



# Rushey Green Time Bank Exchange Guidelines

(Updated April 2019)

## INTRODUCTION

Time Bank staff and members have developed these guidelines to help facilitate successful and safe skill exchanges. Please read carefully before undertaking any exchanges.

## TIME CREDITS

Time Banking is flexible. There is no limit to the number of hours you can earn, but we need you to spend them too! Remember people are Time Bank members because they want to help others, so don't be afraid to ask.

### TOO MANY CREDITS?

Why not donate them to another Time Bank member or the Time Bank 'Community Pot'.

### EXPECTATIONS

We expect you to undertake an exchange at least once every 6 months to keep your membership active.

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

You will need to agree who will log the exchange hours. We suggest the person who receives the help. It is **important** that hours are logged, this keeps balances up-to-date and also we can have accurate data for funders etc.

If you need help logging hours, ask a member of staff to help you.

### USED UP ALL YOUR CREDITS?

If your Time Bank account is showing **OVERDRAWN**, please come and talk to a member of staff, who will be able to help you find tasks to do where you can earn credits.

### FEEDBACK

Please provide feedback about the exchanges you make, this helps us improve our services that we provide, and also we use this information to report back to funders.



## EXCHANGES

We encourage you to exchange regularly. If you find this is difficult, or not sure what you can offer, talk to us.

## REQUESTING HELP

You can request help either by adding your request to hOurworld or speaking with a member of staff who will add your request to the monthly newsletter, and Request and Offer board in the Rushey Green Time Bank office.

## OFFERS OF HELP

Unless a member of staff is going with you, make sure you have the following information:

### WHAT YOU NEED TO KNOW?

Is there any useful information you should know about the other person e.g. are they a wheelchair user or visually impaired?

The time and date of the exchange

Make sure you are on time and keep arrangements that have been made

What you both expect and the commitment you want to make

Please make the person feel welcome in your home.

### CAN YOU DO IT?

You should only do a exchange which you are suitable for. if a request involves using equipment (i.e. power drill) you must have experience of using this equipment.

### INSURANCE

If you are driving someone, make sure you have the correct insurance, please check with your insurers to ensure your insurance covers 'driving Volunteering Activities'.

RGTB members over the ages of 18 and paid members of staff are covered by Public Liability Insurance for exchanges that are agreed by RGTB staff.



### NEED TO CANCEL A REQUEST

If you are unable to make the request, try and give as much notice as possible.

### SAFETY

Try and meet the person before the exchange, so you can get to know them, If unable to do this, agree a password, so that you know it's the right person when you do meet.

If an emergency arises while doing a time bank exchange, do not hesitate to call 999 for the emergency services. If not urgent call the RGTB mobile 07544996722.

Do not 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 refer back to RGTB.

Do not share personal contact details of the person you are doing the exchange form unless you have permission to do so.

Let us know how the exchange went, whether it went well or if there were any problems, so that we can deal with them quickly.

### TRAVEL COSTS

The person receiving help should be prepared to pay for the travel costs of the individual coming to help, and be ready to reimburse the person.

Time Bank members may use their car for journeys to and from Time Bank exchanges. We suggest a mileage rate of 50p per mile.

## TRAVEL TIME

Members requesting exchanges should be aware that the travel time for members coming to help will be included in the time credits debited from your account.

## EQUIPMENT

Always where appropriate Personal Protection Equipment i.e. eye protection when drilling, gardening gloves when gardening.

Make sure any equipment you use is safe.

## COSTS

All costs to be met by the person receiving the help: i.e. paint, plant seeds, parts.

Be clear before the exchange who is paying for what, don't make assumptions!

If you have been asked to buy something for the other person, make sure you agree the costs beforehand, and keep the receipt.

Do not accept any money in return for completing a time banking exchange (please refer to RGTB 'Our Values')

## DIY EXCLUSIONS

The Time Bank does not undertake professional work that involves: glass and glazing, gas, chimneys and flues, mains water, boilers, electrics, working high on ladders, roofing, plastering, structural works such as fitting RSJs, load bearing walls, foundations and mechanical repairs to motorised vehicles (steering, brakes, suspension, engine repairs, oil changes).

## HOW AN EXCHANGE WORKS



Terry helps Helen cut down low hanging branches. It takes 40 minutes to cut down the branches, and Terry travelled 30 minutes each way on a bus to get there and back. Helen has the right tools ready for Terry on his arrival. Terry debits Helen 2 time credits for the 2 hours in total spent helping Helen. Helen gives Terry £3 that he spent for the bus journey. Both Helen and Terry are happy with the exchange because they both understood what was involved.

## CONTACT

For more information or if you have a question, please contact The RGTB team on:  
Mobile: 07544996722  
Email: [info@rgtb.org.uk](mailto:info@rgtb.org.uk)  
[www.rgtb.org.uk](http://www.rgtb.org.uk)

