



## Ventnor Timebank Regulations

Coastal Centre, Salisbury Gardens, Dudley Road, Ventnor,  
Isle of Wight, PO38 1EJ

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**The ethos of the Timebank is to ensure all members are treated with care, dignity and respect regardless of the circumstances or ability.**

### The Basics

1. The Currency for Ventnor Timebank is hours and everybody's hour has the same value.
2. Everyone who participates to help someone will register their hours with the Timebank to earn Time Credits and follow our rules and procedures.
3. There is no limit to the number of hours (or time credits) as person can accrue. However, claiming back hours is dependent on the services offered by the Timebank.
4. The area of benefit is the Town Council area of Ventnor, and registration is open to anyone who lives in this area.
5. Provision of Timebank rewards and organisational membership is open any individual, organisation or group inside or outside of this area as we do not wish to restrict the benefit for residents living inside the Ventnor area.
6. Anyone who is unhappy with Ventnor Timebank is asked to refer to the Complaints Policy which is available from the Broker.
7. Any breaches of the rules, procedures and guidelines agreed by Ventnor Timebank Steering Group and our partner organisations may lead to a withdrawal of Ventnor Timebank membership. This decision will be made fairly and using our adopted guidance.
8. Anyone using a vehicle to offer Timebank services will need to seek permission from their insurance company, using a standard letter provided by the Broker on request. Ventnor Timebank cannot offer such cover for a third party's property.
9. The activities of Ventnor Timebank are covered through a specialist Timebanking policy to cover risks of Public Liability, Employers Liability and Product Liability, through Case Insurance Ltd. Insurance may be forfeited where there is a breach of the policies laid out by Ventnor Timebank. We can only indemnify against risk where our insurance policy allows.

### Waiting List for Help

1. Everyone who requests help from the Timebank will be put on a waiting list.
2. The Timebank will visit each person in turn to conduct a home visit and to make sure all the joining paperwork is complete.
3. Where necessary, prior assessments of what work is involved in a time exchange may be carried out by the broker or another suitably qualified individual.
4. Anyone can request help from the Timebank, regardless of whether they have hours banked.
5. The Timebank will only arrange help if they have a suitable Timebank participant available.
6. Should a volunteer from the Timebank be unable to complete a job, they can return once more. Completion of this job may be rescheduled on the waiting list.



*where all our time is worth the same; working, sharing and learning together*



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7. Larger jobs requested from Timebank may have a longer waiting time whilst a larger team of volunteers can be recruited
8. All Timebank members should note that the Timebank will **not** replace paid services (e.g. regular cleaning and housework)
9. Maximum hours for a job will be **five** hours at the discretion of the Timebroker. Each transaction will be limited to the time agreed on the Job Card.
10. Time Credits can only be awarded when a completed Credit Award form is received by the Broker.
11. No-one will ever knock at the door of a resident unless it is for a pre-arranged Time Exchange or appointment. Do not let anyone enter your property without prior arrangement as insurance will be forfeited. Ventnor Timebank would consider such an exchange to be by personal arrangement, and outside of our terms and conditions.
12. Ventnor Timebank is not able to offer personal or childcare. If such services are required, a broker will signpost to an alternative source of information or advice.

### Exchanging Time Credits

1. Time Credit rewards can be exchanged for freebies, such as tickets (subject to availability and discretion of the broker). The broker may operate a waiting list or a 'draw' system to ensure fairness.
2. **ONLY TIME CAN BE EXCHANGED, NOT GOODS**, so Timebank rewards will be assigned a value in hours, assessed on the basis of how long the time reward would last.
3. Our currency is hours, so people must be flexible. If a task takes 45 minutes, it should be rounded up to the next. Hour. If a job is to take longer than the hour quoted, the broker or next available volunteer must be notified to ensure compliance with insurance and record keeping requirements.

*These regulations may be subject to amendment as part of our continuous review and development. A full copy of our adopted policies can be viewed on request.*



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