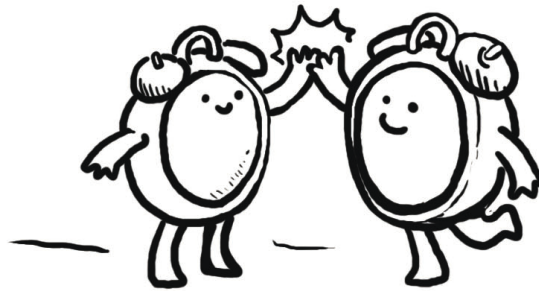


# LEVY TIME BANK

♥ Helping each other out in Levenshulme ♥



Timebanking is a way of offering your time and skills in exchange for someone else's – a form of local economy.

Everyone has something to give: an ability, or some knowledge or experience that someone else will be interested in. Let's help each other out in Levenshulme!

## Members' Handbook



<http://www.levytimebank.org.uk>



<http://www.facebook.com/groups/levytimebank>



[info@levytimebank.org.uk](mailto:info@levytimebank.org.uk)

## Welcome to Levy Timebank!

In this handbook you can find out about a new way of making a difference in your community and getting some help back. The membership of this timebank is open to all people who live or work in Levenshulme, Manchester, or who feel that they have a community connection here.

A timebank is a community scheme which promotes two-way volunteering or skill sharing, and which uses time as its currency. We make the most of the assets we have in Levenshulme by sharing our skills and helping each other out without having to exchange any money. No money is needed!

For every hour of help you give, you receive one Levy time credit.



You can use these credits to ask for help with the things that you need. Everyone has something to offer, and everyone's time is valued equally. For example, for doing one hour of gardening for someone, you can ask someone (anyone in the timebank) to do an hour of decorating for you, or an hour of dog walking – whatever is being offered by other people.

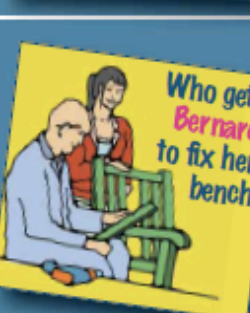
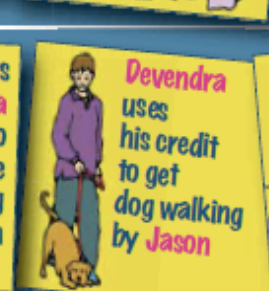
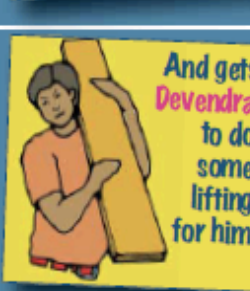
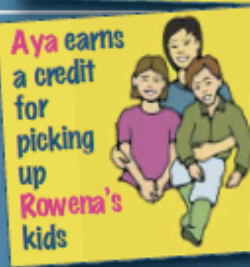
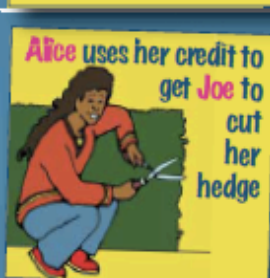
For the Timebank to run smoothly, all members need to agree to follow the guidelines and agree the Terms and conditions set out in this handbook. Levy Timebank is not a charity – it is about community members offering their skills, abilities and knowledge and helping each other out.

## An idea of how a timebank can work...

# Give us some credit

- an everyday story of time banking

Meet **Jackie** - new to her town and keen to get to know her community, meet and make new friends and share her skills.



## Who are we?

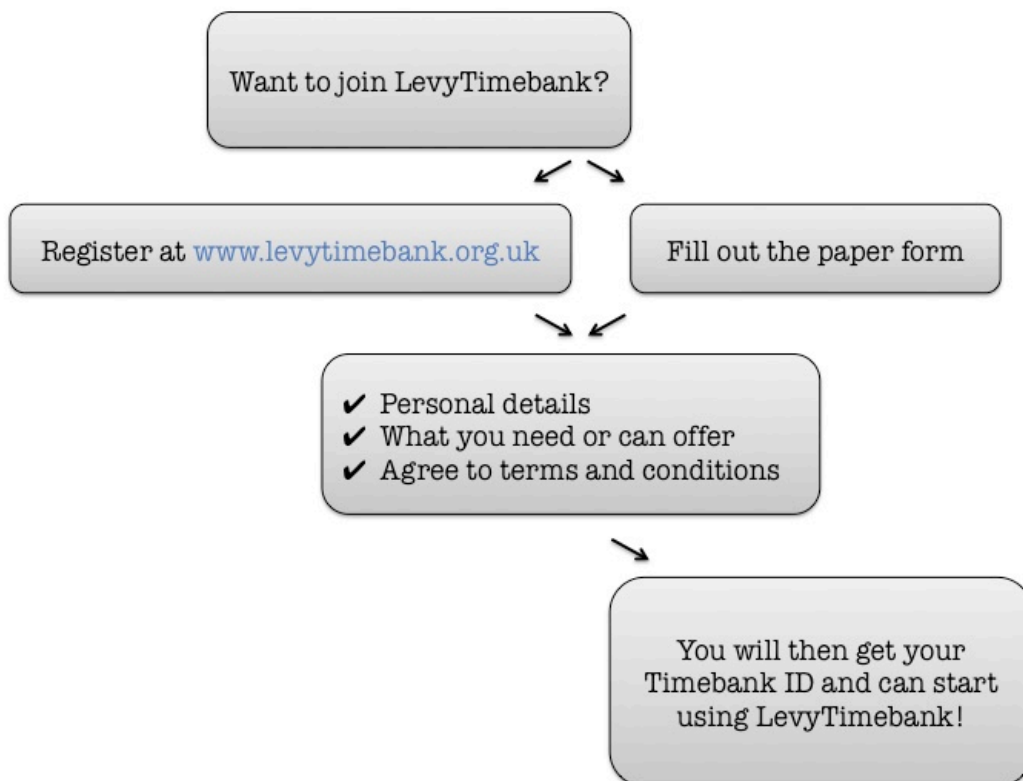
The people behind the Levy Timebank are members of the community, like you, who gave their time to set this up because they thought it was a good idea. Some of their names are Cormac, Jude, Martina, Andy, Steph, Lydia, and many others. We're always open to new people getting involved, too – contact us!

## How to become a member

There are two ways to become a member – either by visiting our website to register online <http://www.levytimebank.org.uk> or by filling out a paper form.

We ask you to provide information about yourself (name, address, what you can offer help with, or would like help with) and to agree to the Terms and Conditions of the Timebank (at the back of this handbook, or on the website).

You will choose or be given a timebank ID, and then you will be able to give or receive help. This will mostly be organised via the website or, if you don't have access to the internet, via the paper system at a contact point (e.g. POD).



## What kind of help can I give or receive?

Levy Timebank is for small-scale jobs – the kind that you might ask a friend to do as a favour, rather than the kind you would pay a professional to do.

To give you an idea of the possible activities, these are a few examples of the kind of help or services that could be offered:



Giving lifts or escorting people to appointments

Shopping or doing simple errands for people

Doing housework or minor home repairs

Small decorating jobs

Lawn mowing, weeding, hedge trimming and plant watering

Cooking, baking

Bicycle repair, fixing punctures

Letter writing and help with form filling

Visiting elderly people at home and providing companionship

Dog walking, pet care

Giving time off to people caring for relatives

Helping someone with their computer, phone or digital camera

Sharing crafts and skills, for example, music, woodwork, knitting, sewing, cake decorating

...it's up to you!



# **Giving and receiving help – how it works**

When you need some help, follow this procedure, either on the website or using the paper system...

## **On the website:**

Check the 'Offers' being made to see if anybody is already offering what you need.

If someone is offering what you need, send a message to them. If the person then agrees to help you, they will provide their contact details and their ID number so that you can contact them directly to organise a suitable date / time.

If nobody is offering the help you are requesting, then you can post a new 'Help wanted' request and then wait for other members of the Timebank to respond.

When the arrangement has been completed, either the person giving or getting help can fill in the 'Exchange Completion' form on the website. This will send an automatic message to the other person to verify the exchange and the time will be credited.

## **Using the paper system:**

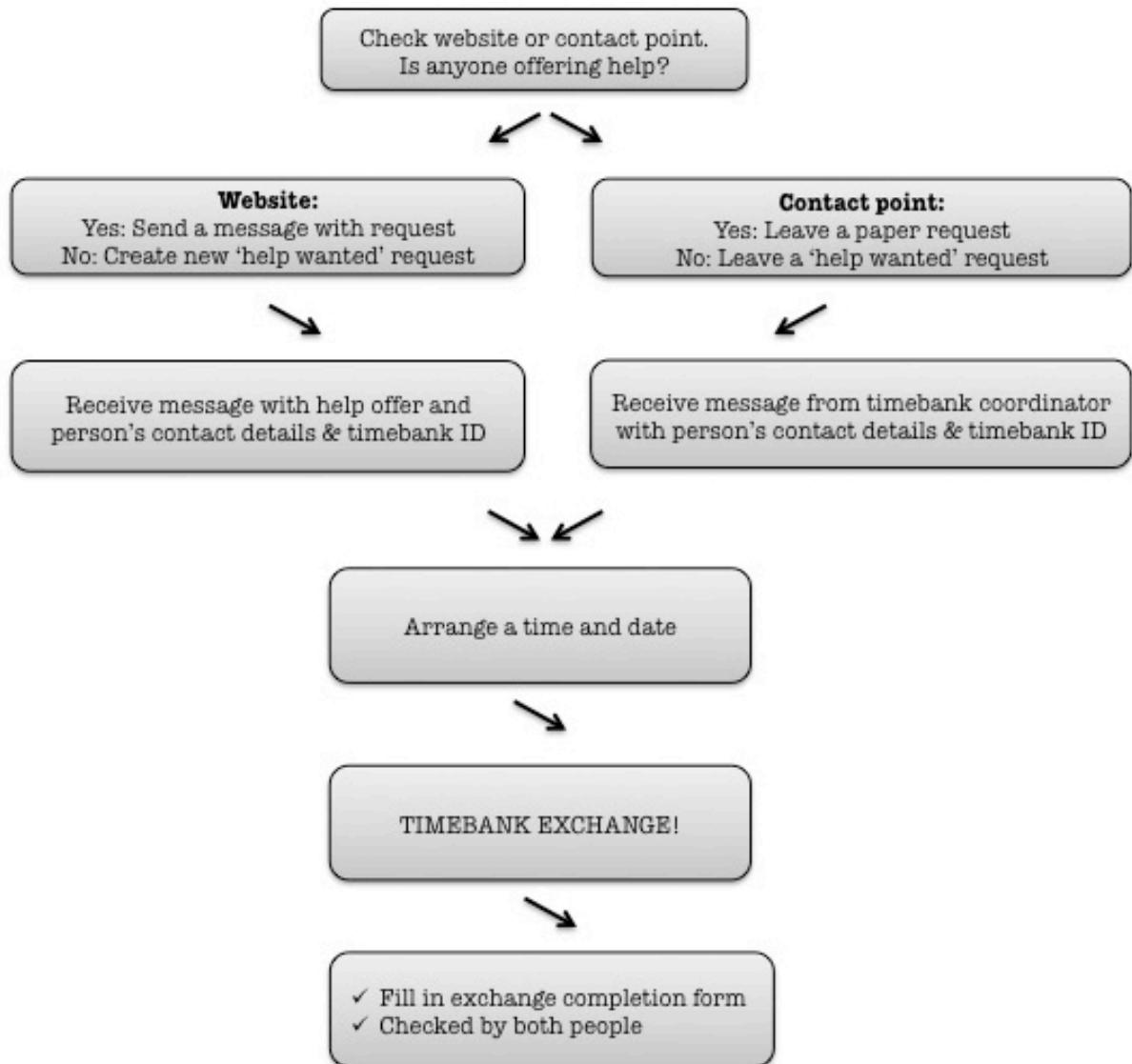
Check the 'Offers' section of the printout at the contact point to see if anybody is already offering what you need.

If someone is offering what you need, submit a paper request at the contact point and one of the organising team will collect your request and check the website for you.

If no-one is offering what you need, submit a 'Help wanted' request at the contact point. One of the organising team will collect your request and post this on the website for you.

If a match is made and a person agrees to help you, the organiser will then provide you with the person's contact details and their ID number so that you can contact them directly to organise a suitable date / time.

When the arrangement has been completed, the person who gave their time should fill in the 'Exchange Completion' form, and both people should sign it. This should then be submitted at the contact point.



Note: Using the paper based system via the contact point will take longer to organise than doing it directly on the website, as contact points will only be checked once a week.

## **When you are helping someone...**

Make sure that you are clear about what you are offering.

Make sure that you have the correct name, address and telephone number and ID number for the person you are offering help to, and that you provide them with your name and ID number.

Agree a suitable time and date for the task you are offering to be carried out.



Be on time. Tell the person if you need to make any changes to the arrangement.

Bear in mind that you are responsible for your own health and safety when agreeing to undertake any tasks.

Check how the time you have earned can be recorded. If both parties have access to the website, you can complete the Exchange Completion form online and it can be verified electronically. If one or both of you cannot use the website, you will need to complete a paper copy and both sign it. This can then be submitted at a contact point.

Do not ask for any payment.

## **What to do if something goes wrong**

If you need to cancel an arrangement, if you are giving or getting help, please give as much notice to the other person as possible.

If an emergency happens while you are carrying out an assignment – dial 999 and call the relevant emergency service.

If you smell gas in someone's house and cannot locate the source – ensure that all naked flames are extinguished, open all doors and turn off all gas taps. DO NOT switch on the lights. Contact British Gas emergency services (0800 111 999).

If an accident happens to either participant, or if damage is caused to property – you may need to contact the emergency services as above if anyone is injured.

Levy Timebank participants are not covered by insurance, and are personally responsible for their requests, offers and activity in Levy Timebank. Levy Timebank cannot accept responsibility for any losses or damages that may result from any activity organised through Levy Timebank.

Levy Timebank takes any problem or issue with timebanking activity seriously. If you are not happy with what has been done for you, you can provide feedback to the Levy Timebank team – either through the website, by email [info@levytimebank.org.uk](mailto:info@levytimebank.org.uk) or on the exchange completion form. Also, if you feel a posting on the website is inappropriate, please contact the team.

Please remember that timebank participants are good neighbours and are not required to be professionally trained.

If anything happens that you are not comfortable with, or you have any doubts or concerns, you should contact a member of the Levy Timebank team.



## **Safeguarding and minimising risk**

Members of Levy Timebank work as good neighbours, and we do not ask for criminal records checks or references in order to help each other. Use your own discretion and judgment when arranging and meeting someone and letting him or her into your home or entering someone's home – just as you would with a tradesperson.

Only exchange babysitting and child-minding with someone you know or trust i.e. someone who would do that for you outside of timebanking.

Levy Timebank keeps personal contact details of all members. However, you should exercise caution when sharing your contact details with another person. Furthermore, Levy Timebank will never share your contact details with anyone or any agency without your express permission.



## **Terms and conditions**

By signing up to Levy Timebank, you agree to abide by the following rules:

One Levy Time Credit will always equal one hour of service.

You do not have to be in credit to ask for something to be done for you. However, we do ask that you limit the amount of time-debt that you build up to no more than 10 hours.

Levy Timebank is not responsible for any harm to yourself or others as a result of any activity organised directly or indirectly through Levy Timebank.

Credits can be donated to other people.

Any arrangements are carried out at your own risk – be aware of possible dangers and if you are not sure that something is safe to do then don't do it.

Treat other people and their property with dignity, care and respect.

Do not breach anybody's privacy or confidentiality – by providing someone with an address and contact details, participants are providing them for the purpose of giving / receiving help ONLY. Do not pass on a participant's details to others unless they have explicitly said you may do so.

Do not carry out electrical repairs unless you are a qualified electrician – even routine tasks like changing a fuse or rewiring a plug.

If the service you are offering involves driving, you must be able to produce on request a full driving licence, adequate insurance cover, breakdown cover, a valid MOT certificate and tax certificate. It is advisable to notify your insurance company if you are undertaking volunteer driving. It is a legal requirement to comply with these guidelines.

Do not pressure any other participant e.g. with religious beliefs or political viewpoints.

Do not bring friends or relatives to other participants' homes.

Do not ask for, suggest or accept money, gifts or tips from any other participant or payment in kind other than a Timebank credit.

Do not offer money, gifts or tips to any other participants or payment in kind other than a Timebank credit.

Do not consume any other participant's food and drink, unless invited to do so.

Do not smoke in other people's homes.

Respect the law at all times when in somebody else's home.



[www.levytimebank.org.uk](http://www.levytimebank.org.uk) ; [info@levytimebank.org.uk](mailto:info@levytimebank.org.uk)

## Application form

First Name.....

Last Name.....

Address.....

Telephone number.....

Email address.....

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## Offer & Request form

What you can offer in Levy Timebank:

What you want from Levy Timebank:

I agree to comply with the Terms and Conditions of Levy Timebank – Yes / No

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## Exchange completion form

Person giving help name and ID.....

Person giving help email .....

Person getting help name and ID .....

Person getting help email.....

Type of activity .....

Number of hours .....

Feedback.....