



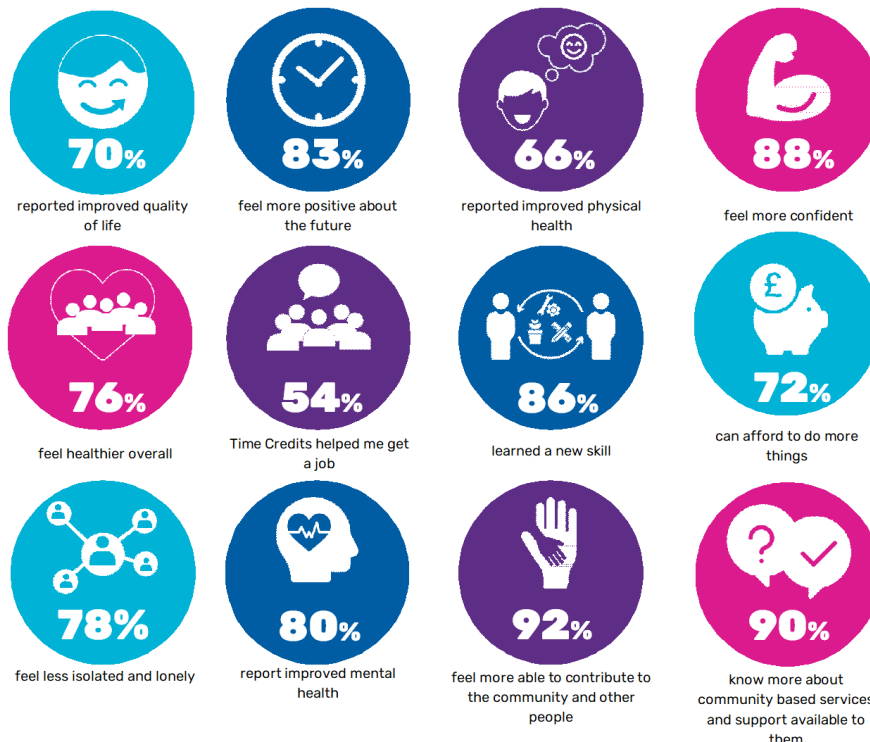
# Tempo Time Credits Cymru Impact Report 2022

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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 (85% and 90% respectively) due to the recognition provided by Tempo Time Credits. This is estimated to have saved the 520 organisations using Tempo Time Credits £78,000 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 3,735 volunteers earning them) is estimated at £6.2m (2019 prices), based on the programme cost of £0.5m this is a return of investment of 12.4:1.
- The survey of Tempo Time Credit benefits had 178 (594 in the UK) Welsh respondents who were active volunteers (April 2022 to June 2022). The Welsh results have an error margin of +/-4% (UK +/-2%). The reported results exclude don't knows and not answered.

*"I get huge joy at sharing my time credits. Also really helped me before COVID to improve health by swimming and enabling a friend to come so that we went consistently because we went together. I would NEVER be able to afford this without time credits. So, this is a fabulous program that probably doesn't get the kudos it deserves. I wish more people knew about their community and the value to them of volunteering." Volunteer in South Wales*

# Tempo Time Credits: Impact Report 2022

## Contents

<b>Executive Summary .....</b>	<b>2</b>
<b>Introduction .....</b>	<b>4</b>
<b>Characteristics of Volunteers (participation and retention).....</b>	<b>6</b>
<b>Level of Engagement .....</b>	<b>9</b>
<b>Use of Tempo Time Credits.....</b>	<b>13</b>
<b>Tempo Time Credit Impact .....</b>	<b>16</b>
<b>Short and Long-term Impact on Community Organisations .....</b>	<b>23</b>
<b>Short and Long-term Impact on CVCs in Wales .....</b>	<b>26</b>

## 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 (Management Centre 2022). Much of the volunteering was in micro and mutual aid organisations, who stay outside the more formal volunteering community. 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 organisations 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 community organisations about how they view Tempo and the impact that we have on them.

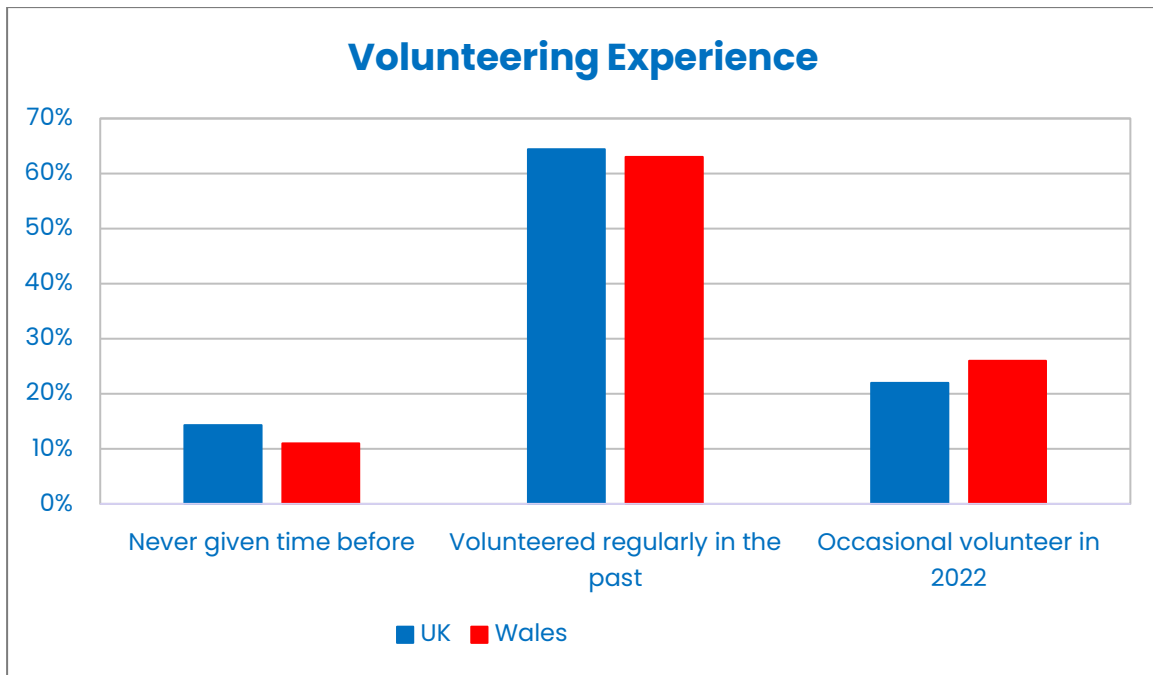
Our work with Pro Bono Economics (who advised us on the approach and the methodology) allows us to work out the social and economic impact of our work, for the first time.

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.

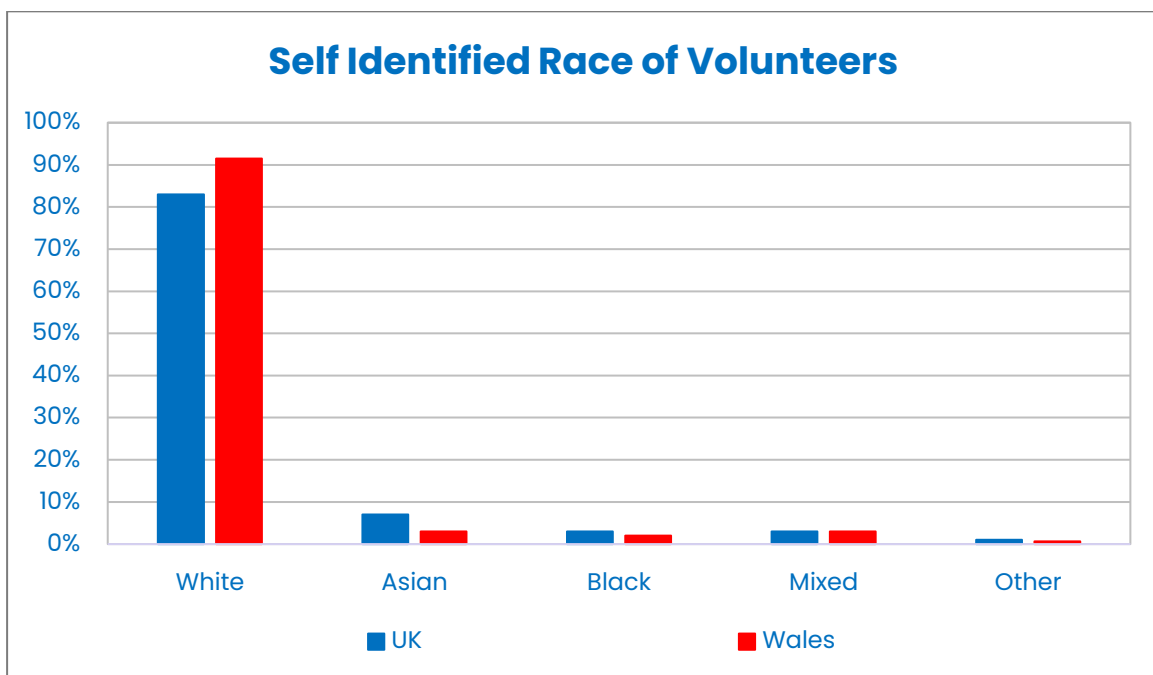
178 responses were received from Welsh Tempo Time Credit volunteers (+-4%). This is 5 times the number of responses in 2021. The Wales results are compared to each of the years between 2018 and 2022 for the UK.

## Characteristics of Volunteers (participation and retention)

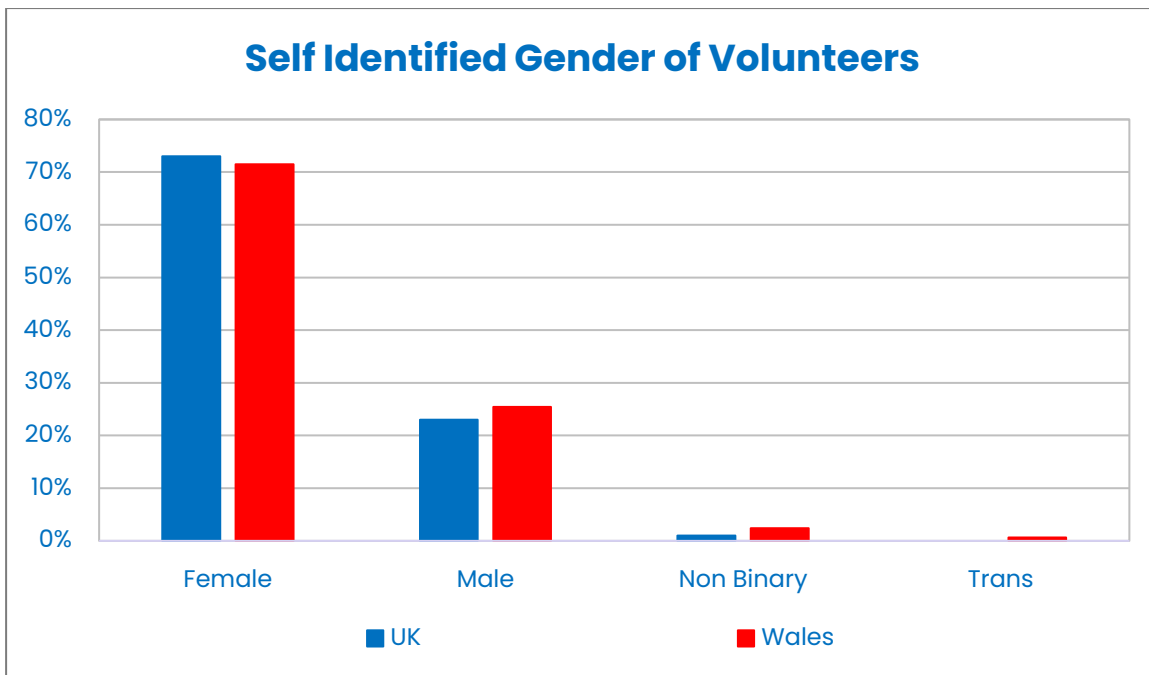
The first set of graphs provide a demographic analysis of Wales compared to the UK as a whole.



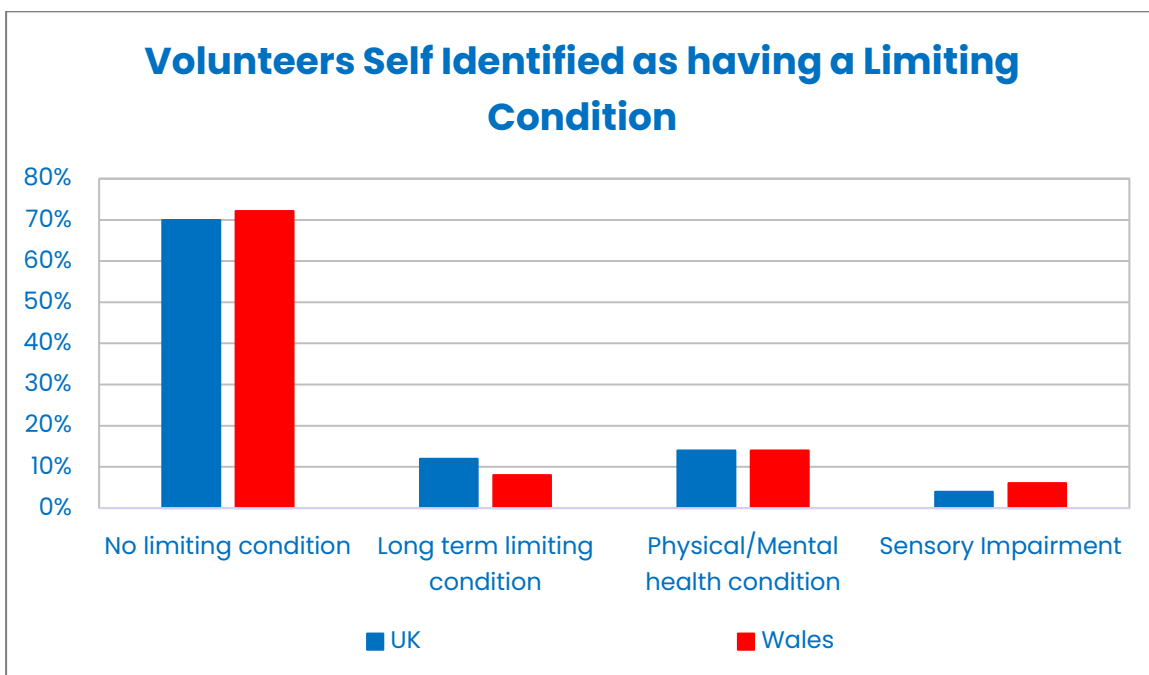
Welsh Tempo Time Credit volunteers are slightly more likely to be occasional volunteers in the past than is the case nationally.



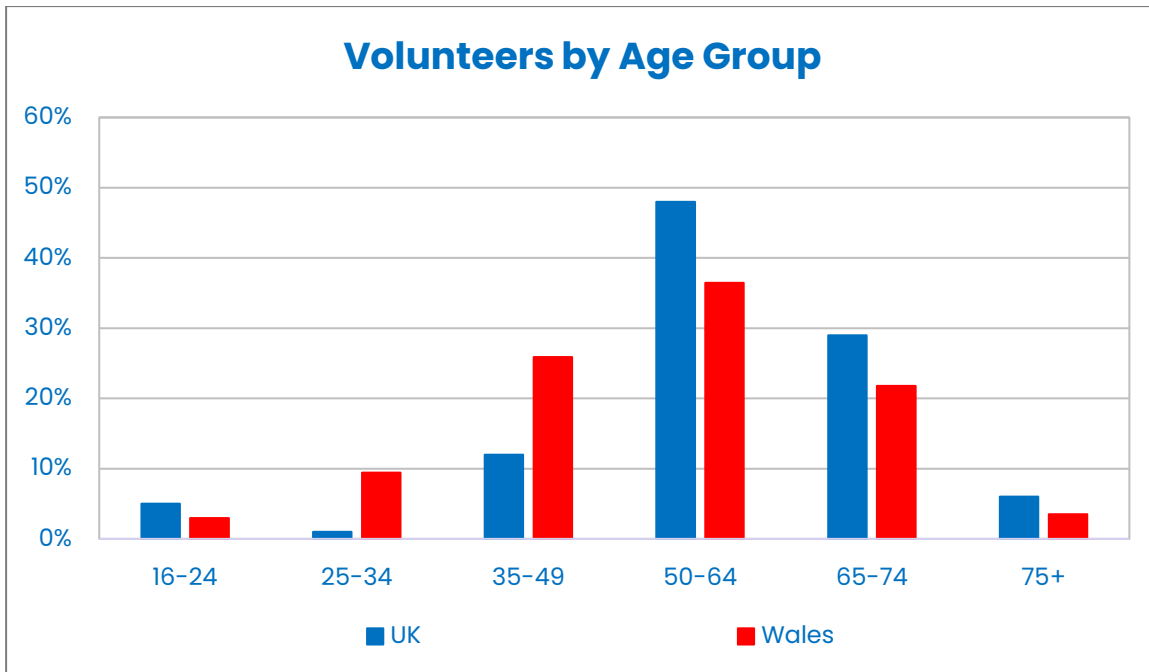
92% of Welsh Tempo volunteers, identified themselves as White. This compares to 83% for the UK as a whole. During 2022 Tempo is seeking to attract both volunteers from more diverse backgrounds and community groups that serve these communities.



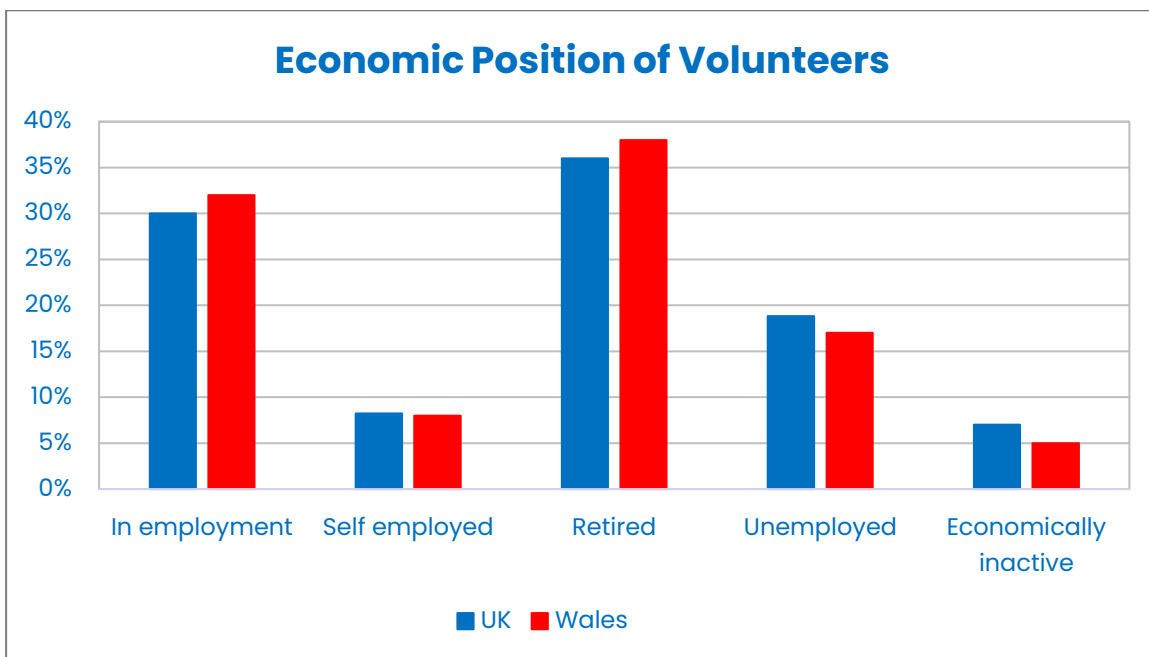
The gender identity of Welsh Tempo volunteers is marginally skewed toward male and non-binary compared to the UK and population data. During 2022 Tempo is seeking to attract both volunteers from more diverse backgrounds and community groups that serve these communities.



28% of Welsh Tempo volunteers identified that they had some form of limiting condition compared to only 23% in the NCVO 2020 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.



Welsh Tempo Time Credit Volunteers are significantly younger than the UK as a whole. This is a positive sign for the future as volunteering is habit based.



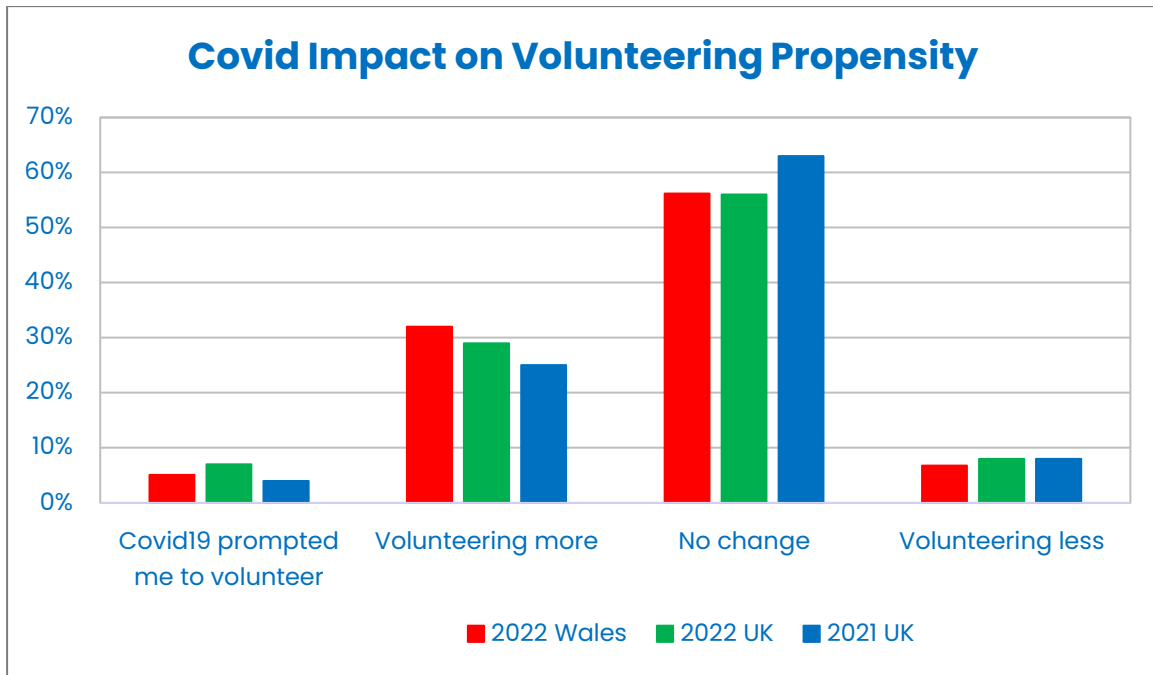
This graph shows the diverse variety of economic backgrounds that Tempo volunteers come from. It also reflects the age profile, with 35% above the typical retirement age.



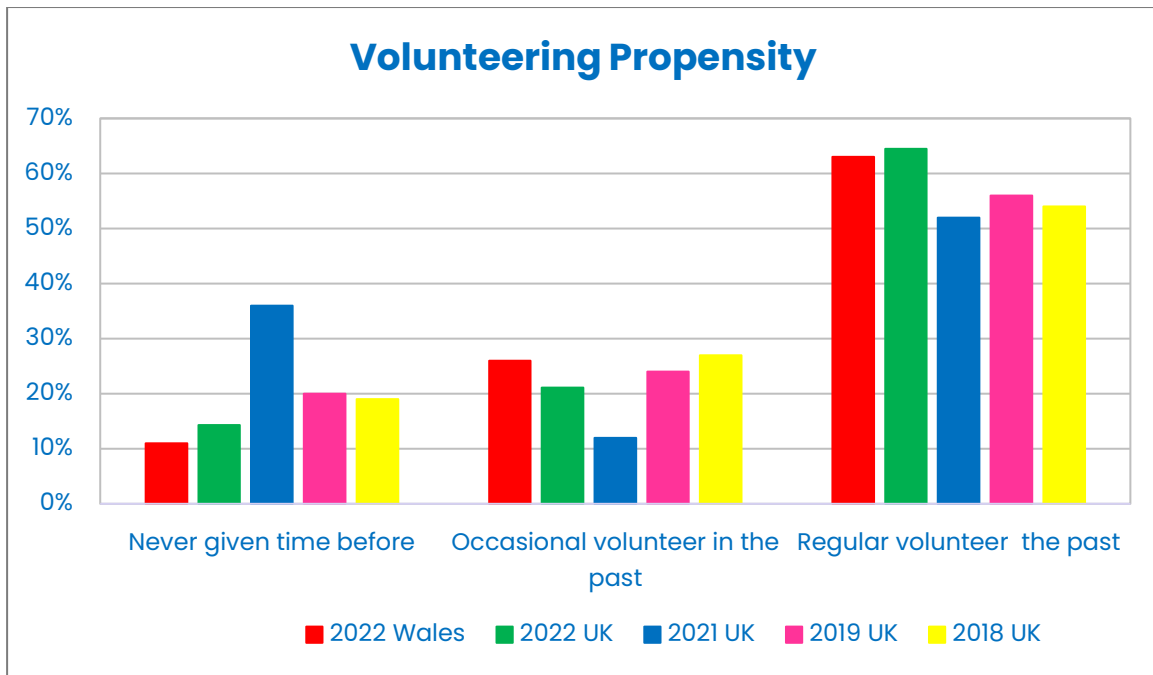
## Level of Engagement

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.



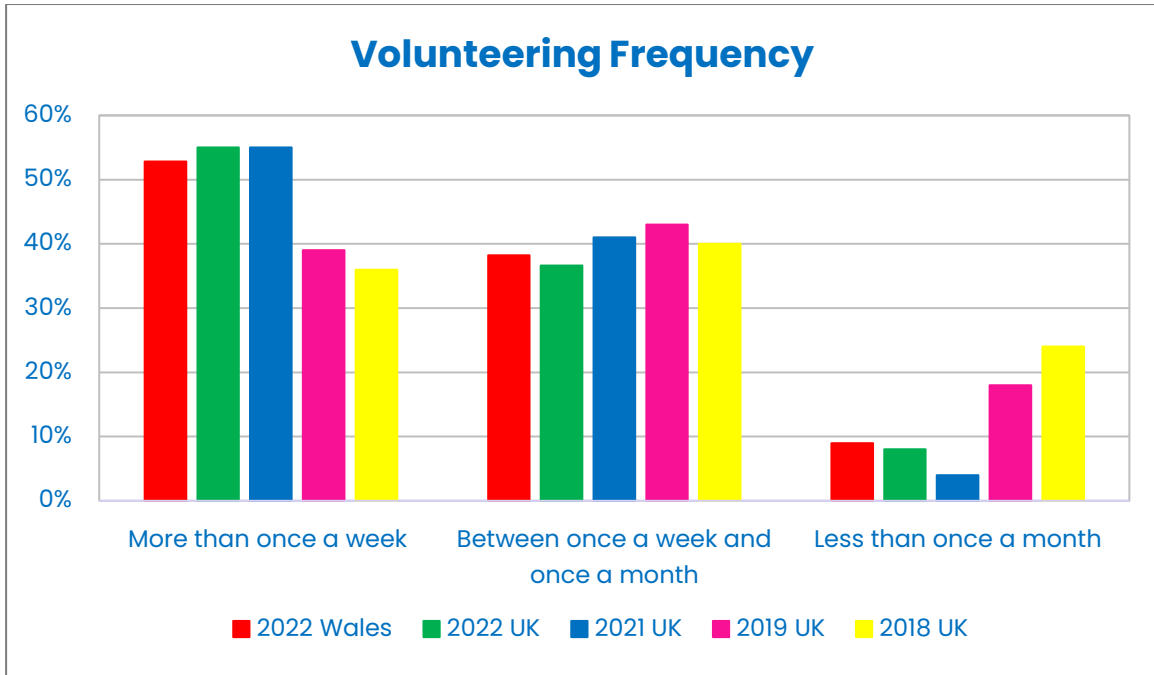
COVID-19 had a positive impact on volunteering. 37% of Welsh Tempo volunteers stated they had ~~started~~ (5%) or increased (32%) their volunteering in response to the pandemic. This is an increase of 8% from 2021. The key will be to retain these volunteers. Only 7% stated that they volunteered less.



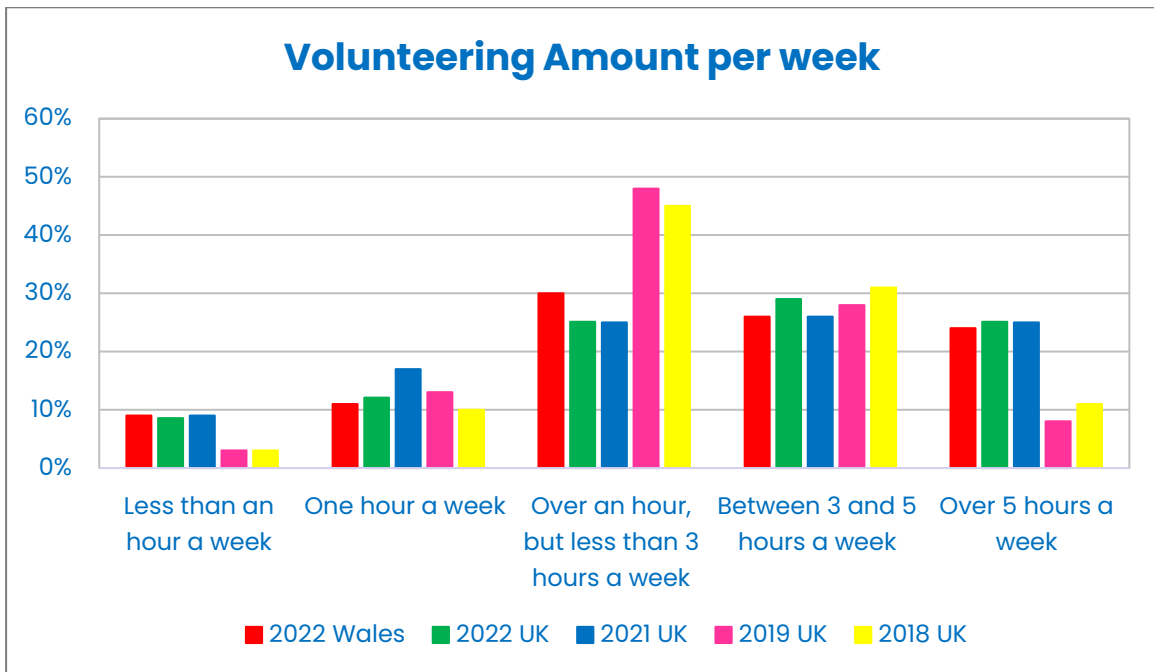
11% of Welsh Tempo volunteers had never given time before. There was a decline in first time volunteers in the UK in 2022. This might be the result of a significant increase in first time volunteers in 2021. The key will be to retain them as volunteers. This is something to be welcomed and capitalise upon. In addition to this, nearly two thirds of Welsh Tempo volunteers were volunteering regularly.

*“By giving me the confidence to volunteer and know that in return I get something that will help me with being able to access different things that maybe I couldn’t afford to do otherwise.”*  
*Volunteer from Carmarthenshire*

When asked “Did you start volunteering or volunteer more hours due to Tempo Time Credits?,” 17% of Welsh 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.



53% of Welsh Tempo volunteers volunteered more than once a week. This is significantly higher than the equivalent UK figures for 2019 and 2018. The figure for at least monthly is just below 40% and above the UK as a whole. Only a few in 2022 (9% in Wales) 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, 24% of Welsh Tempo volunteers volunteered for more than 5 hours a week, this is similar to the UK and 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

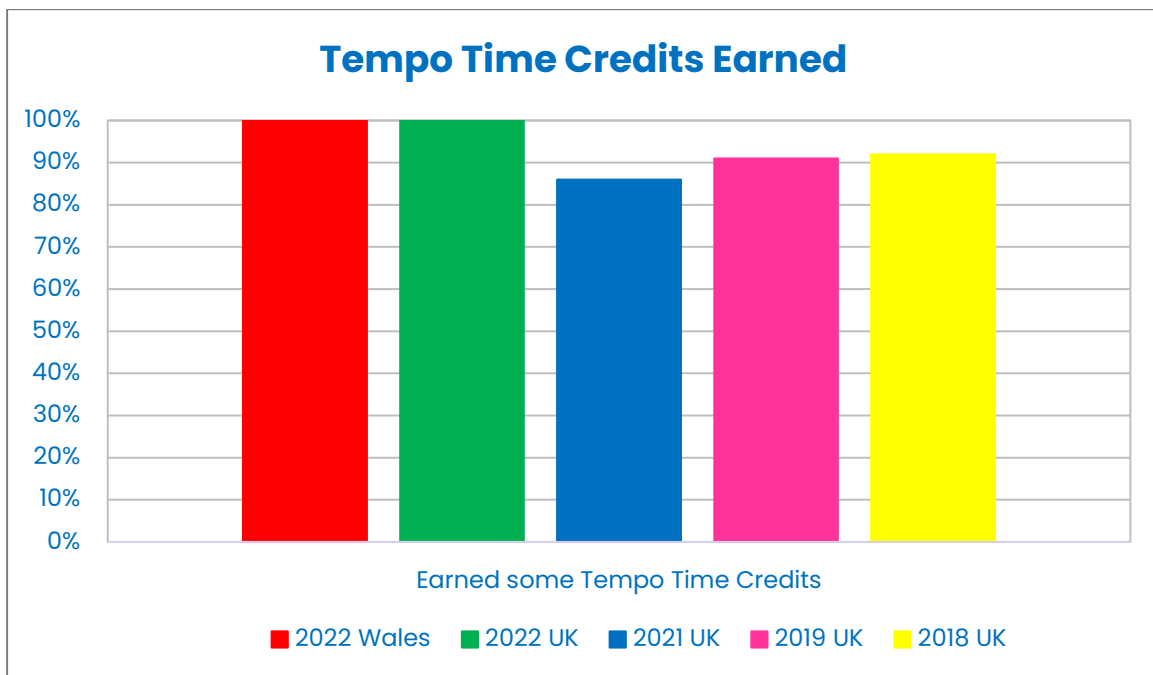
provides. This group was dominated by those aged between 50 and 64.

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.

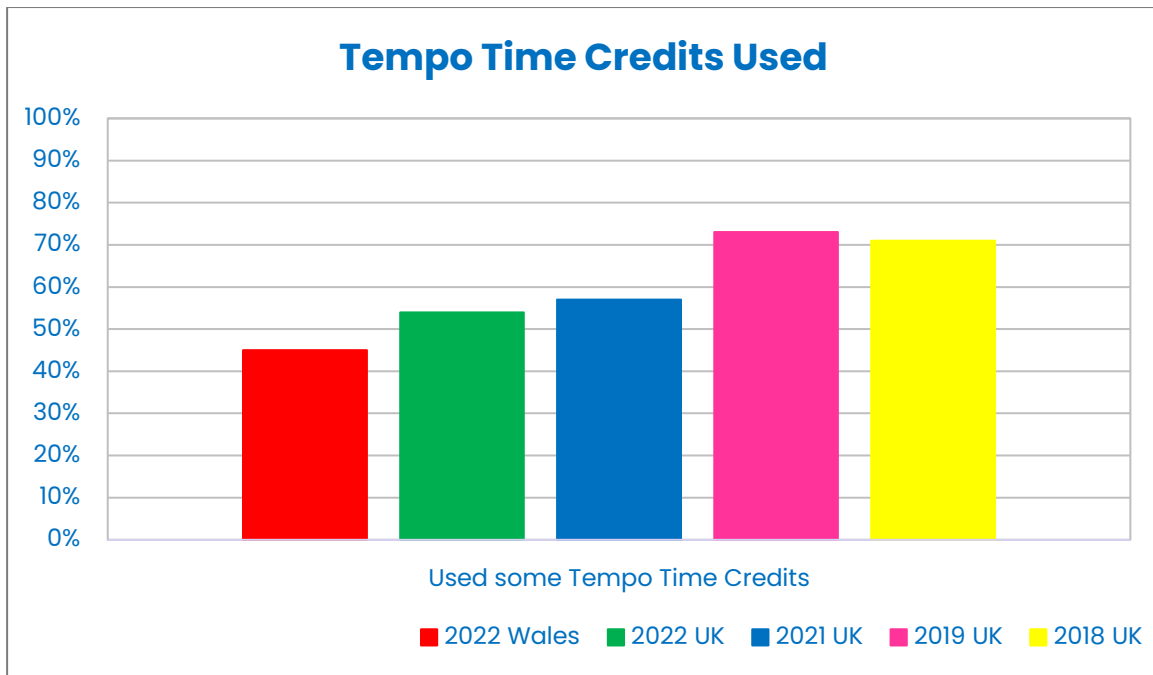
## Use of Tempo Time Credits

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.



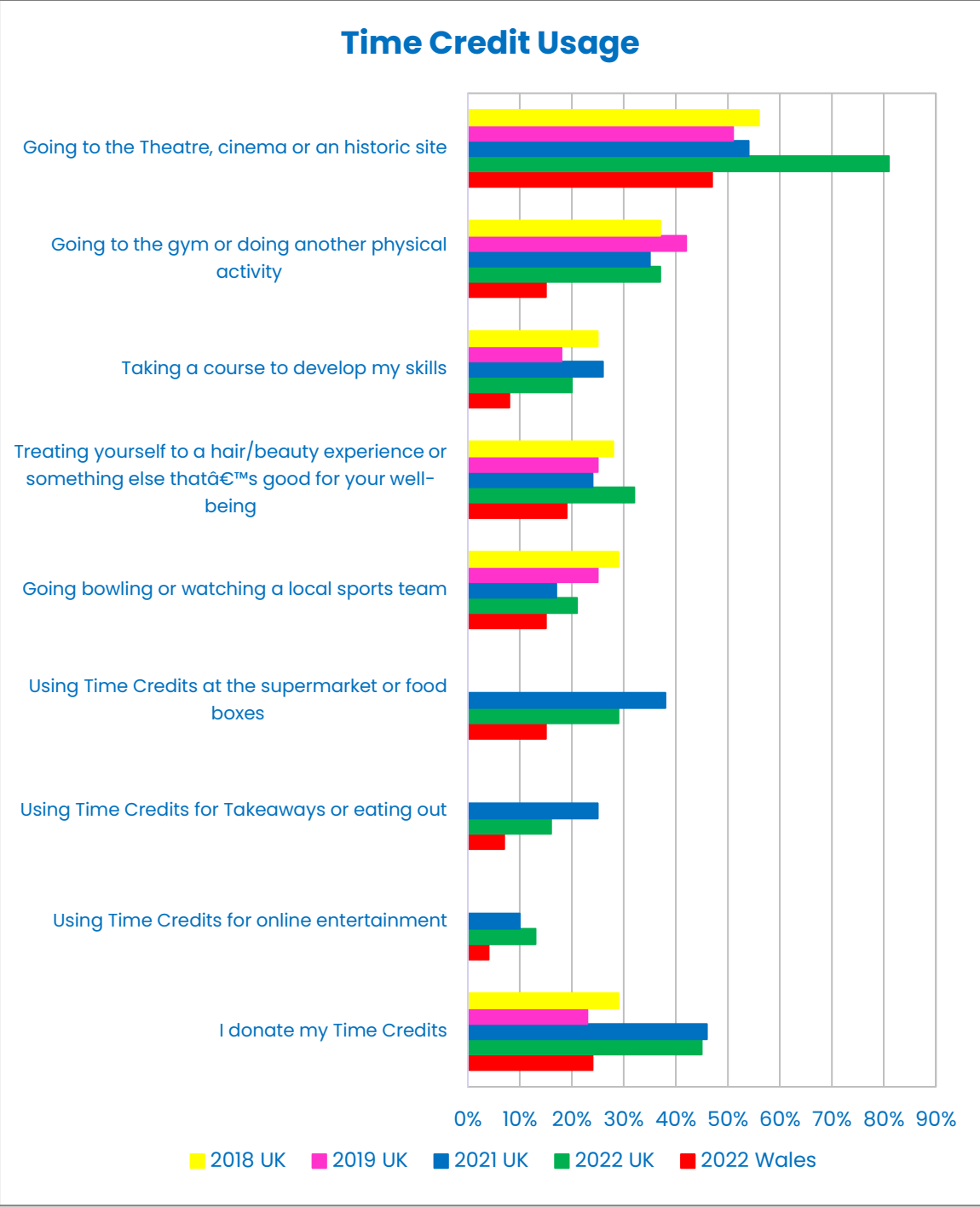
100% had earned Tempo Time Credits at the time of the survey. This increase is due to the digitisation of the Tempo Time Credit system.



Of those who had earned Tempo Time Credits 45% of Welsh Tempo volunteers had used them, compared to 54% in the UK as a whole. The slower opening of Welsh recognition partners is the main reason. 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 24% donated some of the Tempo Time Credits they earned to other family members or a named group of individuals.

*“With the time credits I’ve earned, they’ve gave me access to places and days out that I would never have been able to afford before, and in doing so my mental health has improved making me feel less isolated and building my confidence.”*

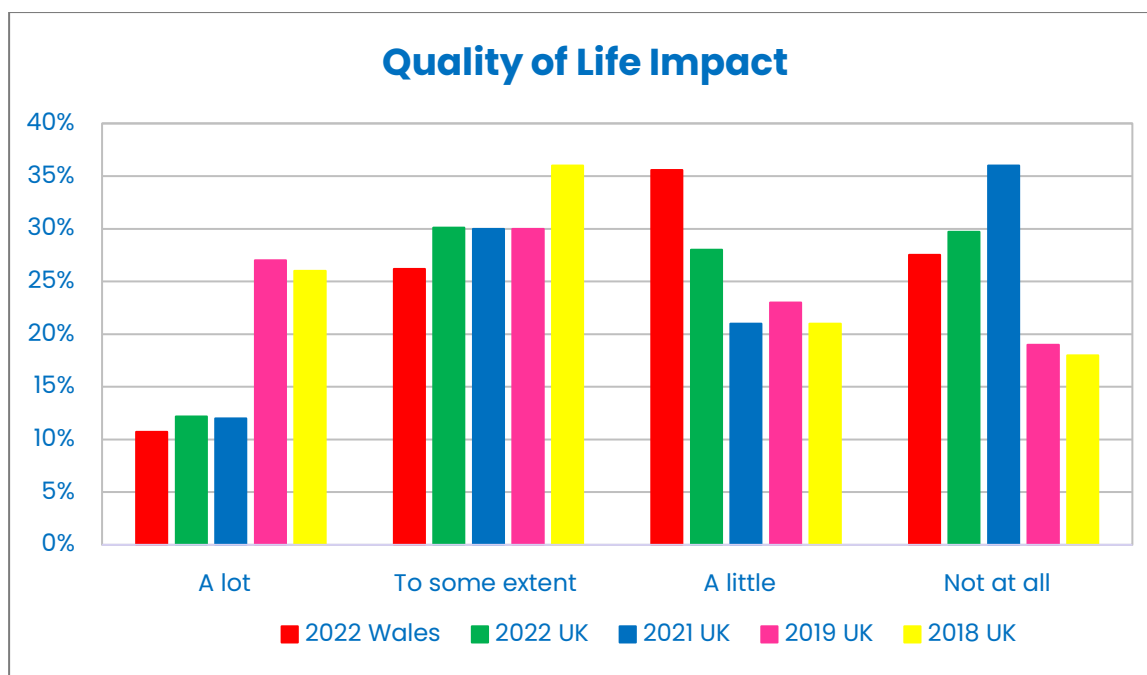
*Volunteer from Cardiff*



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.

*“They have enabled our beneficiaries who have learning difficulties to have days out e.g. A trip to Castell Coch and therefore enjoys positive/ recreational experiences out in the wider community.”*  
*Volunteer from Llandaff*

## Tempo Time Credit Impact



70% of Welsh 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 the UK.

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?

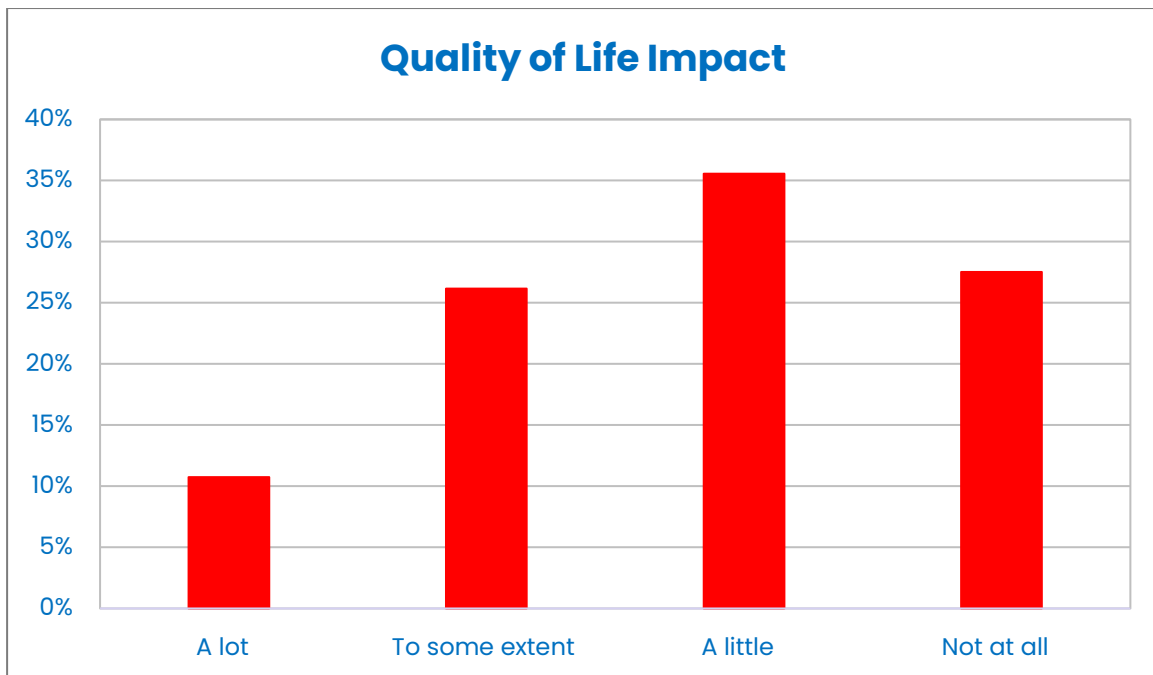
We added the following question to identify the change in the last year.

- 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.

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

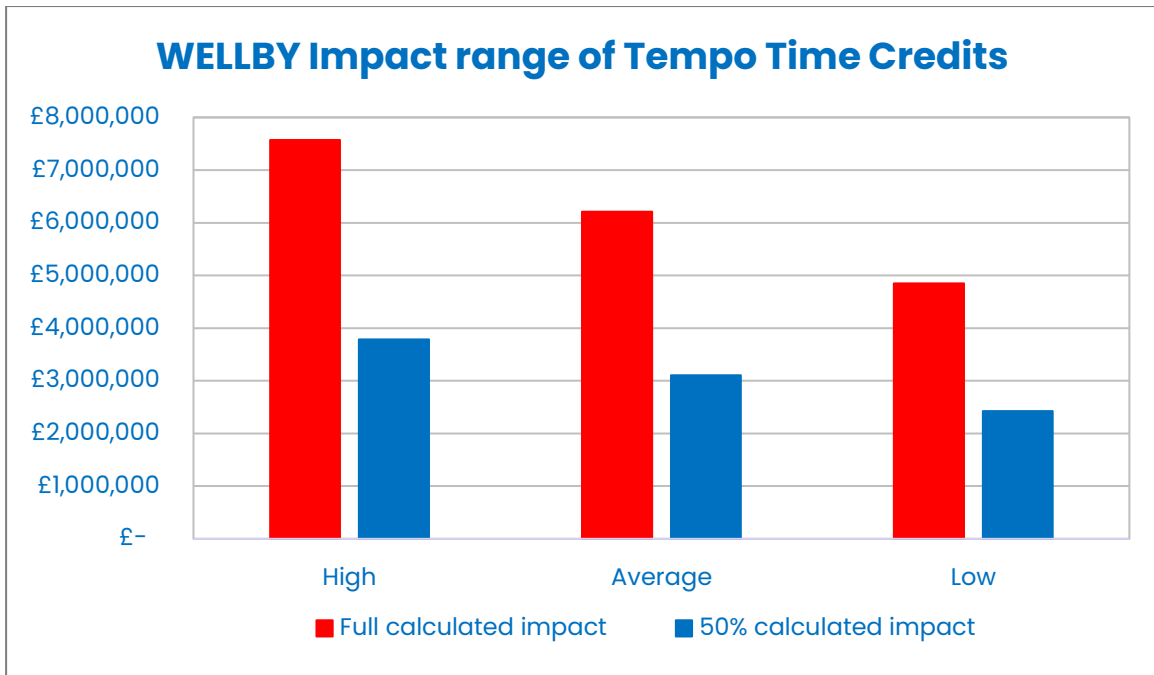
These assumptions were reviewed by Pro Bono Economics.

In 2021 in Wales the average Quality of Life score was 6.40, and in 2022 it was 7.24. This is an increase of 0.84.

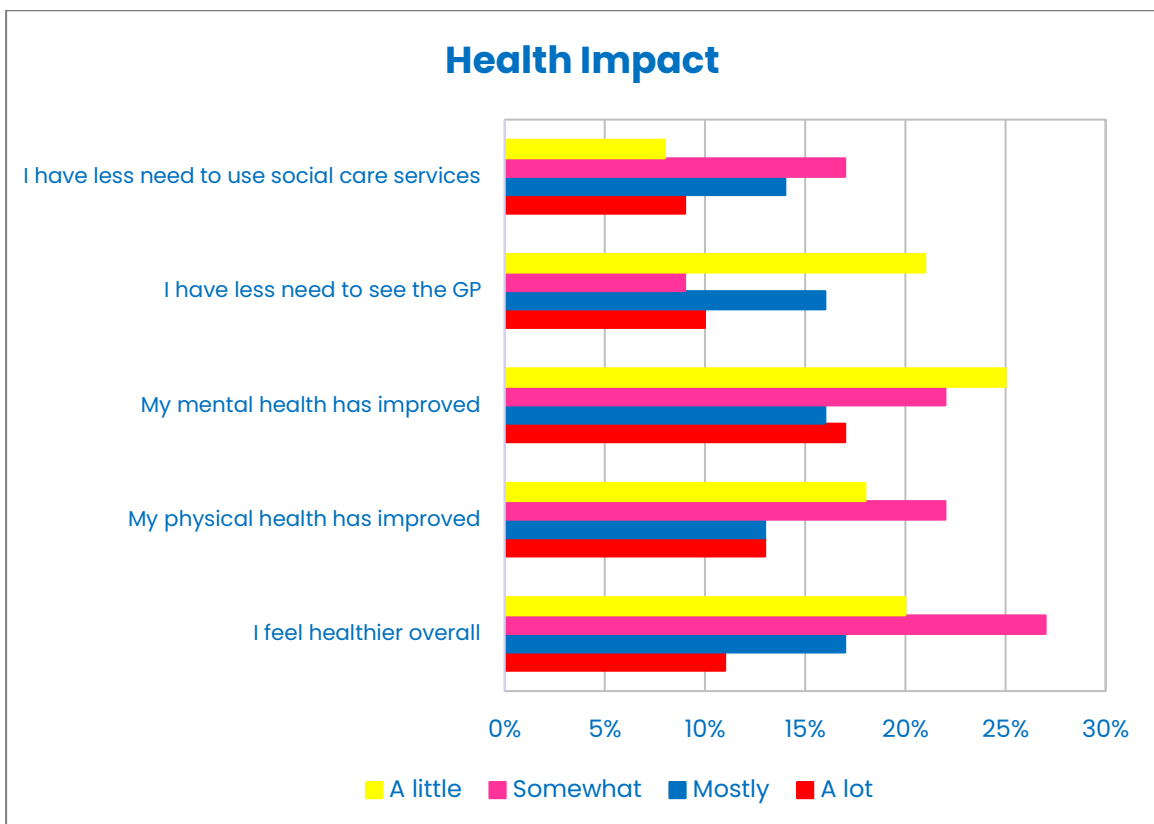
We worked with Pro Bono Economics to develop our approach to impact. On the basis that each point improvement in the quality-of-life score is equivalent to £12,836, we estimate the impact of Tempo Time Credit volunteers to be £40.1m (0.84x£12,836x3,735 volunteers) at 2019 prices.

On this basis, we estimate the impact of Tempo Time Credits in Wales is £6.2m, from a cost of delivering Tempo Time Credits £0.5m (at 2019 prices). This represents a return on investment of 12.4:1.

If we take a very cautious view and half the figures, then the impact is £3.1m or a return on investment of 6.2:1.

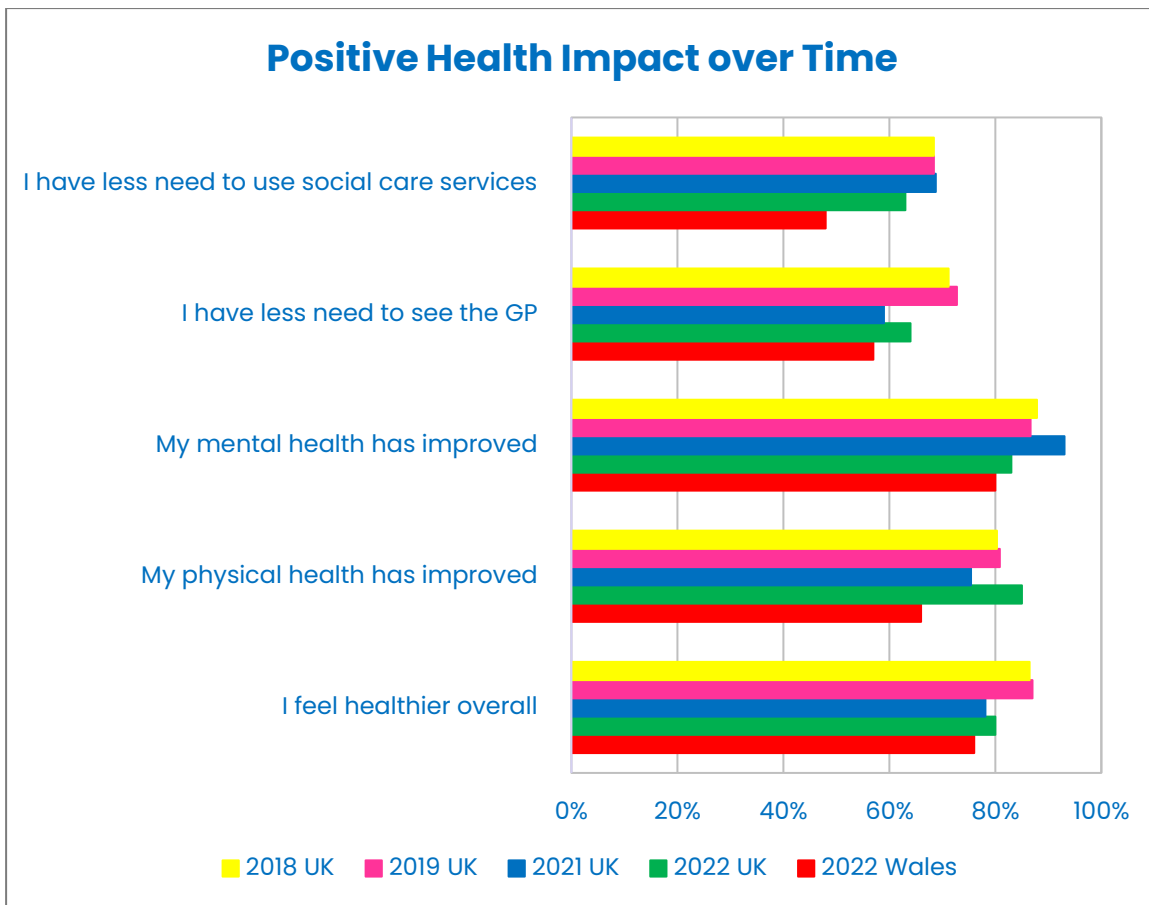


The above estimates do not fully capture the physical and mental health impacts of Tempo Time Credits. We are still working on how we might quantify these.

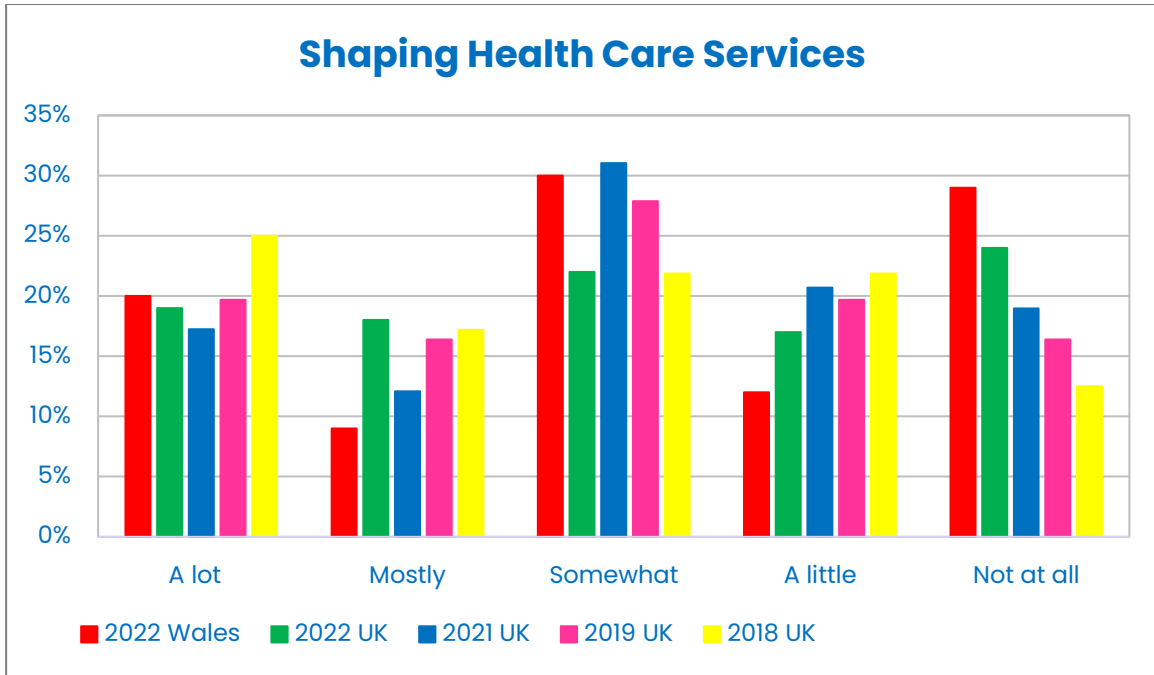


In graph above, 76% of respondents in Wales felt healthier overall by at least a little. The most significant positive impacts were on the mental and overall health of volunteers. This

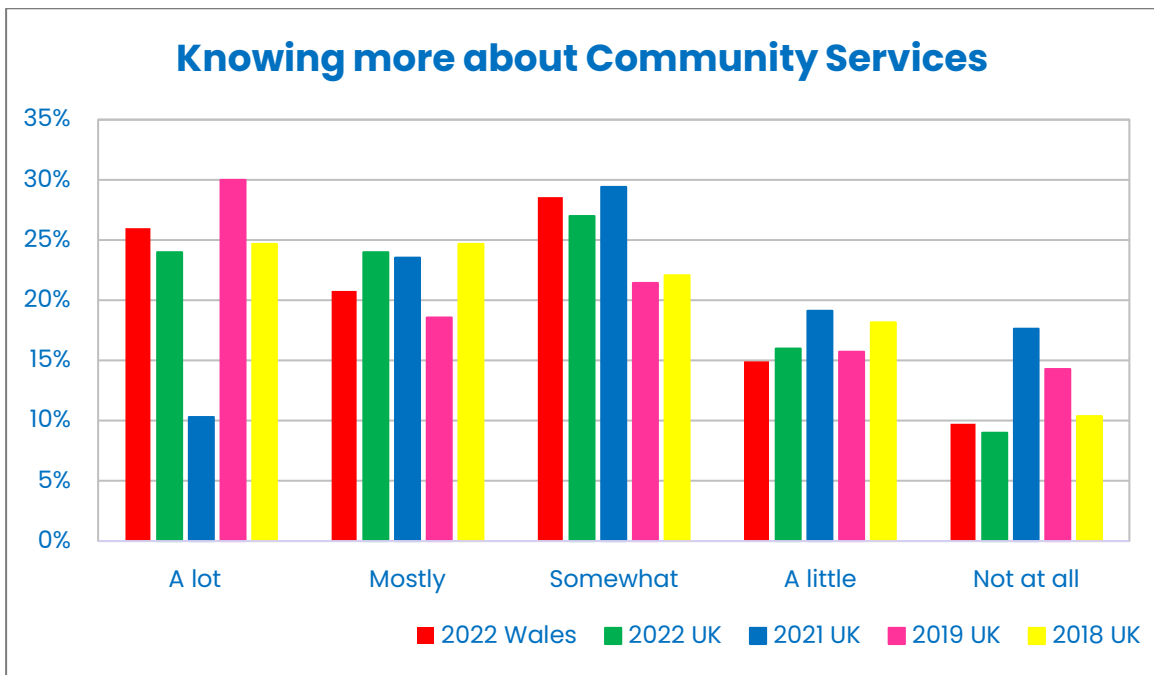
has led to over 57% needing to make less use of social care services and 48% needing to make less use of their GP. Both of these are not just positive, but also reduce the pressure on these two front line services. This will result in significant costs savings (which are not quantified).



The significant positive impact of Tempo Time Credits on volunteering has changed relatively little over the last two years. In Wales, 66% of respondents recognised an improvement in physical health and 80% in their mental health.



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. In Wales, 71% 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.

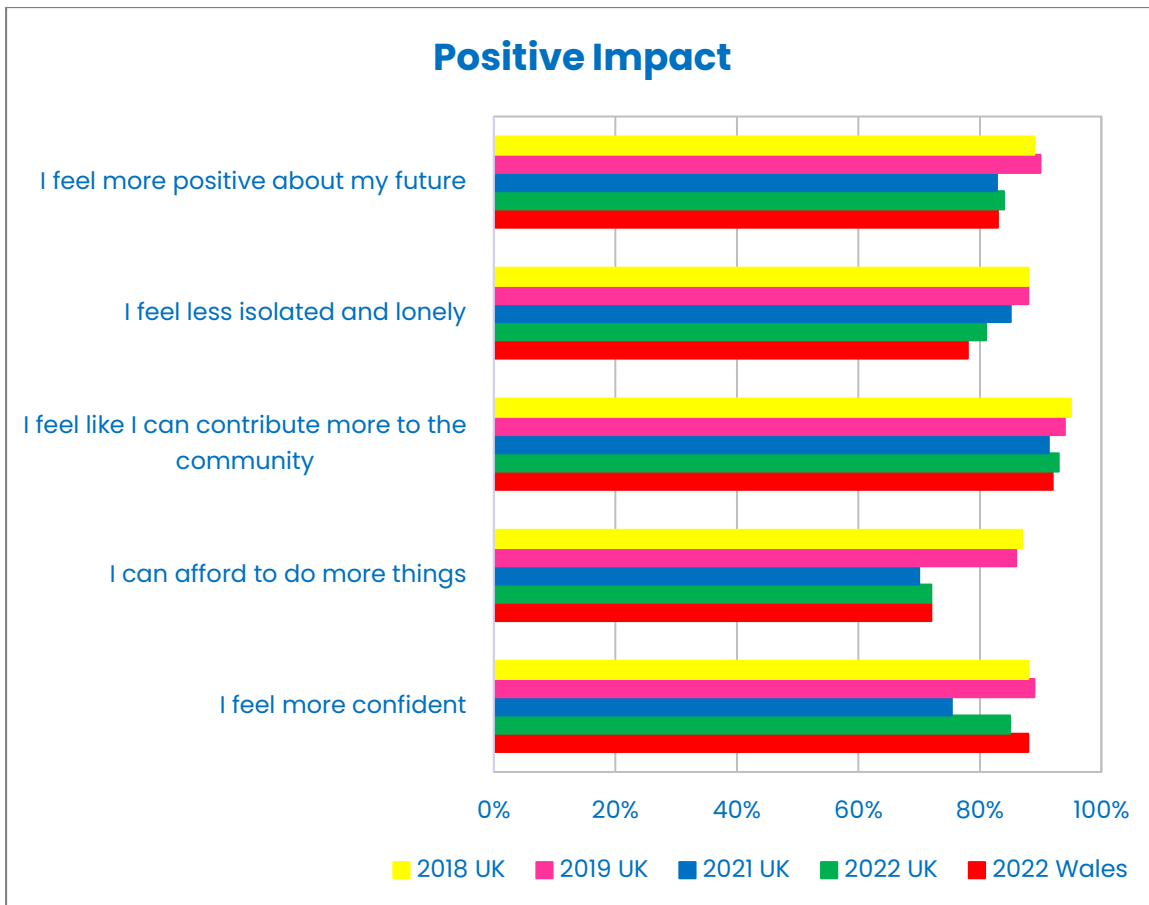


Another benefit is an increase in knowledge about community services that are able to support themselves and others. 90% think that they know more about community services

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 happier 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.”*

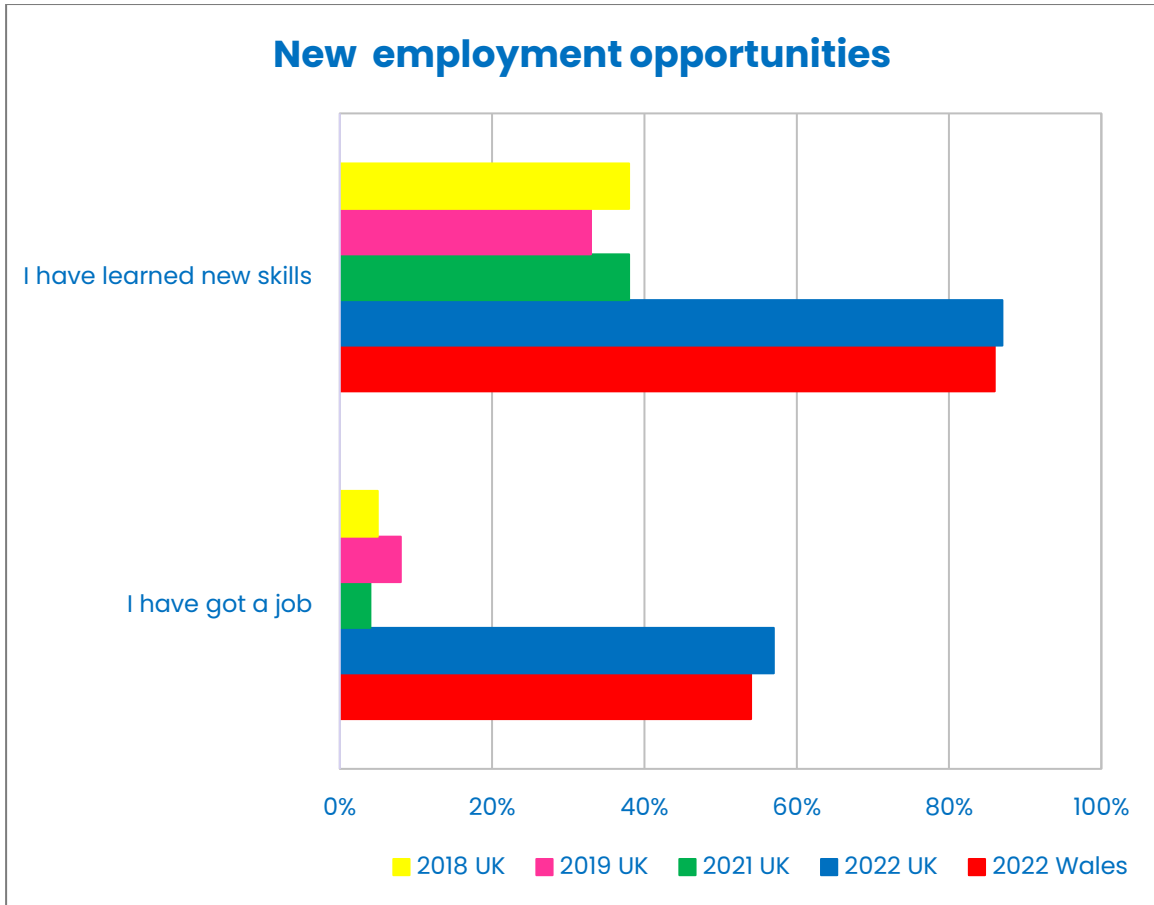
*Volunteer from Neath*



The positive impact on Tempo volunteers remained high at over 80% in both Wales and the UK. 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. There is little difference between the impact in Wales and the UK.

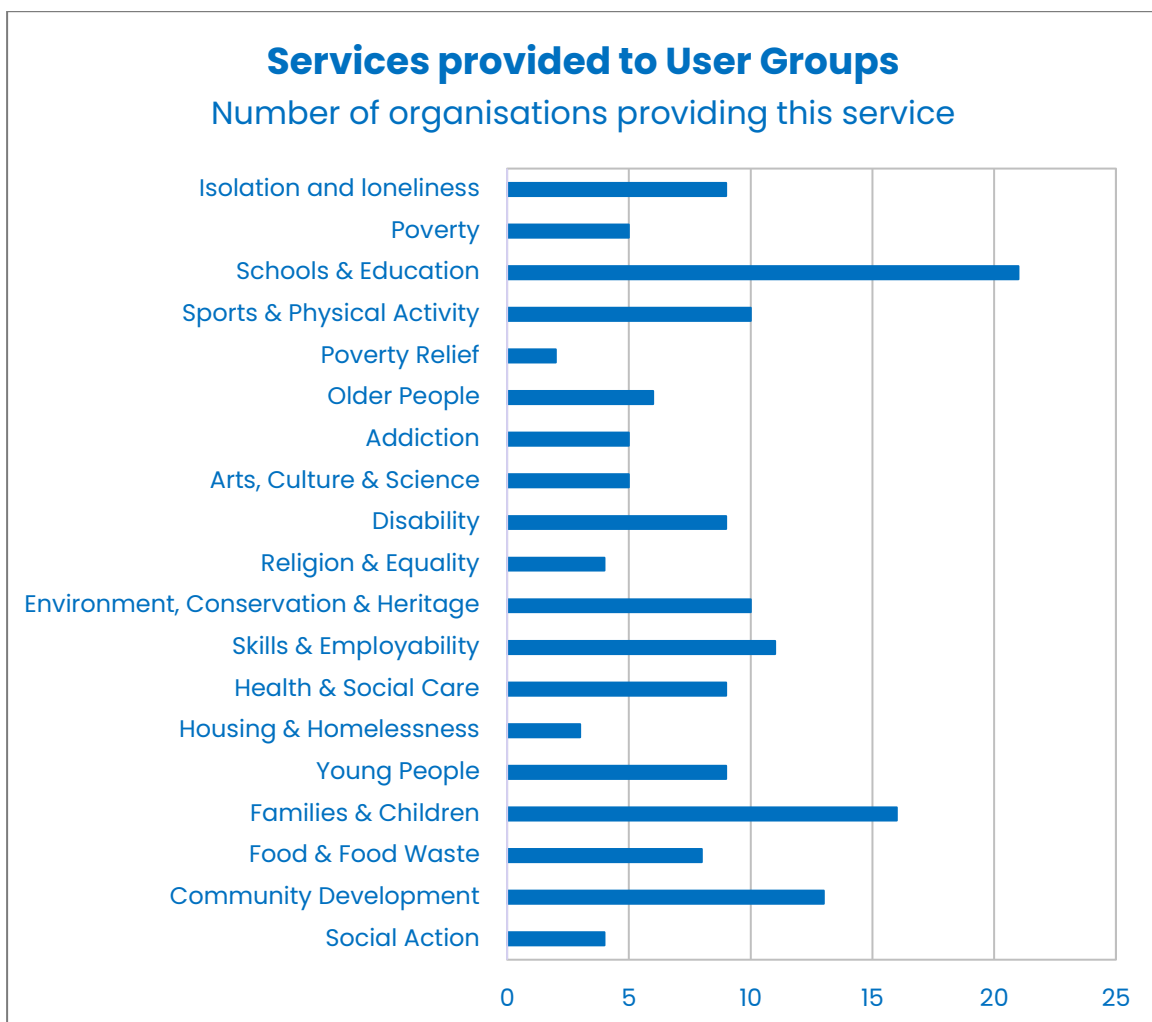
The long-term employment effects in economic impact terms are not currently captured by the economic impact calculation. It is difficult to attribute this between Tempo and the community organisations the volunteers are hosted in. However, we believe that the positive effects of moving into employment 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 those in Wales (520) to give their views. The following analysis provides a response of the 40 responses received. The focus is very much on learning how Tempo can improve.

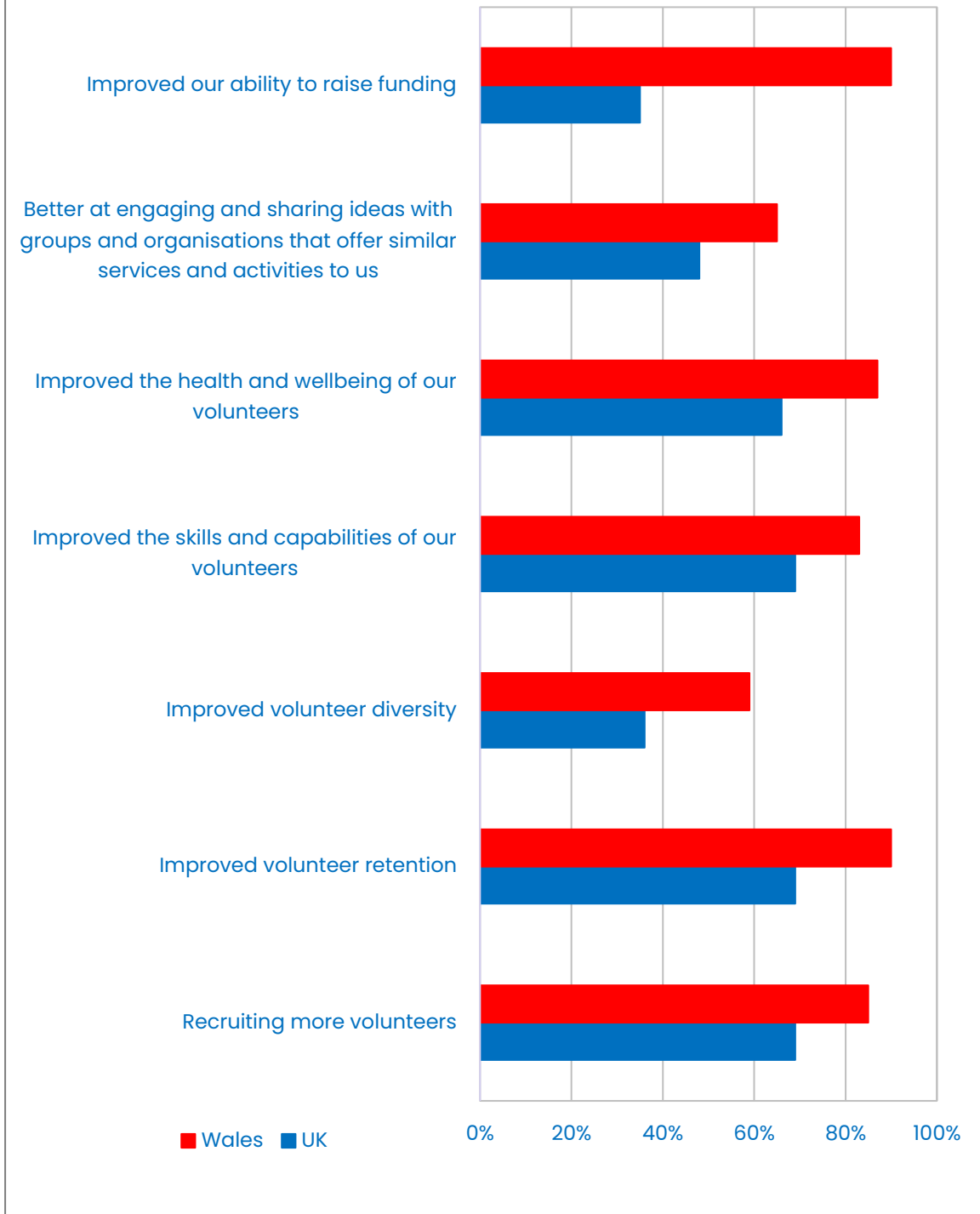
The three most valued parts of Tempo's services during the last year are each linked to the response to COVID-19:

- 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 (159) provided by the 40 organisations which completed the survey. Many of them deliver services to more than one user group.

## Making a Difference to Organisations



85% of community organisations considered that Tempo Time Credits helped them recruit more volunteers and 90% thought that it helped them retain volunteers. In Wales both these figures were 20% higher than in the UK as a whole.

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 £78,000 would be made (520 community organisations x £150 per community organisation).

60% of community organisations in Wales thought that Tempo Time Credits improved the diversity of volunteers. Over 80% 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 two-thirds of them better engage and share ideas with groups and organisations that offer similar services and activities.

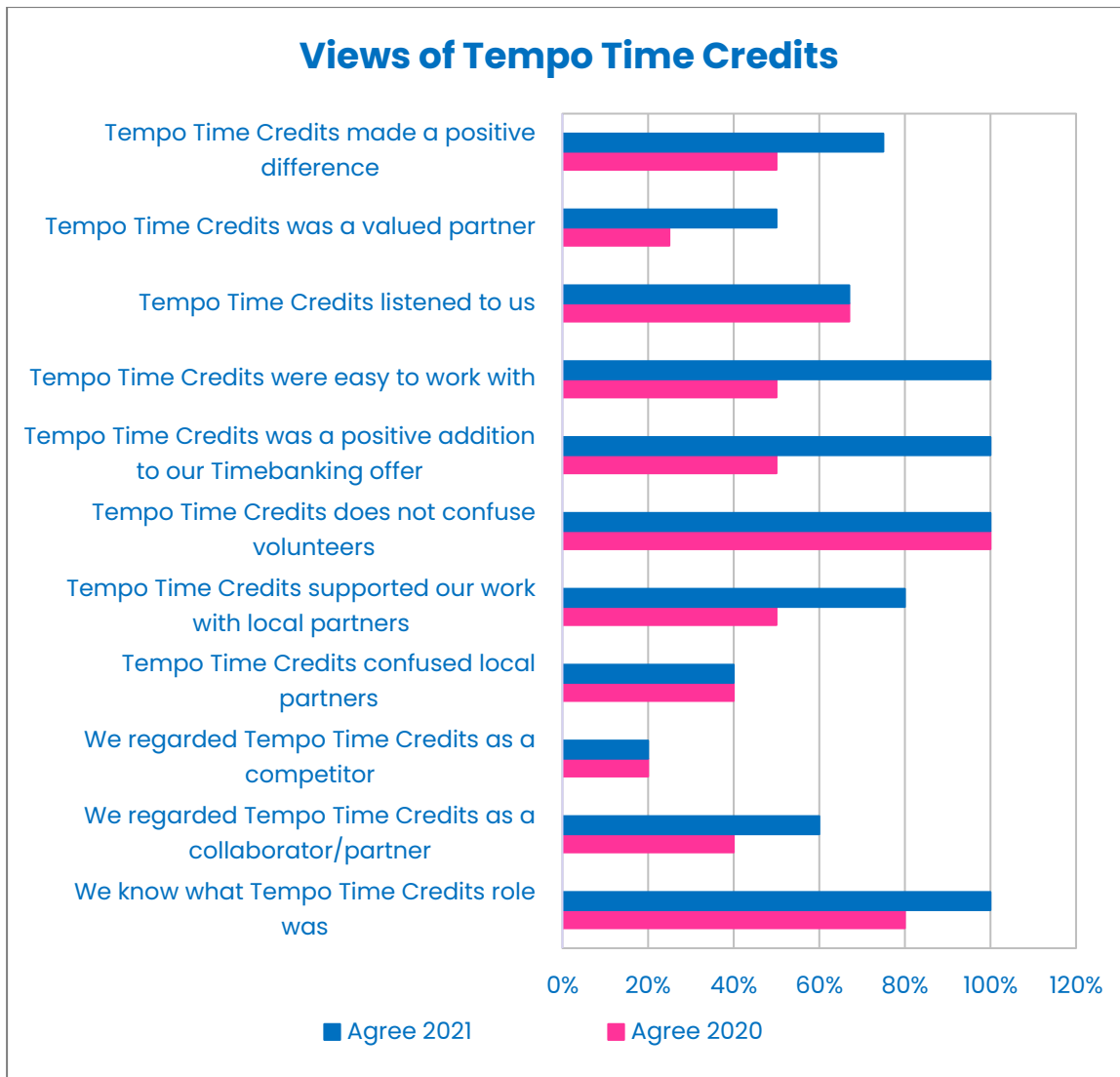
90% of community organisations stated that using Tempo Time Credits with their volunteers helped them raise their funding.

98% of community organisations use Tempo Time Credits as their way of recognising their volunteers' contributions. For 68% of community organisations Tempo Time Credits is their only formal or informal recognition system. 20% have another formal recognition system and 10% an informal recognition system.

## Short and Long-term Impact on CVCs in Wales

**THIS WILL BE UPDATED SHORTLY. THE RESULTS BELOW ARE FROM 2021**

The 2021 results are shown below.



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 future 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.