

Give & Take Time

Members Handbook



Time to Spare



Time to Share



Time to Care



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Welcome To Give & Take Time

Thank you for joining Give & Take Time. In this booklet you will find lots of useful information about Give & Take Time and what it means to be a member of the scheme.

For the scheme to be successful all members need to agree to follow the guidelines set out in this booklet. A member can be asked to leave Give & Take Time should they fail to follow the standards, guidelines and responsibilities laid out in this handbook. Please read each section carefully and contact the Co-ordinators on **03333 200 518** if there is anything you find confusing or do not understand.

As a member of Give & Take Time you are part of a community, not a volunteer. This means you must be willing to receive as well as give time to others. A two way time exchange allows all members the chance to make a difference and feel valued. However, there may be cases where members are receiving time but, through personal circumstances, are not in a position to offer help at that time. Providing this is the exception rather than the rule, it should not cause problems.

1 hour of time given is equal to 1 hour of time earned. One hour of time earned is equal to 1 time credit. You may wish to save your time credits, exchange them for a service, give them to a family member or friend, or donate them to someone in need. The only requirement is that those receiving credit are, or become, members of the scheme. You do not always need to have time credits before you can spend them.



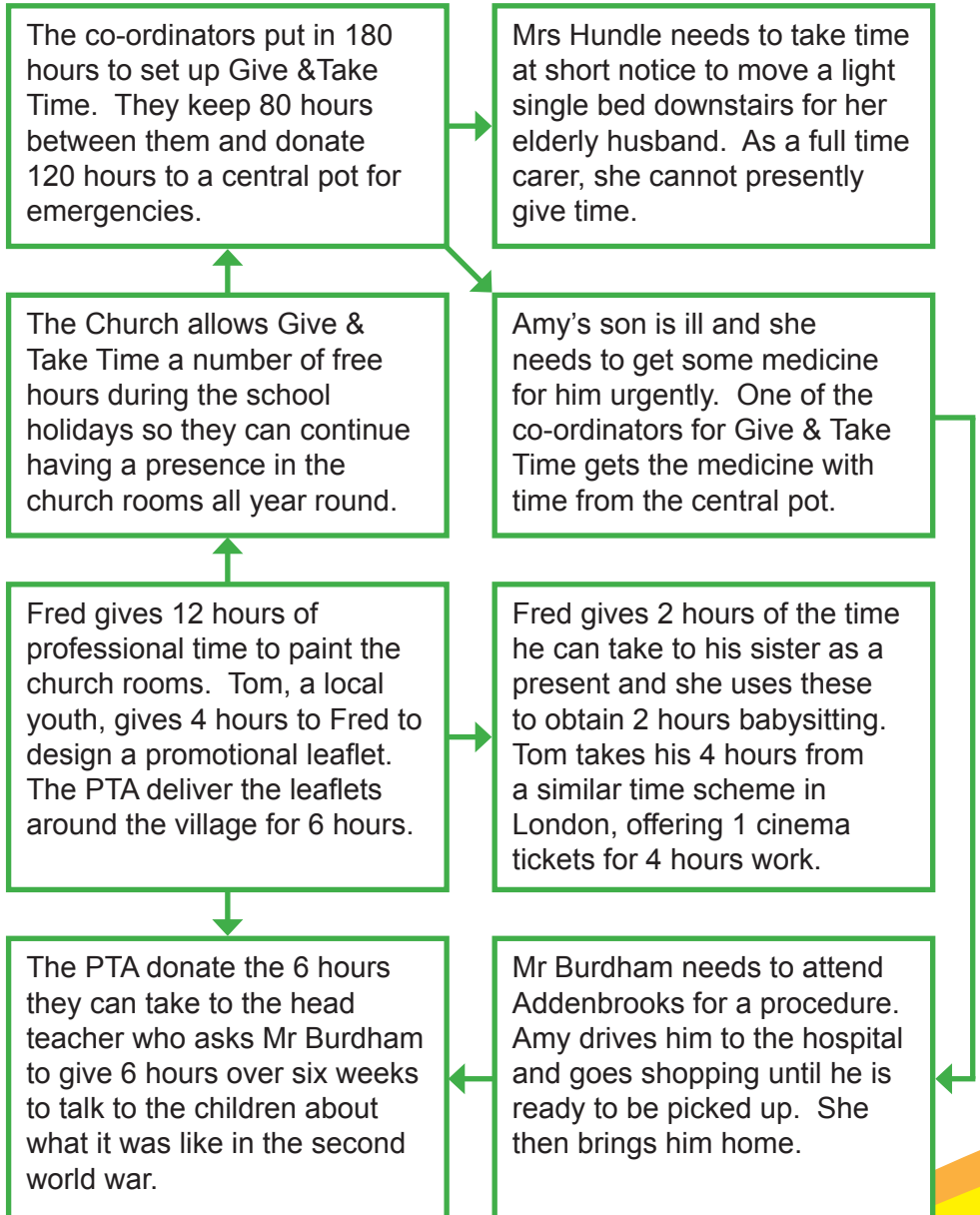
Give & Take Time is not a charity. It is about every member spending time with another member, during which skills, knowledge and abilities are exchanged to meet personal needs. The help available is to a standard that you could reasonably expect of an average local neighbour.

Please keep us up to date with what you can offer and what you may need.

Give & Take Time aims to build on existing community spirit within Northhill Parish. By organising and supervising the giving and taking of time between members, a range of services, unlikely to be available from the statutory sector, will be available with no cost attached to the time exchange other than agreed expenses.

Give & Take Time is open to individuals and self-employed professionals living in the parish of Northhill together with businesses, organisations and groups that serve the parish of Northhill. Children aged 14 years and above are welcome with parental consent but must be supervised by a responsible adult. Initial recruitment of group members will be from Upper Caldecote and Ickwell.





SECTION 1

Guidelines For Giving And Receiving Time

This section describes what you will need to do when receiving or providing a time exchange. It also includes some useful advice if things do not go according to plan.

When you need help, follow this procedure to arrange a time exchange.

1. Contact the Give & Take Time Co-Ordinator.
2. Give your name address and telephone number
3. Give the following details
 - 🕒 The task you want done and the location.
 - 🕒 How many hours the task is likely to take.
 - 🕒 A couple of convenient times and dates for the task.
(If you can be flexible over times and dates, it is likely that more members will be available to help you).
 - 🕒 A couple of days and times when you will be free to meet with the co-ordinator and the member offering time.
4. A meeting will be arranged with you by the co-ordinator. After this, if a person is available to give you the time and undertake the task you want, he/she will be introduced to you by the coordinator.

5. When the task has been confirmed by the coordinator, write down
 - 🕒 The name of the person offering time
 - 🕒 The date and period of time agreed for the task.
6. When the task is complete, please complete and sign the Time Card of the member who has given you their time.

When you are asked for help, follow this procedure to ensure you have all the information you need and everything runs smoothly.

1. At the initial visit with the co-ordinator
 - 🕒 Get some idea of the layout of the house, particularly exits.
 - 🕒 If there is a fire extinguisher or first aid kit available, know where it is kept in case of an emergency.
 - 🕒 Find out if there are any possible hazards such as loose carpets or unfriendly dogs.
 - 🕒 Check if the member requiring help has any special needs or the task has any special requirements.
 - 🕒 Question anything you feel could be hazardous to yourself or the member receiving time.
2. When accepting a piece of work write down
 - 🕒 The name, address and contact number of the member requiring a service.
 - 🕒 The date of the task and length of time agreed to carry out the task.
3. Be on time – 5 minutes early is even better.
4. When the task has been completed, ask the member you are helping to complete your time card and then you should both sign and date it.
5. To have your credits recorded, hand the completed time card to the co-ordinator before the end of the month.

Guidelines For Special Needs

Visually Impaired Members

If you are asked to provide time to a member who has a visual impairment, please carry out the following procedure to ensure safety

1. When the task is agreed, the co-ordinator will give you a password. The same password will have been given to the member requiring time.
2. When you arrive at their house tell them your name and the password so they know you are the person they are expecting. Failure to do this will result in no access

Guidelines For Expenses

The member needing time is expected to pay if there are expenses involved in the exchange. This could include the cost of

- 🕒 Ingredients for baking a cake
- 🕒 Wool when knitting something
- 🕒 Petrol for a journey that would not normally be made
- 🕒 Parking fees for a hospital visit.

These matters should be agreed between the coordinator and members involved before the time exchange takes place.



Guidelines For Drivers

If one of the services you are offering is to drive people, you must hold and supply for checking by the co-ordinator the following documentation:

- 🕒 A full driving license
- 🕒 Adequate insurance cover
- 🕒 Breakdown cover
- 🕒 Valid MOT certificate
- 🕒 Car tax

It is advisable to notify your insurance provider if you are to become a driver through Give & Take Time. Insurers may categorise this as business use but should not raise the premium.

Guidelines For What To Do If...

Even the best schemes do not always run to plan so here's what to do if....

1. You need to cancel an agreed task

- 🕒 Give as much notice as possible, whether you are a giving or receiving time.
- 🕒 Contact the co-ordinator who will inform the necessary member.
- 🕒 It may be possible to rearrange the task for another convenient time using the same service giver.
- 🕒 Alternatively every effort will be made to find another member for the required date
- 🕒 If an emergency forces you to cancel a task at short notice, contact the co-ordinator. If the co-ordinator is unavailable, contact the member you are helping direct

2. An emergency arises whilst you are carrying out an assignment
 - 🕒 If it is urgent or you consider it necessary, don't hesitate – dial 999 and call the relevant emergency services.
 - 🕒 If it is not urgent and you have the telephone number of the person's General Practitioner or next of kin, call whichever is the most appropriate
3. An accident happens to either member involved in the time exchange, someone else or damage is caused to property
 - 🕒 Your first responsibility is to anyone who is injured. **Carry out the emergency procedure detailed above**
 - 🕒 Contact the co-ordinator as soon as possible with details of the accident
 - 🕒 If the accident is caused by someone other than a Give & Take Time member, get the name, address and telephone number of this person together with his/her insurance company as you may have a claim against him/her.



SECTION 2

Guidelines For Health & Safety

This section gives some general guidelines to ensure the safety and comfort of all members, particularly when working in another member's home.

Every effort is made by Give & Take Time to ensure the safety of all members through careful vetting and interview procedures.

- 🕒 All members are insured for public liability provided they have followed the guidelines set out in this booklet.
- 🕒 On registration each member will be given an identity card. Always ask to see this before inviting a member into your house. If you have any doubts, do not carry on with the exchange and contact the co-ordinator at the earliest opportunity.
- 🕒 As the scheme grows you will soon get to know other members and build up a useful network of people you can trust and call upon. However, if you have doubts about the task you are to undertake or concerns about the ability of a member to undertake a task please contact the co-ordinator for guidance.

DO NOT PUT YOURSELF AT RISK. IF YOU ARE NOT SURE IT'S SAFE TO DO – DON'T DO IT.



Prevention

1. Be aware of possible dangers. If you are worried about visiting a member on your own, in the dark or in a particular area, discuss your concerns with the coordinator
2. It is always sensible, until you are comfortable with a person to position yourself nearest the exit. Trust your judgement. If anything feels wrong, it probably is wrong. Believe your intuition. Make your excuses and leave.

Electricity

1. Do not carry out any electrical repairs unless you are a professional electrician – not even routine tasks like changing a fuse or rewiring a plug
2. Do not overload power points
3. Flexes should not trail across hot or wet surfaces, or across the floor.
4. Mains operated appliances should not be used in the bathroom
5. If you have any doubts about a piece of equipment, do not use it



Gas

1. If you smell gas in the house and cannot locate the source
 - 🕒 Do not switch on the lights
 - 🕒 Ensure all naked flames are extinguished
 - 🕒 Open all doors and windows
 - 🕒 Turn off the emergency control valve situated on the gas meter
 - 🕒 Ensure all persons able to move are outside or away from the house
 - 🕒 Contact the National Gas Emergency Telephone Number on 0800 111 999, a 24 hour emergency line

Fire

1. Do not smoke in a member's home – even if the member does. This way, if there is a fire resulting from smoking, you know you cannot be held responsible.
2. When cooking, make sure
 - 🕒 Pan handles are kept clear of flames and do not overhang the front of the cooker
 - 🕒 Chip pans are not used
 - 🕒 Cookers are not left when in use
 - 🕒 Babies and young children are not in the cooking area
3. If a fire should occur – **do not put yourself at risk.**
4. Take yourself and the other member to a place of safety
5. Call 999 for the fire brigade or ask someone else to do so.

Safe Movement

Be aware of the following potential problem areas and point out hazards in a friendly way. Remember you are a visitor in someone else's home and you can only make suggestions.

However you can refuse to continue a task if you feel your safety could be at risk.

1. Doorways, hall, passageways, stairs and landings should be free of clutter and well lit, especially at night
2. Floor coverings which are worn, torn or wrinkled and/or move easily may be dangerous.
3. Fittings and fixtures should be secure
4. Flexes should not trail across the floor.
5. Anything spilt on the floor should be cleaned up at once.
6. Members should avoid heavy lifting and anything likely to cause them injury

Give & Take Time will not arrange hazardous tasks. However, some members, who are themselves professional tradespeople and hold their own public liability insurance, may offer a small amount of their time. In this case a more hazardous task may be undertaken once the co-ordinator has verified the tradesperson's original public liability insurance and agreed with the member taking time that any insurance claim would be against the individual tradesperson involved.






SECTION 3

Rights, Responsibilities And Standards Of Care

Give & Take Time values you as an individual and recognises its responsibility to maintain high standards for all members. Equally, as a member, you have responsibilities toward Give & Take Time and other members of the scheme.

This section sets out the rights and responsibilities of members. It also includes a copy of Give & Take Time's Standards of Care which you agreed to respect when you registered.

Rights of the Service Giver

1. To be treated with dignity, care and respect
2. To earn one Time Credit for every hour spent undertaking a task. One Time Credit will always equal one hour of service
3. To be able to have time credits logged in a personal account, available for use when the service giver needs a service. These credits may be exchanged locally or nationally with other time exchange schemes. There are many of these schemes across the country.
4. To be able to donate earned Time Credits to
 -  A family member or friend (who is a member of Give & Take Time or another Time Bank elsewhere in the country)
 -  A member business, organisation or individual tradesperson
 -  The general Give & Take Time community pot, to be used for members in need but unable to earn time credits
5. To receive recognition for the valuable service provided to the Northill Parish community
6. To be treated fairly. Any dispute, complaint or misunderstanding arising out of involvement with the scheme will be resolved promptly.

Responsibilities of the Service Giver


1. To treat the service receiver with care, dignity and respect
2. To provide only the service that has been agreed with the service giver and co-ordinator. If further services are required, they should be requested through the co-ordinator.
3. To maintain the service receiver's confidentiality by not discussing anything to do with the service given or the personal details of the service receiver with another member or anyone else.
4. To abide by the standards of care on page 19 of this handbook and the guidelines/advice contained within.
5. To offer as much notice as possible for cancellation.
6. To contact the co-ordinator should any difficult or uncertain situation arise.
7. To be on time and keep appointments.
8. To accept advice from the Give & Take Time co-ordinator or any other member of the management committee.
9. To complete and hand in time sheets each month.



Rights of the Service Receiver

1. To be treated with dignity, care and respect
2. To receive a service this is not charity but has been earned through time exchange.
3. To receive a service that meets the standards of care written on page 19 and complies with the guidelines set out in this handbook.
4. To be treated fairly. Any dispute, complaint or misunderstanding arising out of involvement with the scheme will be resolved promptly.

Responsibilities of the Service Receiver

1. To treat the service giver with care, dignity and respect.
 2. To expect only the service that has been agreed with the coordinator.
 3. To approach the co-ordinator again if further time exchange is required.
 4. To owe 1 time credit, equal to 1 hour's work, to Give & Take Time for each hour's work received, unless that time has been donated by another member or member organisation.
 5. To point out any hazards in their home to the co-ordinator and service giver.
 6. To agree to reasonable suggestions made to reduce any hazard present
 7. To offer as much notice as possible for cancellation.
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Standards of Care

Give & Take Time's members must:

1. Respect other member's privacy and confidentiality unless by doing so a child, young person or vulnerable adult may be harmed or be at risk of being harmed.
2. Respect other member's viewpoints and not promote personal business, group affiliation, religious beliefs or political views.
3. No member should receive less favourable treatment than another due to gender, colour, ethnic origin, age, race, disability, religion, sexual orientation and/or marital status.
4. Ensure their relatives or friends are not brought to the service receiver's home or venue of time exchange unless agreed in advance with the service receiver and co-ordinator.
5. Not ask for, borrow or accept money, gifts or tips from the service receiver unless it is an expense previously agreed by the co-ordinator and service receiver. Not use the service receiver's car.
6. Not consume the service receiver's food or drink, unless invited to do so. Never accept an offer of alcohol
7. Not smoke or drink alcohol in the service receiver's home, in their grounds or at the venue of the time exchange.
8. Not use the service receiver's possessions, unless given clear permission to do so or to summon emergency assistance.




9. Not exchange hours unless a co-ordinator is aware otherwise you will forfeit Give & Take Time's public liability insurance.

Give & Take Time will seek two references for each new member. Any member who will be working unsupervised with children or vulnerable adults must agree to a disclosure and barring check before they can be accepted. Any childcare will be undertaken by two adults or one adult and a young person over 16 years of age, as a requirement of insurance.

Any concerns regarding the welfare of children or vulnerable adults should be discussed immediately, by telephone or in person, with the named Safeguarding Lead, detailed on the back of this handbook. These concerns will always be discussed with the Safeguarding Children's Helpline on 0300 300 8149 or the Safeguarding Adult's Helpline on 0300 300 8122

Any potential or actual failure of Give & Take Time's Safeguarding Children or Vulnerable Adult Policy will be discussed on the phone by the Safeguarding Lead with Safeguarding Children's or Adult's Helpline. This is a condition of Give & Take Time's insurance policy as well as a sensible precaution.

Please respect the law at all times when in a service receiver's home.



SECTION 4

Member's Section

This section is for you to keep any letters, forms, newsletters which you may find helpful.

Already included are some completion forms for tasks carried out and some extra Give & Take Time questionnaires for you to pass on to friends who might like to join.

Statements of the time you have spent and the time you are owed will be sent out to you every 3 months to keep you up to date with the help you have provided and received.

The range of available services will grow as the membership grows. We will keep you updated about these services in our quarterly newsletter.

It may be that you recognise you have additional skills to offer. If so, let us know so we can tell other members. You may also realise that you need services which are not currently provided. Again, let us know so we can ask new members if they can assist.



Contacts

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