



**West Wight Timebank is a community project that operates under Action 4 Support CIC**

**The ethos of the West Wight Timebank is for members to give and receive time, and in doing so treat each other with care and respect, regardless of their circumstances or ability.**

### **The Basics**

1. The currency for West Wight Timebank is hours, and everybody's hour has the same value.
2. Everyone who participates to help someone will register their hours with the Timebank to earn time credits.
3. The minimum unit is one hour. If a job is to take longer than the time agreed, both parties must agree how to proceed to ensure compliance with insurance and record keeping requirements.
4. Time credits can be exchanged for a limited range of 'rewards', other than jobs by other Time bankers, such as tickets or DVD hire – subject to the availability of these rewards. Since only time can be exchanged, not goods,

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PO41 0TX

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these rewards will be assigned a value in hours, assessed on the basis of how long the time reward would last.

5. A community Voucher scheme introduced in 2019 gives TB members the option of spending some of their credits on a voucher that a local business has given with a specific offer of 10% off a product within their business.
6. Because a transaction consists of time and not money, any costs incurred by a transaction, such as materials, ingredients, etc., should be bought and paid for by the person receiving the service. No cost should be borne by the giver of the service.
7. There is an upper limit of 100 time credits accrued, after which the member will be asked to 'spend' or donate some of their hours. Claiming hours back is dependent on the services offered at the time by Timebank members.
8. The area of benefit is the West Wight; the Timebank was set up to benefit the people of the West Wight and registration is open to anyone who either lives in this area or who has substantial involvement and contact with people in the West Wight.

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9. Organisational membership is open any organisation or group active in the West Wight.
10. The Timebank Coordinator will try to arrange a face-to-face meeting with each new member.
11. Anyone who is unhappy with the West Wight Timebank is asked to refer to the Complaints Policy which is available from the Co-ordinator.
12. Any breaches of the rules and procedures agreed by the West Wight Timebank Steering Group and our partner organisations may lead to a withdrawal of West Wight Timebank membership. This decision will be made fairly, by the Co-ordinator or the Steering Group members, and using our adopted guidance.
13. Anyone using a vehicle to offer Timebank services will need to seek permission from their insurance company, using a standard letter provided by the Co-ordinator on request, and will need to show their driving licence, insurance and MOT to the Co-ordinator. West Wight Timebank cannot offer such cover for a third party's property.

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14. The activities of West Wight Timebank are covered through a specialist Time banking insurance policy to cover risks of Public Liability, Employers Liability and Product Liability, through Access Insurance Ltd. Insurance may be forfeited where there is a breach of the policies laid out by West Wight Timebank. We can only indemnify against risk where our insurance policy allows.
15. People who consider themselves vulnerable can join the Timebank, but they must identify themselves as vulnerable to the Co-ordinator when they join, so that the Timebank can fulfil its obligations to working with vulnerable people.

## Code of Conduct

1. Members must at all times treat other Time bankers and staff with respect and courtesy. This includes not smoking in someone else's house, using appropriate language when arranging and carrying out transactions, not bringing another person to someone else's house for a transaction, and not doing or saying anything which would make them feel unsafe. Any Timebank member who believes another member is behaving without respect and courtesy, while setting up or carrying out any transaction, is obliged to inform the Co-ordinator as soon as possible.

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2. Members must ensure that any resources made available to them are well cared for and returned in sound condition.
3. Members must not bully or harass any person, disclose information given to them in confidence by anyone, or information which they believe, or ought reasonably to be aware, is of a confidential nature, except where they have the consent of the person authorised to give it or are required by law to do so.
4. Timebank is fully committed to the principles of integrity, equality, and honesty and expects the same from all its members.

### Arranging transactions

1. Anyone can request help from the Timebank, regardless of whether they have Time Credits.
2. Timebank will not replace paid services (e.g. regular cleaning and housework).
3. Transactions are arranged and recorded using the Time on Line system. Which is provided for us by Timebank UK. Anyone requesting or offering help can either do so through the Timebank Coordinator who will make their request or offer known to other members, and where possible link people together.

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4. Members must accept the terms and conditions of 'hOurworld', which owns the software which 'Time on Line' uses.
5. When a request or offer is made, there is no guarantee that a Timebank member will respond, or, if they do, that a transaction will take place. It is the responsibility of each Timebank member to take up an offer or request that matches their needs and/or abilities, but no member is obliged to respond to any particular request or offer. It may happen that any offer or request does not elicit any response and that a transaction therefore cannot be arranged.
6. Before a transaction takes place members should agree clearly the transaction to be done. This includes any skills or equipment required, time limits, and the boundaries of what is and is not to be carried out. The person carrying out the transaction should assess any risk involved, using the West Wight Timebank risk assessment available from the co-ordinator if necessary.

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7. Maximum hours for a transaction will be **five** hours. Any transaction requiring longer than this should be referred to the Coordinator and may be divided into separate sessions. Each transaction will be limited to the time agreed between the members taking part.
8. The Co-ordinator can assist in arranging transactions by:
  - a) Bringing an offer or request to the attention of someone they think may be interested.
  - b) Publicising a request or offer through the West Wight Timebank newsletter
  - c) Helping to recruit a group of volunteers where a larger task requires more than one person.
9. No-one will ever knock at the door of a resident unless it is for a pre-arranged transaction or appointment. Members should not let anyone enter their property without prior arrangement as insurance will be forfeited. West Wight Timebank would consider such an exchange to be by personal arrangement, and outside of our terms and conditions.
10. West Wight Timebank is not able to offer personal care. If such a service is required, the Co-ordinator will signpost to an alternative source of information or advice.

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*These regulations may be subject to amendment as part of our continuous review and development.*

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