

HARROW COMMUNITIES CLICK

MEMBER HANDBOOK

**“Strengthening communities and building skills
an hour at a time”**



helping each other out - in the community

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Please complete the following forms and hand back to us

- The cartoon questionnaire
- Your personal details
- Names of two people you know
- ‘Happiness’ questions and answers

Welcome to the Harrow Communities Click (HCC) network.....

This handbook will give you information on the Harrow Communities Click (HCC) network and what it means to be a member. This network is for anyone 18 and above.

- Everyone has skills, knowledge and abilities to offer, that could benefit someone.
- HCC can turn strangers into friends. As in all friendships, you must be ready to give and receive. Harrow Communities Click network will not work without this.
- HCC is not volunteering or charity. Every member can offer their skills, abilities and knowledge to help others. This is not a professional service.
- Everyone's time is valued equally and will always be an hour for an hour.

The HCC Network Partnership

- Age UK Harrow
- Mind in Harrow
- Harrow Mencap
- Harrow Carers
- Third Sector Potential CIC
- Harrow Association of Disabled people
- The Harrow Communities Click Network (HCCN)



is part of the London network which has over 60 time banks within it.

Timebanking UK co-ordinates the network in London and supports and develops time banks across the UK. Time banking in London is growing rapidly and it would not be as successful as it is without the fantastic relationship between Time Banks.

A few Questions and Answers

Q. What is time banking?

A: 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.

Q. Is there a charge?

A: No money is exchanged in HCC. 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.

Q. How do I get started?

A: If you are interested in joining Harrow Communities Click just give us a call on 020 8861 9191 or email us on hcc@ageukharrow.org.uk. 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 Harrow Communities Click network and what you would like to give. If you wish to go through a partner organisation please see contact details on page 2.

Q. Do I have to earn credit before I can get help?

A. 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.

Q. How will I know I'm safe?

A. Before you start swapping hours we may seek two references from anyone from your doctor to your brother. You choose who we contact. You will also be asked to sign our Code of Conduct and Terms (p 10-12 in this handbook) which will explain what we will expect from you once you have joined the HCC network. We will meet each member before they begin exchanging and give you our handbook on joining.

Q. Can organisations get involved?

A. 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.

Q. What happens if I can't spend my credits?

A. You can donate credits back to the Harrow Communities Click '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.

Q. Will time banking affect my benefits?

A. Absolutely not. There will never be enough resources to meet everyone's needs through the public sector. Time banks 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 each individual's sense of self worth.

Safeguarding

We will always do our best to keep you safe. If you are working with vulnerable adults on a one to one basis then a Disclosure and Barring Services (DBS) check will need to be carried out, however this is at the discretion of the co-ordinator and will need to be discussed before commencing activities.

People who join will need to go through a Safeguarding process.

We may take two references from each member and ask you to agree to our Code of Conduct and Handbook rules. You will also be covered by our liability insurance. Along with this we will do everything we can to ensure you remain safe whilst you are involved with Harrow Communities Click.

Once you have signed up we will encourage you to either give or receive an hour as soon as possible. To help this we will give an hour to every member who joins.

How we will get in touch with you

There are two options:

It's easier all round if you manage your own account through the software and you can find exchanges as well as advertise your own online.

Or we can stay in touch with you by telephone or e-mail and keep track of your 'exchanges' and send you a quarterly statement.

So what suits you best?

Website

Broker to keep in touch with you

Both

What to do when you need some help

- Simply log onto the software and post a request. We can show you how to do this
- When the exchange happens, you will need to record the hours directly onto the software.
- Contact us and explain what you need help with
- Give us an idea of how long it might take and what time and date suits you best
- We will send someone to visit you to have a look at the job if we feel we need to

What to do when someone needs your help

When you agree to give help, follow this simple procedure to ensure you have all the information you need and everything will run smoothly.

- When accepting an assignment write down the name and address of where you need to go, 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! (5 minutes early is even better)
- Be sure you know the receivers name, and he or she knows yours.
- 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 i.e. loose or dangerous stairs, unfriendly dogs etc.
- If you would prefer another Harrow Communities Click member to be there to make your first introductions, or to stay during the exchange just to let us know.

What to do if

Even the best organised schemes don't always run according to plan so here is what to do if

you need to cancel an appointment

- You can also contact the person using the timebanking software.
- Whether you are a giver or receiver, give as much notice as possible
- Contact us and a staff member will contact the other participant
- If the receiver would like the exchange to be carried out on another date, we will try to organise this with you. If this is not possible every effort will be made to find another available person to carry out the assignment on the required date.

there is an emergency

If an emergency happens which forces you to cancel the appointment at short notice please contact the person you were due to help direct.



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 service.

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. Harrow Communities Click participants are covered by public liability insurance. Contact us as soon as possible with details of the accident.

Safe Working: When you agree to do a task, if you have any health and safety concerns then please say no!

Can you do it? You should only do a time exchange which you are suitable for. 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 Public Liability Insurance.

When you leave: make sure that you leave any tasks in a safe condition.

Only if qualified should you carry out electrical work, even things such as rewiring a plug.

Mutual Networks

Another feature of Harrow Communities Click is mutual networks, whereby individual Harrow Communities Click members 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, so could be a craft, a hobby or a sport. The person starting a network would not have to lead the group every time, as this responsibility could be shared. Mutual networks consist of 3 or more people. Let others know about the group that you are starting through the Harrow Communities Click software.

Activities

There are also Harrow Communities Click group activities that you can join, which are anything from IT classes to yoga to handicrafts. Look at our website and regular news bulletins for more information.

CODE OF CONDUCT

1. The currency for Harrow Communities Click is time and everybody's hour has the same value.
2. Everyone who participates to help someone will record and follow our rules and procedures as set out in this handbook.
3. There is no limit to the number of hours (or time credits) a person can accrue. However, spending hours is dependent on the services offered by time bank.
4. You should respect another participant's privacy or confidentiality.
5. You should respect other participant's viewpoints, and not pressure another participant to accept religious or political beliefs.
6. You should not involve your friends or relatives in activities by bringing them to a participant's home or venue unless agreed prior to the exchange.
7. Harrow Communities Click forbids accepting money, gifts or tips from other participants. Please get in touch with us if you would like to make a donation.
8. Harrow Communities Click expects that you will always treat other participants respectfully.

9. We do not accept any type of bullying or harassment (physical, verbal or emotional) and in such instances the persons involved will be spoken to and if it continues they may be excluded from the HCC Network.
10. Anyone who is unhappy with Harrow Communities Click or any of its members must raise the issue with us.

Exchanges

11. The activities of Harrow Communities Click are covered through a specialist policy to cover the risks. Insurance may be forfeited where there is a break of the policies laid out within this handbook.
12. Everyone who requests help will be put on a waiting list and we may not be able to fulfil your request straight away.
13. Someone from Harrow Communities Click will meet each member before they join and ensure that the joining paperwork is complete.
14. Where necessary, prior assessments of what work is involved in a time exchange may be undertaken.
15. Anyone can request help regardless of whether they have time credits or not.
16. If you cannot fulfil an exchange you must let the other person know. If you cannot get hold of the other person you must let the time bank know.
17. Once you have completed an exchange please update your records or let the time bank know. We cannot demonstrate how successful we are if we don't know how many hours are being exchanged.
18. The network is not replacing paid services such as regular housework. Please do not ask someone to perform a task that you might pay someone regularly for.
19. No one from Harrow Communities Click will knock on your door unless you know about it.

Exchanging Time Credits

20. Time credits may be exchanged for freebies such as theatre and film tickets. These will be issued when available.
21. Only hours can be exchanged and not goods.
22. Be prepared to be flexible, if a job takes 45 minutes it should be rounded up to an hour.
23. Any breaches of the rules, procedures, and guidelines in this handbook may lead to withdrawal of your membership. The decision will be made fairly by the partnership group. By signing this document, you hereby agree to abide by the Harrow Communities Click rules and regulations. Please take time to read this document, and the rest of the handbook carefully.

Complaints Procedure

- Any member with a complaint or problem should discuss it with Harrow Communities Click staff as soon as possible. Complaints should, where possible, be put in written form and e-mailed to hcc@ageukharrow.org.uk 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 Harrow Communities Click 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, Harrow Community Click delivery board has the authority to suspend or dismiss the offending member from Harrow Communities Click and, if appropriate, report the member to local law enforcement. If the problem is less serious, Harrow Communities Click delivery board 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 Harrow Communities Click.

- If either party is not satisfied with the staff's decision, a written grievance letter must be sent to the Delivery Board.

After receiving the written grievance letter, the head of the delivery board will conduct an investigation of the incident, when appropriate, and will provide a written response to the members involved within 20 business days. If more time is needed to respond, the person filing the grievance will be notified. The decision of the Delivery Board is final.

Thank you

We are so pleased you have decided to join Harrow Communities Click and we hope this is the start of many years together. Please remember that you can get in touch at any time.

Harrow Communities Click is about people doing things together, if you have an idea for an activity, a regular group, or something you would like to do with Harrow Communities Click just pick up the phone and talk to us about it, or register it on-line. Remember we will give you one time credit for every hour you spend helping us make decisions or organise and run events.

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