

# Leeds Creative Timebank Membership Manual



## Who are LCT Members?

- Any artist, arts professional and activist who lives or works in the Leeds area, and has attended a 2 hour induction meeting. (The term artist is understood to be a broad and inclusive definition, including dancers, writers, visual artists, performers, musicians etc)

## In order to make timebanking work – this is what you need to do:

- Safeguarding your Username and Password in order to access your account on [www.timebanking.org](http://www.timebanking.org)
- Make requests for transactions by logging onto [www.timebanking.org](http://www.timebanking.org) and clicking on the 'Make a Request' tab to communicate directly with the Timebrokers.
- Making time specific requests, leaving at least a fortnight before the transaction needs to take place, to ensure that someone can be found to undertake the transaction.
- Understanding that all transactions take place in the Leeds area only.
- Keeping your skills up to date by contacting the Timebrokers to have your skills updated/amended.
- Responding to any email from Timebrokers within 2-3 days to ensure that other members can have their request fulfilled.
- Further transaction communications will be conducted with the Timebrokers by emailing [leedscreativetimebank@googlemail.com](mailto:leedscreativetimebank@googlemail.com)
- Treating all other members with the respect that you yourself expect to be treated with as a professional.
- Understanding that any transaction you've agreed to undertake is a professional arrangement, with remuneration (in time-credits) and should be taken as seriously as any other professional arrangement. Any cancellations must be dealt with responsibly, members rely on this service being robust and any short notice cancellation can incur real money costs, therefore members are asked to do all in their power to ensure they communicate any problems with providing hours agreed, to both the timebroker and the timebank member that was to receive the service.
- Understanding that when you make a request of another member, you are responsible for giving a clear brief to that member, so that they know exactly what is required of them.
- Completing the evaluation form sent at the end of a transaction and returning it to the Timebrokers.
- The member who has made the original request notifies the Timebrokers of the amount of time credited to the member who undertook the transaction.
- Understanding that members with more than 10 credits, must make at least one request for a transaction (of at least one hour) within a 6 month period, or you may lose credits.

- Notifying Timebrokers if you are no longer available to undertake transactions (for example have moved cities, are away on a long term basis – over 6 months). Notifying Timebrokers when you are available again.
- Notifying Timebrokers if you've changed your personal details – such as email address and phone numbers.
- Supporting LCT events wherever possible by attending them, or signposting others to attend, as appropriate.
- Gifting your timecredits. Members with over 10 timecredits, may make a gift of their timecredits to another member, or make a gift to the timebank itself, in order to support timebank projects. In the case of inter-member gifting this is personal arrangement between the two members. They need to notify the Timebrokers that they wish to do this, with at least two weeks notice – so that Timebrokers transfer the timecredits to the new account.
- Submitting photographs that illustrate your transactions whenever possible, to the googlemail account to support Timebank development. To agree that any photographs submitted might be used by the Timebank within various social media outlets. (Newsletter, Twitter, Facebook etc.)
- To acknowledge the Timebank, using the phrase – 'undertaken with support from Leeds Creative Timebank', and including the logo wherever possible.

### **What the Timebrokers do:**

- Ensure the smooth running of the Timebank transaction process
- Set up transactions
- Communicates with members regarding transactions
- Credit and debit members
- Gathers in feedback after transactions have taken place
- Receive support to manage the Timebank from the Management Group
- Report the number of hours they've worked at each Management Group Meeting
- Update and maintain various membership documents on the gmail drive
- Credit Management Group members for attending Management Group meetings and for undertaking other tasks associated with management group responsibilities
- Set up and manage induction meetings
- Invite potential new members to induction meetings
- Credits new members with their hours
- Updates membership information, (adds members' new skills, change of contact details, new availability etc)
- Sends new members the Membership Manual when they join
- Report at Management Group meetings by logging the number of transactions taken place, the nature of the transactions and highlight any issues re. members and/or transactions that need to be resolved with Management Group support.
- Inform the Management Group subgroup, of new members to be added to the newsletter list

## How?

- Timebrokers meet 6 weekly to check in with each other and update systems etc
- A management group member meets with timebrokers at least 3 monthly, to support any changes and help feed these back to the management group
- There are always at least 2 timebrokers (3 might be preferable)
- Timebrokers need to be re-recruited regularly and inducted into the role.
- Timebrokers agree between themselves to check in to the [www.timebanking.org](http://www.timebanking.org) and gmail account at least 3 times weekly
- Emails are regularly filed
- Documents are set up and amended on google drive (such as 'Active Members Details' – all
- 'Simple transactions Log, 'Management Group Hours Log').
- Timebrokers collaborate over taking holidays and ensuring there is always someone dealing with requests.

## What LCT Management Group does on behalf of the members:

- Co-ordinates the running of Leeds Creative Timebank
- Co-ordinates setting up induction meetings and recruiting new members
- Supports the Timebrokers to undertake their duties
- Manages communication to members regarding events and news through appropriate social media; ie the Mailchimp Newsletter, Twitter and Facebook
- Manages communication externally regarding the history, ethics and direction of LCT
- Develops and implements structure and protocols
- Establishes ethics and guidelines for use of LCT
- Takes responsibility for leading the strategic development of LCT
- Deals with problems and any complaints from members
- Organises social and enrolment events
- Manages the cash aspects of the Timebank – pays [www.timebanking.org](http://www.timebanking.org) yearly

## How?

- Meets every 6 weeks or so for approx. hour and half every 6 weeks
- Individual Management Group members or small groups take on short or long term projects / roles and develop them for the group as a whole
- Management Group Members gain time-credits for taking part in timebank activity (these timecredit amounts need to be gathered in at management group meetings)
- Subgroups / individual management group members manage social media outlets (Twitter, facebook, newsletter etc) and report back to each management group meeting
- New Timebrokers automatically become part of the Management Group
- A minute-taker role is rotated around the man group members, (using the simple structure what/who/when) minutes are emailed to all management group members within a week

## 5 Steps to Easy Timebank Transactions!

1. Log On to [www.timebanking.org](http://www.timebanking.org) (using your Username and Password).
2. Go to 'Make A Request' and make a detailed / time-specific request – no sooner than a fortnight.
3. A Timebroker will email you (from [leedscreativetimebank@gmail.com](mailto:leedscreativetimebank@gmail.com)) - 1 member's contact details (as soon as they can).
4. You make arrangements for the transaction with that member yourself.
5. You email the Timebroker to let them know the number of hours given and how things went,

[Following this you'll be asked to complete a final feedback email and send in any photos of your transaction, and you can credit Leeds Creative Timebank by using the LCT logo ]

### ESSENTIAL URL'S

**Timebank Online:**

***[www.timebanking.org](http://www.timebanking.org)***

**Google Acct:**

***[leedscreativetimebank@gmail.com](mailto:leedscreativetimebank@gmail.com)***

## Leeds Creative Timebank's Frequently Asked Question's

### **Are all members hours equal in value to each other?**

Yes, whether you are an experienced practitioner or a recent graduate, your hour of time given is exactly equal to that of anyone's else's. Because of the networked nature of the Timebank, what goes around, comes around – and a recent graduate can get advice from an experienced practitioner, but that same practitioner might need help with moving equipment in their studio – how can you say which is more valuable?

### **Is the Timebank like a LETS scheme?**

It's like a LETS scheme in that it's about skills sharing, but different in that all members hours of time given are equal to another's, unlike in most LETS schemes where skills were valued differently. A recent graduate spending an hour invigilating or an experienced fund-raising spending an hour helping someone write a proposal, will gain the same 1 hour time-credit. There are other differences, the Timebank also actively builds social capital, bringing people together who wouldn't otherwise have met.

### **How can I be sure of quality?**

There is an expectation that all members will take the reciprocal nature of the Timebank seriously. As a Timebank member they are expected to do their utmost to provide their time/skills they are offering to the same level they'd expect to receive. However if you have very specific requirements, it might be that the Timebank isn't the right way to go about getting something done for you. You might need to pay someone for the service. Getting to know other Timebank members at meetings, and testing the water with small projects first, will probably ensure you get the right skills/level of quality you want.

### **What happens if a member doesn't turn up for the transaction?**

So far, this hasn't happened in Leeds Creative Timebank, as members understand the reciprocal nature of taking part. If this did happen, tell the Timebroker, if a member repeatedly doesn't uphold their end of the bargain, they might be asked to leave the Timebank.

### **Who provides the materials or petrol?**

The member receiving the time/skill from another member, must always provide an materials and pay you for petrol if you've offered to drive them somewhere (at the recommended 40p per mile – suggested by HM Revenue and Customs).

### **Can projects occur outside of Leeds?**

We have decided to keep Timebanking in Leeds Creative Timebank within the confines of Leeds. This is to deal with the issue of travel across the city to undertake the transaction. We think that if a member is giving one hour of their time to another member, it wouldn't be fair for the giver to have to travel too far to do that transaction.

### **Why do we need a Timebroker, why not just use an online database?**

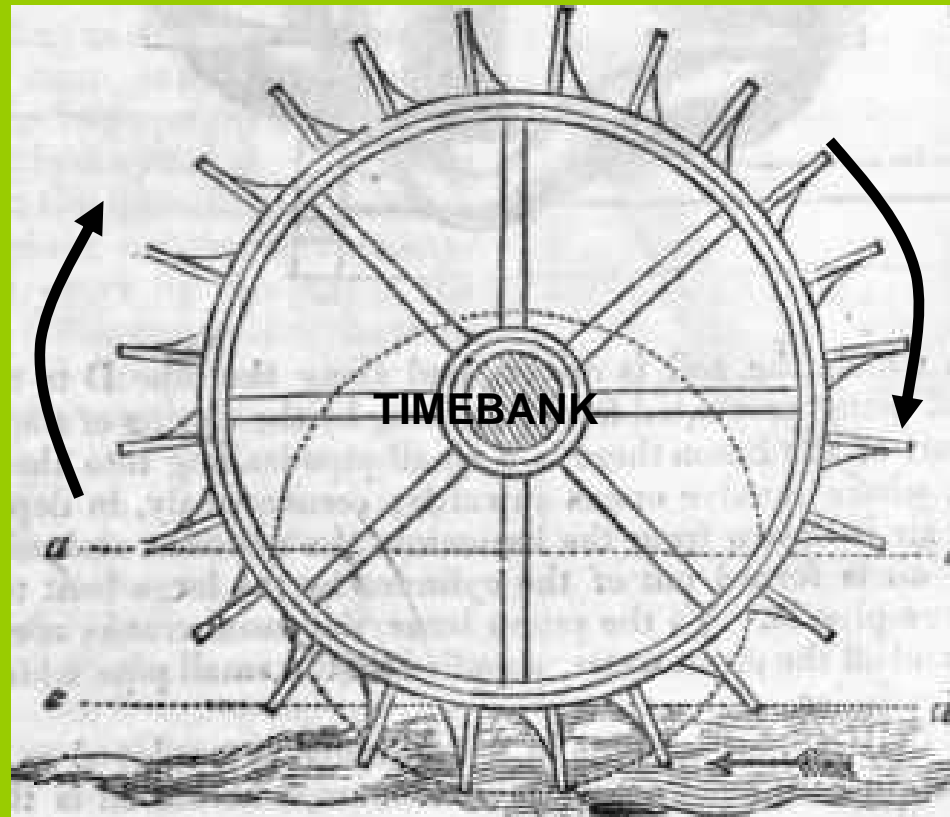
The role of the Timebroker adds an extra dimension to this form of skills sharing, over time they develop a knowledge of members experience, skills and interests and can broker the best transactions to take place.

Also the Timebroker can take on other activities such as holding meetings, events and recruiting new members. Timebrokers get paid in Time-credits. You can train to be a Timebroker, email [leedscreativetimebank@gmail.com](mailto:leedscreativetimebank@gmail.com) to find out more.

## LEEDS CREATIVE TIMEBANK TIME FLOW

To keep the Timebank working, members need to spend their credits by setting up transactions... Without members spending their credits, there will be no flow of time and the wheel will not keep turning: the Timebank will grind to a halt.

2. MEMBERS GAIN  
CREDITS BY GIVING  
THEIR TIME TO OTHER  
MEMBERS



1. MEMBERS SPEND  
THEIR CREDITS  
AND RECEIVE TIME  
IN RETURN

MEMBERS TIME ←

# How does a transaction take place?

The 10 stages of a Timebank Transaction

