

# How Timebanking can deliver against National Priorities

In producing the Local Area Agreement (LAA), each Local Strategic Partnership (LSP) can choose 35 indicators from the national indicator set (NIS)<sup>1</sup>. The first table below lists the indicators that relate to community empowerment and cohesion, volunteering, social care, health and well-being and worklessness. It illustrates how Timebanking is helping to deliver these indicators across the country.

Under the World Class Commissioning (WCC) programme, Primary Care Trusts (PCTs) are expected to deliver against 11 “competencies” - the platform for a commissioning organisation’s development programme. The second table lists the WCC competencies that relate to Timebanking and shows how Timebanking can help PCTs to deliver against these competencies.



## Table I National Indicators

Relevant National Indicators	How Timebanking can deliver	
<p><b>NI 1</b> Percentage of people from different backgrounds who believe people get on well together in their local area</p>	<p>By <b>building social networks</b>, based on mutual self-help, Timebanking brings together people from different backgrounds, including old and young, people excluded through physical or mental poor health, people from different ethnic communities. It builds trust between neighbours</p>	<p>In Lancashire, Timebanking has been used to build <b>intergenerational links</b>. School children help older people by taking out their wheelie bins. In return, the older people help out at the school with reading and telling their life stories.</p>
<p><b>NI 2</b> Percentage of people who feel they belong to their neighbourhood</p>	<p>Timebanking <b>addresses social isolation</b> by involving people who may not have existing support networks. Participants in their local Time Bank feel a valued part of a local community, that they belong, and that other people care for them.</p>	<p><b>Gloucester Time Bank</b> was mobilised immediately following the floods of 2007 to check on vulnerable isolated people, distributing water and providing reassurance before other agencies could reach them. This promoted a real feeling of community spirit, which continued well after this catastrophic event ended.</p>
<p><b>NI 3</b> Level of civic participation in the local area</p>	<p>"Time Banks can be powerful tools for democratic renewal, particularly in areas where disenfranchisement is common and electoral participation has declined. Participants can be rewarded for their input into local decision-making processes, both with official agencies and with local community groups." Source: Time of our lives evaluation report by Dr Gill Seyfang</p>	<p>In Scotland members said that Time Banking was <b>a catalyst for their involvement in other community action</b>. "I wouldn't have otherwise taken part in the community action if it wasn't for the TimeBank"</p>
<p><b>NI 4</b> Percentage of people who feel they can influence decisions in their local area</p>	<p>Timebanking is a successful model for <b>actively engaging marginalized groups</b>. It recruits those people who are isolated, not engaged in formal organisations and in need of support. Timebanks therefore provide a mechanism for LSP partners to engage with people whose voice is seldom heard. More than that, it provides a way of encouraging and rewarding involvement through the giving of time credits.</p>	<p><b>Taff Housing Association</b> use Timebanking to reward their tenants for attending tenant meetings and focus groups and influencing policies and priorities. The young women in supported housing have become actively involved in all aspects running the hostel. They use their time credits to access physical and cultural activities - the gym, swimming, music, thus helping these facilities to access 'hard to reach' users.</p> <p><b>Sandwell Time2Trade</b> rewards 'mystery shoppers' with time credits.</p> <p><b>Newsome Ward Timebanking</b> has helped the Newsome community to protect its Grade II listed mill (threatened by theft, vandalism, arson and neglect) by sharing information, engaging people in the planning process and bringing people together. Timebankers ran a door-to-door survey as part of the ongoing campaign to retain Newsome Mill Ponds and the former mill-workers' allotments. The resulting research report demonstrated the huge demand for local allotments, helping to win an eleventh hour planning appeal. This work also gave rise to the Growing Newsome project, through which timebankers are supporting each other and the wider community in growing their own local food.</p> <p>Local assemblies are a new way of working in which local residents work with others and councillors to increase influence and improve and shape the future of their neighbourhood. Up to 10% of the regular participants of the Rushey Green Ward Assembly in Lewisham are members of Rushey Green Time Bank.</p>
<p><b>NI 5</b> Overall general satisfaction with the local area</p>	<p>Timebanking encourages people to become <b>active within their communities</b>. Members often get involved in projects to improve their local area, such as cleaning up a neighbourhood or improving a park, and this leads to improved satisfaction by them and by the wider community of the local area.</p>	<p>In <b>Islington</b>, Timebanking has been used to involve residents in creating and maintaining Islington in Bloom window boxes, resulting in building a real sense of pride in their neighbourhood.</p>

**Table I National Indicators**

Relevant National Indicators	How Timebanking can deliver	
<p><b>NI 6</b> Participation in regular volunteering</p>	<p><i>Timebanking is volunteering, but with a difference. It is based on reciprocity, and the person benefiting from volunteer support is also able to support others. <b>It reaches out to people that might not otherwise volunteer</b> - by identifying that everyone has something to offer. There are 8635 participants actively involved in timebanking nationally, with 652,439 hours traded between participants to date.</i></p>	<p><b>Blaegarw Workmen’s Hall</b> is at the heart of a small ex-mining community in South Wales. The ‘Time Network’ was launched in 2005 to revitalise voluntary involvement in the hall and to rebuild the community. There are now 540 timebanking participants exchanging 64,000 hours per year.</p> <p>A <b>London Time Bank</b> engages people in volunteering who would not normally get involved. 41% of members have some sort of disability, including mental health; 47% are from ethnic minority groups, 27% are Afro-Caribbean</p>
<p><b>NI 7</b> Environment for a thriving third sector</p>	<p><i>There are already over 100 active timebanks, with many more in development— they are becoming an important component of the third sector. But more than that, timebanking contributes to a thriving third sector by growing volunteers and activists who go on to be involved in other organisations. It also provides <b>a system of mutual support for Voluntary and Community Groups</b> who can all be members of a Time Bank and exchange skills and hours.</i></p>	<p><b>Rushey Green Time Bank</b> has 24 organisational members. For instance RGTB members have provided support to Age Concern Lewisham, undertaking befriending to relieve their waiting list. In return Age Concern has provided training.</p> <p>‘The timebanking model works because it assists in building cooperation between services – services are not competing with each other for same people but collaborating and sharing resources so we can access the groups who wouldn’t normally come to some of these classes and access these services. But now they have these time credits, they feel like they have earned the right to attend these classes and they feel they are part of a wider community.’ Sam Hopley, CEO HCCT</p> <p>The <b>Health &amp; Social Care Forum</b> run by Voluntary Action Lewisham exists to provide a voice and a community for voluntary organizations working in the field of health and social care. Local VCS organizations attending this forum belong to its ‘<b>Forum time Bank</b>’ which enables the participants to exchange services, resources and mutual help among themselves</p>
<p><b>NI 23</b> Perceptions that people in the area treat one another with respect and dignity.</p>	<p><i>Two aspects of the Dignity Challenge are, “treating each person as an individual” and “assist people to maintain confidence and a positive sense of self esteem”. By drawing on people’s own experiences and enabling them to make a contribution, as well as addressing their personal needs, and by increasing intergenerational activity, Timebanking can <b>contribute to people’s perceptions of how they and their neighbours treat each other.</b></i></p>	<p><b>Avalon Fair Shares</b> have been breaking down barriers in Glastonbury by engaging the local young people to help move furniture in the homes of elderly residents. One woman felt very intimidated by a group of young people who used to hang around outside her home, and upon telling the time broker this he spotted that a couple of them were members of the time bank and engaged their services when she needed a hand. He asked her afterwards how did it go, and she said how polite and helpful the teenagers were, and didn’t realise they were the same people she was frightened of before. This opened the way for future friendly conversation between the lady and young people, making her feel safe again in her own home.</p>
<p><b>NI 39</b> Alcohol-harm related hospital admission rates <b>NI 40</b> Drug users in effective treatment</p>	<p><i>Timebanking can change the relationship between staff and drug/alcohol users to one of mutual respect, through which the recovering addicts become <b>active participants in their own recovery.</b> They are able to rely on a supportive social network of peers, and are rewarded for their knowledge and skills.</i></p>	<p><b>POWER</b> is a residential therapeutic community for women recovering from substance abuse in the USA. The staff were aware that the service users were not participating fully in the programme and so they tried a co-production approach with timebanking. One woman has earned Time Credits teaching another to read and write. That woman paid off her Time Credit ‘debt’ by teaching another woman to do hair and nails. Another has used her skills to teach another resident to surf the net. Beforehand, the home had been the subject of endless complaints and no action. Now, the home is ‘theirs’. The women redecorated the place, earning Time Credits as painters, interior designers, getting donations of furniture and fittings, putting up curtains and tending to the garden. The women now bring new energy to the centre’s mission as team members, offering to the programme and to one another the strengths they each have and enhancing the quality of the overall programme.</p>

Relevant National Indicators

**NI 50**  
Emotional health of children  
**NI 58**  
Emotional and behavioural health of children in care  
**NI 110**  
Young people's participation in positive activities

How Timebanking can deliver

*Children and young people as well as adults and older people derive a sense of wellbeing and self esteem from making a contribution. Their emotional and behavioural health can also be enhanced by contact with older role models. In 2006, Lambeth Council used its Mental Health and Well-being Impact Assessment (MWIA) tool to assess how Clapham Park Time Bank (CPTB) was impacting. Using MWIA, the stakeholders identified that CPTB could maximise participants' well-being through:*

- Increasing people's feelings of control by giving people control over influencing things
- Reducing people's feelings of anxiety by being involved in their community
- Increasing participation and inclusion by giving access to informal support.

**NI 119**  
Self-reported measure of people's overall health and wellbeing

*Participating in a Time Bank not only helps meet people's individual and specific needs. It also improves their sense of themselves and of the positive aspects of their lives.*

**NI 124**  
People with a long-term condition supported to be independent and in control of their condition  
**NI 136**  
People supported to live independently through social services (all ages)

*Timebanking provides low level support to help people, including those with long term conditions, enabling them to remain independent. Evidence shows that it is sometimes the lack of "low level" types of support that prevents people from living independently. Evidence also shows that people – especially older and disabled people – hate asking for help.<sup>2</sup> Timebanking can both provide low level support that helps people remain independent and a means for people to "give back" so that they find it easier to ask for support.*

**Lambeth and Clapham Park Time Bank** works with vulnerable young people, using timebanking to offer them positive relationships and role models and opportunities to pursue an alternative path, avoiding truancy and petty crime. Aran was referred to the Time Bank when his mother had mental health problems. He earned care and the support of an older male mentor, gym membership and ice skating by keeping out of trouble, coming home by 9pm and ringing his mentor. The Timebank also applied for funding from the Home Office's Connected Fund Round 6 to work with young people who have been or are at risk of becoming involved in gang culture by promoting and encouraging positive attitudes and a healthier lifestyle and participating in community activities.

"The Time Bank provides the patients with support beyond the use of drugs, it provides them with social networks... Sometimes people come to me and quite literally the only other person they know is the doctor... For them, timebanking is a lifeline to the community."

**Time Broker, Rushey Green Time Bank**

"Rushey Green Time Bank has a proven record at improving mental and physical well-being amongst our patients by supporting people in their environment, targeting unmet needs, and creating a partnership between patients themselves, health professionals and allied workers. The benefits expand well beyond our patients, for example, to their carers, their relatives, or external agencies."

**GP, Rushey Green Group Practice**

"...Time Bank means so much to me: it has added a richness to my life, friends, a community, a feeling of being of use and of all the kindness out there. If I need assistance with anything I have only to ask – Time Bank is wonderful!"

**Member of Rushey Green Time Bank**

After getting cancer, former nurse, Irma, realised she no longer had the strength to do many of the simple things around her home she had previously taken for granted – like change a light bulb, dust or straighten the book shelf. She was saddened to have to ask for help after so many years independence and giving to others. Once she joined a **New York Time Bank** she says, "I realised it was the perfect solution to my problem... It was obvious to me what services I could receive, but it took some time for me to realise what I could offer... that all those years of experience that I had accumulated could be valuable to someone else."

**Table I National Indicators**

Relevant National Indicators	How Timebanking can deliver	
<p><b>NI 127</b>  <b>Self-reported experience of social care users</b></p>	<p><i>Timebanking transforms the experience of social care service users from passive recipients to active participants. Instead of being defined by their needs, they define themselves through their abilities and by what they can offer to others. Support provided by others is based on mutual support, and therefore makes the recipient feel much greater self-worth and self-respect than one-way support can ever do.</i></p>	<p><b>Community Volunteers Time Bank</b> is supported directly by Age Concern Bromley, and often its traditional volunteers go on to do timebanking and vice versa. This has enabled people to get the support they need when coming out of hospital, and then a ready made social circle waiting for them to participate in when they feel better.</p> <p>In <b>Northamptonshire</b> Timebanking is used to involve and support adults with learning disabilities, and is a tool for moving away from traditional day centres to activities and opportunities that people actually want. The biggest benefit for the timebanking members has been that their self-esteem has gone up They feel more in control of their lives, and feel that they are positively contributing to their community.</p>
<p><b>NI 128</b>  <b>User reported measure of respect and dignity in their treatment</b></p>	<p><i>By drawing on people's own skills and experiences and enabling them to make a contribution, as well as addressing their personal needs, Timebanking can <b>contribute to meeting the Dignity Challenge.</b></i></p> <p><i>"We are... remembering and reinventing the tradition of mutualism through Timebanking, reintroducing the notion of membership rather than just being a beneficiary, a client or a consumer."</i>  <i>Geoff Thomas Blaengarw</i></p>	<p><b>T4YP (Time for Young People)</b> in Wales offers youth workers a new way of working, encouraging them to explore with young people how they can play an active part in the life of their community. Having a two-way relationship with opportunities for young people and youth workers to both give and receive has helped rebuild trust, confidence and respect within these disadvantaged communities.</p> <p>In <b>Chorley</b>, young adults with low-level learning disabilities were involved, through their College, in a Time Bank, funded by the PCT and run by Age Concern. The young people help out with older people who are wheelchair users in the Age before Beauty programme – taking older people out to a place of natural beauty for lunch.</p>
<p><b>NI 138</b>  <b>Satisfaction of people over 65 with both home and neighbourhoods</b></p>	<p><i>According to research published in 2007, 1.4 million older people in the UK feel socially isolated and nearly 300,000 had gone a full month in the last year without speaking to any family or neighbours. Social isolation means that older people feel alienated from their neighbours, and often have no support to help them manage their home and their daily lives. Timebanking can help <b>tackle social isolation and loneliness.</b></i></p>	<p><b>TorrAGE Time Bank</b> has created a community of people who support each other on a daily basis. Low-level support, befriending, help with collecting prescriptions, gardening all make it easier and more satisfying for older people to stay in their own homes. Members living in rural areas have benefited others in the time bank offering lifts so that they can get out to visit friends and family as well as do their own shopping.</p>

## Relevant National Indicators

**NI 139**  
**People over 65 who say that they receive the information, assistance and support needed to exercise choice and control to live independently**

**NI 141**  
**Number of vulnerable people achieving independent living**

**NI 142**  
**Number of vulnerable people who are supported to maintain independent living**

**NI 158**  
**Percentage of decent council homes**

**NI 117**  
**16 to 18 year olds who are not in education, employment or training (NEET)**

**NI 144**  
**Offenders under probation supervision in employment at the end of their order or licence**

**NI 146**  
**Adults with learning disabilities in employment**

**NI 148**  
**Care leavers in education, employment or training**

**NI 150**  
**Adults in contact with secondary mental health services in employment**

## How Timebanking can deliver

*Older people themselves can be an enormous source of information and support to each other, as the POPPs and LinkAge projects have shown. Timebanking can provide a way for informal knowledge and support to become part of the care continuum.*

*“Low level” housing services have been shown to contribute to reducing the number of days that people spend in hospital, as well as enabling them to **remain in their own homes for longer and contributing to maintain the quality of social housing stock.** Timebanking schemes are uniquely suited to providing this kind of service, as they can draw on a wide range of DIY skills from within communities.*

*Timebanking can potentially offer a wider range of support than other schemes, addressing all the barriers to work from mental health and drug abuse to transport and childcare.*

In **Lancashire**, timebanking is an integral part of supporting older people to be independent. **Hornby Helpline** was the first time bank in Lancashire developed as part of a wellbeing and prevention package offering support guidance and advice to people with low level needs. It provides assistance and support for people who have been discharged from hospital, including such simple but important tasks as taking a dog for a walk.

In Gloucestershire, the **Fair Shares Community Time Bank** offers their participants a novel countywide ‘health insurance’ scheme called Rest Assured. All active members of the Time Bank are guaranteed that, should they have an accident or an unexpected stay in hospital, other participants will visit, do their shopping, run errands or whatever else needs doing for up to two weeks when they return to their home to convalesce.

**Sandwell Time2Trade** work with the local social Housing provider to assist vulnerable adults remain in their own homes by providing low level support such as help with shopping and tasks around the home

A Timebank in Lancashire covers a rural area and supports older people to remain independent. They have a telephone tree, taking it in turns ringing people every night to check out if everything is ok.

**HMP Gloucester**, in partnership with Fair Shares, has developed a scheme whereby prisoners earn time credits by repairing old bicycles which are then sent by a charity to the developing world. The prisoners can pass their time credits to their families who can then use them to obtain support through the Fair Shares timebanking scheme. The scheme builds the confidence and skills of prisoners, which benefits them when they come out of prison and look for work.

*“The prisoners are very proud that the bikes are helping people in the developing world. We also give the prisoners a bronze, silver or gold certificate based on the number of hours worked. For many of them the certificate is the only one they have ever received.”*

## Table I National Indicators

### Relevant National Indicators

**NI 152**  
Working age people on out of work benefits

**NI 153**  
Working age people claiming out of work benefits in the worst performing neighbourhoods

Delivering on a wide range of other National Indicators

### How Timebanking can deliver

*Timebanking increases people's self-confidence, providing a **step back into work** for people who have been unemployed for a while. Timebanking schemes are close to the community and can engage in outreach work in a non-threatening environment. They offer an individualised approach and can offer mentoring and personal support. They help confidence by treating each hour given as equal and valuing the different skills of individuals. They can provide work experience placements and support to those that access jobs to help them in their career.*

*Through the activities undertaken by Timebanking members, many other targets can be addressed.*

In **Scotland**, Time Bank Members who had previously lost confidence due to ill health or unemployment found Time Banking assisted them in regaining confidence. Participants felt able to try new things and felt that they have gained job-related skills through both the training opportunities and activities undertaken within the Timebank.

*"Illness took away my confidence, now I have got it back"*

*"Timebanking is an introduction to society, a purpose for getting out of bed"*

In **Islington**, Timebanking members undertake actions, which help meet LAA targets around local food growing, recycling, environmental improvements, training and employment.

## Table 2 World Class Commissioning

The quotations are taken from World class commissioning: competencies, Department of Health, Gateway reference 8754 ([http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH\\_080958](http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_080958))

### Relevant World Class Commissioning Competencies

#### Competency 2: work with community partners

**“Working collaboratively with partners, PCTs will stimulate innovation, efficiency and better service design, increasing the impact of the services they commission to optimise health gains and reductions in health inequalities.”**

#### Competency 3: engage with public and patients

**“Proactively seek and build continuous and meaningful engagement with the public and patients, to shape services and improve health”**

### How Timebanking can deliver

*Timebanking is a very economical way to involve community and voluntary sector partners in innovative, responsive and personalised service design and delivery. By commissioning a form of activity that draws in patients and the public to **add value to services**, health gains are optimised both for the recipients and the providers of Timebanking interventions. There is evidence that Timebanking can draw in members of seldom heard groups and enable them to take an active role, thereby reducing health inequalities.*

*‘No society has the money to buy, at market prices, what it takes to raise children, make a neighbourhood safe, care for the elderly, make democracy work or address systemic injustices... the only way the world is going to address the social problems that are dumped on it is by enlisting the very people who are now classified as ‘clients’ and ‘consumers’ and converting them into co-workers, partners and rebuilders of the core economy.’ (Edgar Cahn, 19 December 2007)*

*Unlike much of the ad hoc consultation that goes on with patients and the public in the NHS, Timebanking provides the means to **build long term and meaningful relationships with service users, carers and others**. By engaging with people on their own terms, ie by allowing them to use their own skills and decide on the form of their contribution, it can free up health professionals to give more time to their core work.*

Together with two other local organisations, MIND in Camden and Camden Volunteer Bureau, Holy Cross Centre Trust formed a consortium to bid successfully for a £2 million tender to provide day-care services to people with mental health problems. The service specification places a strong emphasis on co-production. The consortium has successfully integrated the existing **King’s Cross Time Bank** into the day services programme, working across three building-based day-care services.

The **Holy Cross Centre Trust** (HCCT) takes a flexible but ambitious approach to timebanking as a tool to help the organisation make its services co-produced and sustainable. It aims to use timebanking as a community development tool to improve the well-being of clients of the day-care centre and integrate them into a wider Camden community of support. As well as individual members, KCTB has a fast-growing range of organisational members, from both statutory and voluntary sectors, with whom time credits will be currency for exchange. HCCT formed a consortium with Mind in Camden and Camden Volunteers Centre and successfully tendered to provide day-care services to people with mental health problems. The service specification places a strong emphasis on co-production. The consortium has successfully integrated the existing Kings Cross Time Bank into the day services contract.

**Clapham Park Time Bank** was set up by the South London and Maudsley NHS Foundation Trust (SLAM) to promote the wellbeing of residents on a South London estate with high levels of unemployment and mental ill-health. Activities are developed through listening to members and taking notice of how they want support from the time brokers. Popular sessions include “tea and chat”, a Friday night social club (initiated and organized by a Time Bank member), belly dancing classes, gardening, “walk and talk” and befriending. Time Bank members are encouraged to run their own projects and also help the time brokers to staff the office and take phone calls.

**Lewisham Local Involvement Network** (Lewisham LINK) includes members of Rushey Green Time Bank. Lewisham Link is an inclusive network to enable people and organisations in Lewisham to have a say and influence the planning, commissioning and delivery of health and social care services to improve the health and wellbeing of patients and service users.

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Relevant World Class Commissioning Competencies

### Competency 7: stimulate the market

**“This will include building on local social capital and encouraging provision via third sector organisations.”**

### Competency 8: promote improvement and innovation

**“In partnership with local clinicians, practice based commissioners and providers, they will specify required quality and outcomes, facilitating supplier and contractor innovation that delivers the best value.”**

### How Timebanking can deliver

*Timebanking is all about **building social capital** - reciprocity of giving and receiving is one of its strengths, bringing people together in communities as equals who all have needs and all have something to offer. Evidence shows that it can bring together a diverse range of people, cutting across income groups, generations, languages and culture.*

*Because of its flexibility and the fact that it can encompass smaller or larger communities, Timebanking can help PCTs meet their WCC competencies directly and also play **bring added value, quality and improve outcomes** for Practice-based commissioning.*

**Visiting Nurse Service** of New York (VNSNY) is a healthcare organisation that launched the first multi-neighbourhood, community-based Time Bank in New York. VNSNY recognised that when home healthcare ends, a patient may have further needs that can be met by others in the community. VNSNY staff and other professionals in the community can refer people to the Time Bank where they can receive a variety of services, such as finding someone to accompany them to the doctor. The original Time Bank project was so successful in attracting a diverse range of inter-generational members, speaking 13 languages between them, that VNSNY has launched two more schemes in different areas of New York.

**Rushey Green Time Bank** was the brainchild of Dr Richard Byng, who saw it as an innovative way to promote well-being and health, social inclusion and social networks locally. The Time Bank allows members to give and receive a wide range of neighbourly support - from lifts to accompanying people to the shops, from companionship to checking up on people after hospital discharge. Central to the ethos is that members play an essential role in the running of the time bank. The evidence shows that patients who visit the Time Bank don't visit the doctor as often.



