



# Tempo Time Credits

## Impact Report 2020–2021

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# Executive Summary

Tempo Time Credits annual impact report demonstrates the significant value and difference to the lives of volunteers who earn and use a Tempo Time Credit.

## Our Impact



Report improved quality of life



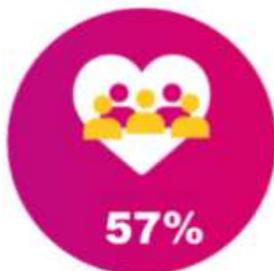
Never or rarely given time before earning Tempo Time Credits



Feel more able to contribute to the community and other people



Can afford to do more things



Have developed new friends and acquaintances



Shared their skills with others



Feel less lonely and isolated



Report improved mental health



Helped others with the same condition



Know more about community based services and support available



Feel more confident



Feel more positive about the future

- COVID-19 had a positive impact on volunteering time. 48% had never or rarely given time before earning Tempo Time Credits.
- A wide range of Recognition opportunities were valued and used by Tempo volunteers. These opportunities were broadened and included grocery, takeaway and online to meet the needs of lockdown rules.
- Organisations which use Tempo Time Credits value their ability to retain volunteers (52%) and recruit volunteers (46%) due to the recognition provided by Tempo Time Credits.
- Tempo volunteers come from more diverse demographic groups than the population or the traditional volunteer base, are more likely to not be in employment, to have a limiting condition, are more likely to be regular volunteers, and come from a much broader range of economic backgrounds.

## What do volunteers think?

“What a creative idea, I was rather sceptical about these at first being in lockdown. I would give my time free as a Survivor of Domestic Abuse but to be given something back is a wonderful idea. I wondered how it would work being locked in but began seeing ideas of how to use these online. The reality is I want to save them for when we get out of lockdown because it’s been traumatic on my mental health and can’t wait to create memories with those I love the most and it not have to cost the world. Tempo Time credits has been something rewarding as a single person with children it’s not always possible to do the things my children love, which carries a lot of guilt. But collecting these whilst working within my passion and expertise, I am truly forever grateful so thank you.”

The logo for Tempo, featuring the word "Tempo" in white lowercase letters on a blue triangular background.

Tempo

# Tempo Time Credits: Impact Report 2021

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# Introduction

The last 15 months were like no other in our lifetime. The COVID-19 pandemic removed many of the usual ways society functions. It ripped asunder our economic, social and health systems. Face to face contact, for much of the year, was significantly restricted.

Many of the support structures that were dependent on face-to-face contact and on delivery by those vulnerable to COVID-19, were removed overnight.

It is a testament to the strength of our society that so many people stepped forwards and volunteered their time. Without them, the problems and issues our countries now face would be far more serious. This is a debt we can never repay to those millions of people, volunteers, most of whom do not regard themselves as heroes. But they are.

Tempo responded to the issues faced by all the communities we support, via our commissioners and the thousands of community, voluntary and mutual aid groups, by flexing the delivery of our services. This recognised the fact that traditional face to face volunteering had reduced, that our Recognition Partners (places where Tempo Time Credits can be used) were closed due to COVID-19 restrictions and that many of the groups who provided Tempo Time Credits to their volunteers (Earn Groups) were themselves managing their priorities.

The flexibilities we developed to help the communities we support via our Commissioners and Earn Groups include:

- The introduction of a digital Tempo Time Credit system
- The launch of online opportunities to use Tempo Time Credits
- The launch of national providers where Tempo Time Credits can be used
- Created a series of free online training sessions and webinars
- Created a series of online support and contact tools
- Providing Tempo Time Credits to outside target groups
- Providing Tempo Time Credits to vaccine volunteers

During the year we recognised that, while the ultimate impact is on individual volunteers, our direct impact as a Charity is on the Commissioners/CVCs/CVSAs that we work with directly and support. It is they who recruit, support, train, manage and recognise the volunteers in communities.

With that in mind and with the backdrop of COVID-19, we are seeking to improve the way that we measure our impact.

- We will continue to identify the improvement of individual volunteers' life position and chances.



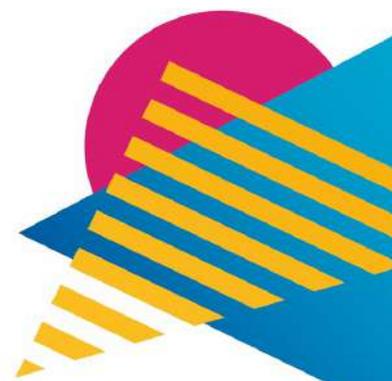
- In addition to this we will be asking the CVCs and Earn Groups about how they view Tempo and the impact that we have on them. This new approach will take a while to bed in.
- We will also be developing a longer-term impact framework to measure the positive social and economic changes we engender.

The data in this report is taken from a survey of Paper and Digital Time Credit users in the period April 2020 to March 2021. The same questions and methodology used in 2018 and 2019 were replicated, to ensure comparability. Copies of the questionnaires are available on request.

Due to COVID-19 this number was significantly lower than in previous years (c.1,000). As a result, 118 responses were received (+9%). These are compared to 2019 and 2018. In addition to this, where relevant, demographic data from the Tempo Digital System (20,000 active volunteers May 2021) and the 2019 NVCO voluntary sector survey is used.

This means that local data is not reliable and as a result has not been reported this year. We show below where the responses were received from.

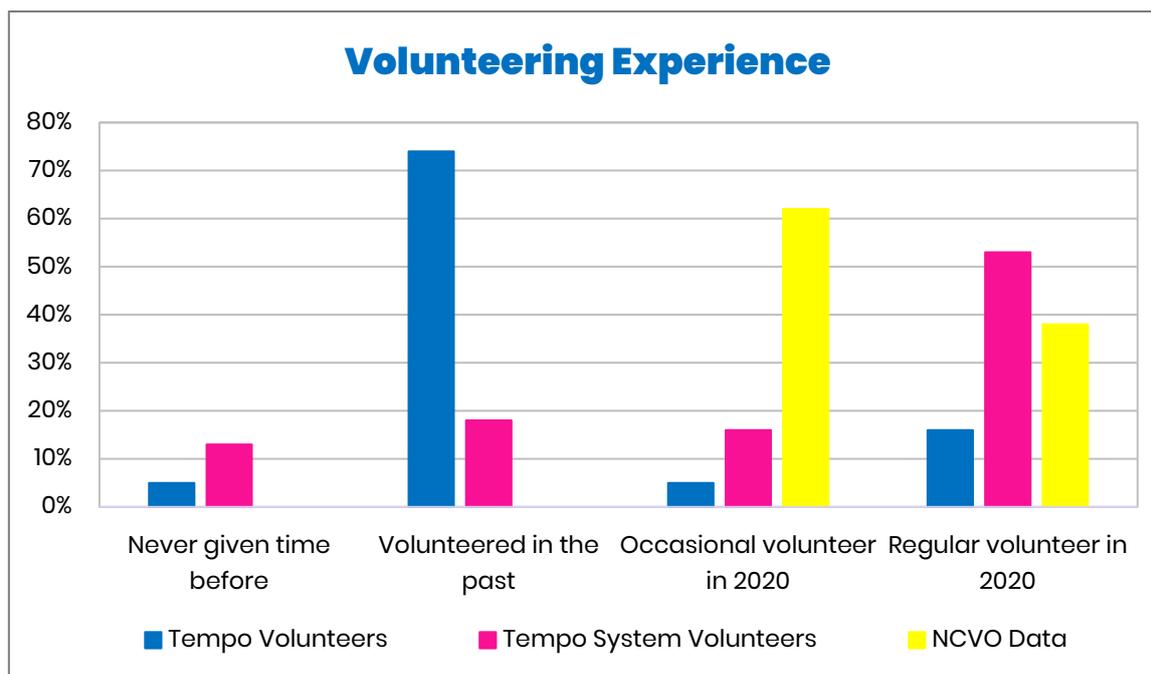
Cambridgeshire	18
Cheshire	4
Chorley	14
Cornwall	8
Kent	10
London (40)	
Bexley	12
City of London	2
Haringey	9
Westminster	10
Other London	7
Wales (14)	
Carmarthenshire	7
Cardiff	7
Other	10



# Characteristics of Volunteers

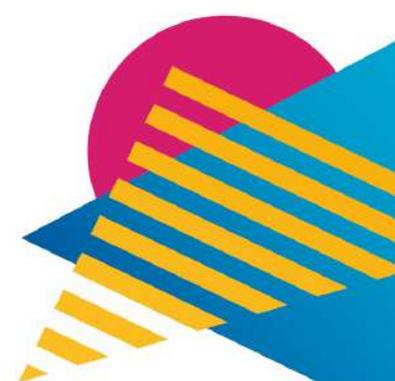
## (participation and retention)

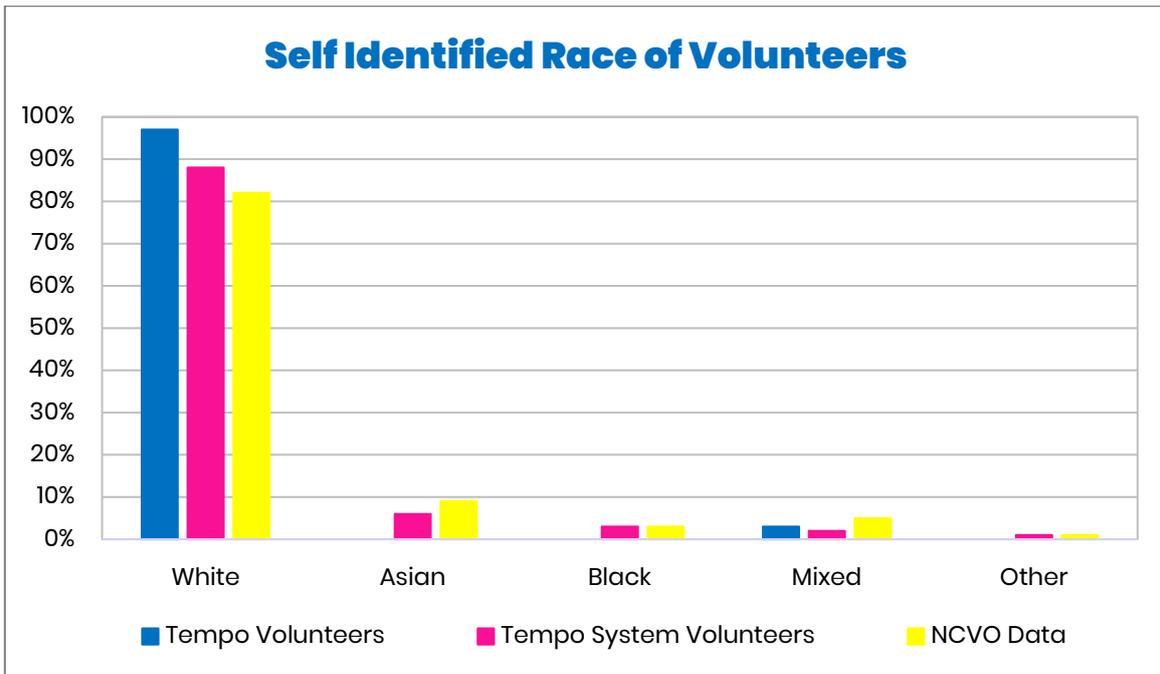
The first set of graphs provide a demographic analysis taken from the Tempo Digital System. There were 31,254 volunteers on this in May 2021. The data shows the active Tempo volunteer base (May 2021) and compares this to information drawn from the Tempo's impact survey this year (118) and in the preceding 2 years, and 2019 NVCO voluntary sector survey.



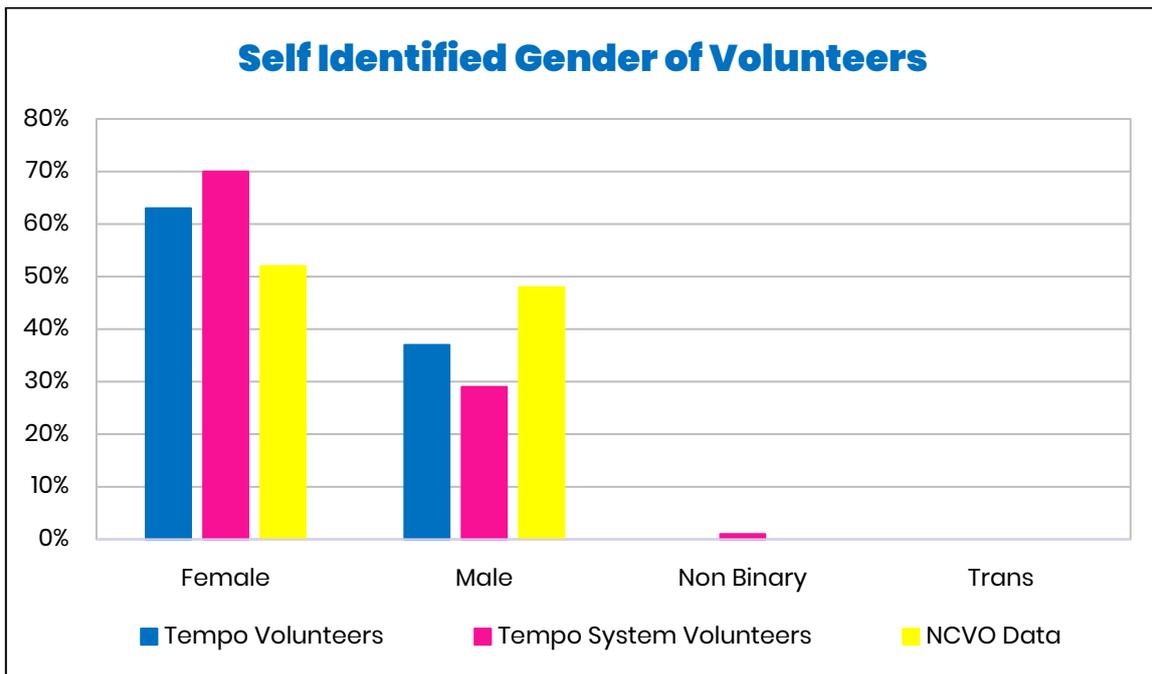
Note: NCVO only collect data about regular and occasional volunteers

Tempo Digital System volunteers are more likely to be regular volunteers than is the case nationally (this does not take into account that the NCVO survey only asks about regular and occasional volunteering). Compared directly to the NCVO data, over 70% of the Tempo System Volunteers, volunteered regularly. Thus, Tempo volunteers are broadening the base of volunteering.





88% of Tempo volunteers who answered when signing up to the digital system, identified themselves as White. This compares to 97% of those in the impact survey and 82% from the NCVO survey.

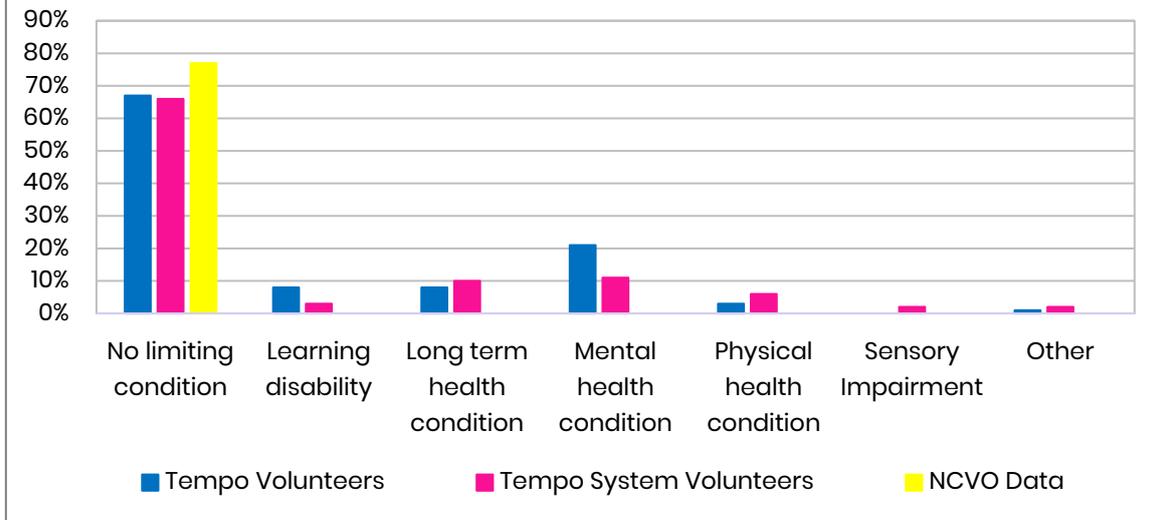


Note: NCVO only collect volunteer data that relates to males and females

The gender identity of Tempo volunteers is skewed toward female and non-binary compared to the NCVO data. The Tempo Digital System demonstrates the more diverse nature of the Tempo volunteer population.



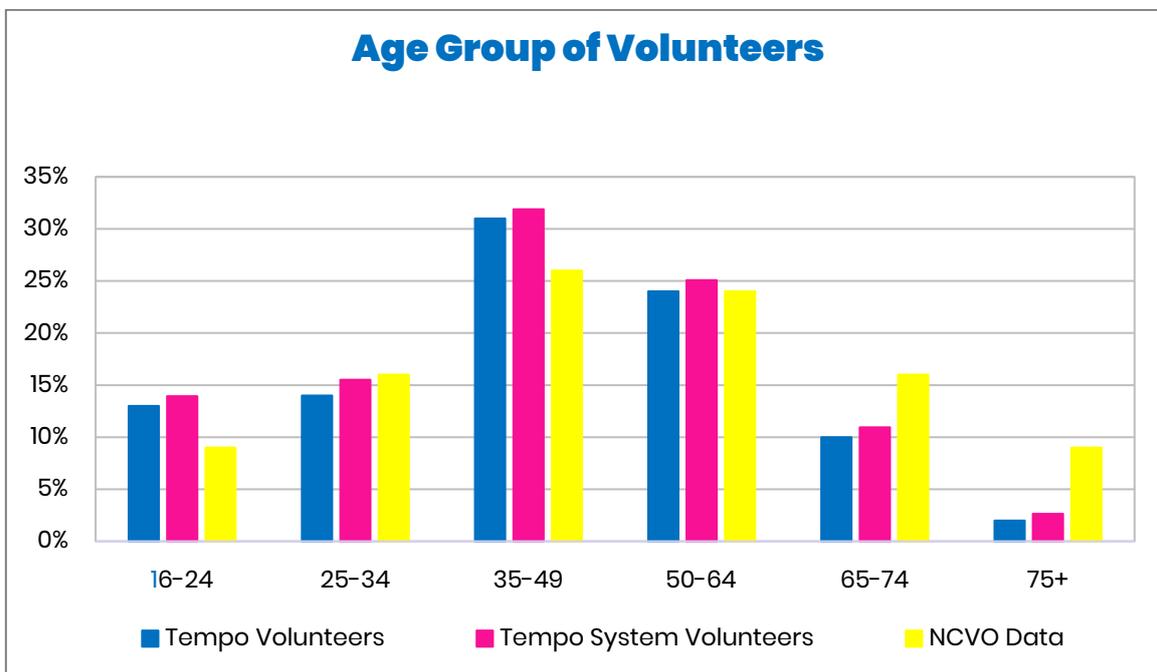
## Volunteers Self Identified as having a Limiting Condition



Note: NCVO only collect data about volunteers with no limiting condition

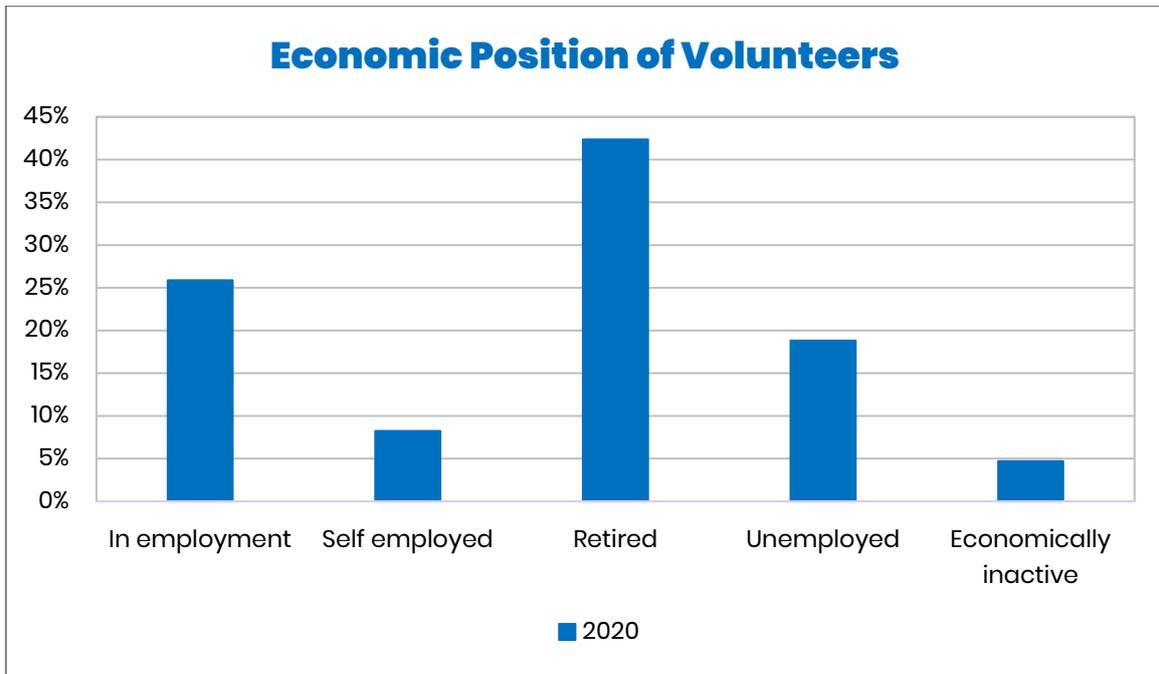
33% of Tempo volunteers identified that they had some form of limiting condition compared to only 13% in the NCVO survey. This demonstrates the more inclusive nature of Tempo volunteers.

## Age Group of Volunteers

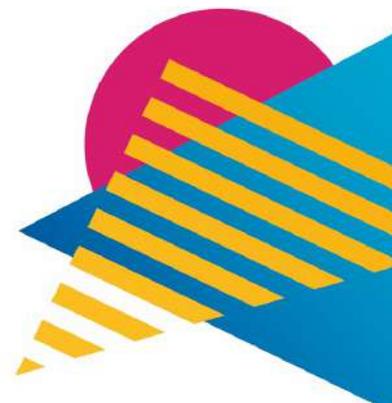


Tempo System Volunteers in the survey are younger than is the case with the NCVO volunteer survey. 62% of Tempo volunteers are aged under 50 and 14% under 24. This compares to 51% aged over 50 and 9% aged under 24 in the NCVO survey.





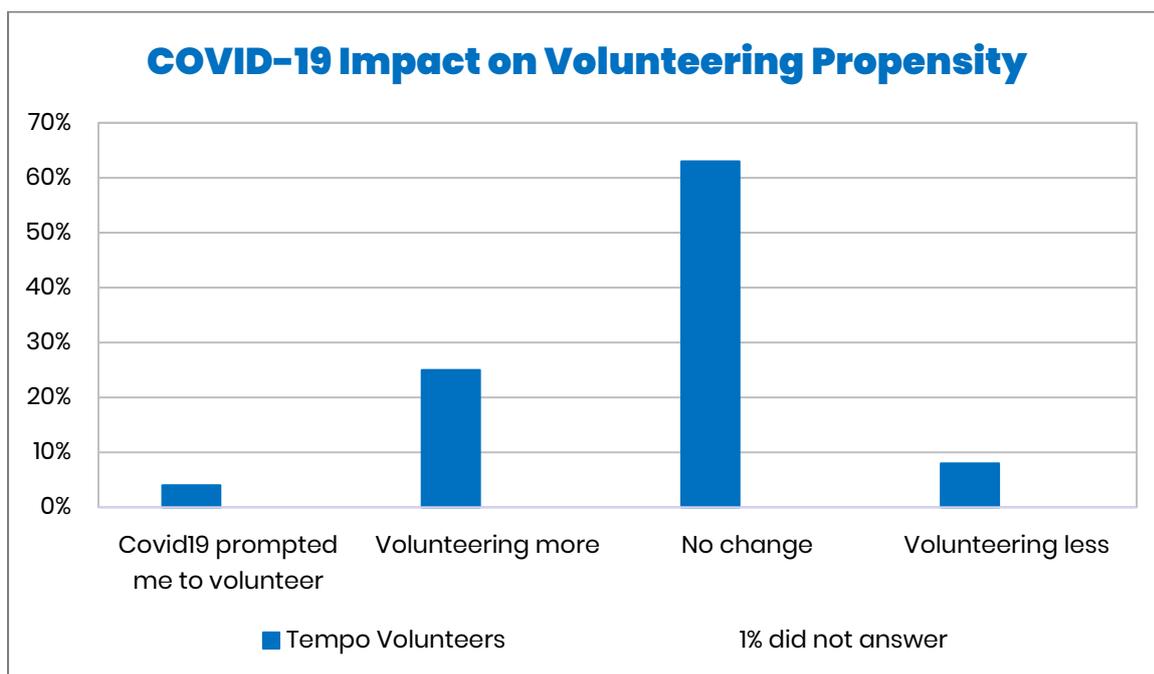
This graph shows the diverse variety of economic backgrounds that Tempo volunteers come from. 62% of those in the NCVO survey were in employment.



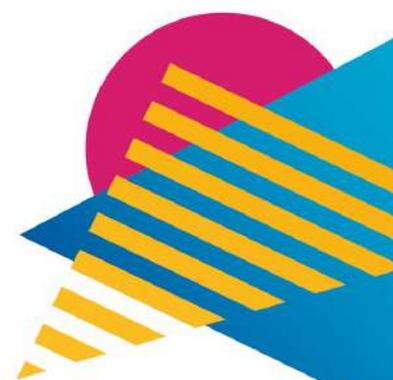
# Level of Engagement

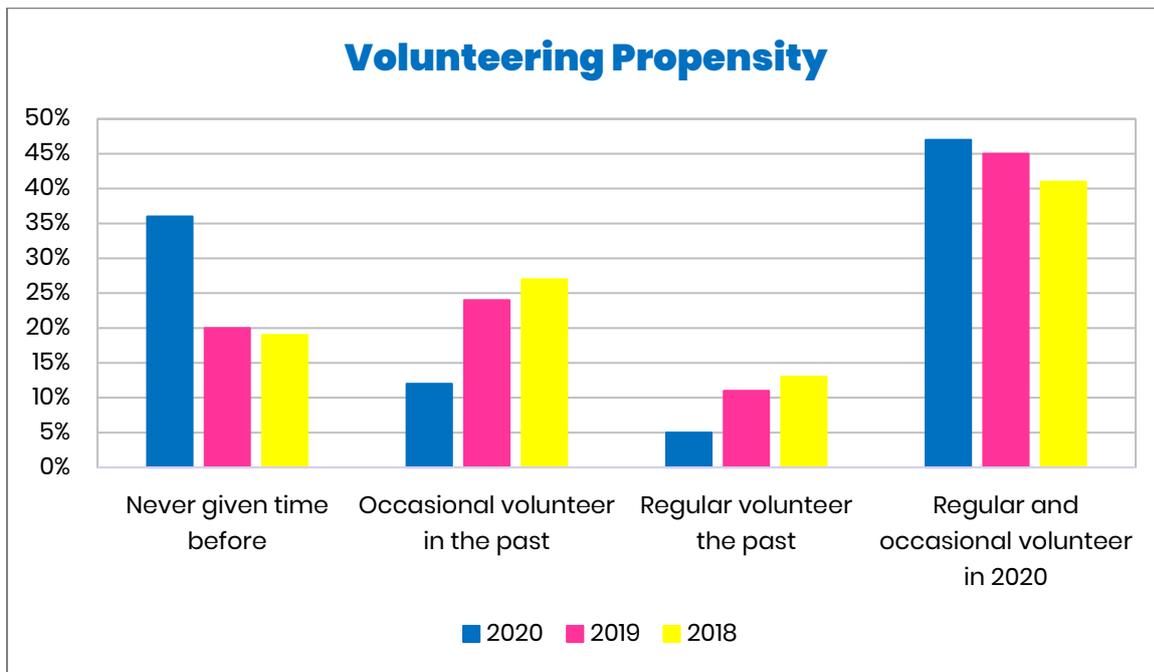
This set of findings examines volunteering habits and the usage of Tempo Time Credits.

In addition to the pandemic, in this period Tempo switched from a paper-based system to a digital system. This should be borne in mind when comparing the results with previous years. This caused a low number of responses to the survey (118). As a result, we are only able to analyse the data for the whole dataset, rather than for individual geographies or for individual programmes.

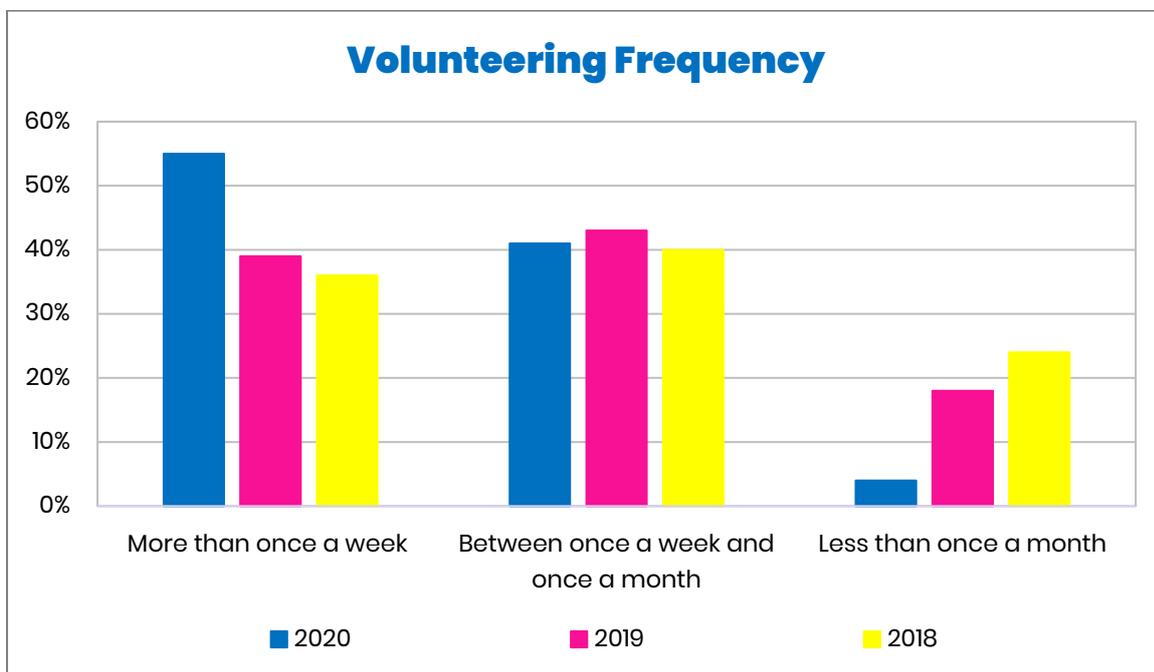


COVID-19 had a positive impact on volunteering. 29% of volunteers stated they had started (4%) or increased (25%) their volunteering in response to the pandemic. The key will be to retain these volunteers. Only 8% stated that they volunteered less.

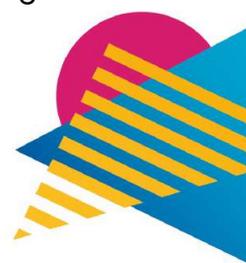


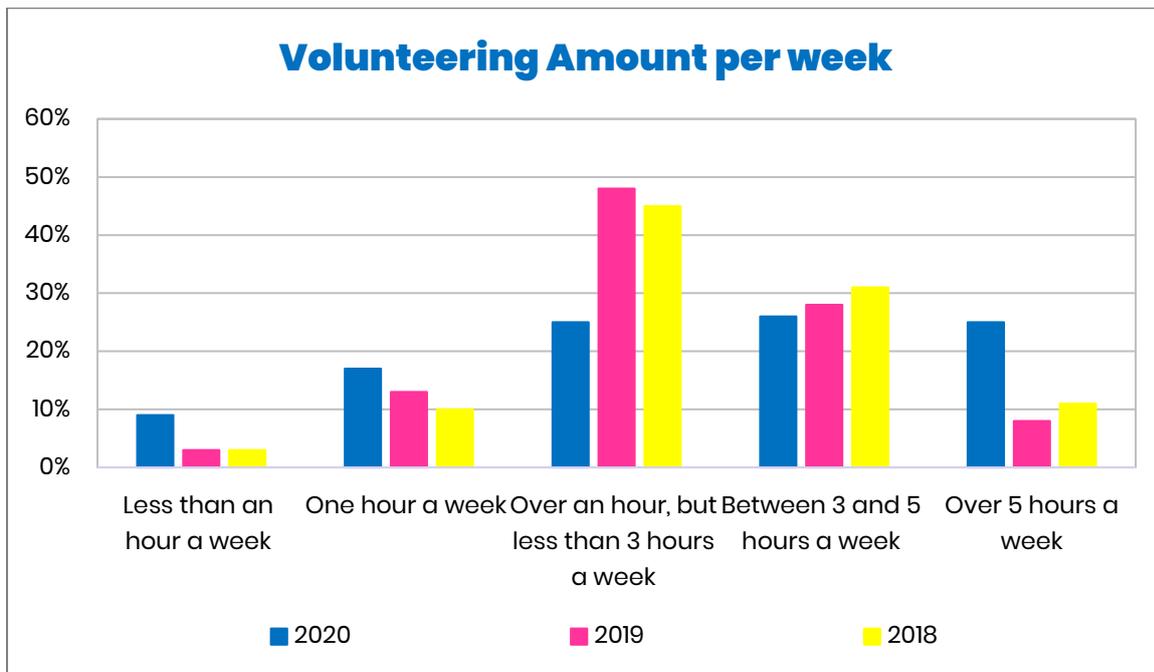


Over a third of volunteers had never given time before. This is 10% higher than in 2018 and 2019. It is likely that this is solely attributable to the effect of the pandemic. The key will be to retain them as volunteers. This is something to be welcomed and capitalise upon. In addition to this, over a quarter of volunteers were volunteering regularly.



55% volunteered more than once a week. This is significantly higher than the equivalent figures for 2019 and 2018. The figures for at least monthly are about 40% in each of the three years. Only a few in 2020 (4%) were occasional volunteers. The shift is probably the result of the pandemic. This is good news, as with many things in life, volunteering is about habit.

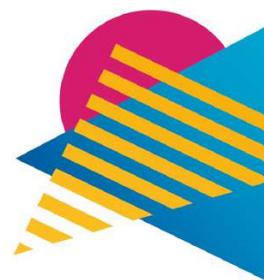




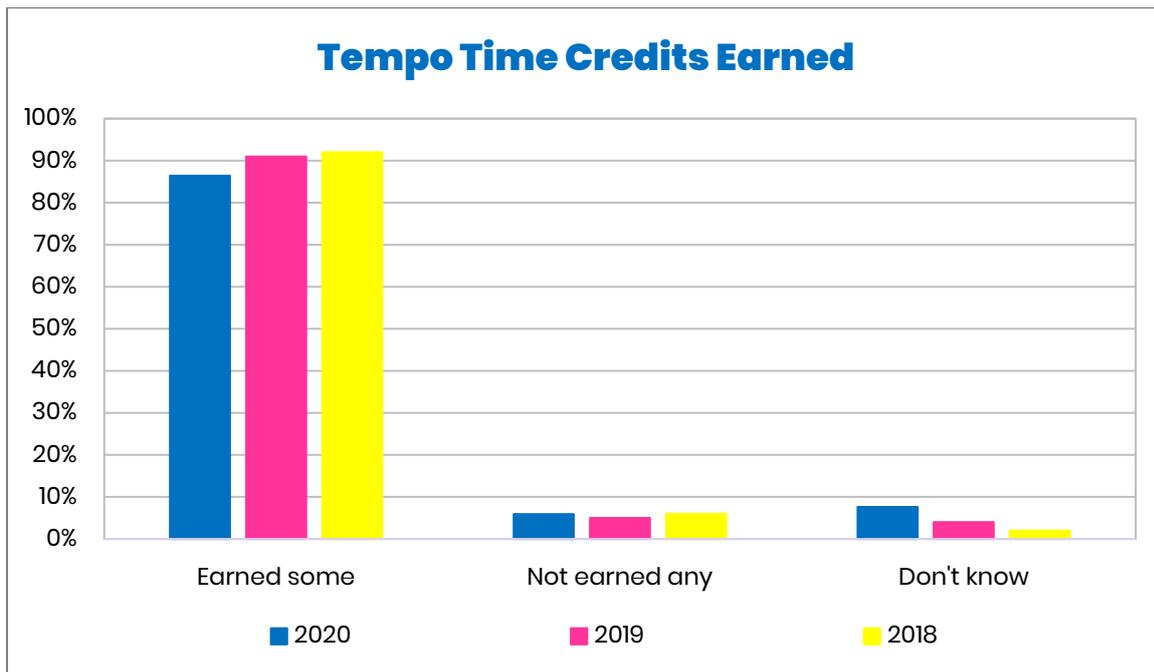
In terms of hours 25% volunteered for more than 5 hours a week, this is more than double the figures for 2019 and 2018. This group was dominated by those aged between 50 and 64.

## What do volunteers think?

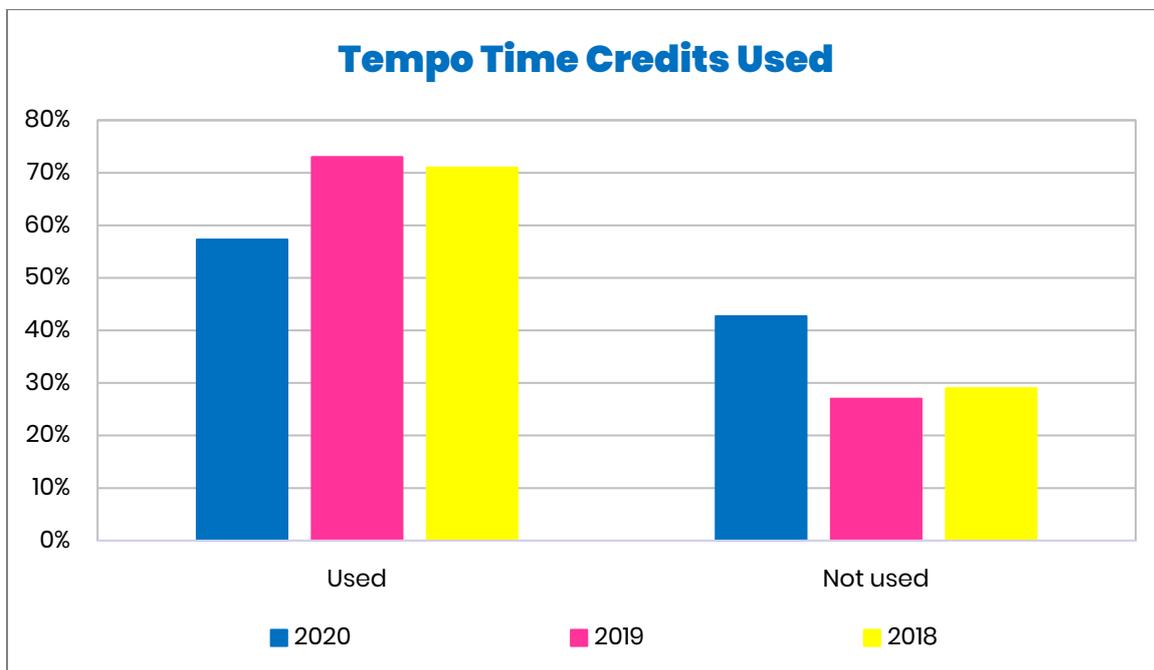
“Without Tempo Time Credits, I probably wouldn’t have gone back to college, because I couldn’t have afforded it. They helped me learn something new. When more things open up after the pandemic, I’d like to do more. I’ve seen some theatres and ice skating that I’m interested in. Tempo Time Credits helps you do new things. When you look at the list of Tempo Time Credit offers, it’s not stuff I’d generally do, so it’s nice to try new things. It opens up things that you wouldn’t be able to do normally. It’s nice to get something back for volunteering.”



# Use of Tempo Time Credits

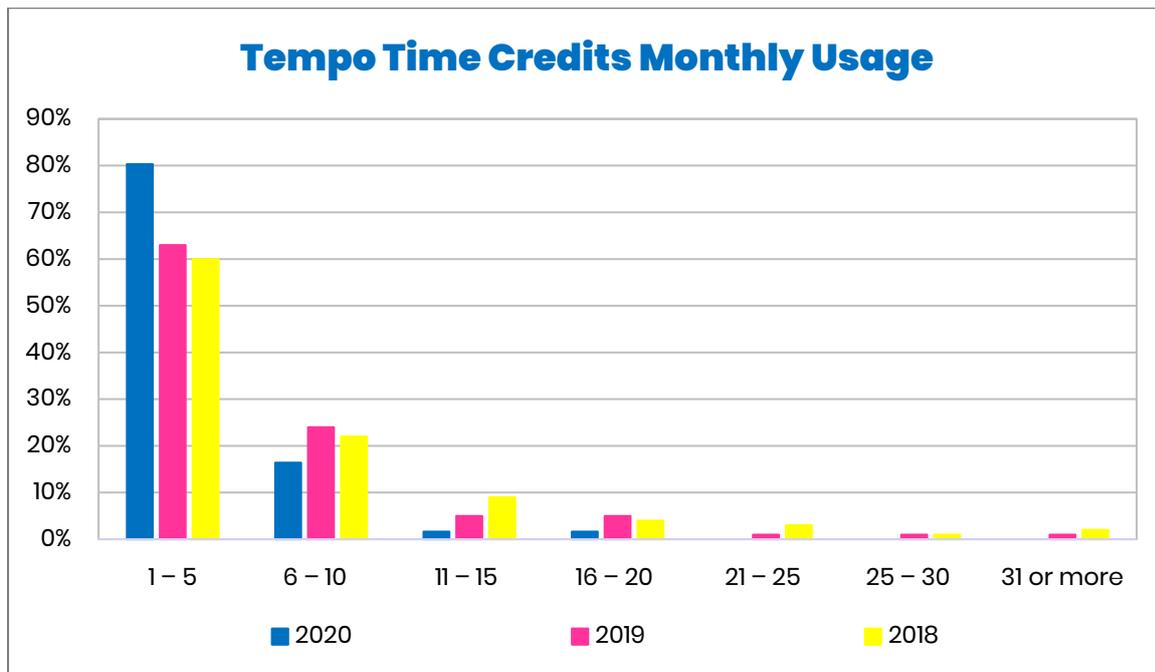


86% had earned Tempo Time Credits at the time of the survey. This is not significantly different to the same figure in the previous 2 years.



Of those who had earned Tempo Time Credits 57% had used them. This figure is significantly lower than pre COVID-19 (70%) as most of the local Recognition Partners were forced to close due to COVID-19 restrictions. Of those who used them 64% donated some of the Tempo Time Credits they earned to other family members. A further 10% donated some Tempo Time Credits to a named group of individuals.





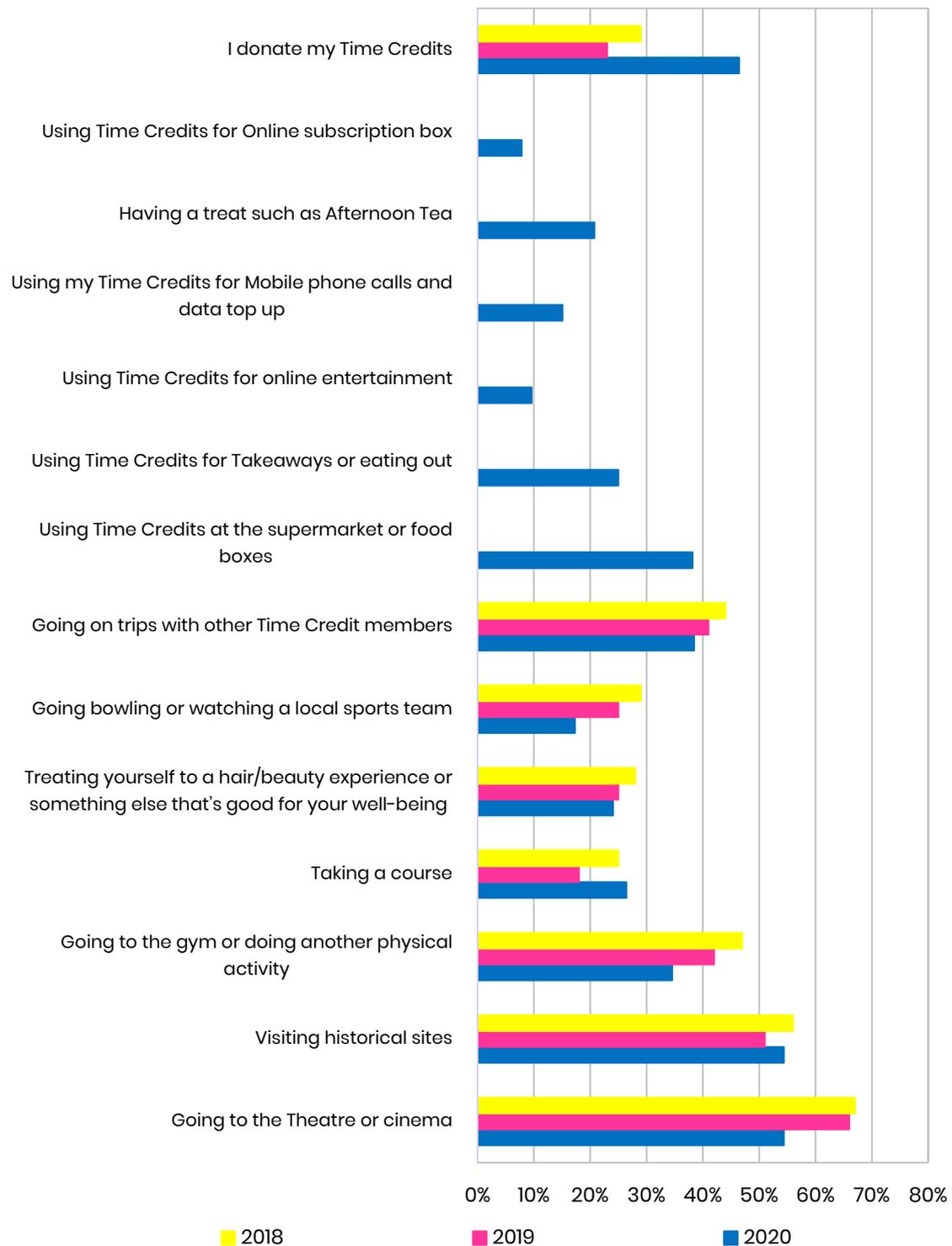
This graph shows that Tempo volunteers are most likely to use their Tempo Time Credits 1-5 times a month. This is higher in 2020, due to the impact of COVID-19.

## What do volunteers think?

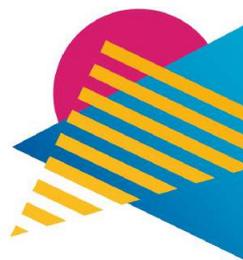
“I used to use them when my grandchildren came to visit and I could take them to the Blackpool attractions including the Sea Life Centre, Blackpool Dungeons etc. I also used to gift them to families so that they could use them on trips. Although I am registered disabled and have mobility problems, I was able to use them to go swimming at Salt Ayr Leisure Centre. It was really nice to be able to do things with my grandchildren that I previously couldn't afford to do, and also to be able to share it with others who couldn't afford to do activities with their families. Having been a beneficiary of Tempo Time Credits, it's a wonderful way to reward people and helps them to feel valued and recognised for their lived experience.”



## Time Credit Usage



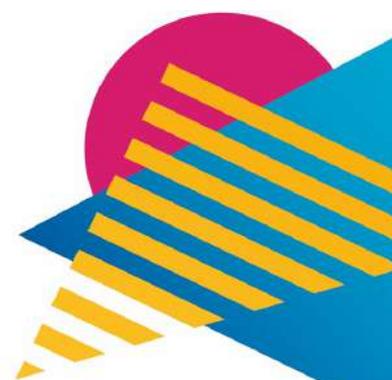
A series of national and online Recognition offers were piloted from January 2021 onwards. They were not available in the other years. Their popularity is indicated by the level of usage (given they were only available for 3 months of the year and that they were limited numbers for these Tempo Time Credits) and the speed at which the offers were taken up: often within hours.



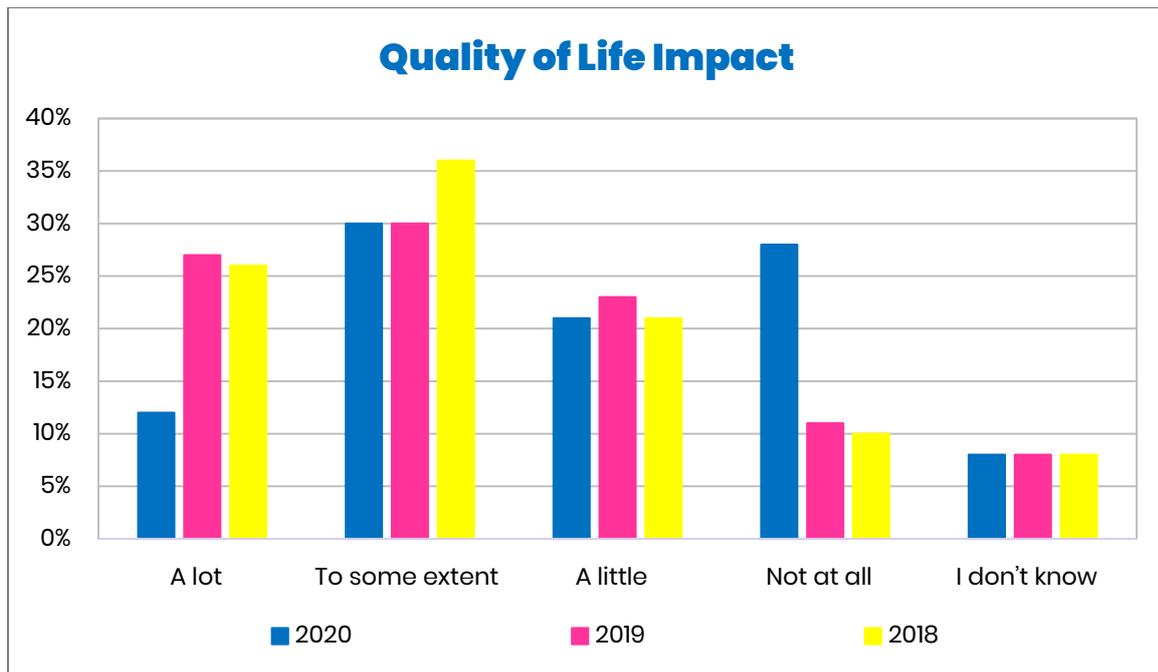
Even though physical Recognition opportunities were closed or restricted for much of the year there was still usage. This may have been the result of delayed receipt of Paper Tempo Time Credits in Spring 2020.

## What do organisations think?

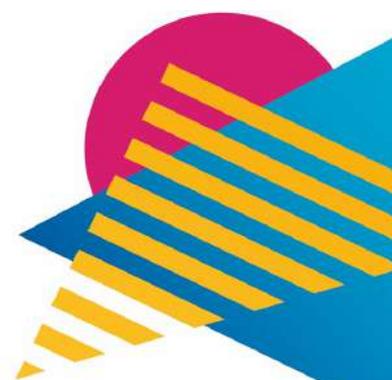
“We have been offering Tempo Time Credits at Dr M'z for a long time now and it has really been a great incentive for the young people we work with to get involved in their community and think about others. It has given them the chance to volunteer and feel that amazing feeling of doing something good for others as well as enhancing their own lives by using the Tempo Time Credits to do exciting things. It helps them to feel valued! That is what we all need!”

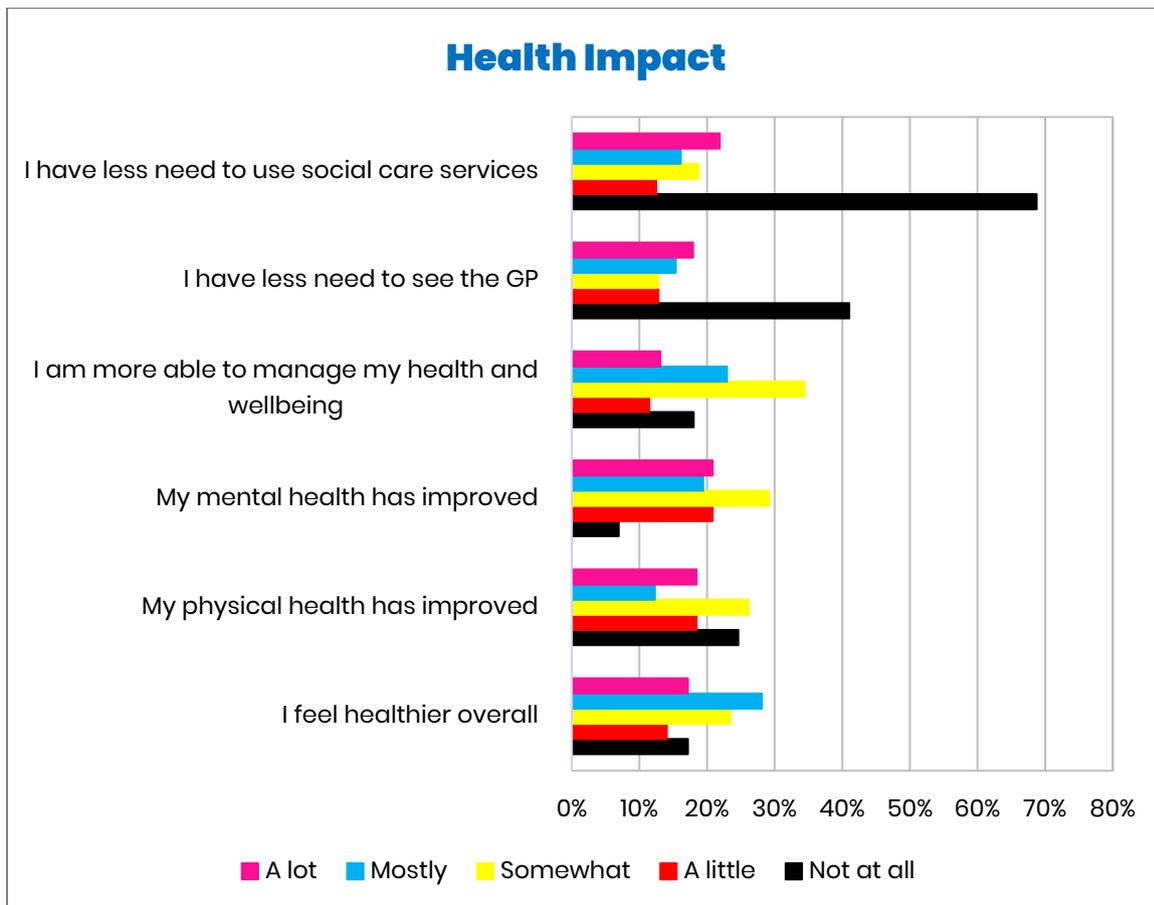


# Tempo Time Credit Impact

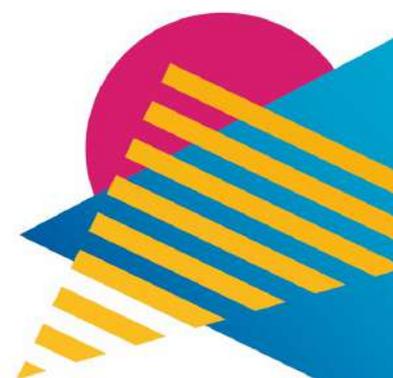


64% of Tempo volunteers think that their quality of life has improved as a result of earning and using Tempo Time Credits, with 12% saying that it has increased their quality of life a lot. This is over 10% lower than in 2019 and 2018. This might be a result of the limited ability to use their Tempo Time Credits during the COVID-19 lockdowns when most physical Recognition Partners had to close.

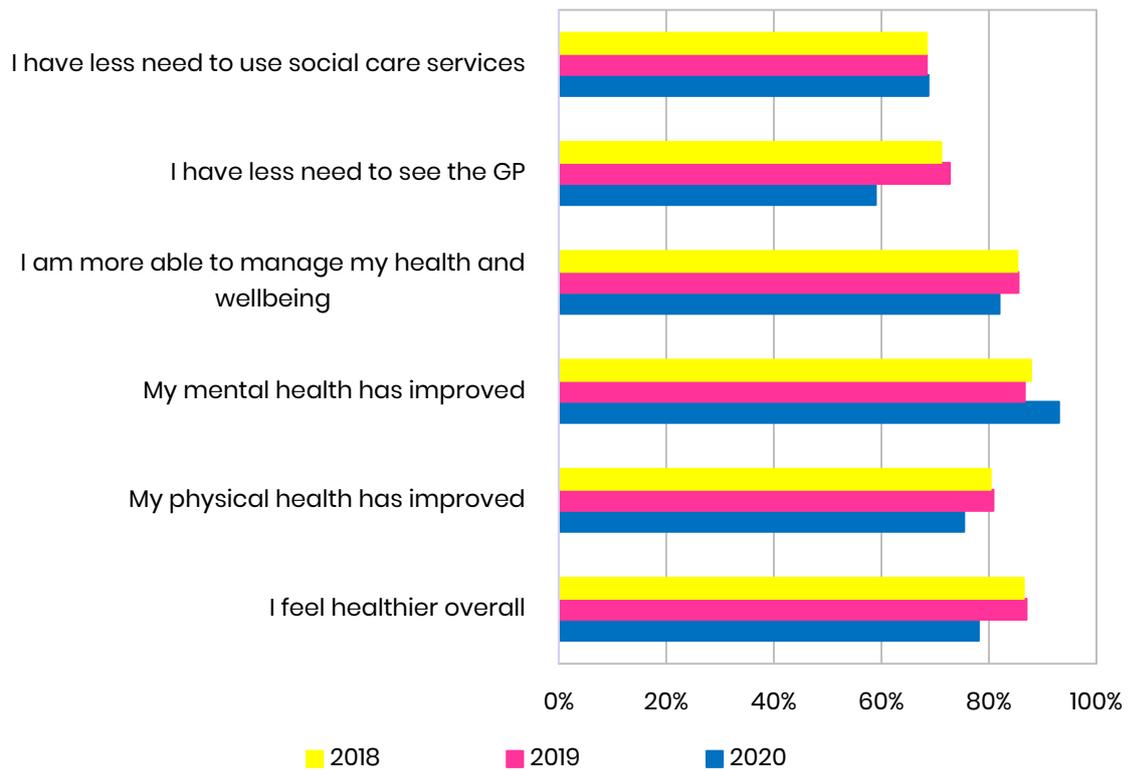




In most of the cases, in the graph above, at least 80% of respondents thought that they had experienced improvements. The most significant positive impacts were on the mental and overall health of volunteers. This has led to over 69% needing to make less use of social care services and 59% needing to make less use of their GP. Both of these are not just positive, but also reduce the pressure on these two front line services.

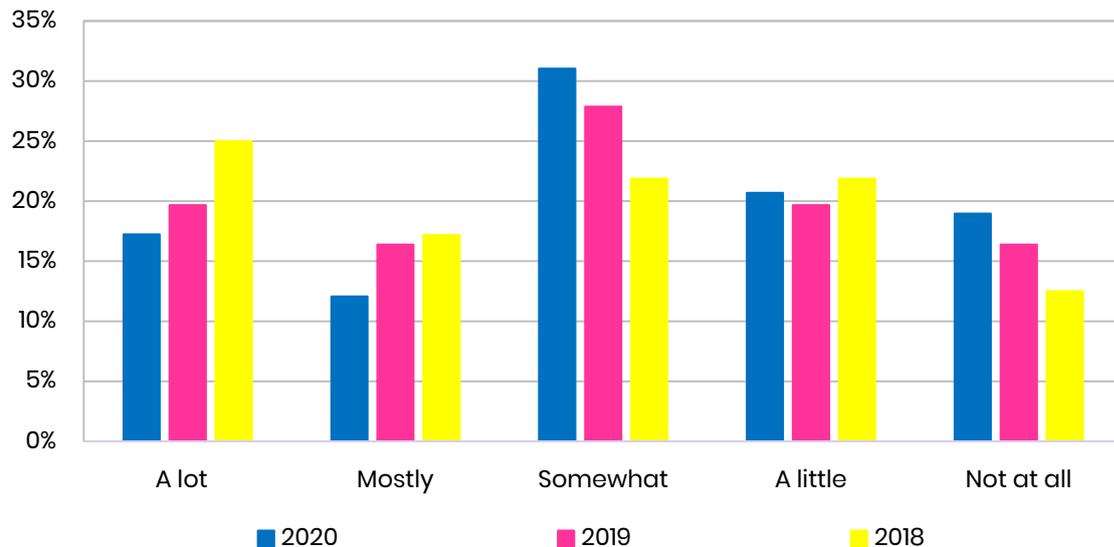


## Positive Health Impact over Time

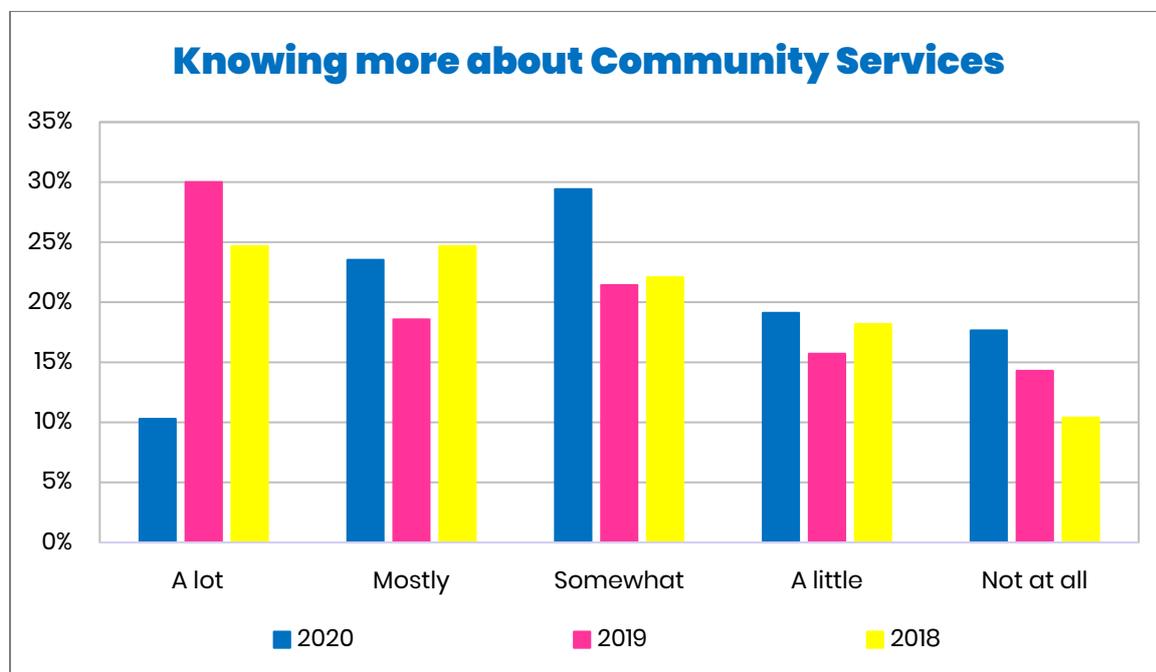


The significant positive impact of Tempo Time Credits on volunteering has changed relatively little over the last three years.

## Shaping Health Care Services



In addition to earning Tempo Time Credits through volunteering and using them at Recognition Partners a further benefit is an increase in confidence so that volunteers can use their experience to improve health and care services. 81% think that they can now help to shape some of the services that they have used. This has declined slightly over the last 3 years.

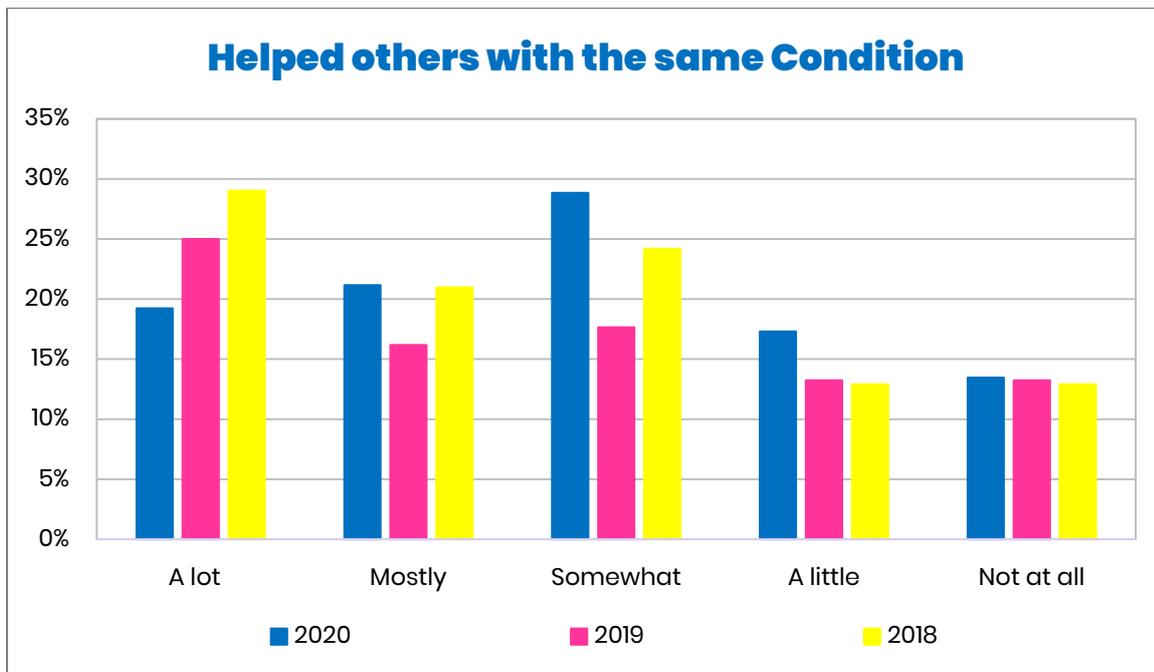


Another benefit is an increase in knowledge about community services that are able to support themselves and others. 82% think that they know more about community services than they did. This is a small decrease over the last three years, but a large fall in those who think that it contributed a lot.

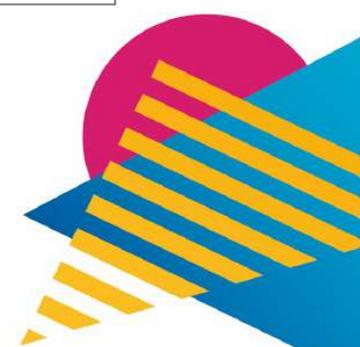
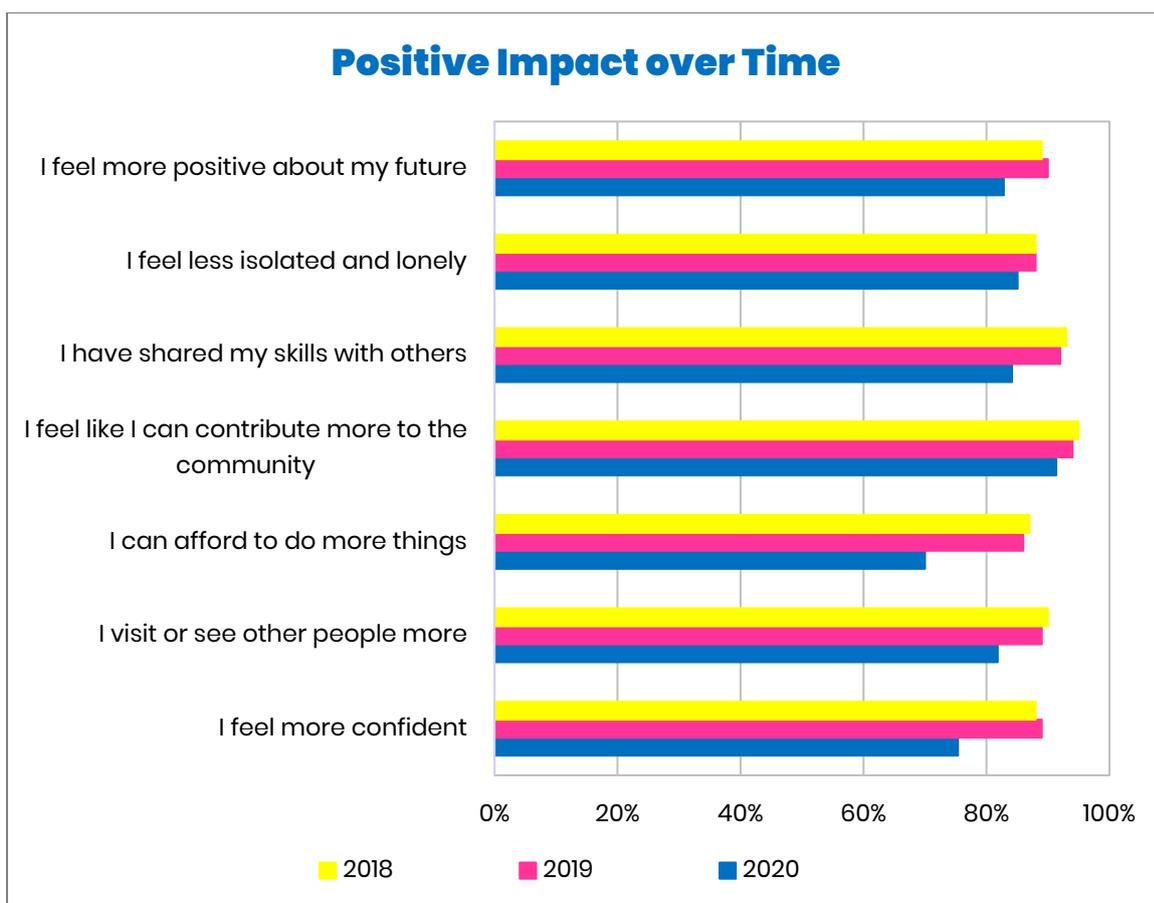
## What do organisations think?

"We have been offering Time Credits at Gorseinon Community Car Scheme for a relatively short time period up to now but it has really been great to be able to offer the rewards of Time Credits for all of the hard work the volunteers have been putting in, it's an extra appreciation and thank you for those involved on a daily basis. To those who are thinking about getting involved in volunteering I would say it's always a good idea, you help the community, meet people and earn credits for your time."

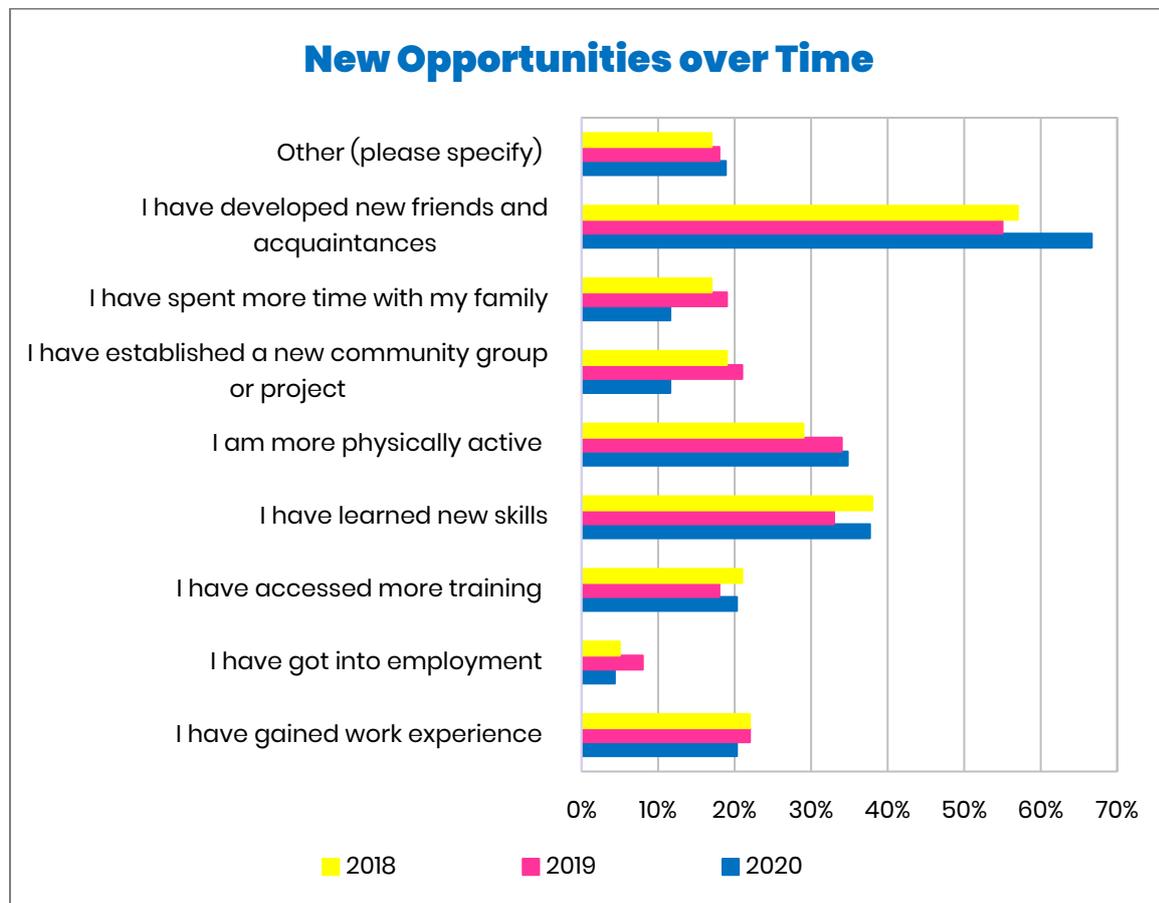




Given that Tempo volunteers are volunteering it is unsurprising to find that 87% have helped other people they know in a similar position.

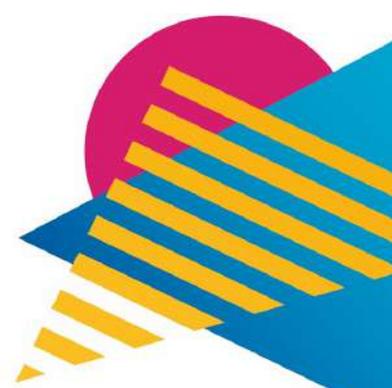


The positive impact on Tempo volunteers dipped in 2020 by a small amount, but scores remain above 80%. The significant fall in the score related to “I can afford to do more things”, will be the result of most Recognition Partners being closed during the COVID-19 lockdowns.



The graph above shows the wide variety of positive impacts that volunteering and earning Tempo Time Credits has. This is particularly marked in developing new friends and thus reducing loneliness and isolation.

This quote from a Tempo volunteer, shows the value Tempo Time Credits can bring to the life of a person, who has had it tough.



# What do volunteers think?

“What a creative idea, I was rather sceptical about these at first being in lockdown. I would give my time free as a Survivor of Domestic Abuse but to be given something back is a wonderful idea. I wondered how it would work being locked in but began seeing ideas of how to use these online. The reality is I want to save them for when we get out of lockdown because it’s been traumatic on my mental health and can’t wait to create memories with those I love the most and it not have to cost the world. Tempo Time credits has been something rewarding as a single person with children it’s not always possible to do the things my children love, which carries a lot of guilt. But collecting these whilst working within my passion and expertise, I am truly forever grateful so thank you.”

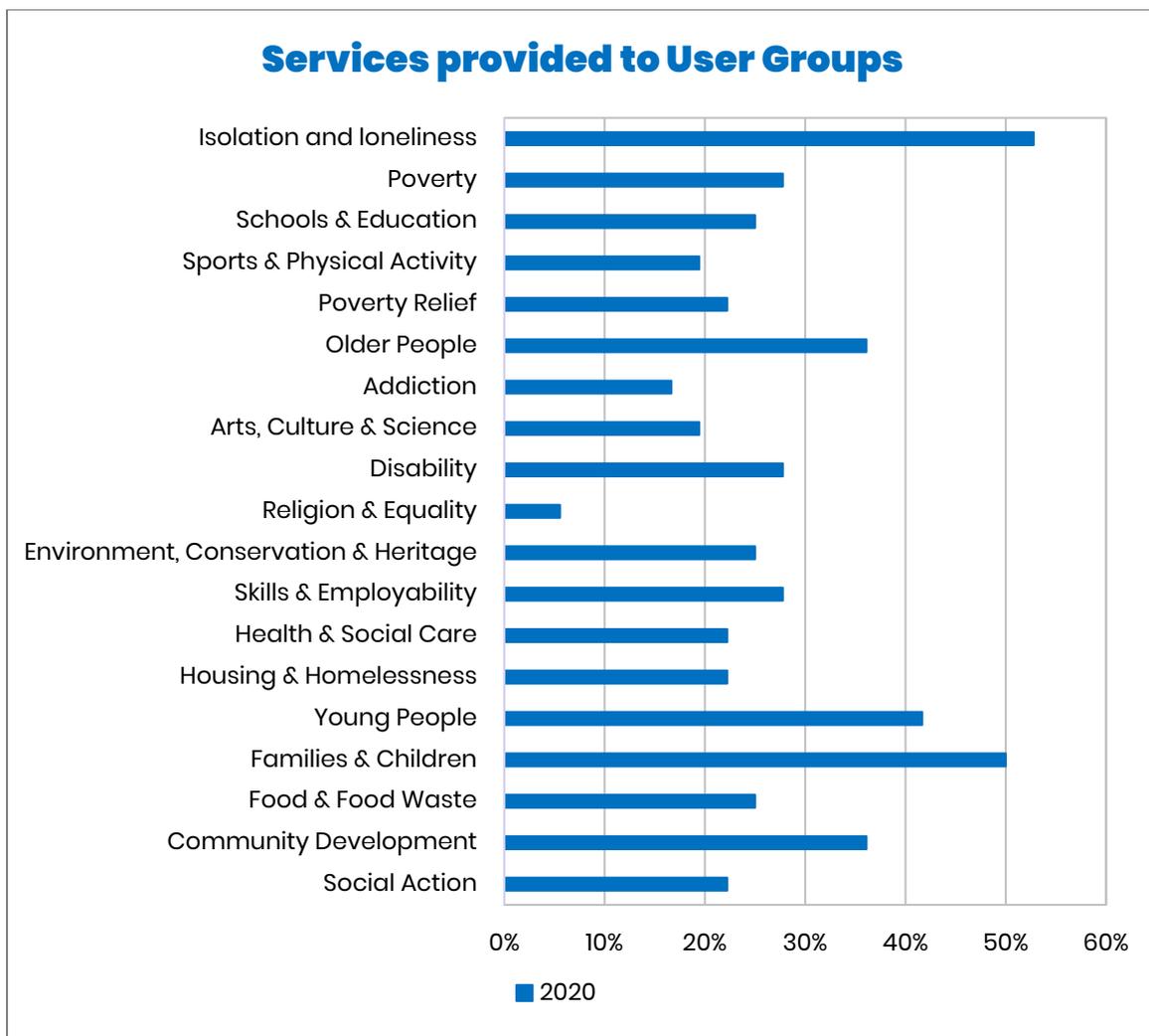


# Short and Long-term Impact on Partners and the Community

As part of Tempo's desire to understand and improve its impact on the organisations we work most closely with we asked them (500) to give their views. The following analysis provides a response of the 36 responses received. The focus is very much on learning how Tempo can improve.

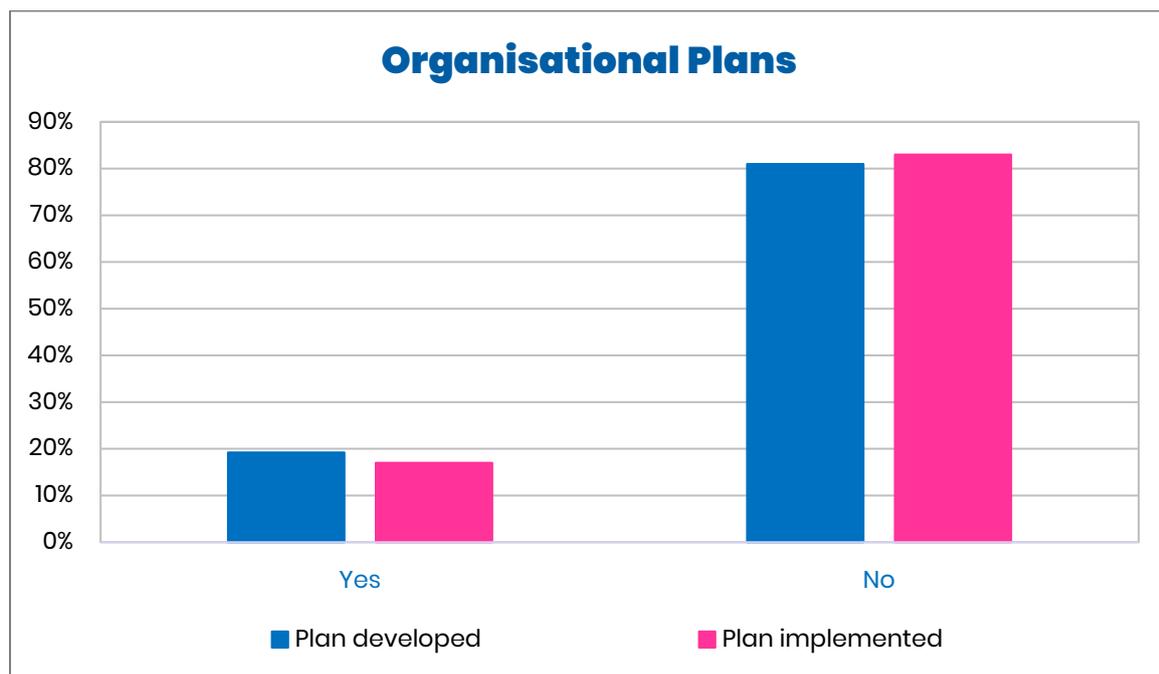
The three most valued parts of Tempo's services during the last year are each linked to the response to COVID-19:

- Volunteer retention increased through digital Tempo Time Credits and through online workshops.
- The introduction of digital Tempo Time Credits reduced administration and was simple to implement.
- The new online opportunities attracted and retained volunteers.

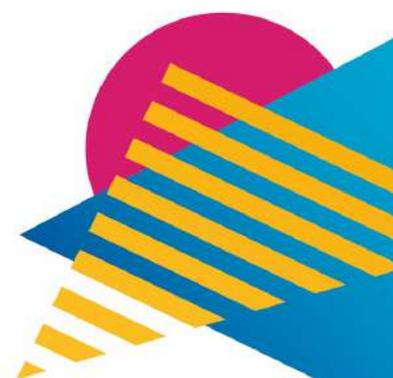


This graph shows the wide range of services provided by the 36 organisations which completed the survey. Many of them deliver services to more than one user group.

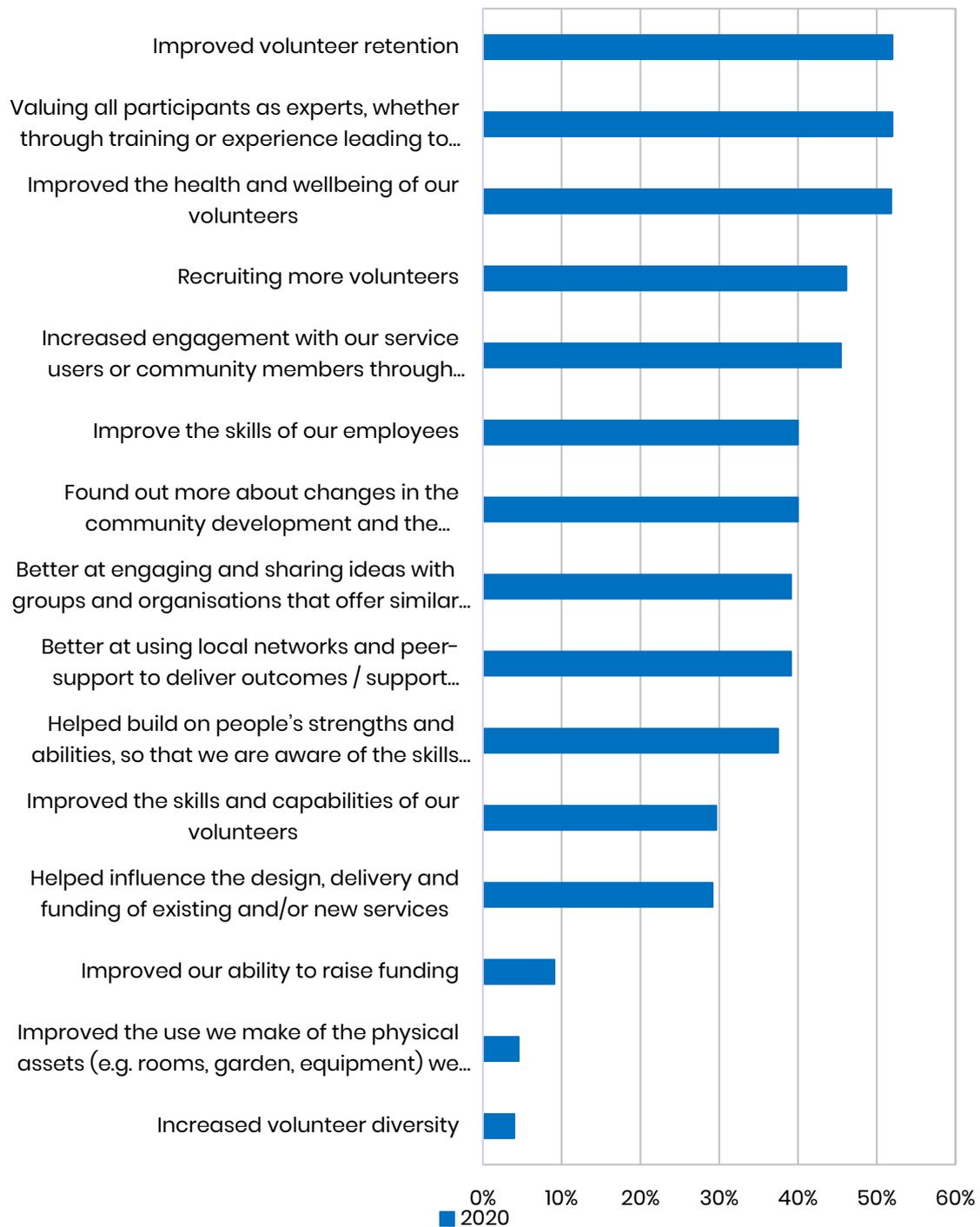
As part of the changes Tempo began to make during the COVID-19 pandemic, the offer of an organisational review to identify key assets and aspirations is available. This was brought in at the beginning of 2021. Hence, few organisations have yet to take this up. It is designed to both develop a plan that can be monitored and flexed by each organisation. It also services to provide a measure of Tempo's impact over time.



Given the introduction late in the year of this service, it is unsurprising that just less than 20% of organisations had developed and begun to implement the plan. A further 44% have asked for Tempo to develop a plan with them.



## Making a Difference to Organisations



Regardless of a plan being in place it is clear that a significant number of organisations considered that Tempo's work had a beneficial impact. Critical is the very high number of organisations that regard volunteer retention as a significant benefit. This will save them time and £.



The most significant benefits are:

- Increased engagement with our service users or community members through better communication
- Recruiting more volunteers
- Improved the health and wellbeing of our volunteers
- Valuing all participants as experts, whether through training or experience leading to improved engagement

A core part of the asset-based work that we do is to help organisations influence the policy and funding of the public sector. 48% of organisations thought Tempo had helped them do this.

60% of organisations considered that Tempo had helped them achieve more in rewarding their volunteers in the last year.

## What do volunteers think?

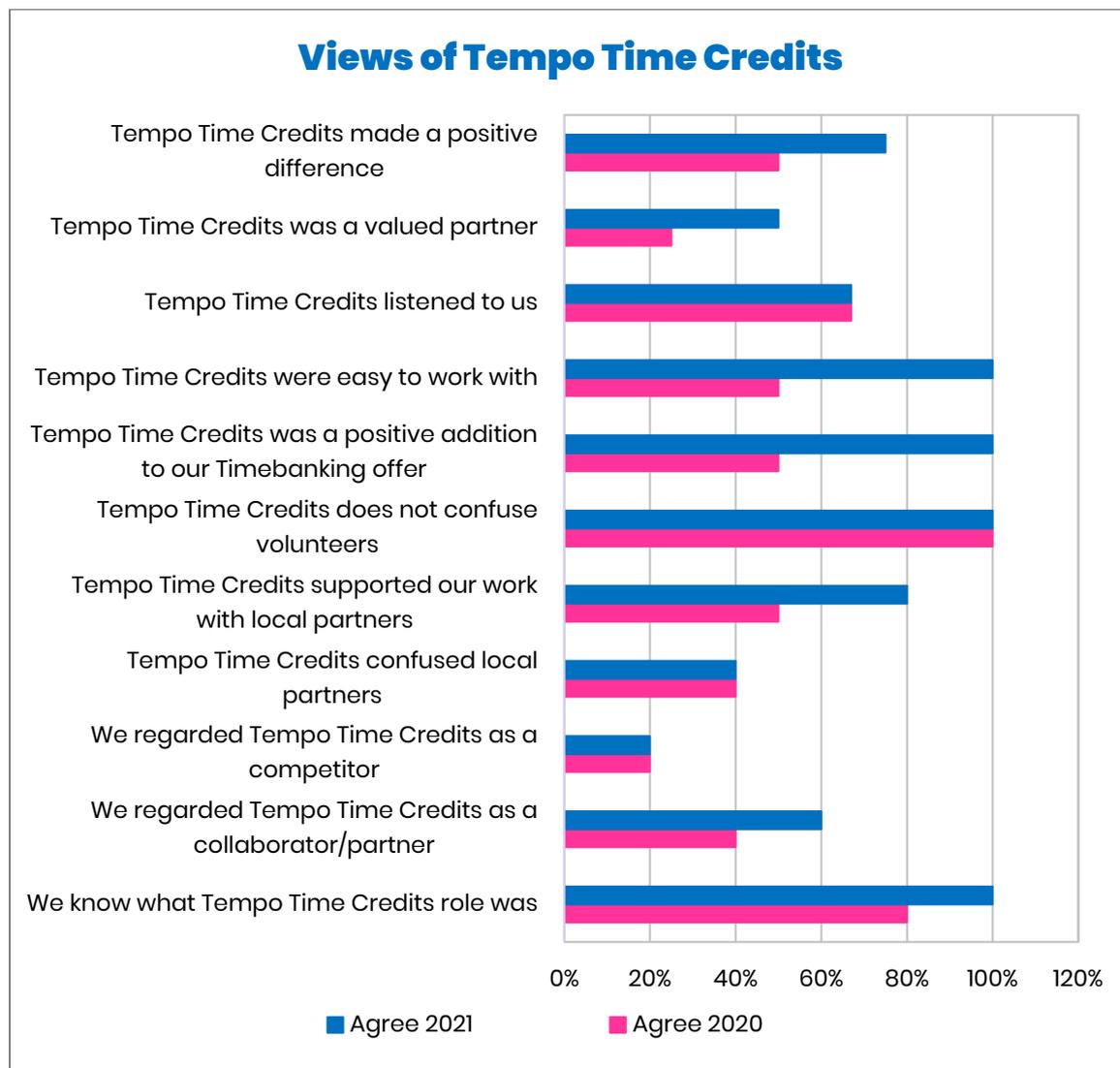
"Lowri takes an active role in all aspects of volunteering, over the years Lowri has taken part in a number of high profile projects, having taken part in a County Lines educational video, presenting to parents the warning signs of County Lines amongst young people.

Lowri has a natural flair for acting and public speaking and has used this skill to help narrate a book called 'The Book of Strength'. This project was established in partnership with POBL. The audio version of the book has been sent to over 80 primary schools within the Gwent Police area, and used in a variety of school settings. Lowri was able to not only share her skills and knowledge with her peers and communities, but she has also earned Tempo Time Credits for herself.

Lowri, has explained that Tempo Credits has given her greater opportunities to explore new experiences, places and take part in new activities. Lowri is soon going to university and is keen to use her credits to help explore her new surrounds and meet new people."



# Short and Long-term Impact on Partners in Wales



In the last year there was a positive change. On each indicator there was a positive improvement. There is a lot more work to be done though to build trust.

The following are comments about what went well:

- Great partnership development
- Raised awareness of rewarding volunteers for their time
- Added value and choice for Wales’s volunteers
- Strengthened relationships with some CVCs

The following are comments are about what more could be done:

- Continue to engage with the CVCs and collaborate further.
- Continue to work together/collaborate with CVCs and keep us in the loop with developments.



- Better communication and joint planning when engaging with potential users in xxxxxxxx to ensure that our message is consistent and we explore every opportunity to promote the services of Tempo and xCVC in collaboration, and provide communities with appropriate support. Notification of any new Tempo registration in the County would be great and xCVC could promote Tempo when dealing with volunteering queries. A regular progress/ activity update at the TSSW Volunteering Practitioners Network would also be beneficial.
- Explain in detail how Tempo Time Credits integrate with the work of xCVC volunteers and the CICs/charities that xCVC supports.

## What do organisations think?

"We have been offering Tempo Time Credits at Gwent Police through our Police Cadet programme for six months. It has certainly been a great incentive for the young people to become involved in their community. It has given them the chance to gain an extra thank you and reward for their volunteering with Gwent Police. Our young people are from a mix of backgrounds, Tempo Time Credits allows young people to experience something new and exciting."



## Contact us:

If you would like to know more about how you can get involved with Tempo Time Credits, get in touch.

Email – [Hello@wearetempo.org](mailto:Hello@wearetempo.org)

Tel – 029 2056 6132

[www.wearetempo.org](http://www.wearetempo.org)

The logo consists of a blue triangle pointing downwards with the word "Tempo" written in white, sans-serif font inside it.

Tempo