

LOWESTOFT TIME BANK

MEMBER HANDBOOK



Strengthening communities
and building skills, an hour at a time

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WELCOME

TO TIME BANKING



This handbook will give you information on the time bank and what it means to be a Member. Lowestoft Time Bank is for anyone aged 16 & above.

- Everyone has skills, knowledge and abilities to offer that could benefit someone.
- Time Banking can turn strangers into friends. As in all friendships, you must be ready to give and receive. The Time Bank works best when people give and receive time.
- Timebanking is not volunteering or charity. Every Member can offer their skills, abilities and knowledge to help others, and people choose how much time they want to give and when.
- Time Banking is not a professional service as people do things to the best of their ability.
- Everyone's time is valued equally and the currency will always be an hour for an hour.

WHAT IS TIME BANKING?

Time Banking is a way of spending one hour of time helping someone out and earning one time credit in return. This can be spent on receiving an hour of someone else's time or, where available, things like theatre or cinema tickets. You could learn something new or share a skill you have like cooking, speaking a language or playing a musical instrument.



Time Banking strengthens communities by drawing people together & by developing mutual friendships and support. It is a way of creating a sense of neighbourliness and building communities. It is a rewarding and enjoyable way for people to come together to share their skills. People get the help they want, and support each other in return.

With Time Banking, people of all ages and abilities can join in and exchange a whole range of experiences, skills and knowledge. The Time Bank is open to everyone.

Time Banking can help to:

- Bring people together.
- Bring value and contribute to community life.
- Build individual confidence and skills.
- Build community networks and knowledge.
- Get things done that would not otherwise get done. Get help when it's needed.

Time Banking involves the whole community, including businesss, organisations and local government, sharing time, skills and resources.

Together we are stronger!

For the production of this booklet and so much more we have partnered with Lowestoft Town Council



OUR 5 CORE VALUES

1. People are Assets

The real wealth of this society is its people. Every human being can be a builder and contributor. Time Bank recognises this by allowing members to define for themselves what they consider to be a valuable asset, and enshrining its value through the hour for an hour principle

2. Re-defining Work

Work must be redefined to include whatever it takes to raise healthy children, preserve families, make neighbourhoods safe and vibrant, care for the frail and vulnerable, redress injustice and make democracy work. A Time Bank provides liquidity to activity that informally contributes towards these things.

3. Recipricocity

The impulse to give back is universal. Wherever possible, we must replace one-way acts of largess in whatever form with two-way transactions. “You need me” becomes “we need each other” in a timebank.

4. Social Capital

Humans require a social infrastructure as essential as roads, bridges and utility lines. Social networks require ongoing investments of social capital generated by trust, reciprocity, and civic engagement. A Time Bank creates a system that builds social capital – every action leaves a footprint.

5. Respect

By respecting and recognising value in the contribution we can all make, we hard-wire a critical feedback loop into the way we work.





GETTING STARTED

As part of the process of joining the Lowestoft Time Bank, you will have completed an application form and been asked to supply the names of two references. Once suitable references have been obtained and you have had your Orientation Meeting, with the Time Bank Coordinator, your Lowestoft Time Bank on-line Membership will be activated.

Your on-line Membership account is provided by Time Banking UK . Once your account is activated, you can access from your home computer, or, if you prefer, you can access your account with the help of another Member or the Time Bank Coordinator. (see your Coordinator for more details)

Once your account is activated:

- 1** **Sign & return** your Receipt of Guidance Handbook & Consent forms for Photographs & Videoforms to the Timebank Coordinator.
- 2** **Access your account** - go to <https://tol2.timebanking.org/Lowestoft> Click on the Log in tab at the top of the page. Register or Log in with your email and password Once you are logged in, click the My Account tab, at top right of the page select **My Profile**.
- 3** You can **edit your profile**, add a picture and a bio by clicking the 2nd orange box at the top of the page.
- 4** **Add your preferences** - what you are interested in giving and receiving? Click the 3rd orange box at the top of this page.
- 5** **Members Guide** - Helping you to use the Time Bank Platform. Click on My Account & select Members Guide from the drop down menu.
- 6** **Offers & Requests** - see what others are posting, click the Offers & Requests tap at the top of page
- 7** **Make your own Offer or Request** by clicking the orange create new button, top left of the page (offers & requests)
- 8**

OFFERS AND REQUESTS

REQUESTS

WHAT TO DO WHEN YOU NEED SOME HELP/ WANT TO LEARN SOMETHING NEW

- Simply log onto the software and post a request with as much detail as possible so people have an idea of how long it might take to help you. We can show you how to do this. The Members Guide will also talk you through this - you will find it under My Account tab online.
- When someone replies to you, you can communicate with them using the software. Your Coordinator may need to approve the exchange before it happens.
- When the exchange happens, please record the hours directly onto the software.
- We may ask you how the exchange went, and you can leave feedback on the software if you wish to.
- If you need additional help, please contact us.

OFFERS

WHAT TO DO WHEN YOU WANT TO GIVE HELP

- Simply log onto the software and post an offer with as much detail as possible so people have an idea of how many hours they may have to give you. We can help you with this. The Members Guide will also talk you through this - you will find it under My Account tab online.
- You can also offer to share a skill or activity that you can do (perhaps speaking a language, playing an instrument, or painting).
- When another person wants to take up your offer, they will contact you through the software and you can agree the exchange and set up a time and date to meet.
- We may ask you how the exchange went, and you can leave feedback on the software if you wish to.
- If you need additional help, please contact us.

OFFERS AND REQUESTS

ACCEPTING

WHAT TO DO WHEN YOU WANT TO ACCEPT AN OFFER OR REQUEST

- If you see an offer or request that you would like to participate in you can send the person a message using the software, asking for more details or you can press the accept button, they will be notified you have accepted.
- When someone replies to you, you can communicate with them using the software. Arranging a time and a place, and any other details necessary. Your Coordinator may need to approve the exchange before it happens.
- We may ask you how the exchange went, and you can leave feedback on the software if you wish to.
- If you need additional help, please contact us.

GROUPS AND SOCIAL ACTIVITIES

Time Bank Members can organise groups of people to pursue a common interest together.

For example, if you like walking, you could arrange to meet with others on a regular basis to do local walks. This can apply to any mutual interest, be it a craft, a hobby or a sport.

The person starting a group would not have to lead the group every time, as this responsibility could be shared. Groups usually consist of three or more people.

Let others know about the group that you are starting through the Time Bank software.



PREPARING FOR AN EXCHANGE

You are advised that for your first Time Exchange and/or if you have not undertaken a Time Exchange, with a Time Bank Member before, you let the Time Bank Coordinator know, so that you can be guided through the process via adherence to all our Core Values and Guiding Principles.

Please Note: that all proposed Time Exchanges in a person's home must be assessed by the Time Bank Coordinator before being undertaken.

In addition to this, please can you make sure that you:

1. Register any potential Time Exchange activity via your Time Bank On line account. (unless a Coordinator is managing your account, as they will do this for you)
2. Make the Time Bank Coordinator aware of the progress of any plans for Time Exchange. (This is done automatically when you make exchanges via your online account)
3. Ensure that the Time Bank Coordinator has the details of dates, times and participants for any Time Exchange activities that you have planned before the activity takes place. Your Coordinator will be able to see this via your online account, so ensure all communication takes place via your online account.

This is important for the following reasons:

- That any unspoken expectations and assumptions are managed and disappointment avoided.
- That any risk and governance issues are identified and managed.
- That you are properly allocated Time Credits for help provided.
- That the activity falls within the remit of the Lowestoft Time Bank insurance. Activities are recorded and available to support funding bids.

Your Time Bank Coordinator will be able to see all activities on your account for the reasons above.

The Time Bank Coordinator usually requires the following information before a Time Exchange is undertaken. If you are not sure about any of this, then please contact the Time Bank Coordinator:

1. Members involved.
2. Contact details.
3. Type of activity.
4. Venue.
5. Date.
6. Length of time required for activity.
7. Any other information.
8. Meeting to be arranged to sign off the plan.
9. Supervision required on the day. If you would like someone to accompany you on your first exchange, please get in touch and we will arrange this for you. It is important that you feel comfortable and safe.

THE EXCHANGE

- Once you have joined the Time Bank, we will encourage you to either give or receive an hour as soon as possible. To help, we will give 3 time credits to every member who joins. • Where necessary, prior assessments of work involved in a Time Exchange may be undertaken.
- When accepting an assignment, write down the name and address of where you need to go, and the date and time involved.
- Check whether there are any special needs involved, or if there is any particular information you should know about the Time Exchange or the person you are helping.
- Be on time!
- Be sure both parties in the exchange know each other's name.
- Get some idea of the layout of the house. If there is a fire extinguisher or first aid kit available, know where it's kept in case of an emergency.
- Find out if there are any possible hazards such as loose or dangerous stairs, dogs etc. If you would prefer another Time Bank Member to be there to make your first introductions, or to stay during the exchange, just to let us know.

EXCHANGING TIME CREDITS

- Only hours can be exchanged and not goods.
- Be prepared to be flexible; if a job takes 45 minutes, you can round it up to an hour.
- If you think a job will take longer, discuss this with the other party as soon as possible.

WHAT TO DO IF YOU NEED TO CANCEL AN APPOINTMENT

- You can contact the person using the Time Banking software – please give as much notice as possible, whether you are the giver or receiver. Please also contact a staff member.
- If the giver or receiver would like the exchange to be carried out on another date but this is not possible, every effort will be made by the Coordinator to find another person to carry out the assignment on the required date.

SAFE WORKING

- If you have any worries or concerns about a task, please raise them – or just say 'no'

CAN YOU DO IT?

- You should only do a Time Exchange which you are able to do to the best of your ability. 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 a Time 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 insurance.

WHEN YOU LEAVE

Make sure that you leave all areas in a clean and safe condition.

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AFTER THE EXCHANGE

Before you leave the exchange, a Time Exchange Record needs to be completed and signed by both Participants (Members) Time Exchange Records will be given to you at your Orientation Meeting.

Once a Time Exchange has been completed, the Time Bank Coordinator will need the Time Exchange Record which includes the following information :

- Members involved.
- Date & Time.
- Venue.
- Activity.
- Time taken ie Time Credits to be allocated.
- Happy/not happy.
- Further work/visits being planned?

You can post or email copies

To complete the exchange, to be credited or debited time hours -

- **Log in** to your online account.
- Go to **My Account tab**, Click on **My Exchanges**.
- Click on the **exchange** you have just completed.
- If the exchange took longer than was initially predicted and the extra time is agreed by both Participants you can edit that here, Adjust the **Actual Hours Box** and click save. Click the orange
- **Complete Exchange box** and your account will automatically credited or debited with the agreed hours.



PROTECTING EVERYONE

The Time Bank maintains high standards of safety for its Members, including:

- Conducting individual interviews as part of the recruitment process.
- Obtaining two references for every new Time Bank Member.
- The Time Bank Coordinator, or another Time Bank Member, may come with you when you first begin exchanging. This is to make sure everything is okay and everyone is happy. Attending some
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meetings and taking part in Time Exchange will enable you to get to know other Time Bank Members and build up a useful network of people you can trust and call upon.

If, however, you have any concerns or doubts when asked to carry out a task, contact the Time Bank Coordinator for guidance.

Emergencies

- If an emergency arises that stops you undertaking the Time Exchange, contact the Time Bank Coordinator as soon as possible. If you cannot contact the Time Bank Coordinator, then contact the other Time Bank Member if possible.
- If an emergency arises whilst you are undertaking the Time Exchange, and you consider it necessary, do not hesitate to dial 999 and call the relevant emergency service. It is better to be safe than sorry.
- If an accident happens to a person or damage is caused to property, please follow the emergency procedure above. Contact the Time Bank Coordinator as soon as possible with full details of the incident, including the full details of the other person/s involved.

PROTECTING EVERYONE

Protecting children and vulnerable adults

Like anyone else, all children and vulnerable adults have a right to be safe from harm. Their welfare is paramount and their rights, wishes and feelings must be respected. If you have any genuine concerns that a child or adult may be subject to violence, injury, abuse, neglect or exploitation, please raise this with the Time Bank Coordinator. The Time Bank Coordinator will complete an Incident Reporting form and will take appropriate action and monitor the situation until the issue has been resolved.

As a condition of the insurance, as well as a sensible safeguard, all participants working with children and vulnerable people must agree to a Disclosure and Barring Service (DBS) check. (Previously Criminal Records Bureau (CRB))

Smoking, alcohol and illegal drugs

- Everyone has a right to be in a healthy, safe and comfortable environment, free from exposure to the harmful effects of drugs, whether legal or illegal, including smoke, infection and behaviour that may cause distress or unnecessary risk.
- Please do not smoke when doing a task, or when having a task done by someone else. This protects their health, and means that you cannot be held responsible if smoking causes a fire.
- If a Time Bank Member drinks alcohol, uses solvents or are under their influence so that it distresses someone else or creates a health and safety risk, they should be asked to leave. Please raise this with the Time Bank Coordinator as soon as possible.
- If anyone possesses or supplies an illegal drug while doing or receiving a task with the Time Bank, please raise this with the Time Bank Coordinator.

Health and safety

- The Time Bank wants all its Members to be kept safe and healthy while doing tasks or receiving help. Please take care of yourself and the health and safety of anyone else who may be affected by what you do.
- You should only do something that you know you can do safely. Please report, immediately, to the Time Bank Coordinator, any concerns, risks, near misses and actual accidents. The Time Bank Coordinator will complete an Incident Reporting form and will take appropriate action and monitor the situation until the issue has been resolved. This is so we can learn from these to protect all Members.

HEALTH & SAFETY

These are some general guidelines to ensure the safety and comfort of all Time Bank Members. Please bear them in mind when undertaking any Time Exchange.

- Do not put yourself at risk. If you are not sure that something is safe then please do not do it. Trust your judgement. If anything concerns you, get it sorted or leave as quickly and safely as possible. Have a way to contact someone, such as a mobile phone, if there are any problems. Do not stand or climb on anything unstable, use step ladders.
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Fire

- Do not create a fire hazard with either flammable materials or things that can light or spark a fire (including cigarettes).
- If a fire does happen, take no risks and leave immediately.
- Take yourself and if safe to do so, the other Time Bank Member to a safe place and call the Fire Service by phoning 999.

Cooking

- Keep pan handles away from flames and not overhanging the front of the cooker. Do not fill a chip pan more than half way, avoid using a chip pan if possible.

Gas

- If you smell gas and cannot locate the source, extinguish all flames and do not use any electrical switches.
- Open doors and windows, and turn off all gas taps.
- Call the National Gas Emergency Service free on 0800 111999 at anytime. You will be put through to a trained operator who will take all the details.

Work equipment

- Use equipment only if it is in good working order and you know how to use it. Repair equipment only if you know how to do so safely.

Electricity

- Do not overload power points.
- Do not trail wires or flexes across hot or wet surfaces.
- Do not use any appliance with a plug (such an electric fire or a hair dryer) in a bathroom.

HEALTH & SAFETY

Safe movement

- Please be aware of these possible hazards and point them out in a friendly way. In someone else's home, please remember that you are a visitor and can only make suggestions. Doorways, halls, passages, stairs and landings should be free of clutter and be kept well lit, especially when it is dark. Floors should be sound and strong enough for any loads expected.
- Surfaces that have holes or tears are uneven or slippery, or move may be hazardous.
- Fixtures and fittings should be secure, with things stored and stacked so that they are not likely to fall.
- All areas should be free of wires that might trip someone up. Anything spilt on the floor should be cleaned up at once. All waste should be put into a bin or other container.
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- **Moving and handling**
 - Avoid lifting, pushing, pulling, carrying or moving loads where this might cause a hazard to you or someone else.
 - Only move a load that you can easily manage, or move it with someone else.
 - Use any aids and equipment available, such as a trolley or wheelbarrow.
 - If you are moving things, take regular breaks.



CODE OF CONDUCT

1. The Time Bank is for everyone in the community. We are committed to the fair treatment of everyone, regardless of their background or status and all contributions are welcome.
2. Everyone's skills are valued equally. One hour always equals one Time Credit regardless of the type of transaction.
3. You agree to earn and to spend your Time Credits and give another Time Bank Member the opportunity to help you. Everyone is encouraged to spend their Time Credits to allow others the chance to make a difference and feel valued.
4. Treat all other people with dignity and respect and do not abuse, discriminate or harass anyone so that they are not humiliated, exploited or undermined in any way.
5. Refrain from promoting your political, religious or spiritual beliefs to other Members.
6. Respect the privacy of other Members and treat all personal information in confidence.
7. Do each task at the time and place you agree to do it, or give as much notice as possible if you cannot.
8. Do tasks on your own or only with other Time Bank Members.
9. Refrain from drinking alcohol or smoking indoors whilst doing or receiving a task for another Member.
10. Only consume someone else's food and drink when freely invited to do so.
11. Use only your own facilities, such as a telephone or computer, for personal communications.
12. Do not use another Member's vehicle.
13. You can donate your Time Credits to the Community Pot or to another Member.
14. The Time Bank forbids accepting money, gifts or tips from other participants. Please get in touch with us if you would like to make a donation.
15. Contact the Time Bank Coordinator if a difficulty or problem arises and report any genuine concerns about the health, safety or well-being of another Member to the Coordinator.

Any behaviour that breaches our Core Values and/or Code of Conduct is unacceptable and may lead to the restriction, suspension or withdrawal of your Time Bank Membership.

FREQUENTLY ASKED

QUESTIONS

WHO STARTED THE TIME BANK MOVEMENT?

Time Banks originated in Japan after the Second World War. More recently, Edgar S Cahn developed the Time Banking concept in the USA. Since then, it has spread to many countries around the world. Time Banking acknowledges we all have something to contribute to our communities and that what we offer is valued.

WHAT DO TIME BANK MEMBERS DO?

To give you an idea of the possibilities, here is a sampling of the activities that Time Bank Members currently exchange, Escorting

- people on errands and appointments.
- Shopping or doing errands for people.
- Housework chores.
- Minor home repairs and DIY.
- Gardening.
- Giving time off to people caring for relatives.
- Providing companionship.
- Telephoning people who are lonely.
- Visiting people in hospital.
- Letter reading, writing and help with form filling.
- Sharing skills in music, social media, photography, woodwork, cardmaking, photography, fitness, computers, knitting and sewing.

ARE TIME BANKS PRIMARILY FOR THE ELDERLY?

No, Time Banks are for everyone, age and ability is no barrier. Many utilise the time and talents of all age groups. Young parents who garden and decorate for elderly participants often take along their young children so another generation is involved. Time Banks enable friendships to develop amongst people who might not otherwise meet and breakdown the barriers that sometimes build up between the young and elderly.

CAN PEOPLE WHO CANNOT EARN TIME BANK CREDITS STILL ABLE TO GET HELP?

Yes, they can use Credits donated by other Members or earned on their behalf by their family and friends. However, it is important to remember that Time Banking is about developing reciprocal services amongst participants so ultimately strengthening communities and rebuilding neighbourhoods. Most people will find they have something to offer and can provide a service that is valued and needed by someone else.

FREQUENTLY ASKED

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QUESTIONS

IS THERE A CHARGE?

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.

DO I HAVE TO EARN CREDIT BEFORE I CAN GET HELP?

No, you can ask for help straight away. As long as you intend to earn some credits in the future, we are happy for you to have spent more hours than you have earned.

HOW WILL I KNOW I'M SAFE?

Before anyone can start swapping hours, we ask for two references, which can be from anyone you choose, except, a spouse, partner or close family member. For some exchanges, involving children or vulnerable adults we may require a DBS check. You will also be asked to sign that you agree to our Code of Conduct and Terms in this handbook, which will explain what we expect from you once you have joined the Time Bank. We will meet each Member before they begin exchanging and everyone is given this handbook on joining.

CAN ORGANISATIONS GET INVOLVED?

Yes! Organisations can give and receive in the same way that individuals can. They can swap under-used resources, professional skills, spare tickets or training places, meeting room space and lots more. Ask us for a leaflet for more ideas.

WHAT HAPPENS IF I CAN'T SPEND MY CREDITS?

You can donate credits back to the Time Bank Community Pot. These credits can be made available to individuals and organisations. You can also donate Credits to another Member that you nominate, or you can simply save them.

WILL TIME BANKING AFFECT MY BENEFITS?

Absolutely not. The Department of Work and Pensions have agreed that Time Banking hours can count towards job seeking hours.

HOW QUICKLY WILL SOMEONE REPLY TO MY OFFER OR REQUEST FOR HELP?

Your request or offer may not be responded to immediately – it just depends on the other people in the Time Bank and whether your offer or request is needed at that time. Time Banking works at people's own pace.

FREQUENTLY ASKED

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QUESTIONS

CAN I HELP IN THE RUNNING OF THE TIME BANK?

Yes, of course! Help is always needed to complete the daily tasks at the Time Bank and you will receive an hour for every hour you give to contribute to its running.

HOW DO I GET STARTED?

If you are interested in joining the time bank just give us a call/text 07546658182 or email us on blatchfordm@me.com. We will then arrange a time and place that is convenient for you and talk to you about what you would like to get from the Time Bank and what you would like to give.

WHAT IF I DON'T HAVE ANYTHING TO OFFER?

Everybody has something to give that will be of great value to someone. The simple act of giving someone an hour of your time just to listen can be life changing for everyone. Time Banking is flexible, you choose what you want to do and when, it's in your control. Your Time Bank Coordinator will help you discover your unique skills.

CAN I GET EXTRA SUPPORT?

Yes, We will help you get the most out of Time Banking in a way that suits you. If you would like someone to manage your account and your exchanges we can do that for you. If you would like someone to go with you on your first few exchanges we can arrange that until you feel confident. Whatever support you feel you might need we will do our best to help you.

IS IT REALLY VOLUNTEERING IF I GET SOMETHING IN RETURN?

This is the question often raised about Time Banks. It is important to remember that the word volunteer actually refers to something done from the heart, rather than strictly without reward. The most important thing Time Banking does is establish a structure of reciprocity by rebuilding a sense of neighbourliness and turning worthy sentiments into real social and economic forces.

Historically, volunteers have been the wealthy who do good works for the poor and needy. This implicitly divides the world into the givers and takers, the haves and have nots, it is charity and many people do not like the idea of relying on this. Time Banking removes this stigma of charity. We do not use the word volunteer instead our Members are called Participants. We aim to give everyone an equal opportunity to contribute and participate in Time Exchanges. When people sign up to receive assistance through a Time Bank, they are also signing up to help someone else in some way. Even housebound people can provide a service such as receiving parcels, during the day, for neighbours who are out at work. In this way everyone can play their part in the development of the Time Bank.

FREQUENTLY ASKED QUESTIONS

● HOW WILL THE TIME BANK DEAL WITH MY PERSONAL INFORMATION?

To make the Time Bank work, we have to keep some information about you and the exchanges that you make with other Members. This includes information that you give when you apply to join the Lowestoft Time Bank. This information is stored securely on the Time Bank UK online software. Only the people who need to know the information will have access to it. The Time Bank uses this information to make exchanges between Members, to monitor and improve the running of the Time Bank and to plan future development. The Time Bank treats all personal information in line with the common law duty of confidence. It also complies with the Data Protection Act 1998. If you want a copy of any information held on you, or the Confidentiality & Data Protection Policy, please ask the Time Bank Coordinator.

● WHAT IF THINGS GO WRONG?

The Lowestoft Time Bank Management Committee welcomes constructive comments and complaints. It aims to listen to them and take them seriously and with respect. The Committee is committed to dealing with comments and complaints thoroughly, fairly and effectively, because this puts things right for people who have received a poor service and allows the whole Time Bank to learn from experience and improve. If you have a comment or complaint about the Time Bank, please contact your Time Bank Coordinator who will complete an Incident Reporting Form and work to resolve your concerns.

● WHAT IF I GIVE SOMEONE A LIFT?

Transporting Members in private vehicles may happen from time to time. We are aware that petrol is expensive. In this scenario it is acceptable for the recipient to offer money to cover the petrol used. This is an arrangement between both Members and should be agreed beforehand. If in doubt, contact the Time Bank Coordinator.

● WHAT TIME BANKS ARE NOT

Time Banks are not a way of paying people for what should be paid work. They are a way of rebuilding the webs of helpfulness and community that once existed in neighbourhoods. Time Banks are not an excuse for budget cutting or getting services on the cheap. They are a way of activating an untapped national resource, the time of people who are retired or under employed, so that we can begin to meet the enormous service needs this country faces.

COMPLAINTS PROCEDURE

- Any Member with a complaint or problem should discuss it with Time Bank staff as soon as possible. Complaints should, where possible, be in written form and emailed to blatchfordm@me.com or handed to one of our staff. We will attempt to resolve the issue within 10 working days after receiving the complaint.
- A response will be given to all parties involved in the complaint. If needed, a grievance committee will meet to assist staff in the resolution of the complaint.
- If it is determined the grievance has merit, the Time Bank staff and/or grievance committee shall determine the severity of the problem. If the complaint involves a violation of the law or threatens personal safety, the Time Bank has the authority to suspend or dismiss the offending member from the Time Bank and, if appropriate, report the Member to local law enforcement. If the problem is less serious, the Time Bank Management Committee will issue a written warning and explanation as to why the Member is in violation. Further warnings, beyond an initial warning, may be cause for dismissal from the Time Bank.
- If either party is not satisfied with the decision, a written grievance letter must be sent to the Senior Manager of the Time Bank.
- After receiving the written grievance letter, the Senior Managers of the Time Bank will conduct an investigation of the incident, when appropriate, and will provide a written response to those involved within 20 business days.
- The decision of the Senior Managers of the Time Bank is final.





Welcome!
Thank you and have fun

We are so pleased you have decided to join Lowestoft Time Bank and we hope this is the start of many years together.

RECEIPT

**By signing this document, you hereby agree to abide by the Time bank rules and regulations.
Please take time to read this document, and the rest of the handbook carefully.**

Full Name in capital letters:

Signed: Date:

CONTACT

US



Your Time Bank Coordinator is REDACTED



<https://tol2.timebanking.org/Lowestoft/>



REDACTED



REDACTED



Timebanking UK Lowestoft Time Bank is a member of Time Banking UK



Lowestoft time bank

Together we are stronger

HOW WILL YOU GET INVOLVED?



