



## Tempo Time Credits Impact Report 2022

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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.



- Reported quality of life improvement remains high at 70%.
- Organisations which use Tempo Time Credits value their ability to recruit and retain volunteers (both 69%) due to the recognition provided by Tempo Time Credits. This is estimated to have saved the 1,100 organisations using Tempo Time Credits £167,400 in the last year.
- 83% of Tempo Time Credit volunteers are more positive about the future.
- The economic impact (net wellbeing uplifts) of Tempo Time Credits (to the 10,712 volunteers earning them) is estimated at £8.3m to £16.6m (2019 prices), based on the programme cost of £1.3m this is a return of investment of 6.3 to 12.5:1.
- The survey of Tempo Time Credit benefits had 594 respondents who were active volunteers (April 2022 to June 2022). The results have an error margin of +/-2%. The reported results exclude don't knows and not answered.

*"I used to be in addiction and used to self-harm roughly 15 months ago! I joined a church through social prescribing team and eventually started volunteering! Helping people who have emotional issues and helping refugees and the homeless. I'm now nearly 16 months totally abstinent and feel I have a purpose in my life! I'm learning new things every week and love to be a blessing to others! I used to be homeless but now I have my own flat and a reason for living! Thank you!"*

*Volunteer in Chorley*

# Tempo Time Credits: Impact Report 2022

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## Introduction

The Time Credits model works simply: people earn a Time Credit for each hour they volunteer. Our system records, recognises and rewards them. The reward is in the form of being able to use Tempo Time Credits at hundreds of different opportunities including local and national attractions, days out, use of local leisure facilities, grocery and takeaway opportunities or they can be gifted to others. Community organisations benefit by improving recruitment and retention.

The last few years were like no other in our lifetime and their legacy will remain with us for a long time. COVID-19 changed the way life operates in many ways: more home working and disconnected social networks. There was a massive, if short-lived upsurge in volunteering, by people that previously commuted. This balanced the reduction in volunteering by older and more physically vulnerable people (Community Life Survey 2021). Much of the volunteering was in micro and mutual aid organisations, who stay outside the more formal volunteering community (Time Well Spent, NCVO 2022). Without them, many vulnerable people would not have coped with the pandemic.

At Tempo we were and remain proud to support this bottom-up volunteering.

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. Despite the removal of lockdown rules face to face volunteering has not recovered fully.

Added to this are the challenges now being faced by those most vulnerable in our society to the increases in energy prices, fuel prices and food prices. It is these people that are under extreme pressure who can benefit most from volunteering and using Tempo Time Credits.

It is a testament to the strength of our society that so many step forward and volunteer 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.

Less recognised is the role our recognition partners play in providing opportunities for these volunteers. They are each saying thank you and making a valuable contribution to their local community. Their support is vital to the use of Tempo Time Credits. In many cases they were closed during most of 2020 and the first six months of 2021. Since then, they have been rebuilding their organisations. We are now seeing the number of recognition opportunities grow significantly as this process gathers pace.

We remain focused on maximising our impact by improving the quality of life for each volunteer, through helping (and ultimately reducing costs in) community development groups and building stronger more resilient communities.

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

In addition to this we asked the County Volunteer Councils (CVCs) and community groups about how they view Tempo and the impact that we have on them.

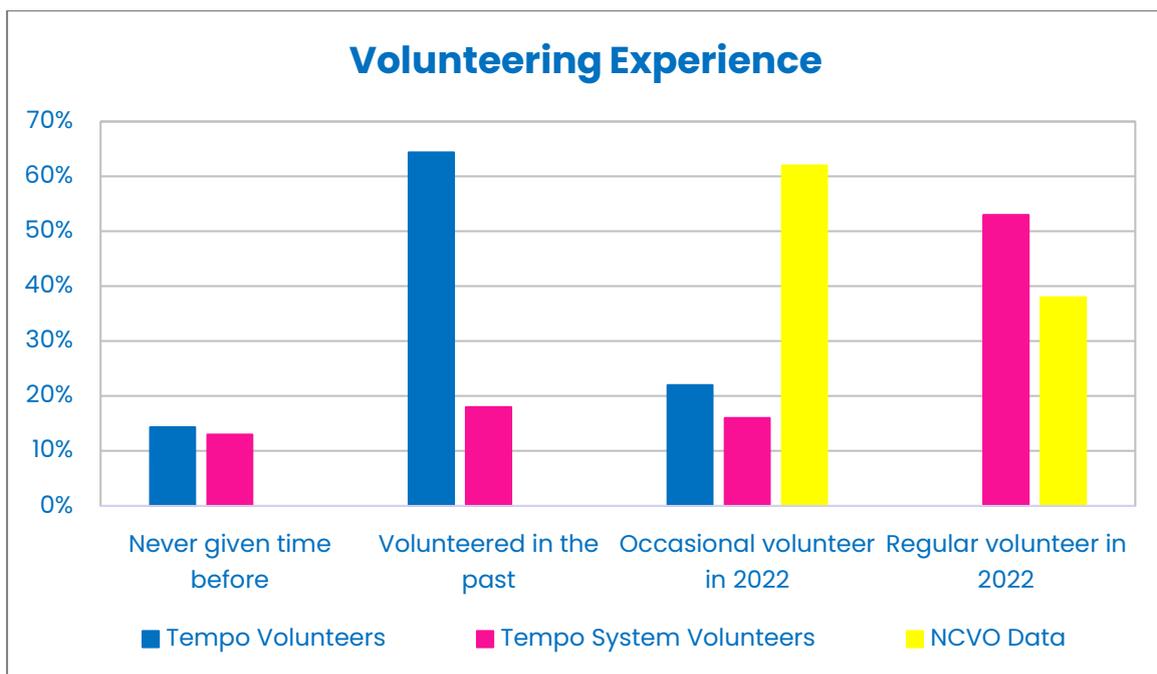
Our work with Pro Bono Economics (who advised us on the approach and methodology) allows us to work out the social and economic impact of our work, for the first time.

The data in this report is taken from a survey of Tempo Time Credit users who were still actively volunteering in the period April 2021 to June 2022. The questions and methodology used in previous years was replicated, to ensure comparability. Copies of the questionnaires are available on request.

594 responses were received (+-2%). This is 6 times the number of responses in 2021. The results are compared to each of the years between 2018 and 2021.

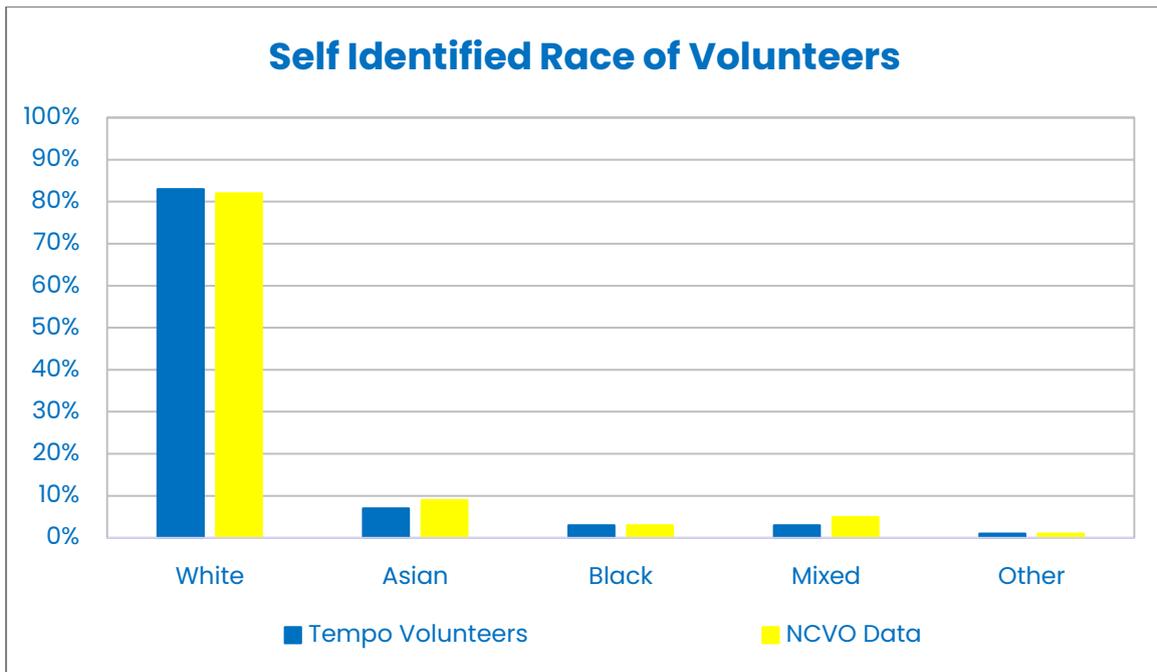
## Characteristics of Volunteers (participation and retention)

The first set of graphs provide a demographic analysis taken from the Tempo Time Credits system. There were 10,731 active volunteers on this in July 2022. The data shows the active Tempo volunteer base (July 2022) and compares this to information drawn from the Tempo's impact survey this year (564) and in the preceding 3 years, and 2020 NVCO voluntary sector survey.

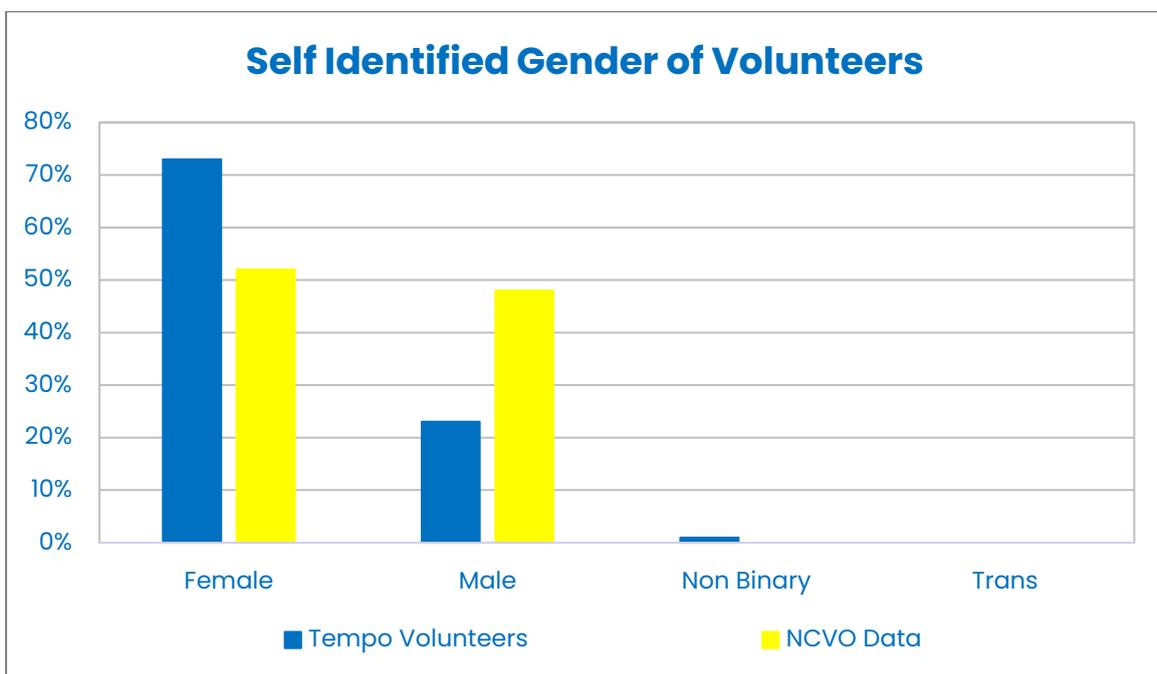


Note: NCVO only collect data about regular and occasional volunteers

Tempo Time Credit volunteers are more likely to be returning volunteers than is the case nationally (this does not take into account that the NCVO survey only asks about regular and occasional volunteering). Thus, Tempo volunteers are broadening the base of volunteering.

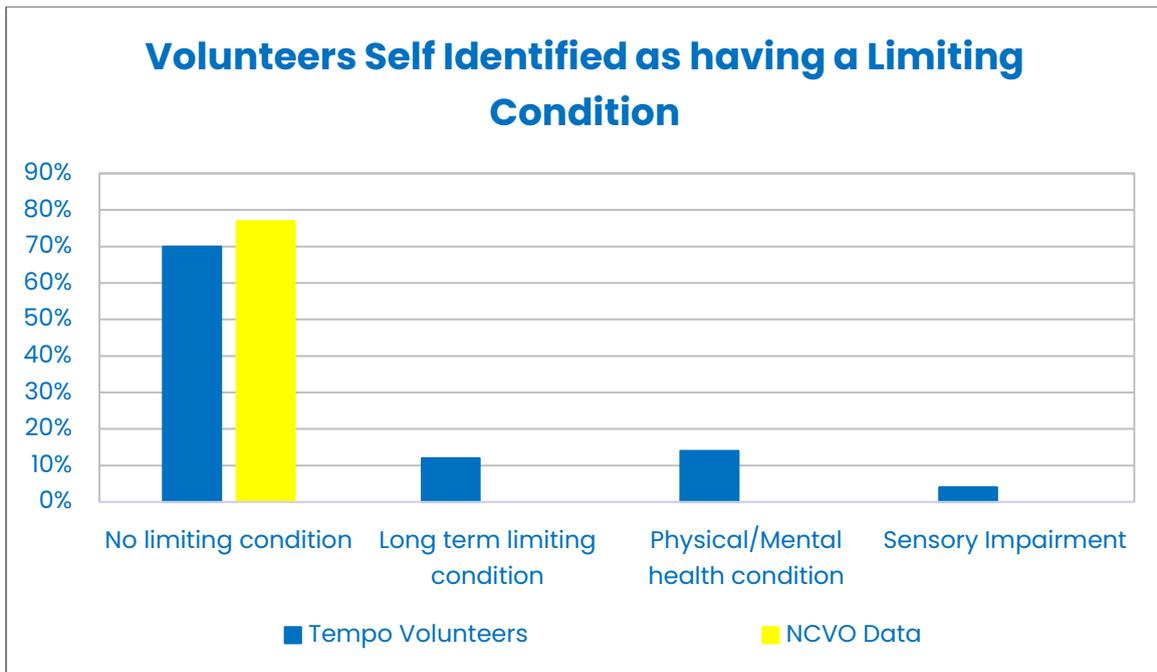


83% of Tempo volunteers, identified themselves as White. This compares to 82% from the NCVO survey. During 2022 Tempo is seeking to attract both volunteers from more diverse backgrounds and community groups that serve these communities.



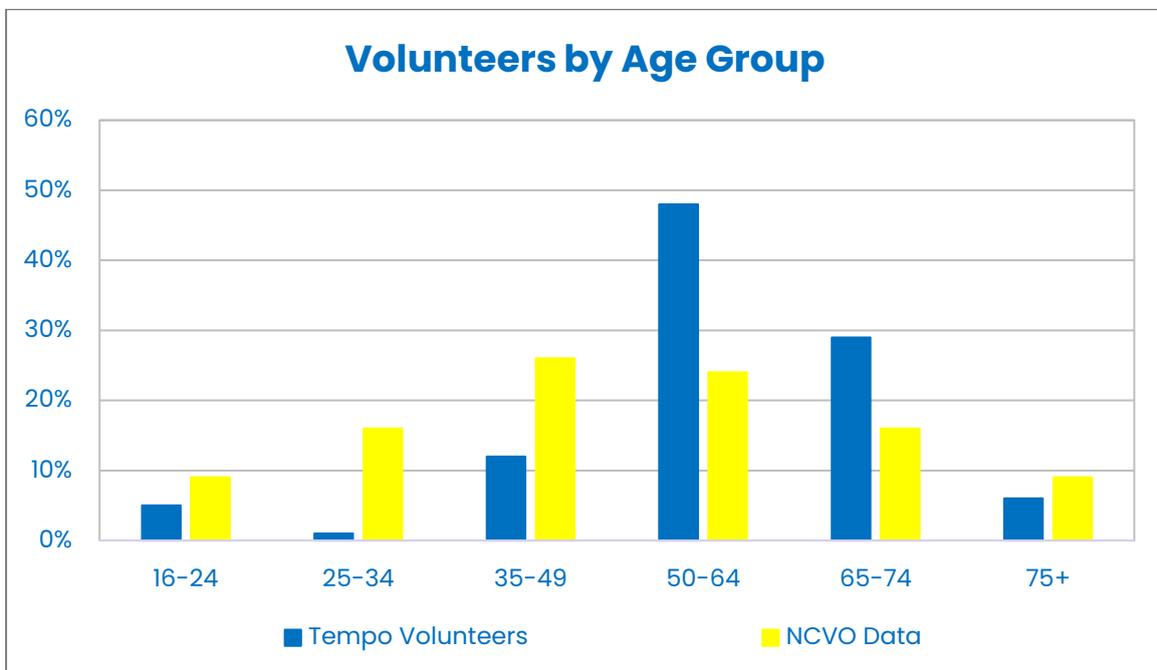
Note: NCVO only collect volunteer data that relates to males and females

The gender identity of Tempo volunteers is skewed toward female and non-binary compared to the NCVO data. During 2022 Tempo is seeking to attract both volunteers from more diverse backgrounds and community groups that serve these communities.

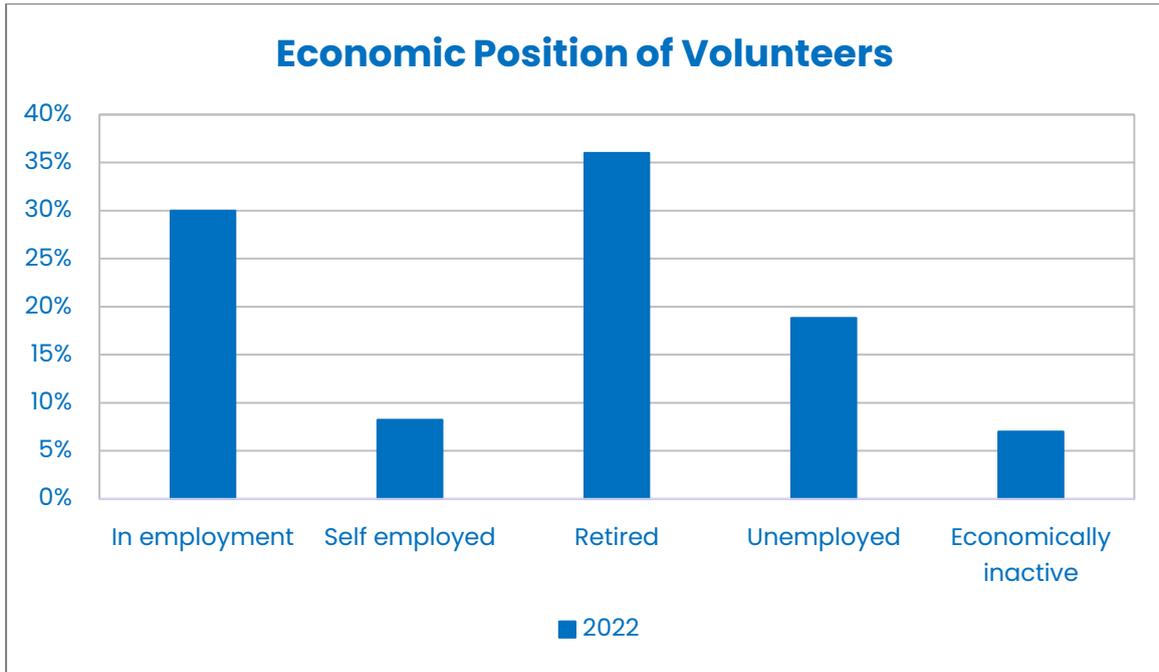


Note: NCVO only collect data about volunteers with no limiting condition

30% of Tempo volunteers identified that they had some form of limiting condition compared to only 23% in the NCVO survey. This demonstrates the more inclusive nature of Tempo volunteers. During 2022 Tempo is seeking to attract both volunteers from more diverse backgrounds and community groups that serve these communities.



Close to half Tempo Time Credit Volunteers in the survey are in the 50-64 age group than is the case with the NCVO survey (24%).

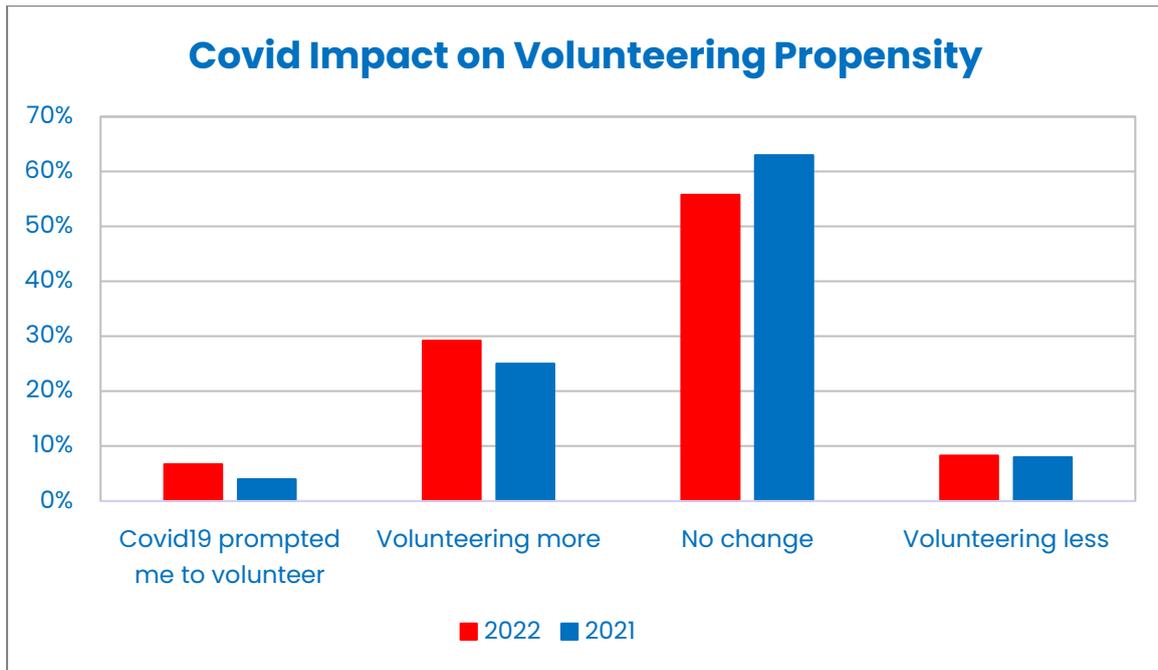


This graph shows the diverse variety of economic backgrounds that Tempovolunteers come from. 62% of those in the NCVO survey were in employment. It also reflects the age profile, with 36% above the typical retirement age.

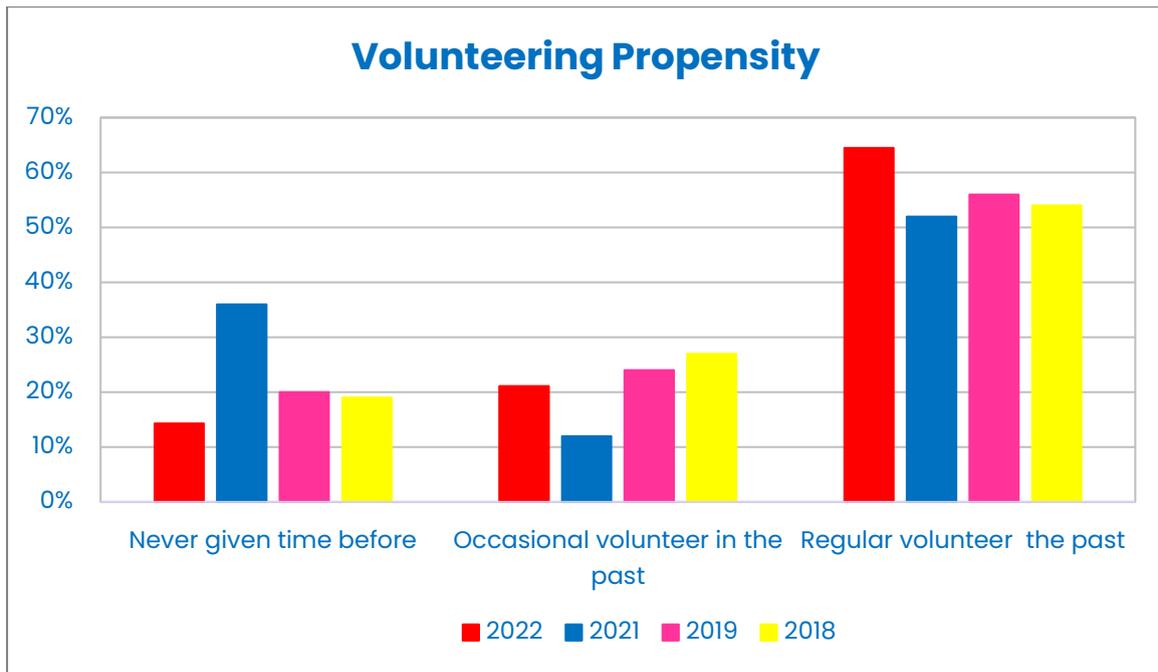
## Level of Engagement

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

The impact of the pandemic on the closure of our recognition partner network should be borne in mind when comparing the results with previous years. The recognition partner network slowly reopened in 2021 but is still not back to where it was pre-pandemic.



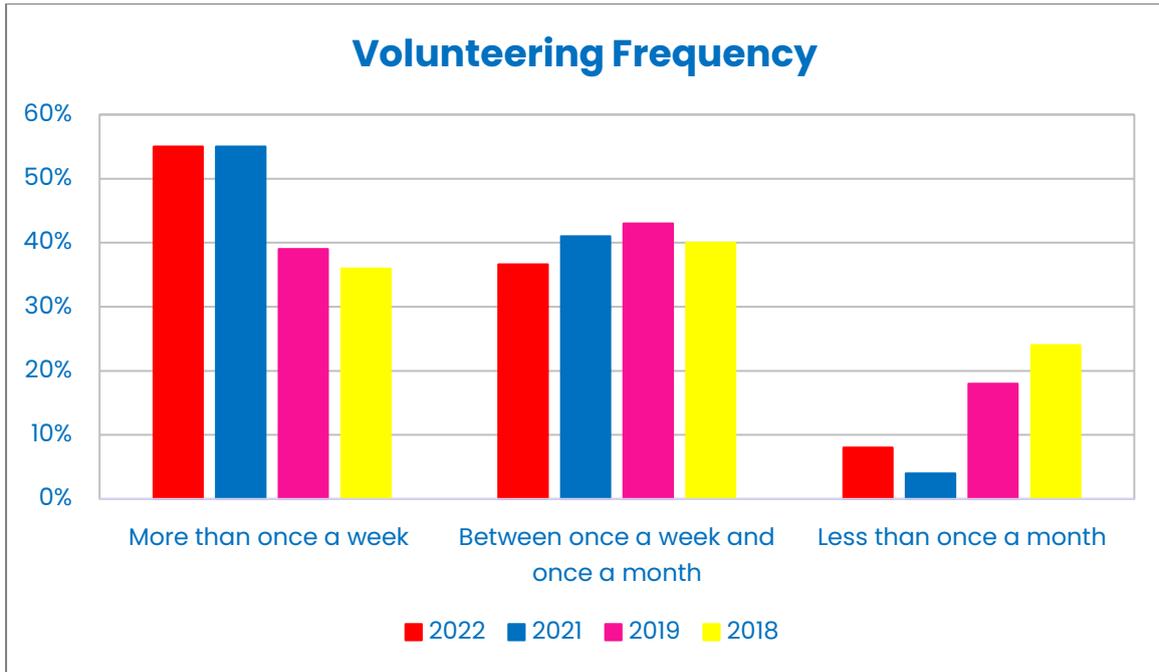
COVID-19 had a positive impact on volunteering. 36% of volunteers stated they had started (7%) or increased (29%) their volunteering in response to the pandemic. This is an increase of 7% from 2021. The key will be to retain these volunteers. Only 8% stated that they volunteered less.



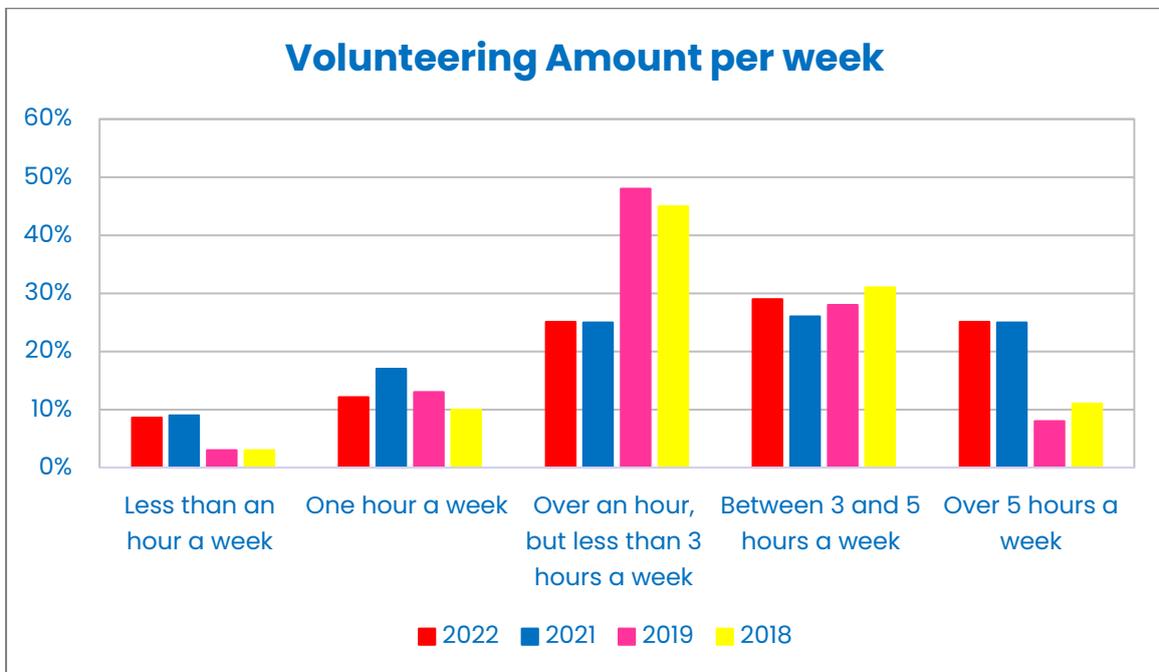
There was a decline in first time volunteers in 2022. This might be the result of a significant increase in first time volunteers in 2021. 14% of volunteers had never given time before. This is 6% lower than in 2018 and 2019. The key will be to retain them as volunteers. This is something to be welcomed and capitalise upon. In addition to this, over a quarter of volunteers were volunteering regularly.

*“Due to having to give up my career due to health issues earlier this year I was feeling worthless & isolated. Volunteering has given me my confidence back, improved my mental health, made me feel part of a community that I moved into during the pandemic, given me a purpose & reduced my isolation.” Volunteer from Great Cambourne*

When asked “Did you start volunteering or volunteer more hours due to Tempo Time Credits?” 22% of Tempo volunteers stated that they started volunteering and volunteer more as a result of earning Tempo Time Credits. This shows the positive impact of Tempo Time Credits on encouraging people to begin and sustain their volunteering journey.



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 around 40% in each of the four years. Only a few in 2022 (8%) 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 the same as 2021, and more than double the figures for 2019 and 2018. It suggests an increase in the average

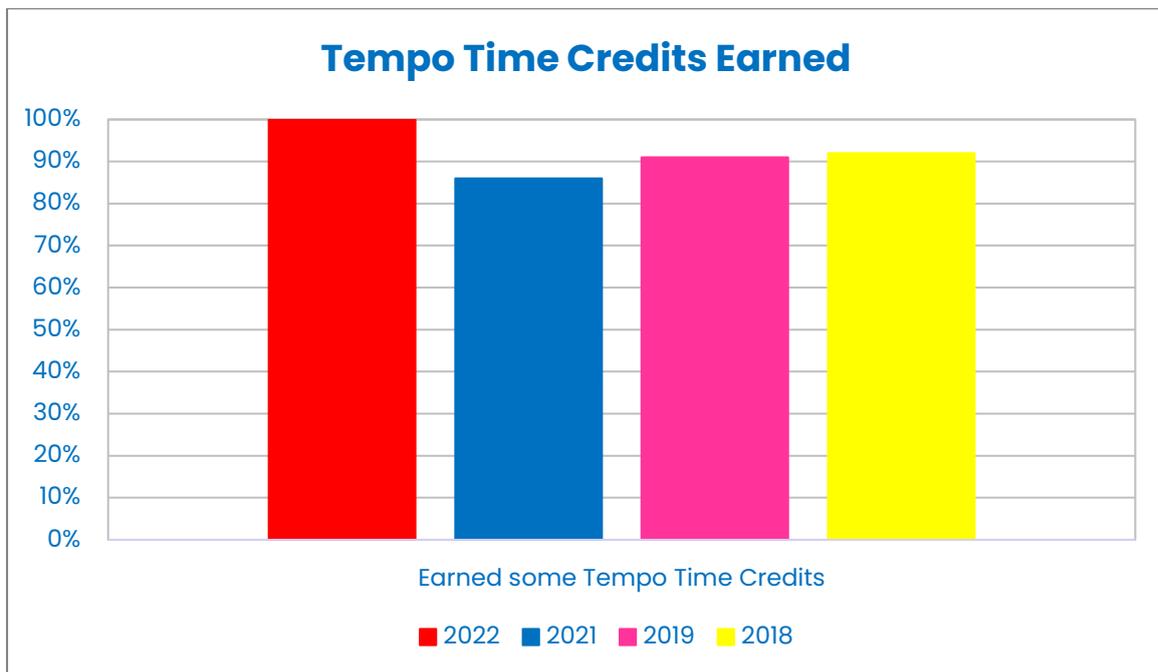
number of hours each volunteer provides. This group was dominated by those aged between 50 and 64.

Once we have two years of full data from our digital system, we can analyse trends and provide a more accurate picture of change in the number of volunteer hours.

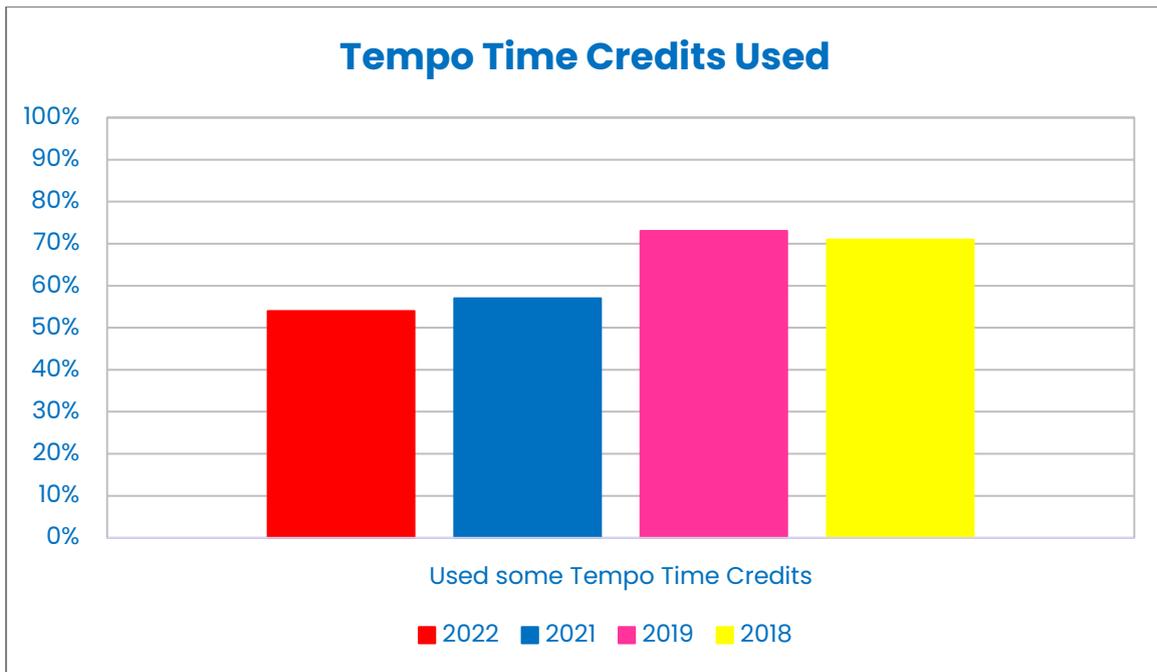
## Use of Tempo Time Credits

Tempo Time Credits do not expire. It is only since the advent of our digital Tempo Time Credit platform (2021), that we have been able to track the length of time between earning and using a Tempo Time Credit.

Once we have two years of full data from our digital system, we can analyse trends and provide a more accurate picture of the length of time between earning and using a Tempo Time Credit.



100% had earned Tempo Time Credits at the time of the survey. This increase is due to the digitisation of the Tempo Time Credit system.



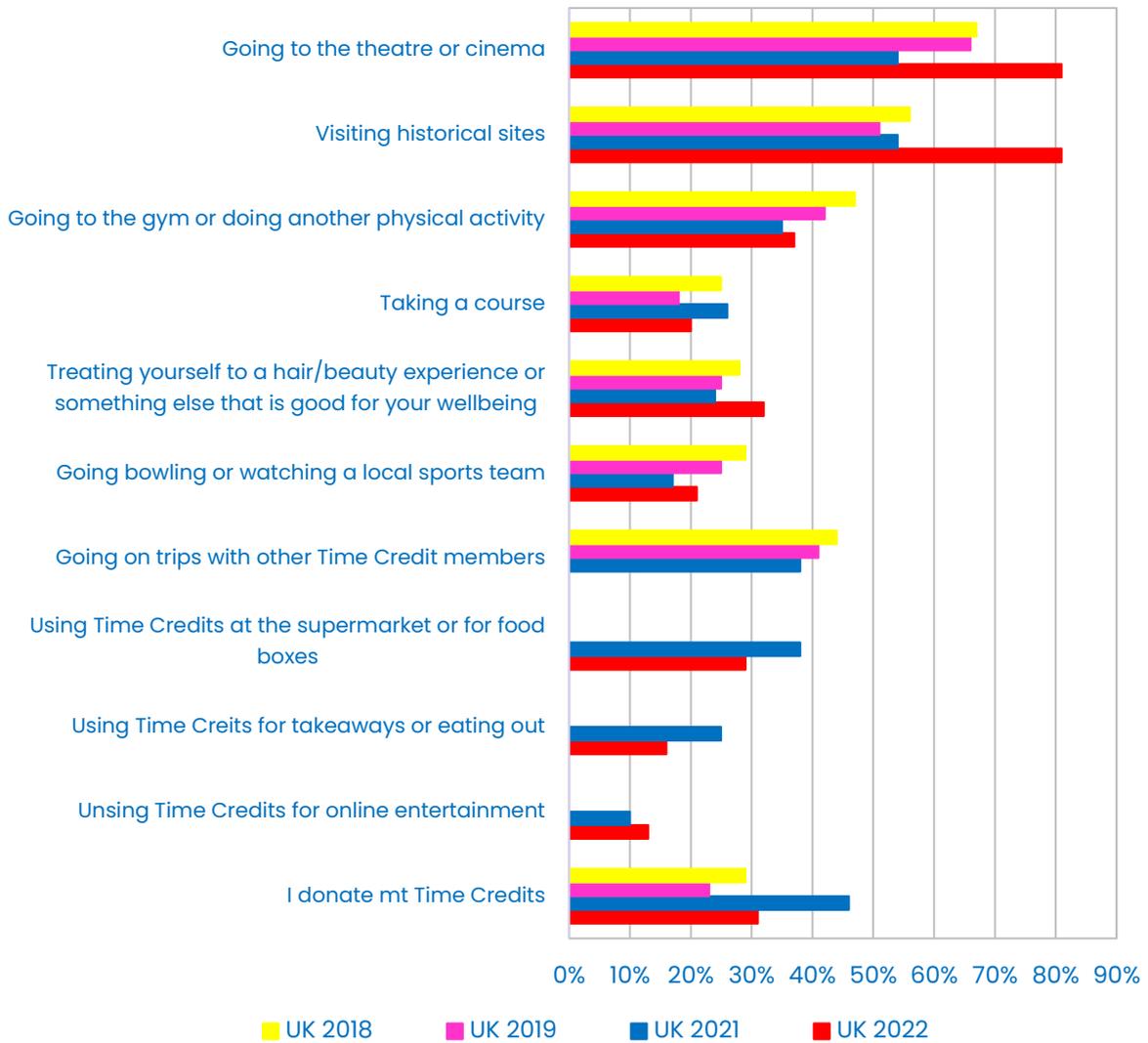
Of those who had earned Tempo Time Credits 54% had used them. This figure is significantly lower than pre COVID-19 (70%) as many of the local Recognition Partners are still re-opening to Tempo Time Credits. Of those who used them 31% donated some of the Tempo Time Credits they earned to other family members or a named group of individuals.

*"I visited Kew Gardens twice using my tempo time credits that I converted from paper to digital and really enjoyed both trips - and was pleased that it was possible through contributing to my local community - I have more day trips planned to use the rest of my tempo credits ..."*

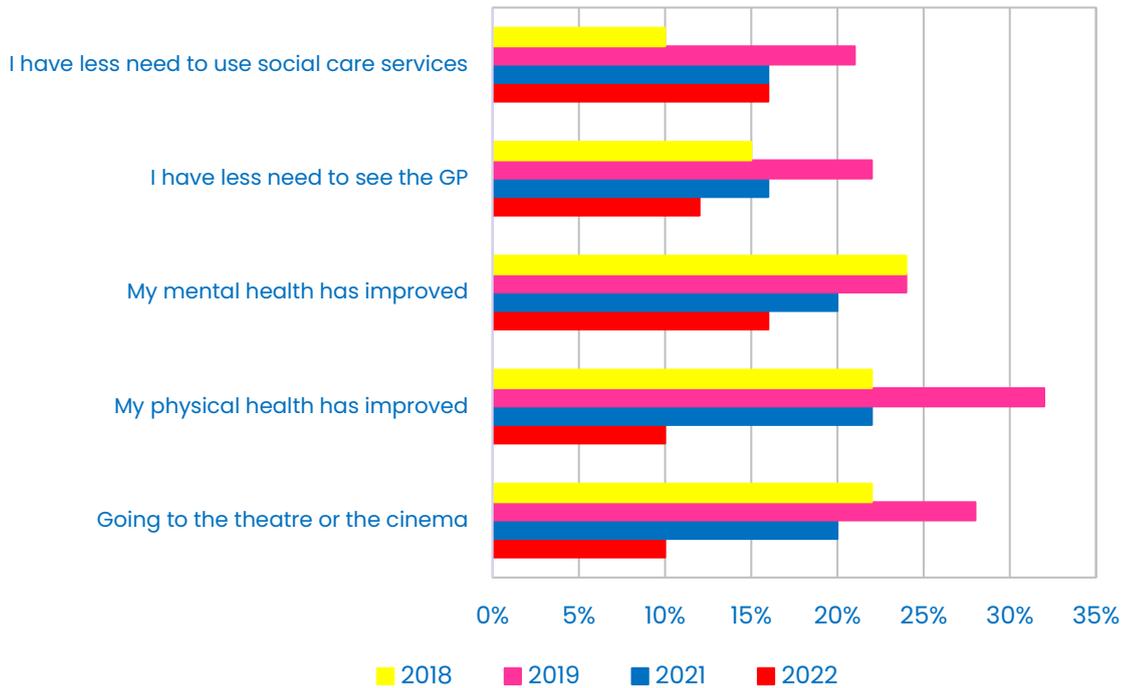
*Volunteer from Westminster*

Our recognition network is slowly returning to its full capacity. The pandemic decimated it. 54% of survey respondents have made use of their Tempo Time Credits.

## Time Credit Usage



## Time Credit Usage

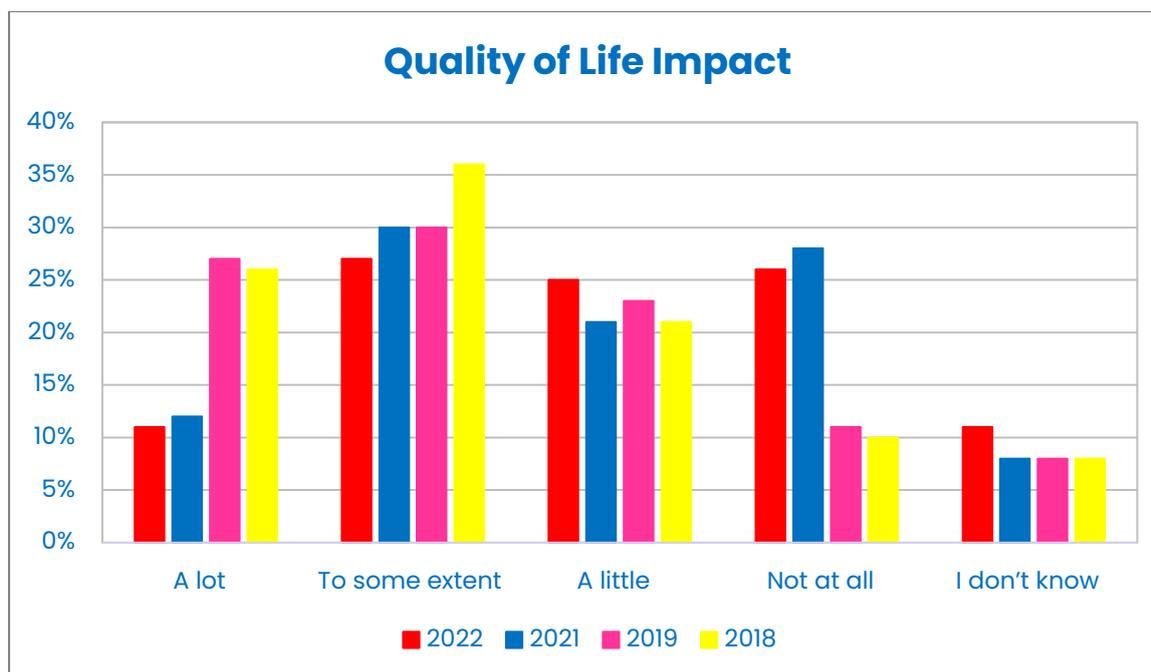


The national and online recognition offers that were piloted in 2021 came to an end during 2022 as physical offers became available again. They remain popular as they are still taken up within hours. Theatre/cinema trips and visiting historical sites remain by far the most used recognition opportunities.

*"I have been using them for getting my hair cut and styled which has improved my confidence a little as I can't afford to otherwise."*

*Volunteer from Ebbw Vale*

## Tempo Time Credit Impact



63% of Tempo volunteers think that their quality of life has improved by at least a little as a result of earning and using Tempo Time Credits, with 11% saying that it has increased their quality of life a lot. This is the same as in 2021.

For the first time we asked Tempo Time Credit volunteers about their Quality of Life. Respondents were not asked this in 2021. So, we asked them to identify their Quality of Life in 2022 and make a judgement about what it was in 2021.

The exact questions follow guidance from the Office for National Statistics Personal Wellbeing Survey (ONS4). "For each of these questions I'd like you to give an answer on a scale of 0 to 10, where 0 is "not at all" and 10 is "completely".

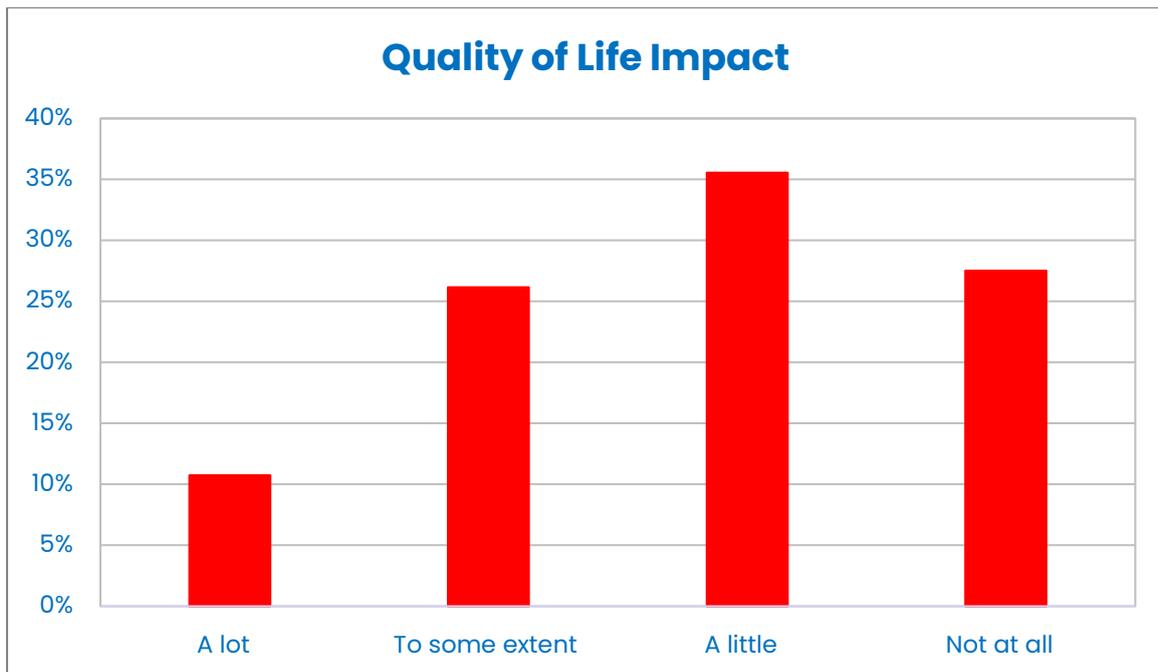
- Overall, how satisfied are you with your life nowadays?"

We added the following question to identify the change in the last year.

- Overall, how satisfied are you with your life a year ago?"

Pro Bono Economics have derived two estimates of the monetary equivalent value of a WELLBY (World Happiness Report - Wellbeing Approach: Richard Layard 2021) and Wellbeing Guidance for Appraisal: Supplementary Green Book Guidance, HM Treasury (pg. 56): £10,023, and £15,649 (both in 2019 prices and values). We have used the average of these in our calculations.

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/1005388/Wellbeing\\_guidance\\_for\\_appraisal\\_-\\_supplementary\\_Green\\_Book\\_guidance.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1005388/Wellbeing_guidance_for_appraisal_-_supplementary_Green_Book_guidance.pdf)



It is unlikely that this impact was wholly attributable to using Tempo Time Credits. We asked volunteers what the contribution of Tempo Time Credits was to any change in quality of life score they provided. We weighted the results using the following weightings (These will be verified in the 2023 survey):

- Quality of life impact from earning a Tempo Time Credits – A lot: 50% weighted
- Quality of life impact from earning a Tempo Time Credits – To some extent: 25% weighted
- Quality of life impact from earning a Tempo Time Credits – A little 10%: weighted

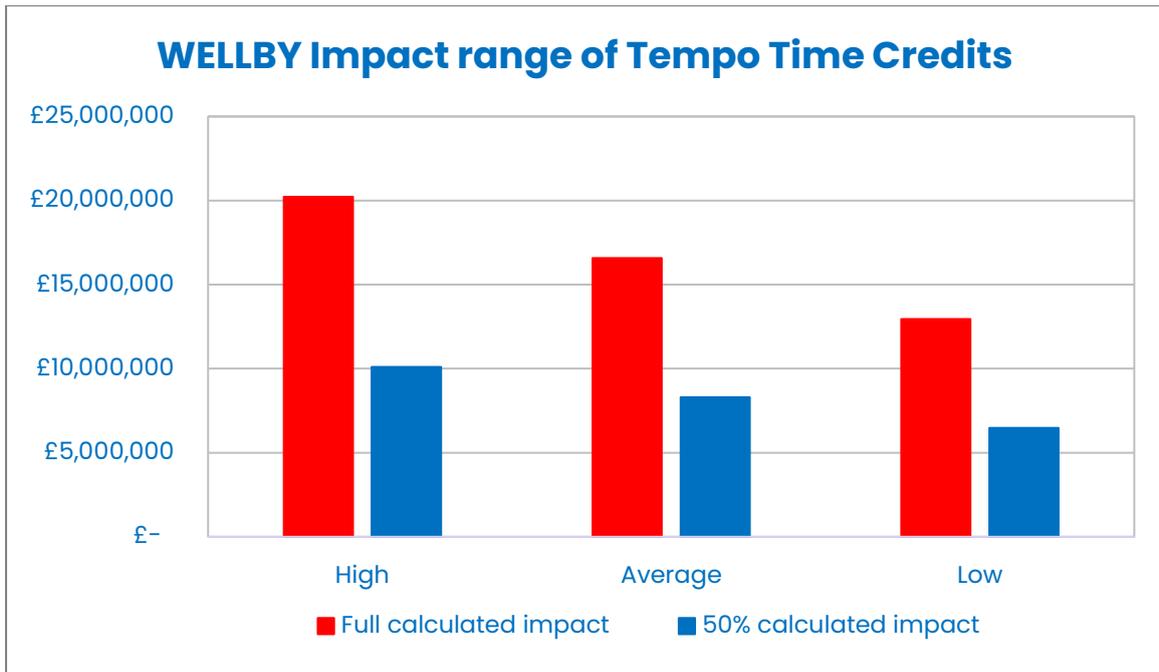
These assumptions were reviewed by Pro Bono Economics.

In 2021 the average Quality of Life score was 6.39, and in 2022 it was 7.12. This is an increase of 0.73.

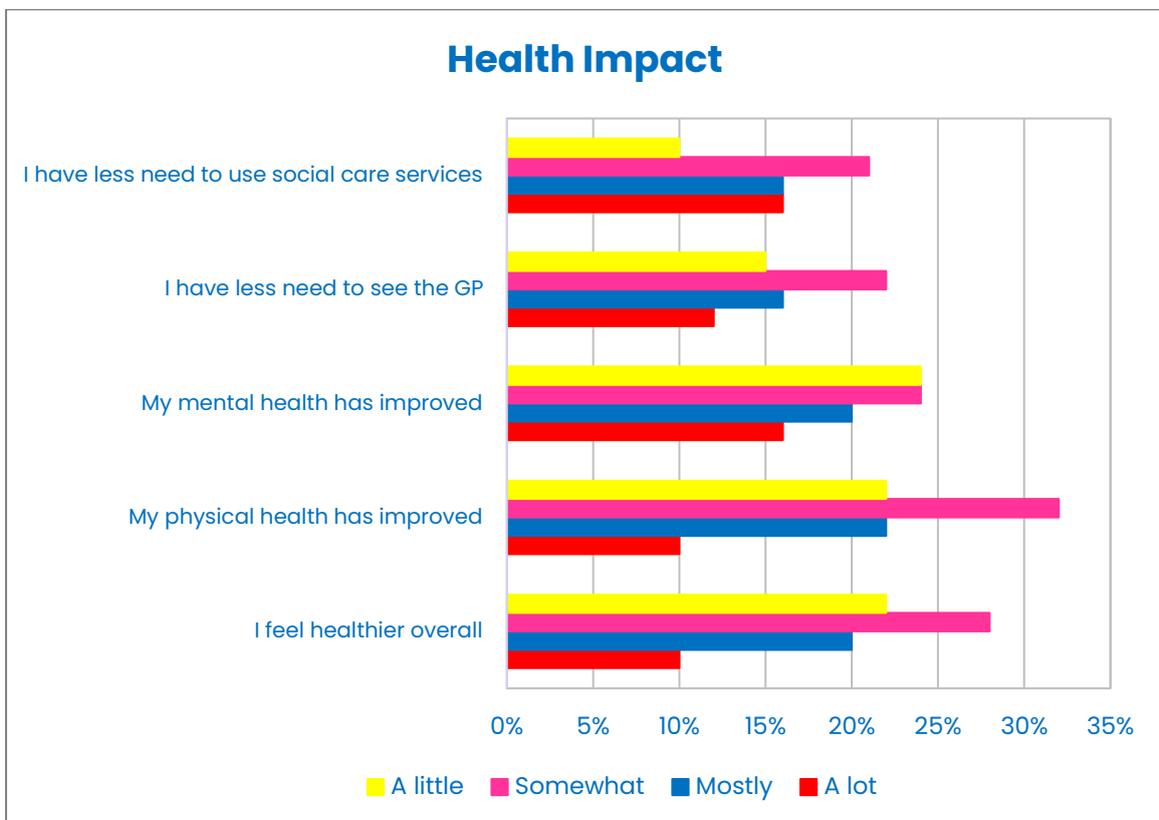
We worked with Pro Bono Economics to develop our approach to impact. On the basis that each point improvement in the quality-of-life score is equivalent to £12,836, we estimate the impact of Tempo Time Credit volunteers to be £101m (0.73x£12,836x10,712 volunteers) at 2019 prices.

On this basis, we estimate the impact of Tempo Time Credits is £16.6m, from a cost of delivering Tempo Time Credits £1.3m (at 2019 prices). This represents a return on investment of 12.5:1.

If we take a very cautious view and half the figures, then the impact is £8.3m or a return on investment of 6.3:1.



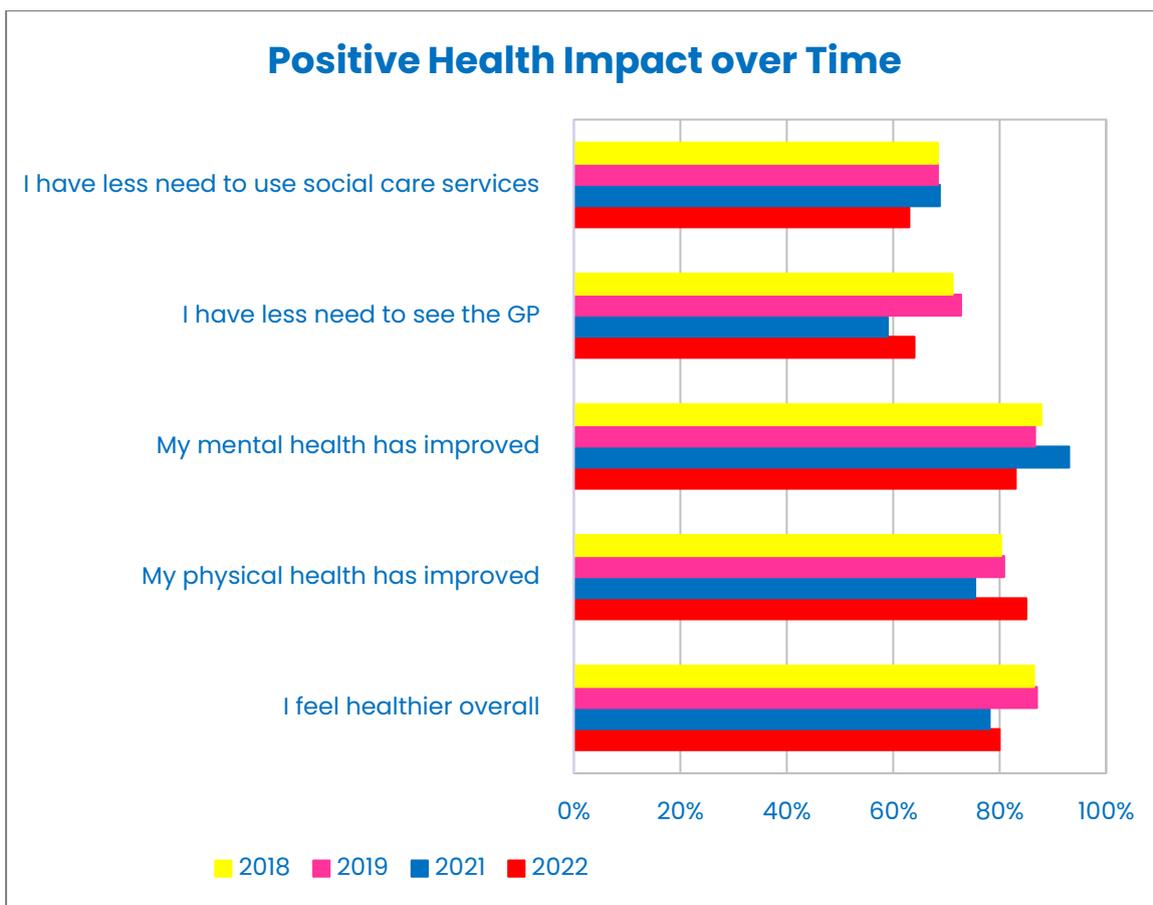
The above estimates do not fully capture the physical and mental health impacts of Tempo Time Credits. We are still working on how we might quantify these.



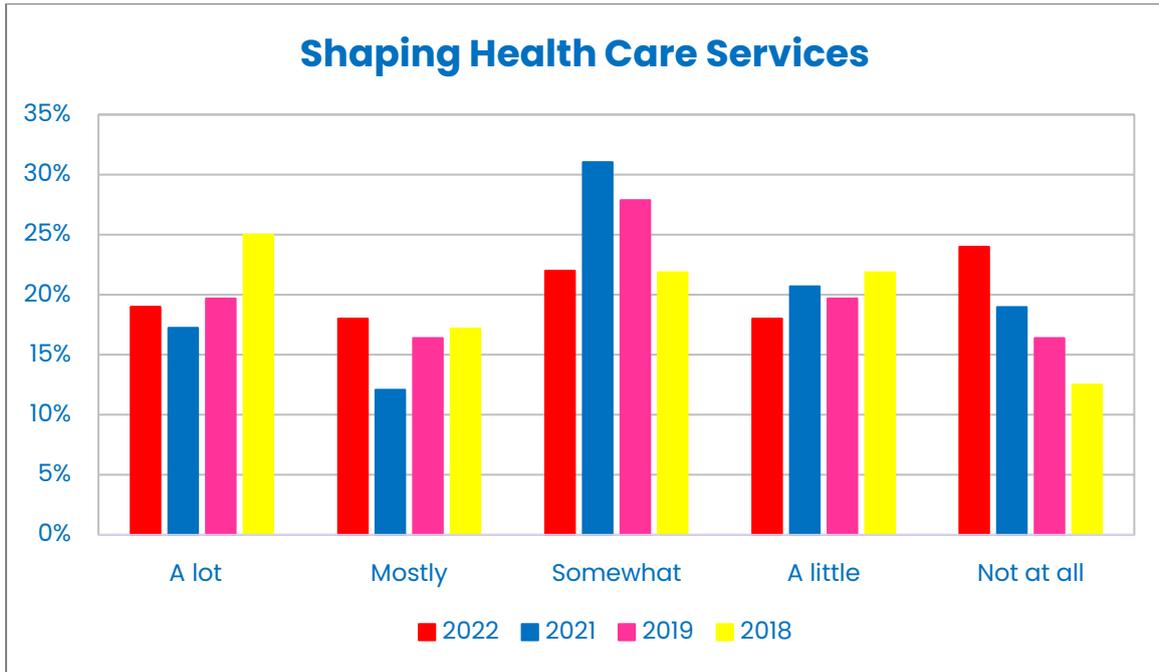
In graph above, at least 65% of respondents thought that they had experienced improvements. by at least a little. The most significant positive impacts were on the

mental and overall health of volunteers. This has led to over 63% needing to make less use of social care services and 64% 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. This will result in significant costs savings (which are not quantified).

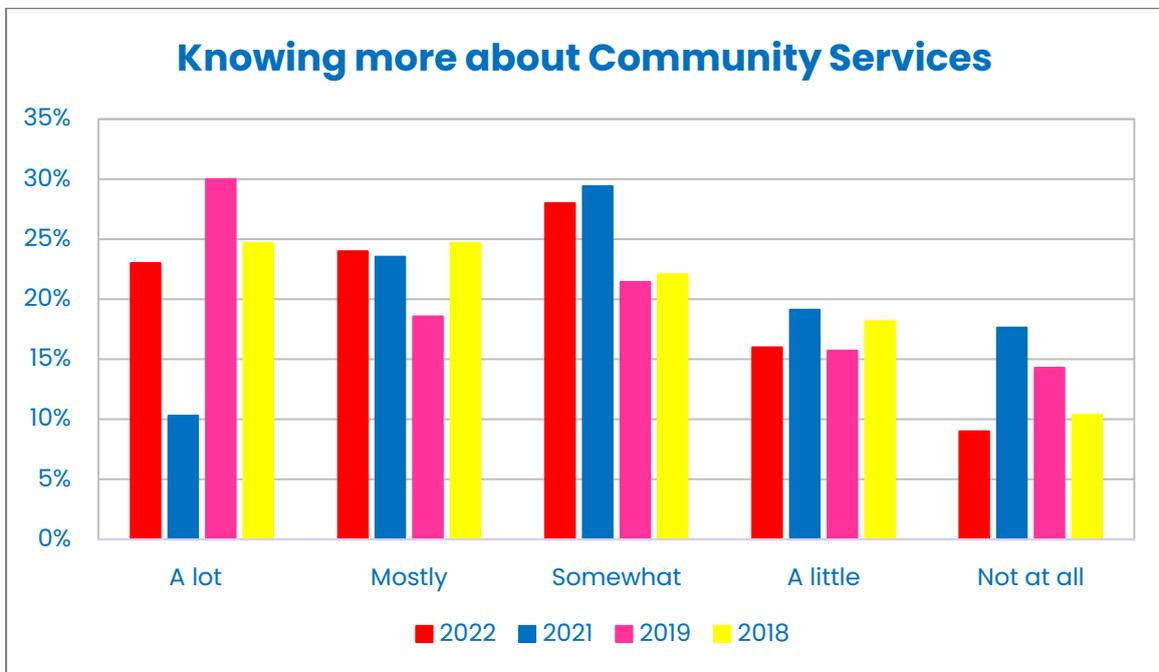
*“I rarely left the house due to depression and social Anxiety but when I was volunteering, Time Credits gave me more motivation to push through which eventually led me to finding a (short lived) job. I was also asked to write an article about Time Credits which gave me a nice confidence boost.” Volunteer from Haringey*



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



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. 76% think that they can now help to shape some of the services that they have used by at least a little. They do this through user consultations and active engagement via a variety of local organisations. This has declined slightly over the last 3 years.

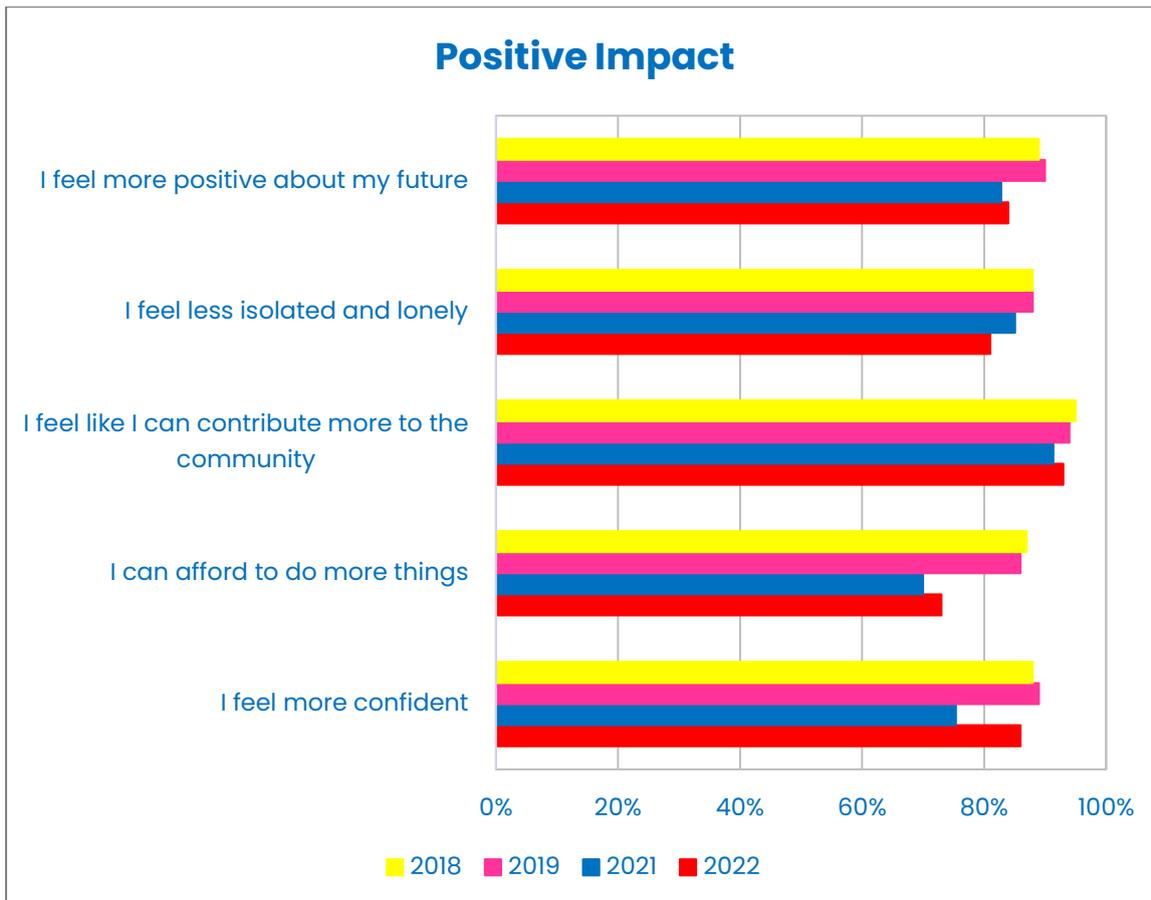


Another benefit is an increase in knowledge about community services that are able to support themselves and others. 91% think that they know more about community services

than they did by at least a little. This is an increase over the last four years, but a large increase in those who think that it contributed a lot.

*“By doing the volunteering I’m doing to earn time credits makes me feel more happy for the people in the community who need help by helping them and getting involved in their projects I’ve recently started working on a charity with friends myself and I feel more confident and comfortable about myself now.”*

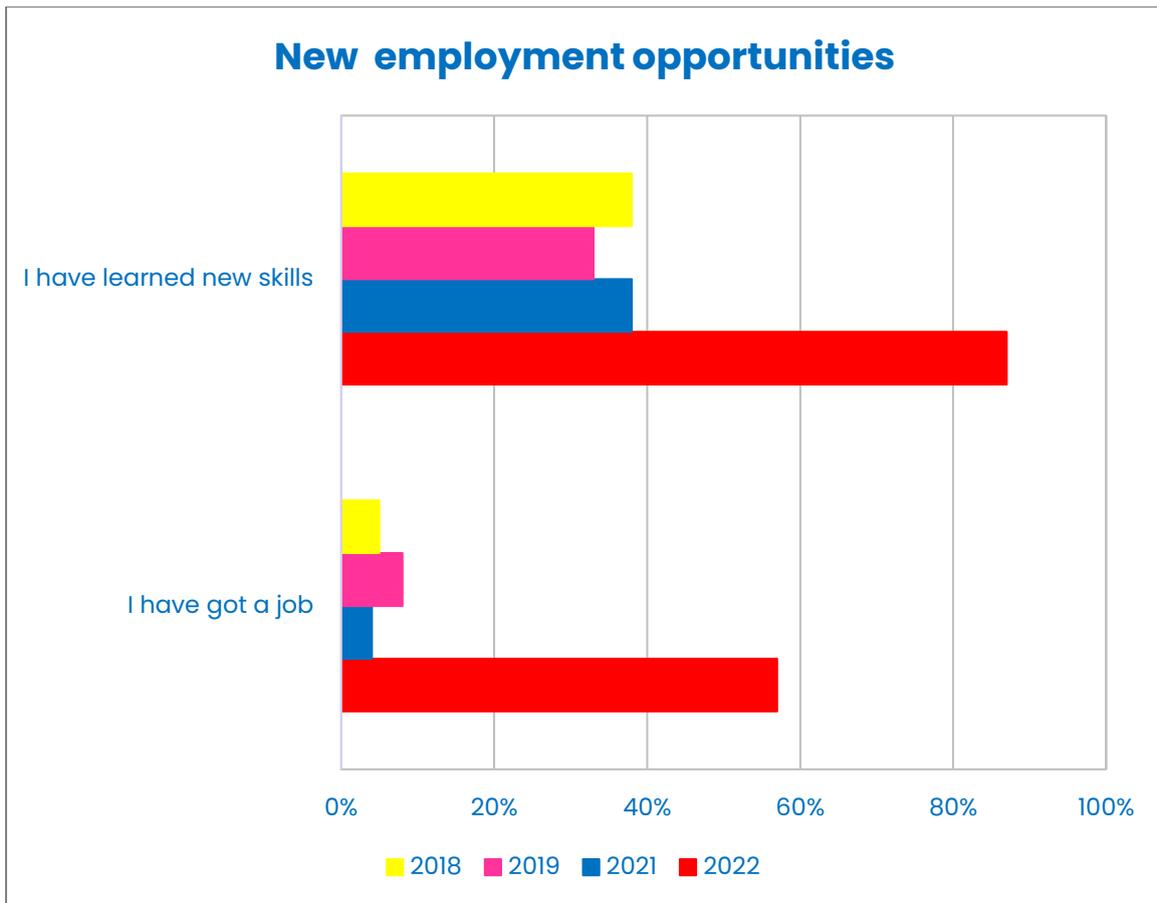
*Volunteer from Neath*



The positive impact on Tempo volunteers rose in 2022 by a small amount with scores remaining above 80%. A 10% rise in confidence is particularly positive.

*“Feeling like I have the power to make a difference, and that my time and effort is appreciated and rewarded.”*

*Volunteer from Penarth*



The graph above shows the significant positive impacts on employment and training from Tempo Time Credits volunteering. This is partly due to working with organisations who see volunteering as a pathway to employment.

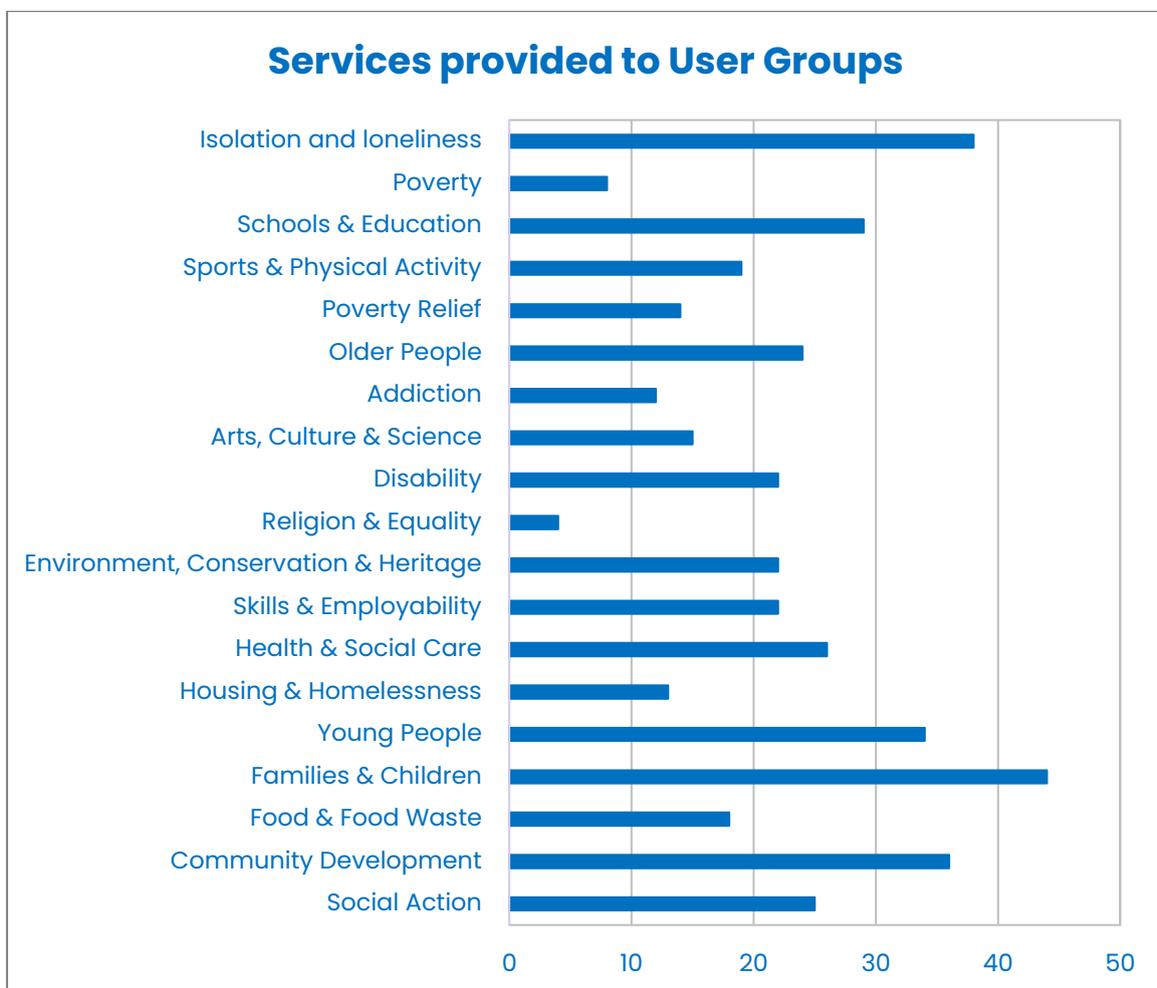
The long-term employment effects in economic impact terms are not currently captured by the economic impact calculation. It is difficult to attribute this between Tempo and the community organisations the volunteers are hosted in. However, we believe that the positive effects of moving into employment are likely to be reflected in these respondents' Quality of Life change.

## Short and Long-term Impact on Community Organisations

As part of Tempo's desire to understand and improve its impact on the organisations we work most closely with we asked them (1,100) to give their views. The following analysis provides a response of the 92 responses received. The focus is very much on learning how Tempo can improve.

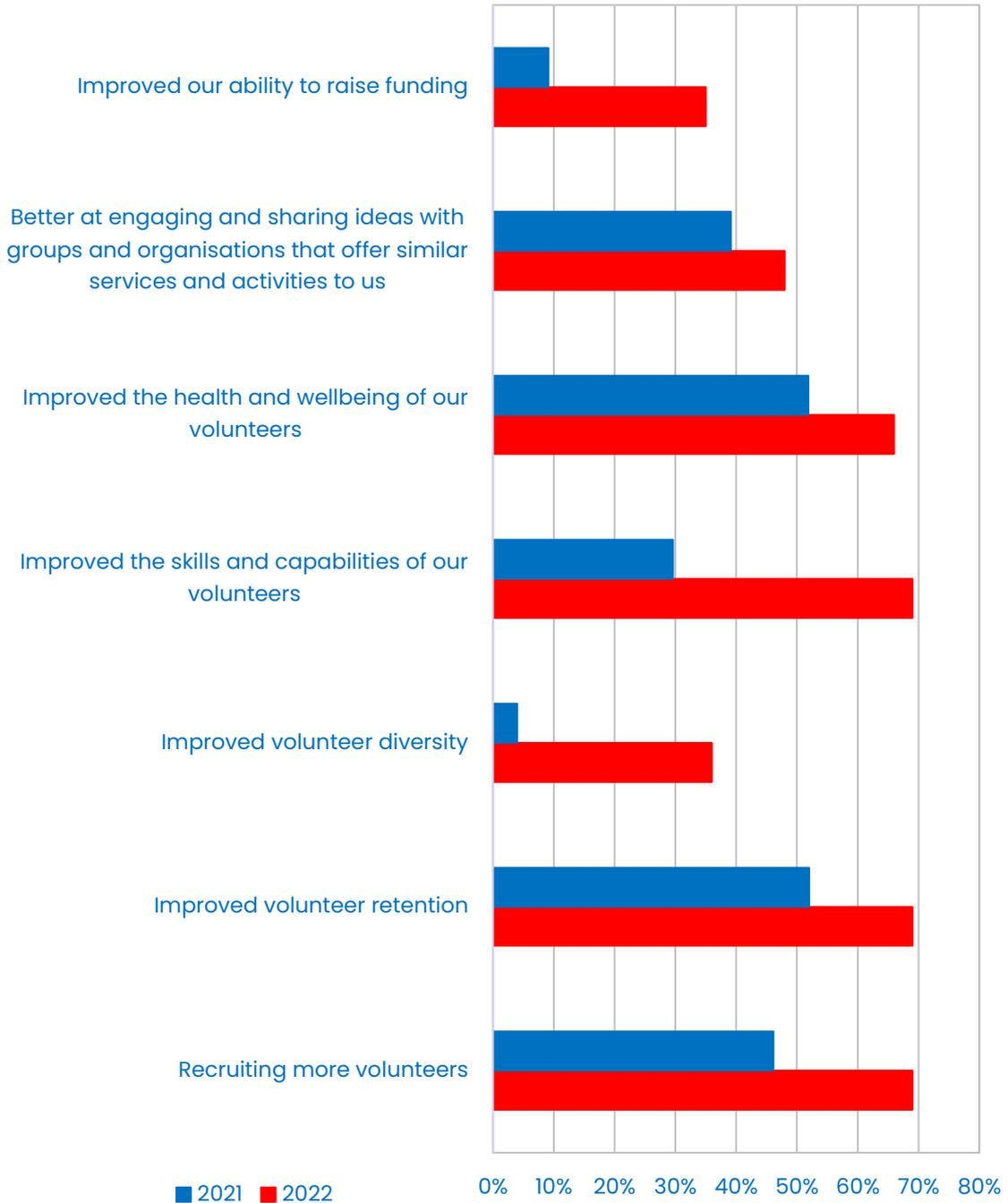
The three most valued parts of Tempo's services during the last year are each linked to the response to COVID-19:

- Volunteer recruitment and retention increased through digital Tempo Time Credits and through online workshops.
- Improved the skills and capabilities of volunteers
- Improved the health and wellbeing of volunteers



This graph shows the wide range of services provided by the 92 organisations which completed the survey. Many of them deliver services to more than one user group (452).

## Making a Difference to Organisations



69% of community organisations considered that Tempo Time Credits helped them recruit more volunteers and 69% thought that it helped them retain volunteers. Both these figures were 20% higher compared to 2021.

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 recruitment

and retention as a significant benefit. This will save them time and £. A conservative estimate is that to recruit, check and train a new volunteer costs £600.

14 organisations estimated a cost saving of £2100 or £150 per organisation. If this saving is assumed to apply in each community organisation, then a combined saving of £167,400 would be made (1,116 community organisations x £150 per community organisation).

36% of community organisations thought that Tempo Time Credits improved the diversity of volunteers. Over two-thirds thought that they improved the skills and capabilities of their volunteers and improved the health and wellbeing of our volunteers. This is supported by the analysis of data from the volunteers themselves.

In addition to this, the work of Tempo with community organisations helped nearly half of them better engage and share ideas with groups and organisations that offer similar services and activities.

Over one-third of community organisations stated that using Tempo Time Credits with their volunteers helped them raise their funding.

93% of community organisations use Tempo Time Credits as their way of recognising their volunteers' contributions. For 55% of community organisations Tempo Time Credits is their only formal or informal recognition system. 17% have another formal recognition system and 21% an informal recognition system.