



TEMPO TIME CREDITS

IMPACT REPORT

2023



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“ I love the flexibility of Time Credits – discovering the new opportunities and ways in which Time Credits can be used to benefit groups, organisations and businesses. I love seeing someone’s eyes light up when they realise that Time Credits are a tool and all the endless possibilities that they could be used for! ”

Working for Tempo for me, is all about being passionate about wanting to make a difference to people's lives – wanting to help empower people, help them to feel valued and appreciated and to have some good times!

For me, Tempo represents celebrating the best in people! Raising the profile of unpaid work, with volunteers going above and beyond to help our communities thrive. I love how Time Credits can help this to happen more by giving credit when credits due!

I love that Tempo embraces inclusivity – everyone has something to give, everyone is valued, everyone's time can be recognised and is as valuable as everyone else's. Tempo helps to create a more equitable society – giving people the opportunity to access and experience new things that they otherwise might not be able to do or haven't even thought of doing.

Tempo is about creating a virtuous cycle within our communities to help people and businesses thrive together.

Tempo for me is about positive change. The way encouraging and supporting people into volunteering can positively change their lives and prospects. But also, how they, in turn, can positively change the organisations they support and the communities they live in.

Tempo makes a change to individuals lives by opening opportunities to them that would otherwise be inaccessible, often due to economic or social circumstances in which they find themselves. Tempo seeks to reduce gaps that sadly still exist due to differences in background and financial status. In accessing previously 'exclusive' activities, the self-esteem, feelings of value and overall wellbeing of an individual can be improved.

TEMPO TIME CREDITS IS CELEBRATING WORKING WITH PEOPLE, COMMUNITIES, SERVICES AND BUSINESSES FOR THE LAST 15 YEARS. OUR PEOPLE HAVE BEEN THE KEY TO BUILDING ALL OUR RELATIONSHIPS AND MAKING THINGS HAPPEN. HERE ARE SOME REFLECTIONS FROM CURRENT AND PREVIOUS STAFF ON WHAT THE ORGANISATION MEANS TO THEM:

Seeing volunteers rewarded for all their hard work within local communities, more so the impacts that it gives to their wellbeing, a sense of self-worth and lives as a whole. I feel that Tempo really does impact and make a difference to local communities.

To me, Tempo meant working to grow something I really believed in. I miss hearing every week about the difference Time Credits had made to somebody's life. I was really proud of what we were doing and the impact we had.

For me Tempo works on two levels. People get the opportunity to help themselves into a better position by volunteering. The community benefits by having a larger and more varied pool of people involved in volunteering.

TEMPO TIME CREDITS

A BIT ABOUT US

Tempo Time Credits is a charity that was set up in 2008. We work with people, communities, services (like Local Authorities, Health Trusts and recovery organisations) and businesses. We work across the UK, engaging, encouraging and enabling volunteers. We provide the thread that connects local voluntary partnerships and community-based solutions.

HOW IT WORKS

Our Time Credit model recognises and rewards volunteers for the hours they give. Volunteers can exchange Time Credits for experiences, products or services – like cinema tickets, entry to visitor attractions or even a coffee and a slice of cake!

It benefits the community because the volunteers play a part in delivering vital services like food banks, schools, environmental activities and older people's care – supporting the most vulnerable in society. With a larger, more diverse volunteer base, local organisations and grassroots groups can grow their capacity and impact.



WE BUILD COMMUNITIES.



WITH COMMUNITIES. FOR COMMUNITIES.

With the ever-changing world that we all live in, on our 15th anniversary we have taken time to reflect and review “who we are” and “what we do”. We want to make sure we are supporting people, communities, services and businesses as much as we can to enable and empower them. From this review we have refreshed our vision, mission and purpose:

OUR VISION

working with people, communities, services, and businesses to deliver a positive impact on individuals and society by improving health, wellbeing, and diversity through creating pathways for everyone to volunteer.

OUR MISSION

to build a national network of individuals, communities, services, and businesses that work in collaboration to develop the pathways for people to volunteer to create positive social change and for volunteer's time and commitment to be recognised through Tempo Time Credits.

OUR PURPOSE

we are the thread that connects volunteers, third sector, services, and businesses together through our projects and Tempo Time Credit networks.

OUR VOLUNTEERS TOLD US WHAT WORKING
WITH TEMPO TIME CREDITS MEANS TO THEM:

Fun Enabling
Positivity Thread
Giving back Health and wellbeing
Community Happy
Time Credits Volunteers
Life-changing Resilient
Partnerships Empowered
Family Opportunities
Local Inclusivity Skills
Experiences Connecting
New friends

It encourages me to get out
which makes me happier and
not isolated. I enjoy spending
the Time Credits on family days
out that I cannot usually afford
which lightens the load and
reduces stress and anxiety.

Mainly being able to visit my
local college hair and beauty
salon to try and maintain my
personal appearance as I
wouldn't be able to afford the
haircuts etc. The students are
a delight to be around and I
come home feeling on top of
the world!



KIM'S STORY

...of moving from a volunteer to an employed member of staff.

Kim is one of 30+ volunteers who contribute their time at Llanelli Railway Good Shed Trust Ltd which is a volunteer-led organisation. Kim has moved from initially becoming a volunteer to now a paid member of staff and we spoke to Kim about her experience.

"My name is Kim, and this is my personal experience of transitioning from a volunteer to a staff member at Llanelli Railway Goods Shed Trust in Llanelli. I wanted to highlight the profound impact volunteering and Tempo Time Credits have had on my life and the wider community.

In the summer of 2022, I made a significant move from a rural community that had been my home for most of my life to the vibrant coastal town of Llanelli. Eager to establish connections and immerse myself in the community, I actively

sought out volunteer opportunities. That's when I came across Llanelli Railway Goods Shed Trust (LRGST) and its three engaging volunteering categories: heritage, hospitality, and horticulture. Given my family's passion for trains, my background in hospitality, and my current studies in Environmental Science, it was the perfect fit for me.

Meeting the Coordinator, Sarah, was a turning point. We quickly became friends, and she introduced me to the concept of earning Tempo Time Credits through volunteering at LRGST. While it wasn't my primary motivation to volunteer, the addition of Tempo Time Credits became an exciting and motivating aspect of my journey. These credits opened doors to new activities and experiences that would have otherwise been financially out of reach. Additionally, the sign-up process was accessible and

accommodating, even for someone like me with a learning difficulty (dyspraxia).

Approximately six months into my volunteering journey with LRGST, a job opportunity arose. Having gained valuable experience and insight into the charity's ethos through volunteering, I felt confident during the hiring process. Following a fair and unbiased evaluation, I was fortunate enough to be offered a position within the organisation.

Currently, I serve as the Catering Volunteer Coordinator, responsible for promoting the benefits of Tempo Time Credits to our dedicated volunteers. Drawing upon my firsthand experience of utilising Tempo Time Credits as an LRGST volunteer, I am well-positioned to explain its advantages to both

new and seasoned volunteers. It has been an incredible opportunity to not only contribute to the community but also inspire and motivate others to engage in meaningful volunteering activities.

As I reflect on my journey, I am immensely grateful for the positive impact Llanelli Railway Goods Shed Trust has had on my life and the wider community. The organisation's commitment to volunteering, community engagement, and innovative approaches such as Tempo Time Credits has truly shaped a more inclusive and vibrant society."





TEMPO TIME CREDITS SOME OF OUR NUMBERS:

- 1.25 million Time Credits have been used over the last 15 years.
- Over 15,000 volunteers are currently registered on our digital Time Credits platform:
- Over 1,300 charities and community organisations work with us to reward and recognise their volunteers.
- Over 750 partners have supported us, our volunteers and our communities by giving us experiences, products and services that can be exchanged for Time Credits.
- We have had 40 commissioned programmes throughout the UK and developed the first national Time Credit network.



Scan here to go
to our Digital Time
Credits Platform



OUR VOLUNTEERS:

Over 1,500 volunteers responded to our impact survey in July 2023. They told us what difference volunteering and working with Tempo Time Credits has made to them.

The average volunteering hours per week across all survey respondents

is 2.7 hours – that adds up to 2.1 million hours per year across all of our registered volunteers or equivalent to 1,368 full time employees! Our economic impact annually based on the number of hours volunteered, if they were paid at minimum wage is a whopping **£21.9 million!**

From our survey:

- **83%** of respondents have earned Tempo Time Credits
- **40%** of respondents had never or only occasionally given time before receiving Time Credits
- **20%** of respondents volunteer for more than 5 hours per week
- **18%** of respondents started or volunteered more due to Tempo Time Credits
- **45%** of respondents volunteer their time more than once a week
- **57%** of respondents stated that earning and using Time Credits has improved their quality of life

“ Volunteering gives me a sense of purpose and such a worthwhile feeling that I am doing something to help and contributing to those in my local community who need support and encouragement both physically, emotionally and mentally. That in turn improves my own wellbeing in all ways.

”



SUE'S STORY

...of her volunteering as a way of giving something back

Sue is a volunteer who contributes her time with Skanda Vale Hospice, which is an independent, volunteer-led hospice based near Llandysul, Carmarthenshire. Sue has been volunteering with the hospice as well as another local organisation Banc Organics in Carmarthenshire. Sue wanted to volunteer with Skand Vale Hospice as she was close to two friends, as well as her mum towards the end of their lives, which contributed to her wanting to give back as she believed she had something to learn and offer to people in their final days.

Sue primarily volunteers with the hospice as a companion volunteer on a weekly basis between 09:30 and 14:00 (although the hours can be flexible) where she offers conversation, artwork, tea and

coffee, socialising, serving lunch and other general support that individuals may need in their time at the hospice.

Sue has earned over 100 Time Credits through her volunteering and when asking Sue, the impact that Tempo Time Credits have had on her and her volunteering she said **"Tempo Time Credits have been a nice little addition to volunteering and an acknowledgment of my time."**

Sue has used her Time Credits to access swimming at Llanelli Leisure Centre, Ffwrness Theatre and St David's Hall amongst others. Describing her experience Sue said **"I had a wonderful musical experience thanks to my Time Credits recently and I treated two of my family too. All**

for the equivalent of six hours' volunteering, for which I earned six Time Credits. We went to hear the Philharmonic Orchestra at St David's Hall in Cardiff playing a sparkling selection of short classics by the likes of Tchaikovsky, Faure, Verdi, John Williams and Rimsky-Korsakov. The Philharmonic is a 30 piece orchestra based in London. Their faces were glowing with pleasure as they played, and the acoustics in the hall are first class. What an ovation they got! We were on our feet, and we came away thrilled and moved by the drama and the melodies." When Sue rang up and asked which seats, she could select using her Time Credits the staff member at St David's Hall said she could have the **"best seats in the house"**.

Volunteers who work with us have told us it supports them in a number of ways:

- ✓ Health and wellbeing
- ✓ Future outlook
- ✓ Skills and employability
- ✓ Supporting others and the wider community



HEALTH AND WELLBEING

Our survey respondents told us:



“ I lost my husband in 2021 and it has been very difficult adapting to life in a new area and missing him. Time Credits have got me out of the house, meeting new people and helping out at a coffee morning. I have made new friends and I’m feeling less lonely now. ”

“ My fitness goal for 2023 is to learn to swim properly aged 63. This requires regular practice which is expensive for a retired person, so my twice weekly free swims are a game changer. ”

“ Due to looking after my elderly mother who has vascular dementia I have been unable to make time for me to switch off and take time out, so the use of my Time Credits I have built up encourages me once a week to go swimming, this has helped my mental health enormously, just being able to swim gives me the focus and strength I need to continue to care for my mother, I am able to step into her world without getting anxious and upset after my swim. ”



FUTURE OUTLOOK

Our survey respondents told us:

57%

feel more positive about their future

60%

feel more confident

40%

can afford to do more things

“ I am poor, it is nice to use for my children to go to things. ”

“ Since retiring, it’s good to meet new people and make new friends and this has improved my confidence and made me very happy. I enjoy having a positive impact on other people’s lives, I feel useful. ”

“ By getting out of the house to do more activity means helps me physically and by doing something a little challenging helps my confidence and self-worth. ”

SKILLS AND EMPLOYABILITY

Our survey respondents told us:

65%

have learned new skills

18%

have got a job

70%

have shared their skills with others

22%

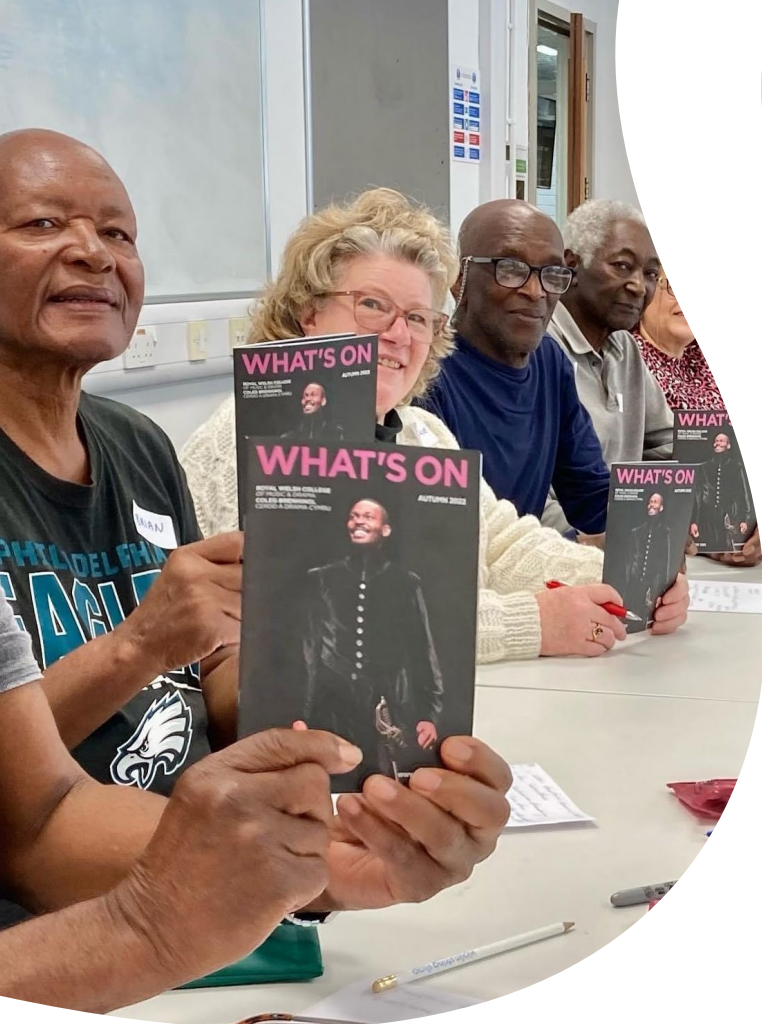
have less need to use social care services

“I feel less alone and have a job again.”

“It was great to meet other people and get new skills with volunteering, it also led me to getting a job with the organisation I volunteered for which was great and completely unexpected.”

“Engaging with other people more, learning new skills, being outside more, being active, increased sense of purpose. The Time Credits then make rewards affordable – EG. Visiting local sub-tropical gardens, cinema for free. It’s a positive feeling to be rewarded for your efforts in such a way. Time Credits are extremely motivational and rewarding. Long may they continue.”





“ I like knowing I have contributed positively to the community. ”

“ Seeing people in the community thank you for your services and saying that the work you do is a lifeline to them is very rewarding. ”

SUPPORTING OTHERS AND THE WIDER COMMUNITY

Our survey respondents told us:

76%

feel more able to contribute to the community and other people

20

73%

know more about community-based services and the support available to them

53%

have helped to shape the health and care services in my community

49%

have helped others with the same condition or who face similar challenges to them

“ It’s been great to help people and give back especially to people in the community who are struggling, it makes me appreciate what I have. ”



DARLENE

...tells us about how volunteering and Time Credits have helped her

Darlene lives in London and supports the running of the Lillington and Longmoore Gardens Residents' Association, LALGRA. The association works with CityWest Homes and the Council on issues such as service charges, major works, security, dogs, gardens, the residents' hall and other issues that impact residents' lives across the estate.

Darlene has been earning Time Credits by helping with lots of activities including hall bookings, events and other activities that have increased significantly this year and resulted in her giving more of her spare time to volunteering.

“

Time Credits increases my motivation to continue in the role as volunteer, which at times can be demanding, but also carries a high level of responsibility. It's worthwhile volunteering in situations that you can receive Time Credits as they are a good incentive to make you do more for your community.

Time Credits enable me as a volunteer to participate in nice activities that I could not afford to do otherwise and can be used not only for myself, but I can include a guest! It's nice to receive Time Credits and feel acknowledged and rewarded for the time you give to your community it would be a great shame not to be able to earn Time Credits and I hope every effort is being made to continue the programme.

”

HOW WE SUPPORT CHARITIES AND COMMUNITY GROUPS:

The organisations we work with in communities support all kinds of areas:

Families and Children Food and Food Waste
Social Action Community Development
Health and Social Care Housing and Homelessness
Skills and Employability Young People
Environment, Conservation and Heritage Religion and Equality
Disability Addiction Arts, Culture and Science
Poverty Relief Isolation and loneliness
Older People Sports and Physical Activity
Poverty Schools and Education

Through our impact survey over 100 organisations that we work with have told us that:

93% of them use Time Credits to recognise and reward their volunteers.

And through our work with them:

72% have recruited more volunteers

78% have improved the health and wellbeing of their volunteers

63% have improved volunteer retention

33% have increased volunteer diversity

51% have improved the skills and capabilities of their volunteers

46% have got better at engaging and sharing ideas with groups and organisations that offer similar services and activities

30% have improved their ability to raise funds



Time Credits offer a real practical opportunity to support clients. Time Credits trips can create an attitude that there is a life away from alcohol and that it is possible to enjoy activities away from alcohol. Trips can support and foster a community and camaraderie that would simply not be possible in the service. The whole process of earning Time Credits can boost esteem and confidence. Again in a practical way that is truly unique and different from what a confidence and esteem building group could manage.
HAGA Action on Alcohol

Time Credits make volunteers feel accomplished and makes the activity they choose to spend their Time Credits on more enjoyable and feel good because they did something positive for their community.
City Connections – City of London Project

We work with over 1,300 charities and community organisations, including:



COASTLINE HOUSING

...tell us how working with Tempo has helped their organisation

Coastline Housing is a provider of social housing in Cornwall. In the midst of a housing crisis in Cornwall they are dedicated to addressing this issue by providing social housing, extra care schemes, homelessness services, and employability programmes to support customers to find work opportunities. As part of their mission and in partnership with other organisations working to combat the housing crisis, they offer support to individuals experiencing homelessness and complex needs. They have integrated Time Credits into their volunteer programme and tell us how Time Credits have enhanced their volunteers and customer experience.

The Coastline Volunteer Manager emphasises the significance of volunteers in delivering wellbeing activities to improve mental health and self-esteem among service users. They help to deliver activities ranging from cooking, gardening, walks, to one-on-one wellbeing and confidence-building sessions.

Some volunteers even offer their time to provide things like free hairdressing services, helping to improve the self-esteem of Coastline's customers who have been experiencing homelessness.

"One dedicated volunteer, who manages three different businesses and has a husband frequently working away, saves up her Time Credits to enjoy days off with her husband when he's home. We're focusing on helping volunteers like her identify ideal ways to spend their Time Credits through volunteer development sessions."

Coastline finds Time Credits to be very user-friendly. Their Volunteer Manager who leads on their Time Credits account, praises its simplicity in navigation and the ease of explaining it to volunteers. The concept of Time Credits is easy to grasp, making volunteer setup straightforward. Regular newsletters from the Time Credits team are also appreciated, as they help volunteers stay informed

about where they can use their Time Credits both locally and nationally.

She says, Time Credits serve as a valuable incentive for Coastline's volunteers. While these lovely people would probably give their time regardless, Time Credits offer an additional way to express gratitude. We know our volunteers appreciate the opportunity to use Time Credits for themselves, their friends, and family, particularly at a time when the cost of living is limiting people's household budgets and making it hard for people to afford activities and day trips out.

Some volunteers even go the extra mile by gifting their Time Credits to local youth groups, schools, and family members. This generosity enables others to benefit from experiences they might not have otherwise had access to. It fosters a sense of community and shared opportunities.

Coastline believes that Time Credits play a significant role in strengthening social connections.

Volunteers and customers at their homelessness services occasionally pool their Time Credits to go on day trips together. This collective effort allows them to enjoy experiences that would have been financially out of reach for our volunteers and most definitely for our customers.

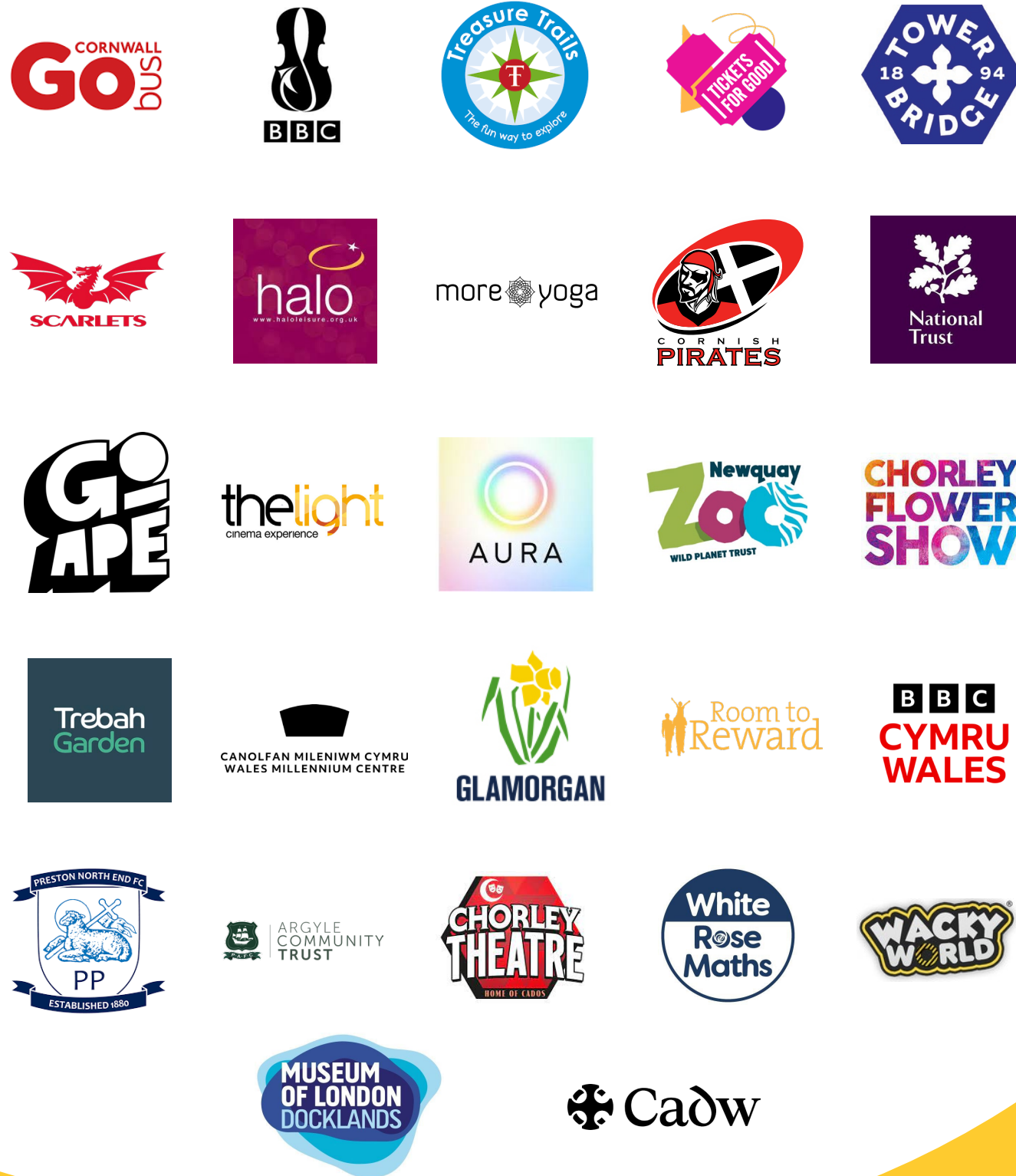
Another great outcome of Time Credits in Cornwall is that not only have they enhanced volunteer engagement, but they've also raised awareness of the different activities and opportunities available in Cornwall. Volunteers have discovered hidden gems within their community, enriching their understanding of what's out there for them to enjoy.

Time Credits have such a positive impact on mental health, self-esteem, social connections, and community awareness. Time Credits, ultimately contribute to a stronger and more connected Cornwall and we love being part of the network.



OUR PARTNERS:

The work we do at Tempo Time Credits would not be possible without our partners, we have worked with over 750 organisations, including:



They generously give experiences, products and services that volunteers can exchange for their time. This supports the local community and gives something back.

In return the partners benefit from:

- ↑ **Increased awareness** and footfall.
- ↑ **Greater diversity** of clients and reaching groups that may not be their typical customer.
- ↑ **Increased spend** as each person who redeems a Time Credit spends on average an additional £8.27 and usually brings at least one other person who spends £6.55.

“Since coming to Royal Welsh College of Music and Drama we have had the wonderful ability to earn Tempo Time Credits through volunteering our time to support our group, The RCC Windrush Cymru Elders. This has opened up the possibility to use credits as reward payments for different things such as theatre shows or going to leisure centres.”

“We’ve worked with Tempo for a number of years, but growing our relationship across the whole of National Trust Cymru is a really exciting next step. Having all of our places accessible with Tempo Time Credits will open up the opportunity to experience these beautiful places to more people, and in a way that works for them. Rhiannon Gamble, National Trust, People Business Partner (Volunteering and Community) Wales



PLANTASIA

...tells their story of how Tempo Time Credits helps them to do their bit

Plantasia is a fully immersive, interactive family tourist attraction and rainforest zoo based in the heart of the city centre of Swansea, South Wales. Great for a family day out, Plantasia is home to over 40 species of animals including pythons, piranhas, parrots, crocodiles and many more as well as over 1,000 species of plants to discover. With an education and conservation focus, including 15% of animals at Plantasia having some conservational concern, they regularly host school visits on top of general admission visitors and are passionate about educating the next generation about conservation. Plantasia currently offer general admission entry for two Time Credits which are available to local volunteers and have been a partner with Tempo for four years. The General Manager, Anthony Williams took some time out from his busy day to

talk to us about why Plantasia are partnered with Tempo Time Credits.

When asked about why Plantasia have partnered with Tempo Time Credits Anthony said **"I used to operate Time Credits at a previous venue I managed in Wales, The Royal Mint, so when I came to manage Plantasia I spoke with Tempo to get everything set up here as well. It's a really great way for us to do our bit to help reward and recognise the volunteers in our local communities who do incredible volunteering work with really worthwhile activities by allowing them to come to Plantasia using their hard earned Time Credits"**.

When discussing the benefits of Tempo Time Credits to their business Anthony said "Accepting Time Credits allows us to help fulfil our educational and conservation

objectives within a fun, engaging environment bringing people through the doors whilst knowing that we are supporting and rewarding volunteer work in the local area is beneficial. Also, we benefit from associated spend with the visitors who come using Time Credits as they will often use our gift shop or café which is revenue that we wouldn't have otherwise had if they hadn't visited us through Time Credits. Time Credits also allow us to reach individuals who wouldn't otherwise be able to visit for various reasons as well as improve our word-of-mouth marketing within the local area which is important for increasing footfall here".

We asked Anthony about the online digital system and how easy it was to implement to which he said "the system is really straightforward to use and fits in well with our environmental aims as it reduces use of paper. The team on the front desk find that it doesn't add any significant time to our processes, and I am able to see how many visitors have come in using Time Credits through the Insights function which is very helpful". Using the insights function it allowed Plantasia to see that they have accepted over 275 Time Credits this year already by July!

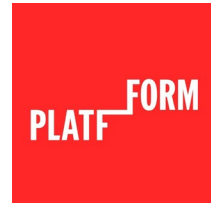
Anthony has said he would recommend accepting Tempo Time Credits to any other business in the area. "Yes, it is a good way to reward volunteers and we are proud to partner with Tempo and do our little bit".



Our funding partners work with us on commissioned projects that generally focus on a specific geographical area.

We have long-term and sustainable relationships with our funding

partners. Working with them to understand their needs and requirements and building a plan that works for them in their locality. Many of our relationships with funders have been running for 10 years or more.



AWARDS:



Tempo is committed to promoting social good and making positive changes to the lives of citizens. We are honoured to have recently been recognised for this commitment by the Lord Mayor of London as the winner of the Dragon Awards Community Partnership Award 2023.

I'm very happy to announce that Welsh Government is continuing its support for the Tempo Time Credit programme in Wales for a further three years. This will help build on the excellent foundations they've created to help our communities become more cohesive, combat issues such as loneliness and isolation, and help people into volunteering.

Jane Hutt MS, Minister for Social Justice and Chief Whip, Welsh Government

Setting up Cambridgeshire Time Credits , one of the most successful community currency networks is still one of the highlights of my career! It serves as an amazing testimony to what the best partnership working with councils, businesses and VCS can achieve - for individuals, families, services, and community capital. Yannick Auckland, Tempo's Cambridgeshire Network Manager 2015-2022

COMMUNITY PROJECT TEAM AT LANCASHIRE COUNTY COUNCIL

The Community Project Team at Lancashire County Council have worked with Tempo for the last 8 years. They told us about the impact the projects have made in Lancashire: The work supports Lancashire residents with their health and wellbeing, through encouraging people to engage with their communities via volunteering and rewarding them for their efforts. The Time Credits programme has a wide range of impacts on those who get involved. The main impacts in Lancashire have been improving people's quality of life and helping them feeling more positive about the future, learning new skills and improving employment

opportunities, improving mental health and connecting with their communities better.

As a Local Authority our wide ranging services impact people's day to day lives, and as a public health service we strive to reduce health inequalities and improve health and wellbeing through all of our services.

The vision for our organisation is to deliver better services, protect our environment, support economic growth and care for the vulnerable. Helping the people of Lancashire to experience the best start in life, have healthy hearts and happy minds.



We find the Time Credits process simple and the system easy to use. We have regular catch ups with our contact at Tempo and are kept informed of the latest developments through larger quarterly contract management review meetings. We work closely together and use both of our resources to try and raise awareness of the Time Credits programme and to continuously develop and improve the offer.

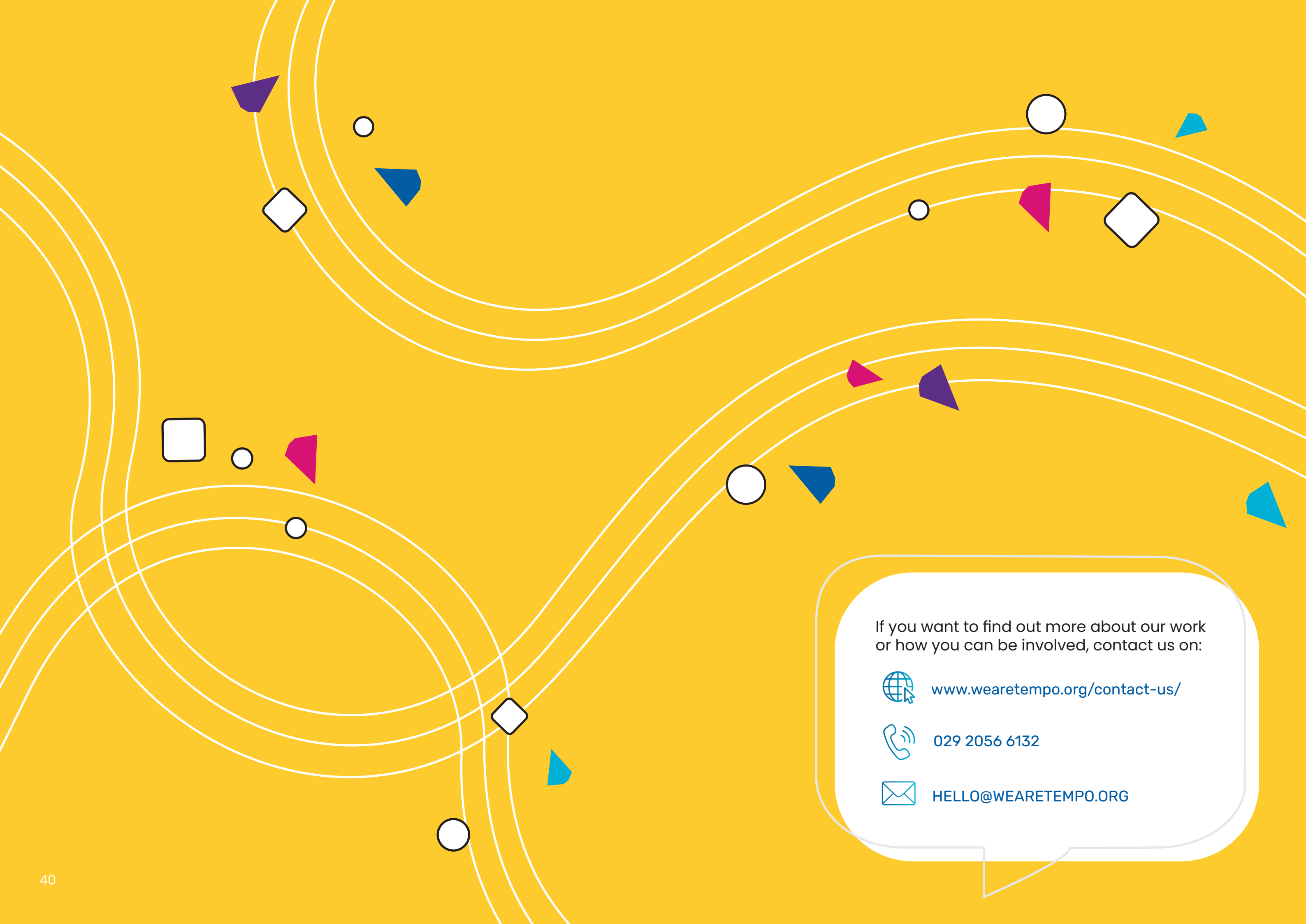
Hearing about people getting days out with family and loved ones, which they wouldn't be able to afford without Time Credits. Particularly enjoyed hearing

about the person who'd had to give up work to be a carer, and therefore give up their gym membership too, they were able to get back to the gym with Time Credits.

FUTURE PRIORITIES

The priorities for the future for Tempo Time Credits are simple:

- Continuing to create pathways for everyone to be able to volunteer
- Working with community groups and charities to enable and empower them
- Continuing to build our national network of partners to be able to recognise and reward our volunteers throughout the UK
- Working closely with our commissioners to develop projects that fulfil their objectives, support local communities and volunteers
- Working with businesses to enable them to support volunteering within their business and their local communities



If you want to find out more about our work
or how you can be involved, contact us on:



www.wearetempo.org/contact-us/



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