

Tempo Time Credits



Llywodraeth Cymru
Welsh Government

Tempo

Stories
from
Wales

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Cardiff Foodbank



Cardiff Foodbank is part of a nationwide network of foodbanks, supported by The Trussell Trust, working to combat poverty and hunger across the UK. The Cardiff foodbank has been established to distribute food to people in Cardiff who are facing a financial crisis, and emergency food to individuals and families in crisis. Cardiff food bank has eight centres across the city open for two hours once or twice a week as well as a distribution centre.

The Role of Time Credits within the Organisation



Meet Sam

Sam Johnson is the Volunteer Co-ordinator for Cardiff Foodbank who recruits, trains and supports the team of volunteers in the warehouse, offices and distribution centres. Sam said "Using Time credits has been an incredibly helpful way for us to thank our volunteers for the hours they give to serve others. With our number of volunteers, we simply wouldn't have the ability to show our gratitude to all of our volunteers equally."

Cardiff Food Bank signed up to use Time Credits in January 2023 and currently has over 133 active volunteers registered to Time Credits!

Time Credits are used to **thank** and **reward** the volunteers for all their hard work and efforts. Individuals are awarded the Time Credits for driving to collect food donations from various supermarkets and venues and for dropping off food orders to food banks throughout Cardiff. At the distribution centre in Cardiff, volunteers help to unpack and sort the food donations out when they arrive, store items appropriately and according to the expiry date and also then pack food boxes based on orders they receive from other food banks.

Understanding the IMPACT of Time Credits

Sam Johnson says...

"Volunteering is absolutely **vital** to the work of Cardiff Foodbank. Last year we served over 19,000 people with emergency food. We have an incredible team of over **200 volunteers** who help us do everything from processing donated stock through our warehouse, to collecting donations and delivering stock around the city to our 8 centres, to processing foodbank voucher data and, of course, serving our clients with food in a safe and welcoming environment.

Not only do our volunteers get to feel like they're **giving something back**, but they also become part of the bigger foodbank network, as well as finding friendships and **support** in their particular teams. Volunteering can **increase confidence**, provide a **sense of purpose** and give people a **community** to share a unified mission of seeing food poverty end in Cardiff (and beyond!)

Tempo Time Credit system is a brilliant and **well-needed resource**. Because of it, we've heard that volunteers feel more valued for the time they give."



Meet Frances

Frances Keane became a volunteer with Cardiff Foodbank at the distribution centre in Splott, as she wanted to **"give something back to the community"** after having to finish work early due to profound hearing loss.

Frances loves volunteering at Cardiff Foodbank and says she **"can't wait for Monday morning to arrive"** as she loves going to the centre and **"meeting and chatting to people"** she **"probably would never have met otherwise"**.

She said she feels **"very lucky"** to earn Time Credits and regards them as an **"indulgent treat."**

Whilst she expresses that she would **"likely have attended certain venues anyway"**, since earning Time Credits she is, **"more likely to go to them again"** because she can use her Time Credits to access them. As a retiree, Frances says the financial benefits are of great benefit to her.

Frances has already used her Time Credits to visit Chapter Arts Centre and St David's Hall and is hoping to in future use them to **"get a salad bag and take a trip to Kew Gardens."**

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The Impact of Giving

Pembrokeshire Care, Share and Give is a charity set up in Pembrokeshire in 2011 by Amanda Absalom-Lowe to help people, groups, and charities through the promotion of sustainable waste and recycling of everyday items from clothing and packaging to stamps!

Care, Share and Give has a huge impact across the communities of Pembrokeshire, their work not only protects and conserves the natural environment in Pembrokeshire by promoting sustainable waste management but also through providing awareness across the local community and creating recycling opportunities for the public, businesses, statutory authorities, and educational establishments.

Many of the funds raised or items collected are then donated to individuals or charitable organisations supporting those in need, ensuring usable items don't end up in landfills. Care, Share and Give has also been collecting surplus food from supermarkets and other establishments, they then re-distribute these food items to families, community groups and charities.



Meet Richard

Richard is a hotel owner who provides temporary homeless accommodation in Tenby and has been involved with Pembrokeshire Care, Share and Give for just under 2 years. Richard volunteers his time to collect food surplus from supermarkets across the county and he shares his experience of volunteering with the charity.

“Being involved with Pembrokeshire Care, Share and Give has opened my eyes to the volume of food waste that is created within our current systems and how this food can still be used to support people in our communities. If we didn't collect this food it would be thrown away. We are able to donate surplus food items to local food banks and to people experiencing temporary homelessness in the Tenby area, as well as cook fresh, homemade meals for them to enjoy where they may otherwise find it difficult to put food on the table without the support of the charity. I find the whole experience extremely rewarding. Seeing the difference that I can make by giving my time to make collections and help re-distribute the surplus food and then to see the impact that this has on those individuals who need it the most.”

Partnering with Tempo Time Credits

Pembrokeshire Care, Share and Give

Pembrokeshire Care, Share and Give's **partnership** with Tempo Time Credits enable volunteers like Richard the opportunity to earn Time Credits for the support that they give to the charity and the local community. Time Credits can be used to access a wide range of opportunities at Tempo's Recognition Partner network, in Pembrokeshire but also nationally. Volunteers can enjoy days out with family and friends or opportunities to learn new skills through online resources. Time Credits can also be gifted by volunteers to family, friends, volunteers or members of the community through their online platform.



Gifted Time Credits

Richard has gifted some of his Time Credits to his **daughter Rhian**, to support her to access opportunities for his **granddaughter Maisie**.

Without the Time Credits Rhian says that they would not have been able to afford these activities in the current economic climate.

Rhian has used the Time Credits to take Maisie to Xcel Bowling in Carmarthen.

When speaking about the experience Rhian said **"It is amazing that I have been able to bring Maisie to bowling which she really enjoys through Dad giving his time to support the people within our local community. In the cost-of-living crisis we're all currently experiencing it's made a huge difference to be able to use Time Credits to still access fun opportunities like this for Maisie and help my money stretch a little further, we also made sure we supported Xcel Bowl by getting Maisie her favourite treat from their cafe, an ice cream!"**

When asked about why he gifted his Time Credits Richard said **"It has been a great experience so far using my Time Credits to go to places such as Torch Theatre in Milford and Xcel Bowling and enjoy the opportunities myself which I am already looking at where to go next, but it's been lovely to see how giving my time can also benefit others within my family through gifting and allow them to experience opportunities and treats as a direct result of me just giving some of my time each week to volunteer in my local community. I am grateful to both Pembrokeshire Care, Share and Give as well as Tempo Time Credits for providing such a wonderful way of being able to give back whilst being recognised for the time that I give along the way."**

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Meet David



David Jones volunteers every week at the Sherman Theatre in Cardiff. He first started volunteering in 2014 when the Sherman 5 initiative began, which aimed to make the Sherman Theatre feel as open and accessible as possible and to help people overcome any personal or practical barriers stopping them from coming to the theatre.

David has learning disabilities and is unable to work. He volunteers at the Theatre every Thursday and “as much as is needed. I meet and greet and welcome people when they arrive at the Theatre. I check tickets show people to their seats and hand out programmes. I also help out with the Oasis Sensory group.”

David earns Time Credits for volunteering at the Theatre but says he volunteers because “I like to meet people and I like to help out with daytime activities. Volunteering fills my time. It gives me more experience and helps me to be more confident. I can also see the shows free of charge if I’m volunteering for them!”



“I went to the BBC Studios twice with my Time Credits! When you see the studios in real life, you see the whole place and the size of it! The news studio looks really small on TV but it’s huge! I did the weather when I was there, and they sent me a video of me reading it. I’m amazed how they could record it, link it up to the weather and send it to me. I like showing people the video of me doing the weather. It’s saved on my phone. I loved the studios.

“If I didn’t have Time Credits I’d be lost! I really would! You can go and see shows that are really expensive. I wouldn’t have done the BBC tour as it costs too much, and I’d never have seen a live orchestra play.”

“I have used my Time Credits to see the BBC National Orchestra of Wales play at the Wales Millennium Centre. It was the first time I’d ever seen a live orchestra play! It was amazing! I loved it and now I really want to go and see the orchestra play again. I’ve also been on a Tour of the Principality Stadium with my Time Credits. On the tour, they take you where the public can’t go – to the press room and to the changing rooms and through the tunnel and on the pitch. I even went in the Royal Box, and I sat in the seat where the Royals sit!”

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The Benefits of Volunteering - Carrie's Story

CYCA – Connecting Youth, Children and Adults is an independent charity providing different support services to children, young people, and families.

They offer mentoring, therapy, and family support to help build resilience providing tools to help all cope with life's challenges. They also deliver accredited training to families to help improve their well-being and gain skills and qualifications alongside training other professionals to work with children and families.



Meet Carrie

Carrie, 36, mum of 4, and full-time carer to her husband has been involved with CYCA for about 5 years and she shares her experience of volunteering with the charity.

Since being involved with CYCA I have learnt many new skills and completed multiple educational courses. Over the last year or so I have also been volunteering my spare time by delivering workshops and helping out where I can. Before I came to CYCA I was an extremely quiet and anxious person and would very rarely leave the comfort of my own home, but all that has changed through the support of the CYCA team. They have been such a big part of my life for 5 years and have given me the confidence to change my life, not only for me but for my family too.

Giving Back to The Community

"I have thoroughly enjoyed my time as a CYCA volunteer, giving back to the community is the most amazing feeling and a huge accomplishment. I have met some amazing people and made new friends along the way, which at one point in my life I would have thought impossible to do but CYCA really helped with every aspect of my life. I have delivered many different workshops over the last year which include baking skills, cupcake decorating, and arts and crafts-based sessions. Having the opportunity to pass on my knowledge and skills to others is extremely rewarding, especially when we receive such lovely feedback from the families involved."

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Partnering with Tempo Time Credits - Carrie's Story

CYCA has recently joined Tempo Time Credits.

"We have received new funding from the National Lottery Community Fund and we are supporting individuals to become Volunteers and Volunteer Community Ambassadors too. Both Volunteer roles are new to CYCA. Time Credits are used to incentivise volunteering and to reward those who give up their time for free." - Lianna Davies Senior Strategic Business Manager

The partnership with Tempo gives volunteers like Carrie, the opportunity to earn Time Credits for this practical help they give to the charity. Credits can be redeemed at a wide range of recognition partners where volunteers can enjoy days out with family and friends or opportunities to learn new skills through online resources."

Volunteering and earning Tempo Time Credits

Carrie explains the benefits to her family of earning Tempo Time Credits through her volunteering:

"Being a large family it can be quite expensive to do family activities and go on days out, but time credits really help with that. I have recently used my Credits for tickets to a Scarlets' rugby match. My children were so excited as this is something we wouldn't normally be able to afford. I am truly grateful to CYCA for such wonderful opportunities, they are inspirational and have always made me believe that I can achieve anything. I'm really excited for what's to come!"

"Carrie's story is very heartwarming and typical of the stories we hear from people who volunteer for our charities and organisations. Volunteer work is very rewarding in itself, but having the option to recognise and reward those who give their time with experiences from a range of recognition partners is what makes Tempo Time Credits so unique."

Emily Evans – Tempo Community Relationship and Partnership Manager.

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Llanelli Railway Goods Shed Trust

Llanelli Railway Good Shed Trust Ltd is a volunteer-led organisation committed to preserving Llanelli's industrial heritage since 2011. The Goods Shed is a Grade II listed building which once played a crucial role in the development of Llanelli until it ceased operation in 1966. Fast forward to 2022 and phase one of the project is complete in the journey to transforming the shed into a hub for cultural, heritage, community and enterprise activity. Set in the backdrop of the Tyisha ward of Llanelli, which is one of the most deprived wards throughout Wales, the Goods Shed works with its community and wishes to act as a catalyst for the regeneration of a largely deprived area whilst serving the needs of the community. Currently the Goods Shed is home to a community café, flexible office space supporting physiotherapy, community groups and community-based educational activities.



Since becoming involved with Tempo Time Credits in mid-2022 the Goods Shed has recognised the time of their volunteers through over 100 Time Credits!

A team of 30+ volunteers at Llanelli Railway Goods Shed Trust Ltd carry out a wide variety of different activities within their roles which are distinguished into three main areas: Hospitality roles setting up a community café, heritage roles looking at the history of Llanelli and horticulture roles which focus on the biodiversity and wellbeing walk and community gardening. There are also roles which support digital marketing, and Welsh language skills as well as a volunteer steering group that helps to shape the future of the Goods Shed with a combined voice. One volunteer has even been able to take on a paid position at the Goods Shed this year following their volunteering and will be leading the community café element of the organisation moving forward.

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Meet Sarah

Sarah Davies, the co-ordinator at the Goods Shed said 'Time Credits are a nice way to incentivise and thank our volunteers for the time that they give, and it encourages our volunteers to get involved on a more regular basis so they can build up their Time Credits whilst supporting the organisation. Time Credits add more quality to our volunteering experience and provide a real improvement to their well-being. Volunteers have used their Time Credits on opportunities such as visiting the Cadw Castle sites and swimming amongst others which are opportunities that some volunteers wouldn't be able to access through the cost of living crisis we are currently in, whilst making family days out more accessible for those in more deprived communities'.

When asked if she would recommend the use of Tempo Time Credits for other organisations throughout Wales Sarah said 'Time Credits are a great way to say thank you to your volunteers and help to support their wellbeing whilst recognising the truly incredible roles that they play within an organisation such as ours where they are integral to everything we do. The ethos of volunteering is maintained as even if a volunteer doesn't want the Time Credits themselves, they can gift them to others meaning they can benefit other people such as family and friends through volunteering and really help to share the love'.

It is an exciting time at Llanelli Railway Goods Shed Trust Ltd with the next phase of the development of the Goods Shed on the horizon which will further support turning this previously derelict building into a real hub of the local community with the volunteers at the heart of everything they do being recognised through Tempo Time Credits.

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Meet Kimberley

Kimberley Collins 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 volunteerism, community engagement, and innovative approaches such as Tempo Time Credits has truly shaped a more inclusive and vibrant society."

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BBC Cymru Wales became a Recognition Partner with Tempo in June 2022 and offers a unique opportunity for Tempo volunteers to enjoy an exclusive behind-the-scenes guided tour of the BBC Cymru Wales studios. Visitors can visit the state-of-the-art news, television and radio studios to discover the secrets of making a BBC programme, they can read the news or present the weather and sometimes if they're lucky, watch a live broadcast.

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WALES**

We spoke to Abi Lawrence, Head of Public Engagement at BBC Wales Studios:

"BBC Cymru Wales is proud to be the nation's broadcaster, with 92% of audiences in Wales turning to us every week. We provide a wide range of English and Welsh language content for audiences across Wales, as well as flagship programmes for networks across TV, radio and online. BBC Wales produces programmes for Welsh, UK and global audiences from its state-of-the-art studios located in Central Square, Cardiff."

Q&A with Abi Lawrence, Head of Public Engagement at BBC CYMRU WALES

Why did you choose to Partner with Tempo?

Abi expressed that she had decided to partner with Tempo because "I admire how Tempo brings people together to share their valuable time and skills, and rewards them with fun, engaging and aspirational experiences. Tempo motivates individuals and organisations to work together to collectively build a thriving community – this speaks to the heart of what the BBC Wales Public Engagement team strive to do."

What are the benefits to your business or organisation?

"The BBC has a unique mission: to be a universal public service in the UK that informs, educates, and entertains all audiences, and that sustains the UK's creative economy, culture, and democracy. Offering a tour at BBC Cymru Wales Central Square, in exchange for Tempo Time Credits, provides us with another way to reach all audiences, particularly those from diverse communities."

Volunteer Experiences at BBC CYMRU WALES



Amy, our Wales Contract Manager, facilitated a trip to the studios in February for a group of Tempo volunteers. They had a wonderful time with some visitors gaining more than just a day out.

"One gentleman that went on the trip told me he's been a bit down since he retired and found it hard to go out and do things....so the trip to the BBC Studios had **"got him up and out of the house."**

"He'd earned quite a few Time Credits but not used any yet, so we talked about the other things he could see and do with Time Credits, such as watching a Cardiff rugby match and how he could also treat his friends with them. He seemed genuinely excited by this, and I felt pretty sure that he was then going to do this."

What volunteers thought about this experience

"It's very useful and it's very interesting. It's like my dream come true. Thank you for the lovely memorable day."

"Excellent, very informative and enlightening. All guides are very courteous. Emma's attitude and demeanour are excellent."

"Great tour, really informative behind-the-scenes look. Thanks for the opportunity!"

"Great experience and not what I was expecting. The tour guides were excellent and great at explaining things. The building is amazing and interesting. Would like to come again for another visit."

"Never before now, would I have had this opportunity to experience this event – a BBC Cymru Tour, without my Time Credits invitation. I feel very grateful, thank you!!"

"I loved this tour. So good to see behind the scenes. Really Interesting guides. Thank you for the opportunity."

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Tots Time runs out of the Norberry Centre – the home of Newlife Church in Fairwater, Cardiff. It is a preschool parent baby and toddler group for children aged 0-4 years of age and their parents, carers, foster carers or grandparents.

The group was set up in September 2012 - 11 years ago by Becky James who is part of the Newlife Church. Becky said she decided to establish the baby and toddler group when she moved into the area as she felt there was such a need in the community for it. "When we moved to Fairwater, we wanted to find out what the needs were in the community, and we felt that this was very much needed."

The group has around 8 volunteers - 2 of which are male volunteers and there are always about 5 or 6 volunteers at each play session. Becky says the volunteers do "Whatever is needed – we all seem to have gravitated into our jobs! The volunteers prepare snacks – tea, coffee and toast, to encourage parents and children to work together. One volunteer reads a short Bible story. I have a volunteer who leads the craft activities and comes up with a new activity every week. We all set up the room and tidy up together. I oversee the whole morning, register people when they come, give them a warm welcome, especially if it's their first time, and help them up and down the disabled lift. I do all the nitty gritty things.

We work well as a team and our volunteers are the heart of the group, who all have a genuine reason for wanting to be there and understand the vibe of the group. It's optional to come every week, but everyone wants to be there every week, it's such a lovely morning. One parent decided to volunteer after her children had left the group to attend school saying that "the group has been an absolute lifeline to me, so I want to give back."



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Partnering with Tempo Time Credits - Tots Time

The volunteers at the group, including Becky, earn Time Credits for the time that they give each week. Becky explains how she loves to use her Time Credits to access musical opportunities: "As I love music, I love to use them for musical opportunities such as performances in the Wales Millennium Centre, Royal Welsh College of Music and Drama."

When my children were younger, I used to use them for Jump (playcentre) and I think saved about £35 on entrance fees – which was incredible and such a help!

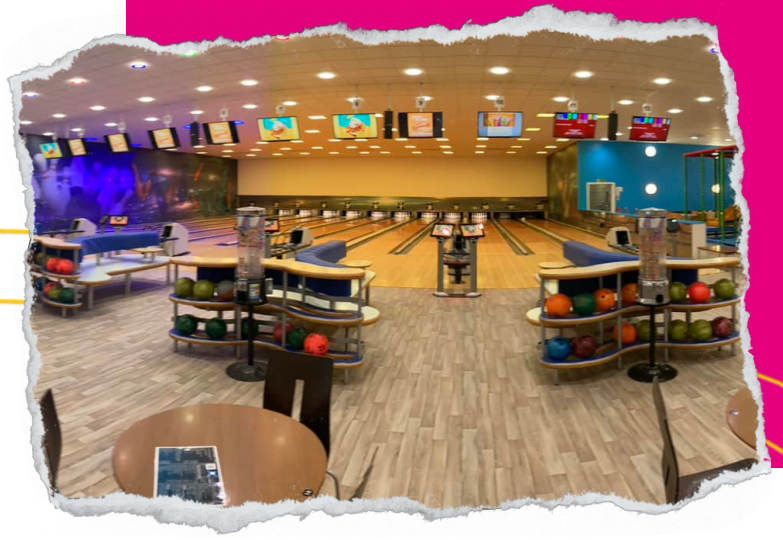
I'm thinking of using them at Llantrisant leisure centre – maybe to allow me to have a swimming birthday party for the children. It would be amazing to be able to use Time Credits on transport.

I know some of the other volunteers have also used them to access performances at St David's Hall and Wales Millennium Centre and also to visit Castle Coch and Tredegar House, which they have all really enjoyed and appreciated.

Time Credits are just such a really lovely way to say thank you to the team – they are giving their time and it's just an easy way to say it's noticed and not going unrecognised. It's a little thank you for them and it's not costing us anything. It's a lovely way of encouraging them to continue and enabling them to do something enjoyable with them."

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Xcel Bowl



Xcel Bowl is a bowling alley based in Carmarthen and is one of Tempo's longest-standing and most popular Recognition Partners featuring a bowling alley, soft play, café, arcade, and newly finished children's party area. Tempo Time Credits can be used at Xcel Bowl in exchange for Soft Play (1 Time Credit) or a game of bowling (2 Time Credits). However, Xcel Bowl is much more than just a bowling alley as all the profits go towards supporting local people in need. Xcel Bowl is a part of a much wider Xcel project which aims to help Carmarthen thrive, all run by the Towy Community Church and features a number of separate community projects operated under the umbrella of Xcel including Carmarthen Foodbank, Carmarthen Money Advice and Xcel Furniture and Community Shop.

When asked about why Xcel Bowl has partnered with Tempo Time Credits Manager Nat said 'As a social enterprise/charity it is important for us to engage with the community element of the business, and it is a huge positive for us to support and be at the heart of our community. Tempo Time Credits allows us to recognise our own volunteers giving their valuable time in the foodbank or furniture shop for example and they often come and access the bowling alley with their Time Credits which creates a real circular system internally'.

When discussing the benefits of Tempo Time Credits to their business Nat said 'Accepting Time Credits allows us to improve our own marketing as it allows us to get our name out there to new audiences who come and visit for the first time using Time Credits and come back again in the future which gives us an edge over other competitors. Also, accepting Time Credits means that we can increase the footfall into the venue during our quieter times during the week when we aren't as busy and although the volunteers aren't paying for the game of bowling, they will often use our café or buy an extra game of bowling which is important associated revenue we wouldn't otherwise be taking in.'

Nat has said that he would recommend accepting Tempo Time Credits to any other businesses across the UK who are thinking about it. 'To put it simply, Yes! It's been a huge positive for our business to partner with Tempo Time Credits and we look forward to continuing this partnership moving forward.'

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The Royal Mint Experience

The Royal Mint Experience, based in South Wales, is the only place in the world where you can see the United Kingdom's circulating coins being made. Thousands of visitors from around the world walk through the doors of this popular attraction each year.

On your visit, the guided factory tour takes you behind the scenes to follow the journey of a coin from a blank to a bank. Discover how the designs are selected, how the metals are prepared and how quickly the machines can strike the pennies that end up in your pockets! After the tour, there are over 1,100 years of history to explore at your own leisure in the award-winning exhibition, curated by The Royal Mint Museum. The Royal Mint Experience currently offer their guided tour admission tickets for 2 Time Credits, available to local volunteers as a partner for a number of years both prior to and after the Covid-19 pandemic.



We had a chat with the General Manager of The Royal Mint Experience, Dan Johnson, who told us why the attraction has partnered with Tempo Time Credits. He said:

"We are always looking for ways to give back to the local community around us including the volunteers from within our community and further afield. Our ESG strategy [environment, social and corporate governance] includes a wide variety of community engagement activities and Tempo Time Credits are a perfect fit to enable us to achieve that."

We asked Dan about the online digital system and how easy it was to implement to which he said, **"The partnership with Tempo was already in place when I started with The Royal Mint Experience, however, the processes involved with accepting Time Credits have been seamless and the support from Tempo has been excellent."**

Dan has said that he would recommend accepting Tempo Time Credits to businesses in the area; **"Yes, the benefits of being on board with Tempo far outweigh any potential commercial risks. The exposure is great and the benefits of being able to give back to the community of volunteers really cannot be understated."**

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Menter Gorllewin Sir Gâr (MGSG)

Menter Gorllewin Sir Gâr (MGSG) is a Welsh language initiative based in the West of Carmarthenshire which has been active since 2007 and is part of a network of 22 Menter Iaith all across Wales. The mission of MGSG is to develop and increase the use of Welsh within the area within all aspects of life with children, young people, families, the community, businesses, and organisations. The work of MGSG is split into three distinct areas which include their Core language Work, the Profi Programme and the digital element.

We caught up with Nia ap Tegwyn who is the Senior Language Officer at MGSG to discuss Tempo Time Credits and the impact they have for volunteers. Nia said, 'Tempo Time Credits are a lovely way of acknowledging the time and effort given by our volunteers and thanking them as they support our work to bridge into our communities whilst allowing them to be able to afford opportunities that they otherwise wouldn't be able to spend their money on'. Nia added that 'When our volunteers use their Time Credits it really supports improving their quality of life which in combination with the positive impact of volunteering has a positive effect whilst supporting our ability to engage people into the Welsh language'.

Volunteers from MGSG have used a number of Time Credits that they have earned through their fantastic volunteering efforts with the use of the local bowling alley Xcel Bowl and Lyric Theatre being accessed through Time Credits.

When asked about the practicalities and logistics of using Time Credits Nia said 'I would highly recommend using Time Credits to support your volunteers as it allows you to give back to them and the online platform is really easy to use. If I am able to use the online platform then anyone can as it's seriously easy. I like the selection where you are able to look through the different business partners who are promoting the opportunities to use your Time Credits as it's easy to see what's on offer near you'. selection where you can look through the different business partners who are promoting the opportunities to use your Time Credits as it's easy to see what's on offer near you.'



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The Centre of Sight and Sound

The Centre of Sign Sight Sound (COS) aims to improve the quality of life and equality of access for deaf people and people with sensory loss. They also aim to improve their opportunities in all aspects of life. They do this by promoting a world where sensory loss does not limit, preclude or stigmatise people from achieving their full potential.

Their office is based in Colwyn Bay and covers 6 counties in North Wales including Anglesey, Gwynedd, Conwy, Denbighshire, Flintshire and Wrexham.

Meet Lauren

Lauren Owen is a volunteer at the centre. She describes how she is part of the 'Live Well with Hearing Loss' project. As part of this, she and fellow volunteers 'support clients with sensory loss to getting suitable equipment, such as telephones, TV streamers, doorbells, personal listeners, alarm clocks etc. to support them in their homes.'

Lauren arranges the allocation of a service user with a befriending volunteer to support them in using equipment to gain confidence and independence. They also have an 'Out & About' service, where a Volunteer and service user can 'meet up at a café or a local place where they can go for a walk outdoors. The benefits of this are huge, Lauren highlights, as it **helps people with sensory loss 'to not feel isolated and lonely.'**

Volunteers are integral to the organisation continuing its good work, as they are dependent on people donating their time and on charitable donations to provide their services.

Time Credits are thus a useful incentive to ensure a certain level of commitment to the group.

Volunteers earn Time Credits by having to visit at least two times, and after this Lauren reviews what tasks they have undertaken and rewards them with Time Credits accordingly. It is also nice for the organisation to feel they can say they can thank their volunteers given they are so highly valued by the group. Lauren expresses her belief in this, saying:

"Volunteers, when they are already giving their time when they see they are being awarded some Time Credits and where they can use them locally, this is rewarding for the volunteer as they did not come into the volunteering role expecting anything in return."

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The Centre of Sight and Sound

The benefits that Time Credits bring to the local community are also recognised, as Lauren describes how it encourages people to go for a day out to “local opportunities that they may not otherwise due to not having a wage to spare on a day out.”

This is good for the well-being of the volunteers as they get to participate in new activities, and also encourage footfall to local businesses. Lauren reflects on a lovely example of this, recounting how “a volunteer that had collected her Tempo Time Credits after giving her time to support an elderly lady with a hearing loss, from feeling lonely and isolated, said she had used the Time Credits to have a lovely day out with her 2 children visiting the Castle in Conwy.”

Overall Time Credits can boost commitment to the organisations that often depend on them to continue their work, encourage people to access new activities and can benefit local businesses and their communities. COS provides an excellent example of this.



TEMPO TIME CREDITS



Pembrey and Burry Port Grab and Bag



Pembrey and Burry Port Grab and Bag is a community litter-picking group based near Llanelli, Carmarthenshire which has been running for approximately 7 years. The group was set up to support the environment throughout the local area whilst also bringing together members of the community for important social interaction which includes quiz nights and Christmas get-togethers.

The group meets to litter pick across Pembrey and Burry Port on fortnightly Friday mornings between 10:00 – 12:00 for group sessions whilst volunteers litter-pick individually.

A team of committed volunteers from Pembrey and Burry Port Grab and Bag carry out valuable litter picking to help keep their town and surrounding areas clean and tidy whilst supporting the local environment which features the Wales Millenium Coastal Path and Burry Port harbour. For their time volunteering with this community group volunteers are recognised through Tempo Time Credits with over 1,800 Time Credits being earned by volunteers since they joined the online network in January 2021 having previously used Paper Time Credits.

We caught up with **Selina Medwell** and **Kim Goldsworthy** who manage the Pembrey and Burry Port Grab and Bag group to discuss Tempo Time Credits and the impact they have on the volunteers. They said, **“Using Tempo Time Credits is a valuable tool to support our group as it has increased the benefits for our volunteers and is a lovely way for us to say thank you for all of the time and hard work that they contribute to the group.”**



“Our volunteers often use them for trips with their families when they come down to visit places such as Plantasia and Pembrey Country Park whilst gifting is also very popular so volunteers can support others to access some fantastic opportunities in the area or even further afield such as in London for example. Volunteers from Pembrey and Burry Port Grab and Bag have also used their Time Credits to access activities such as Scarlets, Kidwelly Castle, Royal Mint, Xcel Bowl and Dyffryn Gardens amongst others which has been described as a lovely bonus on top of their volunteering.”

TEMPO TIME CREDITS



The Scarlets are one of the four professional regional teams playing in Wales in the United Rugby Championship and European Challenge Cup. Playing at Parc y Scarlets in the heart of Llanelli, the Scarlets are well known for their exciting and expansive brand of rugby to entertain their fans. Scarlets currently offer match tickets for just 2 Time Credits for volunteers and are one of Tempo's longest-standing partners within Wales.

Ticket office manager Ann de Filippo took some time out from her busy day to talk to us about why The Scarlets are partnered with Tempo Time Credits. Ann said "We have worked with Tempo Time Credits since the days they were known as Spice and have always found it to be a great concept to be involved with whilst being very popular with local volunteers in the community. We chose and continue to partner with Tempo Time Credits because it allows us to support local people who are doing amazing things within our community. Tempo also allows us to be accessible for individuals and families to attend Scarlets matches who might otherwise not be able to afford to come and watch for a variety of reasons such as the cost of living crisis."

When discussing the benefits of Tempo Time Credits to their business Ann said "Accepting Tempo Time Credits allows us to give back to the community and engage with the communities that surround us whilst ensuring we are able to support people in our local area. Tempo Time Credits also allows us to maximise the spare capacity we have during the season where we average 7,000-8,000 attendances in a 14,500 seater stadium so it brings people through the gates into seats that would otherwise be empty. People using Time Credits to come will usually have a drink or a pie whilst they are here so it allows us to create extra revenue that we wouldn't otherwise generate and the more people that come in and support the team can only be beneficial to the players on the field as well."

We asked Ann about the online digital system and how easy it was to implement to which she said, "The system is really simple and easy to use with a quick demonstration from the team at Tempo. It doesn't add any significant extra time to our process as everything is done on the online system in a few clicks. We also like the insights function which allows us to track all the Time Credits we accept on the system."

Ann has said she would recommend accepting Tempo Time Credits to any other businesses across the UK who are thinking about it.

TEMPO TIME CREDITS



People Speak Up, based in Llanelli, Carmarthenshire is a social, mental-health, arts, health and wellbeing charity that connects communities through storytelling, spoken word, creative writing and participatory arts through workshops, training, events, volunteering and conversations. People Speak Up aims to support individuals in whichever way they can via the arts, helping them to find a voice with an age range between 2 ½ and 99. People Speak Up currently operates 11 projects which involve Over 50's Social Group, People Sing Up, Street Play Sir Gâr and Men in Conversation to mention just a few operating both from their base at Ffwrness Fach as well as in the community linking in with schools, care homes and in-home support.

There is a team of committed volunteers who help to support through a variety of roles such as setting up and running sessions, supporting participants with activities, making tea/coffee and chatting with participants which creates more time for direct interactions with the participants to make them feel individual and valued. For their time volunteering with this community group volunteers are recognised through Tempo Time Credits with just under 500 Time Credits being earned by volunteers since they joined the online network in November 2021.

We caught up with Kris Grogan who is a facilitator at People Speak Up having started as a participant, then a volunteer before undertaking his current role as a facilitator. We discussed Tempo Time Credits and the impact they have on the volunteers where he said **“Tempo Time Credits have given us a way to really say thank you to all of our amazing volunteers who help us each day and allowed us more time to directly engage and involve ourselves with the participants. Time Credits are a really nice bonus for volunteers on top of doing what they love to do.”**

When chatting about the impact Time Credits have had on engaging volunteers with the organisation Kris said **“We have a young volunteer who the minute he found out that he could earn Time Credits seemed to light up and asked if he could volunteer all the time and they seemed to really motivate him, even more than before.”**



TEMPO TIME CREDITS



When chatting about whether he had ever used Time Credits before Kris said “Before being employed here I was a volunteer and used Time Credits for the swimming pool and bowling locally which I found to be brilliant in getting to do things with my boys as we couldn’t afford to do too much at the time.”

When asked if he would recommend the use of Tempo Time Credits for other organisations throughout Wales Kris said “We would definitely recommend the use of Time Credits as a way of recognising the time volunteers give. Please keep up the good work you do, and we look forward to using Tempo for many years to come”.

We have also had the opportunity to speak with one of the amazing volunteers who supports the valuable work happening at People Speak Up, Richard Evans from Swansea.

When talking about his volunteering Richard said “I wanted to help people and keep myself busy with an aim to get back into work. I have been struggling with my mental health on and off for many years and it can be a struggle to work so volunteering helps with that I currently help out with classes, make food, serve drinks as well as anything else that I can do to help. I think Time Credits are a lovely bonus to the volunteering I currently do and will continue to do in the future.”

When speaking about how he has used some of his Time Credits Richard said “I have used my Time Credits for swimming sessions, and I am planning to use them to join the gym very soon. When I can travel a little bit more, I will be able to use them even more on opportunities wider afield”.

TEMPO TIME CREDITS

ROYAL WELSH COLLEGE
OF MUSIC & DRAMA
COLEG BRENHINOL
CERDD A DRAMA CYMRU

Royal Welsh College of Music and Drama is proud to be part of the Tempo Time Credit network. Members of the Network can spend their Time Credits on many of the performances taking place at College, subject to availability.

Windrush Cymru Elders

The group meets weekly in Cardiff to enjoy each other's company and take part in creative activities in and around Wales. Race Council Cymru colleagues and the Royal Welsh College of Music & Drama provide support and meeting facilities for the group. The group uses RWCMD as a community hub and they work with the College on feedback and input to the What's On performance programme.



Meet Tempo members Linda and Karen who used their Time Credits to receive tickets to watch a live performance at The Royal Welsh College of Music and Drama.

One of the Royal Welsh College of Music & Drama's Civic Mission projects engages with communities who have historically experienced poverty of access to cultural provision. The College supports access to cultural activity, while tackling poverty, through the Tempo Time Credit network, which exchanges volunteering time for Time Credits to spend on tickets for shows.

Windrush Cymru Elders comes from multiple areas across South Wales and was established by Mrs Roma Taylor in 2017 as part of Race Council Cymru. They are a proactive group of 50+ elders who promote understanding of ethnic minority elders' concerns and needs while celebrating key milestones and marking the contributions of people of African descent.

"Since coming to RWCMD 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. At RWCMD we have seen Abel Selaocoe the jazz cello player twice, last December as part of a quartet and then again on February 23 as part of an orchestra of violinists & cello players. We thought both performances were astounding and loved every minute - being able to attend these performances and be included in Abel's audience participation was so lovely." - Windrush Cymru Elders