

MEMBERS HANDBOOK



Swap skills, not money

www.Time4Leicestershire.org.uk

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Swap skills, not money

Myra joins Time4Leicestershire and lists the services she offers and those she needs



Dave, a Timebank member contacts Jane and asks for help gardening



Myra spends some time clearing leaves in Dave's garden and earns 2 Timebank credits



Dave walks the dogs for Mollie and earns a Timebank credit



Anne takes George to town so that he can do some shopping and earns 2 Timebank credits



Anne spends her credits on cookery lessons from Dave



George reads to Elsie and earns a Timebank credit



Give one hour, get one hour



www.time4leicestershire.org.uk

 Leicestershire County Council



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Time4Leicestershire Member's Handbook

Welcome to the Time4Leicestershire Timebank!

Time4Leicestershire is a community timebank aimed to enable individuals to swap skills in their local community. I am pleased to host Time4Leicestershire within the Public Health Department of Leicestershire County Council and feel that this is one of many ways to support members of the public with being connected to their local community.



Public Health aims are to enable and support all citizens regardless of age or ability to be as healthy and independent as possible. We know that this will be different for each one of us. Evidence shows that being connected within your community has a significant positive impact on your health and emotional well-being and Time4Leicestershire, along with other preventative offers enables individuals to meet new people, positively contribute to their local community and for them, in turn, to receive help with practical things such as gardening.

The Time4Leicestershire handbook has further information on how you can join, things to consider and how to get further support if you need help with the timebanking system. The timebank is for anyone 18 years and above and living in Leicestershire.

As an incentive we will be donating one-time credit worth an hour for every person that signs up to the timebank so you can start exchanging straight away.

I hope that you enjoy using the Time4Leicestershire.

Mike Sandys
Director of Public Health

Background of Timebanking

Timebanking was a movement that was developed by Edgar Kahn, an American Lawyer, who designed a system capable of capturing and reviving the 'core economy', the aspects of family and community that underpin everything else. The core economy is made up of all the resources embedded in people's everyday lives, known as Timebanking's Core Value:

- Everyone is an asset
- Some work is beyond a monetary price
- Reciprocity in helping
- Community (via social networks) is necessary
- A respect for all human beings

Edgar Kahn described timebanking as such:

"Help a neighbour and then, when you need it, a neighbour – most likely a different one – will help you. The system is based on equality: one hour of help means one-hour time credit, whether the task is grocery shopping or helping someone complete some online forms. Credits are kept in individual user profile accounts online and the system can provide monthly balance statements, recording the flow of good deeds."

Timebanking values all people equally so it doesn't matter who you are, your time is no more valuable or indeed unworthy than anyone else's. One hour of your time is worth exactly the same as an hour of another's time.

Timebanking UK, a national charity, support local timebanking services like ours and provide a host of useful information and resources which can be found at www.timebanking.org.

Introduction to Time4Leicestershire

Time4Leicestershire aims to work with individuals, communities and organisations to provide a conduit for skills exchange across Leicestershire. By 'taking' and 'giving' you are contributing to a community that can grow, flourish and learn from each other. When you join Time4Leicestershire, as an incentive to contribute, you will instantly receive a one-hour time credit so you can start timebanking straight away.

Timebanking is a valuable tool for growing community resilience and members are asked to encompass the values of the scheme which are:

People are assets

The real wealth of any society is its people. Every Individual has something of value to contribute to the well-being of their local community, be it their experience, their practical support, their empathy, their contacts, their skills or their time.

Reciprocity

Giving and receiving are the basic building blocks of positive social relationships and healthy communities.

Building Social Networks

Belonging to a mutually supportive and secure social network brings more meaning to our lives and new opportunities to rebuild trust in others and confidence in ourselves.

Strengthening Communities

Timebanking builds social networks of people who give and receive support from each other, enabling people from different backgrounds, who may not otherwise meet, to come together and form connections and friendships. Generating social capital in this way can be an important determinant of health, wellbeing and resilience, all of which can prevent needs arising.

Through this approach Time4Leicestershire aim to develop and expand timebanking across Leicestershire to support our communities through co-production bringing about change at community level and between organisations linking people to share their time and skills.

How to join

You can join Time4Leicestershire by registering for an account at www.time4leicestershire.org.uk. Follow the simple two-step sign up process for registration which will ask that you confirm you are happy with the [Terms & Conditions](#), [Disclaimer](#) and [Privacy Policy](#) for the timebank; this is to ensure that the service is right for you before you can begin to exchange tasks. If you encounter any difficulties in signing up or with exchanges, please contact Time4Leicestershire on 0116 305 0705 or via email at time4leicestershire@leics.gov.uk.

As part of the registration process members will be asked to provide additional information prior to being able to exchange task. A simple form will be sent via email to gain an understanding of any criminal convictions that Time4Leicestershire needs to be aware of. The information you provide is for the purpose of safeguarding and will not be shared with other Time4Leicestershire members.

There is help available on our website to assist you in navigating through the online web portal to show you how to create and complete your exchanges as well as how to maintain your online account and general website usage. This can be accessed via www.time4leicestershire.org.uk and the help pages.

Rights and Responsibilities

Please ensure you have read and understood the [terms and conditions](#) of Time4Leicestershire before proceeding. These are towards the end of this handbook. This includes; rules of conduct, membership rules, health & safety, data protection, insurance and risk.

Time4Leicestershire operates on a good faith and trust basis which values all participants and the following rights and responsibilities apply:

Rights of the service giver:

- On completion of any timebank task the individual that completes it will receive a time credit for every hour spent delivering the service. One hour = One-hour time credit, Two hours = Two-hour time credits etc.
- The time credits will be logged by the user on the website which they can spend receiving a task or donate to another user/organisation.
- To be treated with respect and to receive recognition for the valuable service provided.

Responsibilities of the service giver:

- To maintain the service receivers confidentiality.
- To observe health and safety standards.
- To contact Time4Leicestershire if any problems occur.
- To be on time and to keep to the request in hand.

Rights of the service receiver:

- To be treated fairly and with respect.
- To have the task done with care and to the highest possible standards.

Responsibilities of the service receiver:

- To maintain the service givers confidentiality.
- To observe health and safety standards.
- To contact Time4Leicestershire if any problems occur.
- To ensure that the task can occur on time.

Recognition Scheme

Time4Leicestershire recognise the valuable work undertaken by its members and have a recognition scheme for those who actively engage in skill exchange. Achieve some pre-determined benchmarks to receive written recognition and a bespoke token of acknowledgment for your work within the communities of Leicestershire. We may from time to time want to include member stories within our publications and will contact existing members should they wish to get involved.

Keeping yourself and others safe

Any Individual, who is involved in a task through Time4Leicestershire, should ensure that anyone using the service is protected from abuse.

If an individual is aware of an allegation or suspicion of abuse, each individual will ensure any such allegation or suspicion of abuse, of a child or an adult who may be in need of safeguarding, is referred at the earliest opportunity to Time4Leicestershire by email at: time4leicestershire@leics.gov.uk and where appropriate shall also inform the police. Time4Leicestershire will and can inform the police on the members behalf. Guidance on reporting a concern is available from Leicestershire and Rutland Safeguarding Boards and this includes how to report concerns: <http://lrsb.org.uk>.

Time4Leicestershire shall be responsible for (insofar as it determines it appropriate) referring the matter to the appropriate safeguarding team.

Health and Safety and managing risks

Any Individual, who is involved in a task through Time4Leicestershire, should ensure that appropriate steps are taken to manage risk and apply the relevant level of health and safety.

You should consider the health and safety implications and the potential risks in carrying out the task. **You shall not put yourself or any other person at risk of harm, if you do not feel the task is safe to complete, you shall not complete it.** You acknowledge that **T4L will not oversee the task being completed**, and as such it is your responsibility to ensure that health and safety is addressed.

When considering whether to accept and carry out an Approved Task request you should consider things such as (but not limited to):

- Whether you feel comfortable undertaking the Approved Task
- Whether you have the necessary qualification(s)/ experience/ training
- What, if any, are the possible dangers involved in carrying out the Approved Task
- Whether you have the necessary tools and/or safety equipment
- The risks associated with working at height
- Safely working with electrical appliances
- Manual handling implications.

Information is available on the Time4Leicestershire website www.time4leicestershire.org.uk to enable individuals using the service, either as a giver or receiver, to apply the appropriate level of health and safety and risk management.

If you require more information on health and safety or risk management, please contact Time4Leicestershire by email at: time4leicestershire@leics.gov.uk

Communication between Time4Leicestershire members

All communications between Time4Leicestershire members should be undertaken via the timebanking system. This is to ensure that messages can be monitored by the Time4Leicestershire administration team to safeguard members flagged as vulnerable and to assist with any disputes or complaints if necessary.

Time4Leicestershire strongly advises that all communications are conducted via the system and if individuals decide to communicate outside of the timebanking system, they do so of their own accord. We are unable to review messages sent or received outside of the timebanking system.

Complaints & Dispute Resolution

If you have a dispute regarding a task that has occurred within the timebank or with the other Individual involved in the task, Time4Leicestershire will do its best to facilitate a meaningful dialogue, which leads to a satisfactory outcome between both individuals where it can.

It is suggested however that the individuals involved in the dispute approach each other (whilst keeping Time4Leicestershire informed) to initiate and resolve the issue directly. Please see timescales and guidance below;

- 1) The Individual with the dispute should approach the other Individual and await a response and resolution within 10 Working Days.
- 2) If you feel you are unable to approach the individual for whatever reason you can contact us on the details below.
- 3) If no response is received, and you haven't already contacted us, get in touch to see how we can assist in resolving the dispute.

Time4Leicestershire will endeavour to overcome any complaint you have about the service and to learn lessons from any feedback. To this end if you are unhappy about any aspect of Time4Leicestershire, please contact us on 0116 305 0705 or via email at time4leicestershire@leics.gov.uk

If you have a complaint about the administration of Time4Leicestershire, Leicestershire County Council have their own corporate complaints procedure. You can telephone 0116 305 5875 or write to:

Corporate Complaints Manager
Corporate Resources Department
County Hall
Glenfield
Leicester
LE3 8RL

www.leicestershire.gov.uk/about-the-council/contact-us/complaints-and-comments

Leaving Time4Leicestershire

You can cease to be a member of the scheme at any time by giving written notice via email to Time4Leicestershire at time4leicestershire@leics.gov.uk. Once we receive your notification to leave your membership will be delete within 2 working days. A member will automatically and with immediate effect cease to be a member of the scheme in the event the scheme expires or ceases to operate or continue for any reason whatsoever.

Time4Leicestershire may terminate a member's membership with immediate effect in the event the member fails to comply with the terms of the service in the handbook or documented [Terms & Conditions](#). Notification of this would be made in writing to the member.

Feedback

As Time4Leicestershire is a new service it is important to learn as much as possible about its use and benefits. To this end we may contact individuals who have been involved in tasks for feedback to assist with evaluation. We will only use or publish information you have given us with your consent and our full [Privacy Policy](#).

Frequently Asked Questions “FAQ’s”

What type of tasks can be offered or requested?

The type of tasks that can be provided within Time4Leicestershire are varied and largely come down to what an individual can offer or would like to request. All tasks however need to fall within the remit of what is covered in [Terms & Conditions](#) so please read these prior to undertaking any tasks - in particular, issues relating to health and safety and rules of conduct. Also have a look at the list of [Approved Tasks](#) below. You can visit the Time4Leicestershire website www.time4leicestershire.org.uk to find ideas on the types of tasks you can offer.

What if I am not a computer user?

We have tried to make Time4Leicestershire as accessible as possible; but our digital system does require members to log in to ensure only approved tasks are undertaken and acceptance of all T&Cs. Someone can sign up on your behalf to support you, if you aren't a computer user, or you can join as part of an organisation allowing them to log the transactions and credits. Alternatively, we can signpost you to the [Leicestershire Adult learning service - GoLearn!](#) where you can gain the digital skills necessary to make use of the site. They are also contactable by phone: 0800 988 0308 and email: adultlearning@leics.gov.uk.

What if I don't live in Leicestershire?

Time4Leicestershire currently operates for residents of Leicestershire. Other timebanks operate all over the country and we will do our best to signpost you to a timebank in your area. Alternatively, you can put your postcode into the timebank search function at www.timebanking.org and they will direct you to your nearest timebank.

Is there a cost?

No money is exchanged. If your request does require money such as a lift in a car you would be expected to offer reasonable petrol money to the driver. Or, if the task requires materials the cost should normally be borne by the organisation/individual receiving the service. However, if other alternatives are arranged between the parties involved then this should be **mutually agreed before proceeding**.

I have a Criminal Conviction, can I still be a Time4Leicestershire member?

If you have a police record, you can still volunteer, however the nature of volunteering is such that you are exempt from the Rehabilitation of Offenders Act 1974. All member will be asked to declare any criminal convictions prior to being able to post any offers or requests.

Will timebanking affect my benefits?

Absolutely not. There will never be enough resources to meet everyone's needs through the public sector. Timebanks can't do everything any more than the government can. What this network can do is to help fill the gaps that were perhaps traditionally filled by extended family and neighbours. An important bonus is that they help us realise that we all have skills that are valued by others. This not only creates a closer sense of neighbourliness but also increases everyone's sense of self-worth.

How do I get my first credit?

All new members will be given a one-hour credit when they join Time4Leicestershire so you can start timebanking straight away. You can earn more time credits by giving your time to others.

Is it ok that time credits don't get spent?

Yes, no problem, but the point of Time4Leicestershire is that they do get spent in some way eventually. By spending your credits, you are contributing to the community and ensuring that the reciprocal cycle continues. You are actually contributing again by spending your credits so whenever possible try to spend or donate them as it makes a great difference.

Can I give my time credits away?

Yes. You can donate your credits to another individual or organisation if you would like to and this can be done via the website. Contact Time4Leicestershire@leics.gov.uk if you need help with this.

Can organisations get involved?

Yes! Organisations can give and receive in the same way that individuals can. They can swap resources, professional skills, training places, meeting room space and lots more! No financial gain can be made by organisations using the timebank and all exchanges are for time credit, resources or skills. Ask us for more information: Time4Leicestershire@leics.gov.uk.

I have registered for Time4Leicestershire, but I cannot see any offers or make a request. What should I do?

We are required to approve all new members on the timebank; this is to ensure that all members have read the relevant documents, to ensure that you are over 18 years of age and to allocate the 1-hour credit. Due to this, it can take up to 1 working day for new members to get approved. If after 2 working days, you still cannot see any offers or make any requests please email Time4Leicestershire@leics.gov.uk.

I have posted an offer/ request, but it is not showing on the Time4Leicestershire page. Why is that?

We are required to approve all offers and requests on the timebank. As with the members approval it can take up to 1 working day for offers or requests to appear on the website. If after 2 working days, you still cannot see your offer or request please email Time4Leicestershire@leics.gov.uk.

What is the minimum amount of time I can offer or request?

The minimum amount of credit usually offered is 30 minutes. However, we encourage people to offer and request 1 hour of time.

What do I do if I can't make the exchange at short notice?

If an emergency happens which forces you to cancel the exchange at short notice - please make contact with the person you were due to help. Ideally, you will give as much notice as possible if you are unable to complete the exchange.

What if an emergency arises whilst I am carrying out a task?

If it is urgent or you consider it necessary, don't hesitate – dial 999 and call the relevant emergency service.

What if an accident happens to either participant, 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. Contact us as soon as possible with details of the accident: Time4Leicestershire@leics.gov.uk.

What must I do to ensure safe working?

When you agree to do a task you should consider the health and safety implications and the potential risks in carrying out the task; **if you have any health and safety concerns then please say no!** You should only do time exchanges which you are suitable for you. If you are unsure about a task, or don't know if you have the training or experience to complete it to a good standard don't do it! **Do agreed tasks only.** When carrying out an exchange, only do the task you have agreed to. If you do anything that you are not assigned to do you will not be covered by our Public Liability Insurance. **When you leave** make sure that you leave any tasks in a safe condition.

How do I manage risks?

To ensure safe working members should ensure they have the relevant skills to undertake the tasks and have considered the risks associated with the specific tasks. We have some sample risk assessments to give you an idea of some of the risks you may want to consider when carrying out certain tasks. **This is not a complete risk assessment and it does not cover all the potential risks for all of the possible exchanges.** Please see the [Health and Safety and managing risk](#) section above for more detail.

What should I do if I have a safeguarding issue?

As detailed in the [Keeping yourself and others safe section](#) of the handbook, all safeguarding issues must be referred to Time4leicestershire by email at: Time4Leicestershire@leics.gov.uk and where appropriate inform the police.

Is it ok to tutor/teach a person under 18 years of age?

All requests/offers on Time4Leicestershire must be made by someone 18 years of age or older. Should a parent or guardian wish to request tuition for a person under 18

years of age, **they must be present during the exchange**. Members accepting a request involving or potentially involving a person under 18 years of age must ensure that the parent or guardian remains present for the duration of the exchange. **Should the parent or guardian wish to leave, the exchange should be terminated immediately**. If you have any questions or concerns, please email Time4Leicestershire@leics.gov.uk

Please also ensure you have read and understood the Terms and Conditions of the service for the tasks that cannot be undertaken as part of this service.

List of Approved Tasks for Timebanking

- Arts and crafts
- Assisting at third party coordinated events
- Bicycle maintenance
- Budgeting and book keeping support
- Car washing
- Car/motorbike maintenance, giving People a lift
- Coaching and mentoring
- Coffee mornings
- Cooking
- Design work/art for posters, leaflets and other promotions
- DIY (**basic**) such as changing light bulbs, construction of furniture, putting up shelves, moving/lifting
- Dog walking, pet care
- Errand running
- Escorting people to appointments
- Form filling, letter writing and general office administration
- Gardening, weeding
- Health & beauty, hair styling, manicure
- Helping at community / youth group
- Helping with reading, literacy, translation/ interpreting,
- Housework (occasional) such as washing, ironing and cleaning
- Interior home decoration (**basic**) such as painting, wall papering and grouting
- Knitting/sewing/crochet
- Leafletting
- Litter picking
- Photography, video production
- Playing a musical instrument, DJ'ing, theatre, film/cinema
- Presentations/workshops – organising and preparing
- Shopping
- Supporting development of timebank – admin, events
- Teaching support such as IT, maths, language and music
- Visiting people, companionship
- Walking companion, water sports, exercise and fitness support/ coaching
- Web design, computer maintenance/ IT support

**If you can't find the skill or offer you would like to make on the above list –
Please contact us to discuss Time4leicestershire@leics.gov.uk 0116 305 0705**

Contact Us

Time4Leicestershire
Public Health
Leicestershire County Council
County Hall
Glenfield
LE3 8RA

Email: Time4leicestershire@leics.gov.uk
Phone: **0116 3050705**
Website: www.time4leicestershire.org.uk

Time4Leicestershire (T4L) Terms and Conditions

Please read these terms and conditions and Disclaimer before you register to be a member of the Time4Leicestershire scheme.

By ticking the “Register” box and registering to use the Time4Leicestershire scheme you are deemed to have accepted the disclaimer of the Time4Leicestershire scheme.

In consideration of admission as a Member, you agree with the other Members and Time4Leicestershire to adhere to these Terms and Conditions.

Definitions

“Approved Task” means a task which has been approved by Time4Leicestershire;

“Document” means the Time4Leicestershire Member’s Handbook, Terms and conditions and Disclaimer;

“Individual” means a Member;

“Member/Members” means any individual or all individuals which are accepted as a Member of Time4Leicestershire;

“Member’s Handbook” means the Time4Leicestershire membership handbook;

“T4L” means Time4Leicestershire which is a timebanking scheme run for and on behalf of Leicestershire County Council;

“Terms and Conditions” means these terms and conditions set out in this document (as may be amended from time to time), including the schedules, appendices or any other documentation appended hereto or referred to herein;

“You” or “you” means the person or company who has registered to be a Member of the Time4Leicestershire scheme;

“Your” will be construed accordingly.

1. Membership

Registration of Membership

1.1 You agree that you:

1.1.1 shall comply and remain in compliance with these Terms and Conditions and the Member’s Handbook and the obligations, requirements or otherwise, set out in the terms and conditions and any policies, guidelines or documentation issued by T4L;

1.1.2 shall provide T4L with all documentation and information requested without delay;

- 1.1.3 recognise, understand and accept that T4L operates on a good faith and trust basis which values all individuals and therefore agrees to observe, promote, comply and act in good faith and trust generally and at all times; and
- 1.1.4 are at least eighteen (18) years of age, and otherwise competent to enter into binding legal agreements.

Cessation of Membership

- 1.2 You may cease to be a Member of the T4L scheme at any time by giving written notice to T4L.
- 1.3 You will automatically and with immediate effect cease to be a Member of the T4L scheme in the event T4L expires or ceases to operate or continue for any reason whatsoever.
- 1.4 T4L may terminate your membership with immediate effect in the event that you fail to comply with these Terms and Conditions, the Member's Handbook, and/or any policies, guidelines or documentation issued by T4L.

2. Rules of Conduct

- 2.1 You agree to the following rules of conduct:
 - 2.1.1 Respect for all Members' privacy and confidentiality;
 - 2.1.2 Respect other Member's viewpoints, and not pressure other Members to accept your beliefs or views;
 - 2.1.3 Not to bring friends or relatives to a Member's home or venue at time of exchange;
 - 2.1.4 Always treat other Members respectfully and always act honestly and with integrity;
 - 2.1.5 Not ask for, or accept money, gifts or tips from other Members;
 - 2.1.6 Not to smoke in a Member's home or venue at time of exchange;
 - 2.1.7 Always treat other Members respectfully and always act honestly and with integrity;
 - 2.1.8 Not make any personal remarks to another Member which may cause offence;
 - 2.1.9 Carry out all tasks in accordance with all guidance set out in the T4L Member's Handbook;
 - 2.1.10 If you have to cancel an exchange, inform the other member as soon as possible; and
 - 2.1.11 Agree to and comply with the terms and conditions of T4L.

3. Amendments to these Terms and Conditions

3.1 These Terms and Conditions and the T4L Member's Handbook may be amended by T4L and any such amendments shall be notified to the Members.

4. Fees

4.1 You shall not be required to pay any membership fees.

5. Health and Safety

5.1 You agree to observe and comply with the provisions of the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999 and all other applicable health and safety legislation, Statutory Instruments, Regulations, Codes of Practice or law as may be amended from time to time. These can be accessed via <http://www.hse.gov.uk/legislation>

5.2 You shall be responsible for ensuring that you have no health and safety concerns with each Approved Task you are asked to carry out. You may choose not to accept any task at any time.

5.3 You shall consider the health and safety implications and the potential risks in carrying out the task. **You shall not put yourself or any other person at risk of harm, if you do not feel the task is safe to complete, you shall not complete it.** You acknowledge that T4L **will not** oversee the task being completed, and as such it is your responsibility to ensure that health and safety is addressed.

5.4 When considering whether to accept and carry out an Approved Task request you should consider things such as (but not limited to):

5.4.1 Whether you feel comfortable undertaking the Approved Task;

5.4.2 Whether you have the necessary qualification(s)/ experience/ training;

5.4.3 What, if any, are the possible dangers involved in carrying out the Approved Task;

5.4.4 Whether you have the necessary tools and/or safety equipment;

5.4.5 The risks associated with working at height;

5.4.6 Safely working with electrical appliances; and

5.4.7 Manual handling implications.

6. Equalities

6.1 You shall not discriminate against any person in respect to the provision of the task because of age, culture, race, gender, marital status, religion, disability, sexual orientation or any other protected characteristic outlined in equality legislation.

6.2 You shall ensure that you comply with all applicable anti-discrimination legislation and law. These can be accessed via <https://www.gov.uk/discrimination-your-rights>.

7. Approved Task

7.1 You undertake to only carry out tasks which have been determined by T4L as Approved Tasks.

7.2 You undertake that you will not carry out a Regulated Activity as defined by the Safeguarding Vulnerable Groups Act 2006 (as amended). Regulated Activities are those which come within one of the following categories:

7.2.1 Health care

7.2.2 Social care

7.2.3 Social work

7.2.4 Assistance with general household matters (because of age, illness or disability)

7.2.5 Assistance in the conduct of a person's own affairs.

7.3 Time4Leicestershire members are authorised to undertake the following activities:

- Arts and crafts
- Assisting at third party coordinated events
- Bicycle maintenance
- Budgeting and book keeping support
- Car washing
- Car/motorbike maintenance, giving people a lift
- Coaching and mentoring
- Coffee mornings
- Cooking
- Design work/art for posters, leaflets and other promotions
- DIY (**basic**) such as changing light bulbs, construction of furniture, putting up shelves, moving/lifting
- Dog walking, pet care
- Errand running
- Escorting people to appointments
- Form filling, letter writing and general office administration
- Gardening, weeding
- Health & Beauty, hair styling, manicure
- Helping at community / youth group
- Helping with reading, literacy, translation/ interpreting
- Housework (occasional) such as washing, ironing and cleaning
- Interior home decoration (**basic**) such as painting, wall papering and grouting
- Knitting/sewing/crochet
- Leafletting
- Litter picking

- Photography, video production
- Playing a musical instrument, DJ'ing, theatre, film/cinema
- Presentations/workshops –organising and preparing
- Shopping
- Supporting development of timebank – admin, events
- Teaching support such as IT, maths, language and music
- Visiting people, companionship
- Walking companion, water sports, exercise and fitness support/ coaching
- Web design, computer maintenance/ IT support

7.4 In the event that you are in any doubt as to whether the task you have been asked to undertake is an approved task please contact Time4Leicestershire@leics.gov.uk

8. Compliance

8.1 You shall ensure that for each service offered all legal requirements (including but not limited to) licences, accreditation, certificates, insurance and any other requirement particular to the service offered has been obtained, implemented and fully complied with and kept under review.

9. Confidentiality

9.1 You undertake to keep confidential any personal information or confidential information supplied by T4L or any other Member under this T4L scheme.

9.2 If through a task you are party to personal information about individuals or confidential information, you should respect and protect that information from being disclosed to anyone else.

10. Use of Information

10.1 T4L will store details regarding individuals on its own systems for the purpose of administrating the project. The storage of any information will follow Leicestershire County Council's policies and associated legislation as detailed within the **privacy policy** available on the website. By joining the T4L scheme you also consent to T4L storing your information on its own system.

10.2 The information you provide will only be used for the purposes of the T4L scheme.

10.3 When becoming a Member of the T4L scheme we will advertise the things that you may need or want on our website www.Time4Leicestershire.org.uk

10.4 T4L may wish to feature people's stories in a newsletter, on the website or in promotional material. T4L will always gain your agreement before we publish anything.

11. Freedom of Information

- 11.1 You acknowledge that T4L is subject to the Freedom of Information Act 2000 (the "FOI Act") and the Environmental Information Regulations 2004 (the "EIR") and shall assist and co-operate with T4L to enable T4L to comply with these information disclosure requirements where necessary.

12. No Partnership

- 12.1 Nothing in these Terms and Conditions shall operate to constitute any Member as an agent, partner or employee of T4L or any other Member.

13. Third Party Rights

- 13.1 These Terms and Conditions may be enforced by the Members and/or T4L only and are not otherwise enforceable by a third party by virtue of the Contracts (Rights of Third Parties) Act 1999.

14. Criminal Convictions

- 14.1 Time4Leicestershire is 'exempt' from the Rehabilitation of Offenders Act 1974 and therefore you are required to declare any convictions, cautions, reprimands and final warnings that are not "protected" (i.e. filtered out) as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013).

- 14.2 The information you provide is for the purpose of safeguarding and will not be shared with other Time4Leicestershire members

15. Dispute Resolution

- 15.1 Any dispute between Members should be resolved in accordance with the procedure set out in the Time4Leicestershire Member's Handbook.

16. Indemnity

- 16.1 You accept full responsibility and liability for any incident, claim, loss or damage (whether direct or indirect) arising whatsoever and howsoever out of or as a result of or in connection with any services taken or given under T4L or as a result of being a Member of the T4L scheme; and
- 16.2 You shall fully indemnify and hold T4L harmless against any and all such claims.

17. Insurance

- 17.1 Public Liability insurance is in place to cover members completing Approved Tasks that have been agreed and authorised by the T4L. Tasks which have not been approved by T4L will not be insured and these tasks must not be completed.
- 17.2 Any tasks which are not Approved Tasks will not be covered by T4L's insurance policy; you will therefore not be protected by the insurance if something goes wrong. Leicestershire County Council will not in any way be held responsible for tasks that are carried out which fall outside of the T4L scheme.
- 17.3 Before you complete a task you must ensure that it comes within the list of Approved Tasks. If you are unsure whether the task you have been asked to undertake is an Approved Task please contact Time4Leicestershire@leics.gov.uk
- 17.4 T4L's insurance policy does not cover Members whilst driving/using a vehicle. If carrying out such a task you must ensure that you are adequately covered to do so.

18. Complaints

- 18.1 Any Member complaint should be reported in accordance with the complaints procedure in the Time4Leicestershire Member's Handbook.

19. Further Assurance

- 19.1 You shall promptly execute and deliver all such documents and do all such things as T4L may from time to time reasonably require for the purpose of giving full effect to these Terms and Conditions.

20. General

- 20.1 These Terms and Conditions shall be governed and construed in accordance with the laws of England and Wales and the Members and T4L submit to the exclusive jurisdiction of the English Courts.
- 20.2 It is your responsibility to be aware of and comply with all relevant legislation and good practice guidelines to ensure your own compliance.

Time4Leicestershire (T4L) Disclaimer

Please read the disclaimer before you register to be a member of the T4L scheme.

By ticking the “Register” box and registering to use the T4L scheme you are deemed to have accepted the disclaimer of the T4L scheme

The T4L scheme enables skills and resources to be shared between individuals on a time currency basis. The involvement of T4L scheme Members and Approved Tasks within the T4L scheme should not be understood to be an endorsement by Leicestershire County Council of any Individual or their services including but not limited to their competence or ability or suitability to carry out any Approved Task.

Leicestershire County Council is providing this scheme for the benefit of individuals in Leicestershire. Leicestershire County Council will not DBS check any individual who is registered to be a member of the T4L scheme nor will it carry out any checks during the tasks being carried out by T4L scheme Members. Leicestershire County Council has no control over these individuals and as such, any link to a T4L scheme Member or their website does not imply that Leicestershire County Council endorses or recommends any T4L scheme Member nor the content, goods and/or services provided by such T4L scheme Member and/or their websites nor any task advertised on the T4L site.

Except for death and personal injury resulting from Leicestershire County Council's negligence, Leicestershire County Council exclude to the fullest extent that is lawfully permitted any liability whatsoever, arising from or in connection with the use of the T4L scheme, for any claim, loss, damage, injury, death, or consequential loss or other, whether arising directly or indirectly.

As the user of the T4L scheme you assume full responsibility and understand and agree that by doing so neither Leicestershire County Council nor their employees are responsible, or liable, for any claim, loss or damage arising from its use.

This disclaimer is governed by and shall be construed in accordance with the laws of England and Wales.

Time4Leicestershire (T4L) Privacy Policy

This privacy policy sets out how Timebanking UK (TBUK) uses and protects any information that you give TBUK when you use the T4L site which uses Time Online 2 software. TBUK is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement. TBUK may change or update this policy. If you are registered on T4L, you will be notified that the policy has changed and will be asked to agree to the changes.

For the purposes of the new General Data Protection Regulation 2018, TBUK is a Data Processor in its relationship with timebanks, and the Data Controller when working on its own activities. Please note that **TBUK is able to access data for any member who has joined a timebank that uses TBUK's software.** The information you provide will be held in accordance with the Data Protection Act and may be used by TBUK and its member timebanks. Member timebanks have signed up for TBUK membership and are using the software provided by TBUK for recording information about their members and time exchange activities.

The T4L scheme is facilitated by the Public Health Department within Leicestershire County Council for the benefit of its residents. The T4L website is hosted by TBUK on behalf of Leicestershire County Council.

Why are we allowed to process your information?

Data protection law allows us to process the information you provide within certain conditions. In this case we are using your consent as the lawful condition for us to do this. We also need an appropriate lawful reason to process sensitive data. In this case we are processing your sensitive data because you have given your consent.

What we collect

TBUK collect organisational information for the use of creating and supporting timebanks. This may involve sending out updates and information to do with timebanking in general as well as items specific to an individual timebank.

We may also use email addresses for the express purpose of sending out a newsletter.

Although TBUK will not directly collect any data from people who join a timebank for its own purposes, the timebanks themselves may collect the following information

- name and date of birth
- chosen username and password
- contact information including email address, and postal address
- some sensitive information may be requested, namely ethnicity, gender and medical history. **However, this is entirely optional and you do not have to provide us with this information.** If any other sensitive information is required, the timebank will inform their members directly
- demographic information such as address and postcode
- other information relevant to the running of specific timebanks

What we do with the information we gather

Our timebanks require this information so that they can understand your needs and provide you with a better service, and particularly for the following reasons:

- to enable you to post exchange offers and requests through the T4L Timebank

- internal record keeping
- TBUK, and the timebanks, may use the information to improve our products and services including optional feedback to evaluate the timebank and the service you have received
- TBUK may use anonymised data for statistical purposes, including, but not limited to, numbers of timebank members using the system, and how many hours have been exchanged – as displayed on the home page of TBUK
- we may directly contact members in extreme circumstances during the time they are part of the system, if we deem there is an emergency or there is an issue with the data retention.
- we may also contact members directly if there is a change to this policy.

Who will we share this with?

Sometimes timebanks need to share your information with other members. They will only do this when it is necessary as part of their standard operation, or if required to do so by law. Timebanks should not share your data under any other circumstances without your express permission.

Where we store your personal data

The data collected is stored in the European Economic Area (“EEA”). Currently, it is processed by members of TBUK, the developers of the software and in rare circumstances by staff at the database hosting company. By submitting your personal data, you agree to this storing and processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

All information you provide to us is stored on secure servers. Where we, or our timebanks, have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

Once we have received your information, we will use strict procedures and security features to prevent unauthorised access and we insist our timebanks do the same.

How long will we keep it for?

We will only keep this information for as long as necessary or as the law requires. For the purposes of this service we will keep this information whilst a member is a part of the timebank and for a period of no more than 24 months after. If you wish to leave the timebank, you can do this at any time by contacting Time4Leicestershire@leics.gov.uk

What if something changes?

If the information you provided changes, or your circumstances change please contact your local timebank co-ordinator by email at Time4Leicestershire@leics.gov.uk. If we need to change something, like who we want to share this information with, we will contact you to let you know.

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we, and our hosting company, have put in place suitable procedures to safeguard and secure the information we collect online.

Links to other websites

Our website may contain links to other websites of interest. However, you should note that we do not have any control over other websites, therefore, we are not responsible for the protection and privacy of any information which you provide whilst visiting such sites. External websites are not governed by this privacy statement.

Controlling your personal information

We will never sell, distribute or share your personal information to third parties unless we have your permission or are required by law to do so. Our timebanks may use your personal information to send you things which they think you may find interesting if you have told them that you wish this to happen. You may request details of personal information which they hold about you under the General Data Protection Regulation. A small fee may be payable. If you would like a copy of the information held on you, please contact Time4Leicestershire@leics.gov.uk If you believe that any information being held about you is incorrect or incomplete, please email Time4Leicestershire@leics.gov.uk as soon as possible.

Your rights

You may request to see a copy of the personal information T4L holds about you. The law also provides you with other rights regarding your information including some around; correction of inaccurate data, objection to processing, moving your information to somewhere else, and in some cases, getting your information deleted. If you are unhappy with the way your data is being handled, you need to contact your local timebank co-ordinator Time4Leicestershire@leics.gov.uk. If you are not satisfied with any response you may receive based on a complaint or concern about your personal information, you then have the option of contacting the Information Commissioners Office to take that complaint further. The Information Commissioners Office will want to see that you have raised a complaint with the timebank first and if you have received a response before contacting them directly. If you do wish to contact them, the address details can be found below:

The Information Commissioners Office,

Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF

Telephone: 0303 123 1113 (local rate) or 01625 545 745 (national rate)

Website: www.ico.org.uk

Email: casework@ico.org.uk

Contact Timebanking UK

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to us by email to tol2@timebanking.org or by writing to us at Timebanking UK, The Exchange, Brick Row, Stroud, Glos GL5 1DF.

