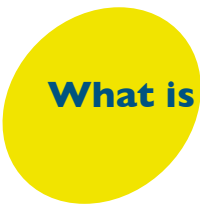


TIMEBANKING

UK

This prospectus presents Timebanking to policy makers, managers, practitioners and commissioners in local authorities, PCTs, housing organisations and other public and voluntary sector agencies. It shows how Timebanking can be a tool to help organisations to meet different government agendas and priorities in a cost effective and sustainable way and presents the business case for investing in Timebanking.

TIME TO GIVE AND TAKE



What is Timebanking?

Timebanking is an innovative form of 'volunteering' based on mutual support, and is a highly effective system for promoting active citizenship, the growth of social capital and community empowerment. Timebanking is being widely used by public sector agencies - local authorities, PCTs and others - as an effective way of co-producing mainstream and preventative services. It has enabled people to live independently, enabled more choice, helped to tackle loneliness and isolation, and provided new connections and opportunities for both individuals and communities. Timebanking helps transform public services through increasing resources, developing a self-help approach, and assisting a change in staff culture, with roles moving from fixers or gatekeepers into catalysts and enablers.

Timebanking builds on peoples' strengths and recognises that everyone in a community has something to offer, including those often defined as disadvantaged or vulnerable. Timebanking is a way of linking local people who can then share their time and skills. Participants 'deposit' their time by giving practical help and support to others and are able to 'withdraw' their time when they need something done themselves. Everyone's time is valued equally, so one hour of time given earns one time credit and an exchange takes place without the need for money.

Timebanking builds a social network of people who give and receive support from each other, enabling people from different backgrounds, who may not otherwise meet, to come together and form connections and friendships. It is a highly effective community development tool, empowering individuals and groups to bring about change, make choices and take control of their own lives and neighbourhoods.

Timebanking facts and figures

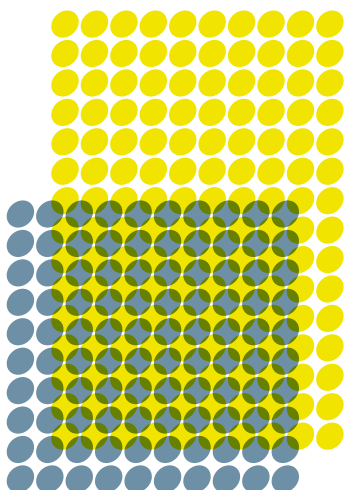
Over 150 time banks have been set up in the UK and a further **100 are now in development** (Figures at December 2009)

Over the past few years, new time banks have been setting up at the rate of one a month, but in 2009 this rose to an **average of 2 a week**.

The **average membership** of a time bank is 165 people, 69% women and 31% men.

The **average age range** of timebanking schemes are:

- 7% are under 20 years old
- 10% are aged between 80-100+ years old
- 40% are aged between 50-80 years old
- 43% are aged between 20-50 years old



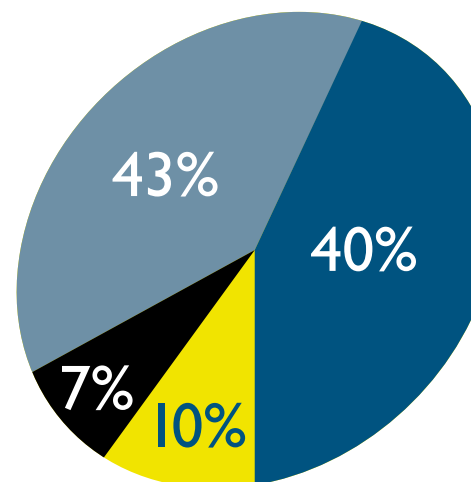
150 time banks
100 in development

Mon	1	8	15	22	29
Tues	2	9	16	23	30
Wed	3	10	17	24	31
Thurs	4	11	18	25	
Fri	5	12	19	26	
Sat	6	13	20	27	
Sun	7	14	21	28	

2 a week



165 average size



Most timebanks are supported by public agencies

Timebanking - a flexible approach

Timebanking is a hugely flexible tool that meets the needs of both commissioners and communities and is being used in many different ways to assist statutory agencies to achieve their goals and at the same time to improve social outcomes for local people.

There are only two constants:

1 The sharing of skills and knowledge is rewarded by a local currency based on time and **one hour's engagement always earns one time credit**. There is no pricing system so everyone's skills are valued equally.

2 Everyone signs up to share a set of core values:

■ **Recognising people as assets** -

people are the real wealth of a society

■ **Valuing work differently** -

unpaid work such as caring is priceless

■ **Promoting reciprocity** -

giving and receiving builds trust and mutual respect

■ **Building social networks** -

relationships are the crux of people's well being

Over the past ten years the Timebanking system has been refined and is now fit for purpose. Two models have emerged but they are in no way mutually exclusive - good timebanking can incorporate the best elements of both.

Person-to-Person model

This is the most commonly used approach in the UK. It usually involves a 'broker' (*often a paid worker or existing employee*) who facilitates and records exchanges between individuals and develops the membership of the time bank.

There are different ways that person-to-person Timebanking services are set up:

An independent, stand-alone local organisation run as a self help group, a co-operative, not-for-profit organisation or charity

A two-way service run by statutory agencies utilising existing staff time and resources in collaboration with local residents in a defined community

A two-way service run by a third sector organisation or social enterprise as one of many services they provide for the local community.

A service commissioned by local statutory and voluntary agencies in response to identified needs - communities of interest

Small local neighbourhood time banks run and shaped by neighbours

Person-to-Agency model

This is when an organisation enlists people to contribute to its mission or objectives. Service users or local communities act as agents to help an organisation to realise its goals and are rewarded with time credits. So for instance, Housing Association residents are rewarded with Time Credits as a 'thank you' for their involvement in helping to improve community life for all residents. The time credits can then be used by residents to access training, cultural or social events and 'reward activities' such as outings. The time credits can also be exchanged between individuals but this is a secondary outcome. The main aim is to encourage a culture change within the agency so that paid staff see themselves as facilitators of co-produced services as well as service providers. This model was pioneered in Wales by Timebanking Wales and Spice.

There is growing interest in a third model, **Agency to Agency**, in which organisations are using time credits as a medium of exchange to share skills and resources with each other. Experiments are underway in Wales and Gloucestershire. The internet is used to inform organisations of the offers and requests and to record the exchanges.

Support for timebanking

Timebanking UK is the umbrella organisation for the promotion and development of **all types and models** of Timebanking in the UK. It is a membership organisation and offers advice, guidance and support to time banks, public services and voluntary organisations in developing and managing new applications. It provides a national voice for timebanking, raises public awareness, lobbies policy makers and commissions research. Timebanking UK supports a strong and interdependent network of time banks across the country in partnership with Timebanking Wales and Timebanking Scotland.

'A successful Time Bank is rooted in local peoples' vision about what they want to achieve in partnership with local service providers. It is not a stand-alone project but a flexible approach that can be grafted onto existing activity.'

Delivering key outcomes

Timebanking can help to deliver the key outcomes expected by government in relation to health and well-being, social care, preventive services, personalisation, community empowerment and enhanced employability.

Social Care, Health and Well Being

Developing independence

By providing the kind of “low level” services, such as cleaning, shopping and gardening that the evidence shows² are most valued by service users, Timebanking can help people to **remain living in their own homes for longer and help them to return home more quickly after illness or an accident.**

Preventing ill health and promoting well being

Too many people continue to fall through the gap between universal service provision and crisis services. Timebanking can **increase the resilience** of individuals and communities to the demands of everyday life, and, in doing so, can **prevent needs arising**. Examples include ensuring older people receive nutritional food and are able to eat regularly, and providing a “circle of support” for young people in keeping out of trouble. This brings a double prize of maintaining well-being and saving money for essential services by not paying to meet avoidable needs. Simply ensuring that people are in contact with their community and that they can make a contribution can help them to remain active and healthy, both mentally and physically. The diversity and reach of timebanking activities dovetail with the Five Ways to Wellbeing³ -

- **connect,**
- **be active,**
- **take notice,**
- **keep learning,**
- **give**

Personalised care and support

Timebanking and co-production address the ‘personalisation’ agenda being pursued by local government and the Department of Health. In particular, the recent Green Paper on care and support says that services should be based on personal circumstances and care and support should be designed and delivered around individual need - including greater choice over how and where individuals receive support.⁴ By drawing on the skills and time availability of a wide range of individuals, Timebanking can add to the **flexibility and tailoring of care** that contributes to this personalised approach and which cannot always be provided from within the professional, formal care system.

Building Social Capital

There are three conditions necessary for the growth of social capital - trust, reciprocity and civic engagement⁵. We need these now more than ever and timebanking provides a way to develop them. When it is in abundant supply, social capital produces ‘public goods’ from which everyone benefits - such as safe neighbourhoods, care for the vulnerable, well adjusted children, public health, social justice and long term general well being. Social capital grows and is preserved when people link up with others and share their knowledge, skills, experiences. The personalisation of social care services and the prevention and community empowerment agendas have brought with them a renewed interest in social capital, but as yet little understanding of how to grow it. Timebanking is unique in that it builds **trust and reciprocity and the social networks** needed to encourage people to reflect together on issues of common concern and then take collective action to improve things for each other and for the wider community.

Social inclusion

Timebanking helps to **promote social inclusion**, overcoming the barriers and exclusion that people with learning disabilities and others often face. The Valuing People White Paper⁶ aims to address the exclusion of people with learning disabilities, acknowledging that very few have jobs, live in their own homes or have choice over who cares for them. It set a new direction for public services to enable people with learning disabilities and their families to live full and independent lives as part of their local communities.

GRAPEVINE TIME BANK - Person to person model: Learning disabilities

This Time Bank is part of **Northamptonshire County Council’s** service for adults with Learning Disabilities. Traditionally this service has been provided mainly in day centres but Valuing People white paper encouraged the service to look for alternative integrated solutions in the community. An existing staff member acts as the Timebroker and the council has provided an office base so the costs have been minimal.

“What we really like about Timebanking is that everyone’s time is equal.

The biggest benefit for our clients has been that their self-esteem has gone up.

It gives them control because it’s nothing to do with the Learning Disability service. Inclusion is the biggest reward.”

² The Report of the Older People’s Inquiry into ‘That Bit of Help’ JRF July 2006

³ NEF <http://www.neweconomics.org/projects/five-ways-well-being>

⁴ Shaping the Future of Care Together; Green Paper; Department of Health, July 2009:

http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_102338

⁵ Bowling Alone America’s declining social capital Robert Putnam 1995

⁶ Valuing People- A New Strategy for Learning Disability for the 21st Century, Department of Health, 2001

Tackling social isolation

Timebanking **addresses social isolation** by involving people who may not have existing support networks. Loneliness is increasingly used as a measure of social fragmentation and in some communities loneliness is growing.⁷ Participants in their local Timebank feel a valued part of a local community, they feel that they belong, and that other people care for them. They feel empowered, have increased self-esteem and a sense of worth that in turn can reduce dependency and contribute to mental and physical well-being.

One aspect of social isolation is the loss of contact between the generations. Timebanking can **increase intergenerational contact**, for example by enabling young people to contribute their time and energy to “low level” services like gardening and decorating, and older people to contribute their skills and experience, for example by teaching cooking and horticulture. New parents can find the experience very daunting and exhausting, and some parents can end up depressed and isolated. Time banks provide a community that can **rally around the new parent** with participants earning time credits by helping each other, sharing skills and knowledge and running parenting classes.

Timebanking encourages people to become **active within their communities**. 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.

HELP DIRECT TIME BANK -

Person to person model:
Rural isolation

Lancashire County Council Adult Social Care Department included Timebanking in the tender specification for their Help Direct call centre signposting service. Different contractors, including Age Concern and a local social enterprise, are now setting up Time Banks across the county - at least 6 have been established in the last year. The Time Banks are delivering service outcomes in relation to overcoming rural social isolation, promoting community cohesion and preventing people accessing higher level services.

“One Time Bank we’ve helped to establish is in a rural area with many older people.

They’ve set up a telephone tree, with members taking it in turns to ring people every night to check if they’re OK.

It’s about people doing things together and for themselves, not about them becoming dependant.”

Promoting dignity

Research shows that dignity and respect really matter to people using health and social care services.⁸ The Dignity Challenge issued as part of the Department of Health’s Dignity in Care Campaign lists 10 different aspects of dignity - the things that matter most to people. These include, *“treating each person as an individual”*, *“enable people to maintain the maximum possible level of independence”*, *“assist people to maintain confidence and a positive sense of self esteem”* and *“act to alleviate people’s loneliness and isolation”*. By drawing on people’s own experiences and enabling them to make a contribution, as well as addressing their personal needs, Timebanking can **contribute very effectively to meeting the Dignity Challenge**.

Reducing health inequalities

Inequality, including inequalities in health between different groups and communities are growing. This is recognised in government policy, including targets to reduce the gap in life expectancy between the worst off and the best off.

The World Health Organisation has differentiated between the factors that cause health inequalities, dividing them into “structural determinants” arising from unequal distribution in power and “conditions of daily life”, including access to services, conditions of work and leisure, people’s homes, communities towns or cities. Timebanking can have a direct impact on both. A simple example of impact on conditions of daily life is enabling young people to earn time credits by doing some decorating for an older person and using the credits to access leisure facilities.

If individuals are empowered to contribute, and to take greater control of their own health and well-being, communities too will become stronger and more sustainable. So Timebanking can **contribute to reducing health inequalities**, both at the level of daily life and through its empowerment role, contributing to reducing the unequal distribution of power.

Timebanking reaches people that other initiatives find it hard to involve. A Survey in 2006 found that in Rushey Green Time Bank, 41 per cent of members had some sort of disability, including mental health and 47 per cent were from ethnic minority groups, a fair reflection of the local community.⁹

SANDWELL TIME 2 TRADE - person to person and person to Agency: Social Care, Health and Well-Being

The Borough of Sandwell is one of the most disadvantaged areas in the country, with high levels of social problems and of chronic disease such as CHD and diabetes. Time 2 Trade was developed to strengthen the local micro-economic system by giving residents access to skills and services present in their community. It has also helped to strengthen and renew community networks vital to the social and physical health of a community.

In its seven-year existence T2T has received core funding from Sandwell PCT who see it as an important tool for helping them to implement their ‘duty to involve’.

The service:

■ Provides volunteers to help run Exercise classes, Health Walks, and Tea dances for the physical activity team.

■ Has teamed up with the local food policy unit to provide fruit and vegetables in exchange for time credits and to provide a Mystery Shopper service to evaluate the standard of local healthy eating cafes. Works with the local social housing provider to assist vulnerable adults remain in their own homes by providing low level support.

■ Is working with local mental health service providers to develop a Borough wide friendship and buddying support scheme for those recovering from mental illness.

■ Works with the Probation Service locally to utilise the “Work in the Community” team to provide decorating and gardening services to local community groups.

The PCT itself has recently become an organisational member of T2T and has relaunched its Employee Volunteering Scheme, actively encouraging employees to volunteer within the community through T2T. Time credits earned by employees are credited to the PCT enabling them to offer time credits to attract community support to running some of its various Public Health initiatives and reward participation. Volunteers in turn use them to access healthy lifestyle activities

⁷ Dorling, D. and Gunnell, D. (2003) Suicide: the spatial and social components of despair in Britain 1980-2000, Transactions of the Institute of British Geographers, 28, 442-460.

⁸ Bayer, T., Tadd, W. & Krajcik, S. (2005) ‘Dignity: the voice of older people’. Quality in Ageing: Policy Practice and Research, 6, 22-29.

⁹ NEF (2008) New Wealth of Time

Community Engagement & Empowerment

Increasing community engagement and cohesion

By **building social networks**, 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.

Promoting volunteering

Timebanks 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

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. It **reaches out to people that might not otherwise volunteer** by identifying that everyone has something to offer.

Timebanking **builds self-esteem** and gives people confidence in their own abilities by using skills informally. Time bank members have gone on to take on roles such as committee members, members of citizen's panels and active participants in neighbourhood forums, and to also take up employment opportunities in voluntary and community groups

Duty to involve

Timebanking is a successful model for **actively engaging marginalised groups**. 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. For instance, people participating in a focus group can be rewarded with time credits to use to access leisure facilities. So Timebanking provides **a way for agencies to reward participation**.

Many Timebanking projects are generic and community-based - cutting across service boundaries in a locality to provide a range of support to/by people from a variety of client groups. They are in tune with resident needs and priorities, and can therefore provide partnerships with excellent community intelligence. They are also directly addressing community capacity building through developing social networks and active citizens. Through involvement in timebanking, residents then become actively involved in other areas of community life.

Facilitating co-production

Timebanking is an inventive way to involve users in co-designing and co-production of services. The service user defines their needs, but also defines what service they can offer to others. Timebanking can supplement statutory services, providing a package of support to a needy person that is designed by them. It provides a means for service users to become active participants in their care and in their community, not just passive recipients.

Timebanking can be used to encourage **participation in service improvement**. By rewarding involvement through time credits, people feel more valued and appreciated, and feel that their input in public services delivers tangible benefits for them as well as influencing decisions. Timebanking therefore acts as an incentive to involvement.

Many Timebanking projects are set up to deal with a specific group of service users, such as prisoners or mental health service users, and can provide a very effective mechanism to engage with them **about priorities for their service**.

Timebanking can increase people's understanding of and appreciation of agencies, because it involves people in **co-designing and co-delivering services**.

CO-PRODUCTION IN ACTION

Timebanking is a brilliant tool for co-producing services. Co-production is based on the understanding that public services are best delivered 'with' people not 'to' people. Evidence proves that co-production creates deeper more durable change than traditional methods of public service delivery.

Organisations that co-produce will incorporate many of the features of Timebanking. They will:

- Use peer support networks instead of just professionals as the best means of transferring knowledge and skills.
- Blur the distinction between producers and consumers. Services can be most effective when people get to act in both roles - as providers as well as recipients.
- Provide opportunities for peoples' personal growth and development so that they are treated as assets instead of burdens.
- Invest in strategies that develop the capacity of local communities.
- Allow public service agencies to become catalysts and facilitators, not simply providers.
- Devolve real responsibility and authority to service users, and encourage self-organisation.
- Offer participants a range of incentives, which help to embed the key elements of reciprocity and mutuality.

Timebanking in action

At a Health Centre in London doctors write 'prescriptions' for home visits from time bank members who provide practical and emotional support. Both the giver and the receiver in the exchange then visit the GP less frequently as a result of their participation. Evidence shows that belonging to a mutually supportive local social network sustains long-term well-being and good health.

Developing skills is crucial in both accessing employment and progressing your career. Both aspects are very important as those without qualifications are significantly less likely to be in employment. Seventy percent of those placed in work through government schemes are back unemployed within a year and over half of adults of working age who are in poverty - 3.6 million people 2007/8 - live in households where at least one person is working. Getting a job and then keeping the job and moving out of poverty depends on skills and confidence. Timebanking can support the development of skills through one-to-one training and through mentoring. This type of support is likely to be more attractive to those who have not benefitted from formal education. Timebanking schemes could link with Jobcentre Plus providing opportunities that could be offered through the new Skills Accounts and providing mentoring support to those placed in work to ensure retention.

Currently new diploma courses are being developed for the 14-19 age group. These are designed to meet the needs of all including those at risk of becoming NEET (not in Employment, Education or Training). Timebanking could input into these diplomas: providing work experience and support from members of the local community. Young people could be linked to older residents with skills and knowledge who could provide invaluable guidance to the world of work. The young people could provide support for the older residents to continue to live independently.¹¹

Timebanking could help migrants by offering English language support. National Indicator 13 concerns migrant's English language skills and knowledge and better English will help them access local jobs. Migrants have many skills they can offer in exchange.

Addressing long term unemployment

Getting the long term unemployed into work is a desired outcome in most areas. There is general agreement on the elements required in schemes to help the long term unemployed access new job opportunities. Such schemes combine outreach; holistic approaches that address all the barriers to work and raise aspiration and confidence; they offer an individualised approach, flexible support with a personal adviser; they provide continuing support once the individual has moved into a job; they involve partnership working between the agencies delivering the different elements with a seamless service and 'no wrong door'; employers are actively engaged opening up job opportunities, work placements and skills support; and early support is available¹³.

Timebanking can assist at all stages. They are close to the community and can engage in outreach work in a non-threatening environment. They can potentially offer a wider range of support than many schemes, addressing all the barriers to work from mental health and drug abuse to transport and childcare. They do 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.

Timebanking could support sub-regional partnerships providing services in this area with a Timebanking scheme being a potential referral partner and assisting with outreach, or supporting contractors..

Gaining work experience

One of the barriers to work is a lack of confidence resulting from being out of the labour market for some time. Timebanking can play a crucial role here. It allows some very part time access to work experience without a loss of benefit support and can provide a building block to help get back into work. It can allow someone to work alongside a skilled and successful entrepreneur and learn both product skills and business skills. Being involved in timebanking can enable an individual to reassess their transferrable skills and support a job application. All of this can assist significantly in employability.

Providing work experience can be particularly important for those who have suffered mental illness, those with learning difficulties, ex offenders and those leaving care, where the timebanking experience not only increases confidences but also challenges employer preconceptions and discrimination. For instance, Timebanking schemes can work with mental health co-ordinators in Jobcentre Plus to provide support and pathways to work. Timebanking can also provide useful and rewarding activity as a first stage in tackling the growing numbers of NEETs - this outcome is the highest profile within local authorities' local area agreements.

*'Many Time Bank members have had the opportunity of further training or education as a result of being involved in the Time Bank.'*¹⁰

*'Timebanking can help people move into paid employment either directly or indirectly.'*¹²

¹⁰ The impact of Time Banking in Scotland (2008)

¹¹ More information on learning mentors can be found at <http://www.cwdcouncil.org.uk/learning-mentors/>

¹² The impact of Time Banking in Scotland (2008)

¹³ Green, A. Action to reduce worklessness. Local Economy, Feb 2009, Vol 24, No 1, pp 28-37

IMPACT AND COST BENEFITS OF TIMEBANKING

Timebanking has been running in the UK for over 10 years, long enough to prove that it is an effective and cost efficient tool. Timebanking makes available the unused resources of people's time, skills and care, adding value to projects and services. It transforms service users into active participants in their own care and well-being, helps people to live independently, facilitates "personalised" support, tailored to individuals' needs and eases demand on hard-pressed services. The following are just a few examples of the cost benefits of Timebanking.

LEHIGH HOSPITAL -

Person to person model:
Health¹⁴

The hospital use Timebanking to reduce dependency on services. People returning home receive support and visits from members of the Timebank, and when they recover sufficiently, they in turn support other patients. The scheme has delivered:

- 18.6% physical health improvement (because ex patients are actively involved)
- 33.3% mental health improvement (because of the social networks established and because passive patients have become active helpers)
- 51.2% social support improvement

RUSHEY GREEN TIMEBANK -

Person to person model:
Older people

Evaluation of the Rushey Green Time Bank, showed that the Time Bank has helped to build people's confidence and self-esteem and that people used the GP less once they had a social support network to call on. The doctors who founded the initiative feel that it makes it possible to take patients off anti-depressants and has the capacity to help older people stay in their own home.

"Rushey Green Time Bank has a proven record of improving mental and physical wellbeing amongst our patients by supporting people in their environment." Dr A Febles¹⁵

The estimated cost savings of this are at least £300 per person and Rushey Green has over 200 members. This gives an estimated saving of at least £60,000, showing that Timebanking can save around double what its costs.

*The national evaluation of the LinkAge Plus Pilot programme, which included Timebanking and similar models of care for older people, showed real cost benefits, estimating that around 5% of people contacted were delayed from moving to more dependent living - a saving of £462 per annum per contact.*¹⁶

BLAENGARW TIMECENTRE -

Person to agency model:
Community Engagement¹⁷

The community centre in Blaengarw was struggling, with only a handful of volunteers to help. They introduced Timebanking, rewarding any volunteer contributions with time credits which can be used to pay for events at the centre, from bingo to discos to the youth club. They now have over 540 members. The active citizenship that has been generated has created huge benefits additional for the community including the revival of the carnival, the regeneration of the local park and a thriving and resilient community.

*"It helps financially as well, because if there were no time credits we would have to pay and probably could not afford it."*¹⁸

The cost of this approach in accepting Time Credits as well as money payments for activities has resulted in approximately £24,000 a year less receipts, but they have benefited from 64,000 Timebanking hours. These hours, costed at minimum wage of £5.73 represent a benefit to the organisation of £366,720.

*"The Timecentre enhances its members' wellbeing significantly. Members have enjoyed learning new skills which help to keep them active and engaged within the community."*¹⁹

The findings from independent academic evaluations of Timebanking provide powerful evidence of its impact and its potential as a tool to reach out to vulnerable and socially excluded people and transform communities.

*'Time banks successfully attract participants from socially excluded groups. This includes people in receipt of benefits, from low income households, retired people, those with disabilities, those with a long-term illness, women and non-white British ethnic groups.'*²⁰

*'Time banks are successful in attracting people who would not normally get involved in traditional volunteering. Only 16 per cent of traditional volunteers have an income of under £10,000, whereas nearly four times as many Time Bank participants do (58%). Nearly double the number of Time Bank participants are not in formal employment (72%) compared to traditional volunteers (40%).'*²¹

¹⁴NEF (2008) New Wealth of Time

¹⁵NHS Lewisham (2009) Lewisham Time Bank Development Strategy 2009-2012

¹⁶Towards a business case for LinkAge Plus. Warwick Business School (2007)

¹⁷NEF (2008) New Wealth of Time

¹⁸Creation Development Trust (2009) An Evaluation of the Blaengarw Timecentre

¹⁹Creation Development Trust (2009) An Evaluation of the Blaengarw Timecentre

²⁰NEF (2002) The Time of Our Lives: Using Timebanking for neighbourhood renewal and community capacity building

²¹NEF (2002) The Time of Our Lives: Using Timebanking for neighbourhood renewal and community capacity building

²²University of Salford (2009) The Salford Timebanking Evaluation

²³NEF (2002) The Time of Our Lives: Using Timebanking for neighbourhood renewal and community capacity building

*'The evidence points to time banks providing individuals, families, groups and communities with a space for revaluing their work (and perhaps giving it value for the first time), and for finding recognition and self-esteem for their contribution to society.'*²²

KINGS CROSS TIMEBANK -

Person to person,
person to agency,
organisation to organisation

The Holy Cross Centre Trust (HCCT) run several projects across London Borough of Camden for people with mental health problems, refugees, asylum seekers and homeless people. Engaging service users in co-producing better outcomes and ultimately a stronger sense of wellbeing is at the heart of their approach to Timebanking. They successfully tendered to deliver Camden Council's outcomes specification, which included co-production as a desired service model.

"The Timebank is designed to encourage people to take greater control of their lives and own their service."

Members are encouraged to use their skills to support each other by providing anything from computer skills to piano lessons. They also help in the centre, for instance by assisting with cooking or attending meetings. They earn paper time credits, which they can exchange for rewards which are either generated by other members or by local business or other Camden services. HCCT have negotiated with a range of community partners including Cinemas, Theatres, gyms so that Timebanking credits can be used by their members. This is a radically different approach to relying on professionals and pills. Over 22,000 hours are exchanged in a year.

FURTHER HELP AND INFORMATION

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HOW MUCH DOES TIMEBANKING COST?

A Timebanking scheme that is part of an existing organisation and run by existing staff has minimal costs (see TAFF Housing Association example).

Also, because participants are empowered and active they will often provide help with the day to day running of your time bank. The main cost of running a Timebanking scheme are:

Staffing-

A Timebroker is required to recruit new members and match those who want help with those who can offer it. This can be a full or part-time post, and can be undertaken by an existing employee

IT-

Timebanking UK can provide the software required to record all your Timebanking transactions. Some Time Banks use paper credits.

Publicity-

A modest budget will get your message out to possible new members.

Enterprise budget-

To pay for a menu of rewards to thank members of your Timebank for what they do for themselves, each other and the organisation.

An office base-

All that's required is a desk, phone and computer.

Timebanking UK can provide you with detailed information and support to start Timebanking.

Useful websites

Timebanking UK-
www.timebanking.org

TimeBanks USA-
www.timebanks.org

Timebanking Wales-
www.timebankingwales.org.uk

TAFF HOUSING ASSOCIATION -

Person to agency model:
Housing

Taff Housing Association has developed Timebanking at a cost of around £5,000 per annum, by changing the way their tenant participation officers work. Previously, they had used traditional participation methods but found they were involving the same few people, most of whom were over 70. Timebanking has transformed their tenant participation activity. Young women at their two hostels now help out by looking after plants in the house or showing a new mum how to bathe her baby, or attending tenant meetings. They are rewarded in time credits, which they can spend to access training or go on Housing Association events or trips. The young women are no longer just passive recipients of the housing association's services but co-producers actively involved in running the hostel. Timebanking has also changed the attitude of staff who now view service users as an even more valuable asset to the organisation.

*'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.'*²³

Timebanking Scotland-
www.vds.org.uk

New Economics Foundation-
www.neweconomics.org

Spice-
www.justaddspice.org

Timebanking can:

- *meet unmet needs with unused resources - it can untap people's time as a free resource to address many of the challenges facing service providers and communities.*
- *solve intractable problems such as caring for an increasing elderly population*
- *deliver a range of additional outcomes around health and well-being as well as solving specific problems for people*
- *reduce social isolation and build strong social networks and active communities*
- *provide an effective way of engaging communities and building social capital*
- *engage hard-to-reach people*
- *turn people from passive recipients of services to active participants and co-producers of their own wellbeing provide an important low-level intervention to assist people to live independently in their own homes and prevent or reduce demand on services*
- *support recovery after illness or accidents*
- *supplement services to make them more effective offer support and rewards to people who volunteer informally or engage with agencies*
- *increase customer satisfaction and trust in services and agencies*
- *be a cost-effective solution to addressing priorities and concerns of local agencies, helping to deliver Local Area Agreement and National Indicator targets.*
- *Transform service delivery through co-production into sustainable community-led services*

Annual membership is open to organisations committed to the co-production of public and voluntary services and the use of timebanking to increase social capital.

Members profit from over ten years of shared learning and best practice in partnership with local authorities, primary care trusts, housing organisations, the voluntary and community sector and others in the form of custom-built packages of support and guidance, training programmes and membership of a dynamic national network.

There are three levels of membership:

- a) Local Area**
- b) Organisational**
- c) Individual**

LOCAL AREA MEMBERSHIP PROGRAMME:

This is open to strategic bodies like Regional Development Agencies, Local Authorities and Primary Care Trusts.

Among the many annual benefits they receive are:

- Three days a year on-site advice and support in designing, implementing and improving systems and procedures for introducing timebanking into mainstream practice

- Guardianship of a 'kite mark', (*approved provider status*), for each timebanking initiative

- Four free training places to equip frontline workers with the theory and practical skills needed for successful timebanking

Cost: £3,000 per annum

ORGANISATIONAL MEMBERSHIP:

Offers a range of practical support for front-line statutory and voluntary agencies and community organisations, including free Time-On-Line software, the use of the TBUK brand and kite mark, membership of the network, regular national and regional events and forums and two free places on one day course - "introduction to timebanking".

Cost: For organisations planning on co-producing services with -

up to 150 people = £100 per annum

between 150 - 500 people = £250 per annum

for over 500 people = £500 per annum

INDIVIDUAL MEMBERSHIP:

For individual professionals such as policy makers, commissioners, managers and practitioners who want to be a part of the national movement, to receive ongoing support and guidance by phone or e mail and to be kept informed of new learning and new applications of timebanking.

Cost: £35 per annum

- **All members receive monthly e-bulletins**

- **All members must sign up to and adhere to the core values of timebanking UK.**

- **All members receive discounts, priority bookings and early notice of timebanking UK events and publications**

**For more details contact:
Tel: 01453 750952
or info@timebanks.co.uk**

'Timebanking UK are the original custodians of knowledge about timebanking and of the principles that it is rooted in'



Membership Application Form

Contact Name _____

Job Title _____

Name of Agency/Organisation _____

E mail _____

Telephone _____

Address _____

Postcode _____

Type of membership, please tick

Local Area Membership Programme

Organisational Member

Individual Member

Payment

Please send me an invoice

Cheque enclosed

Your Order Number *(if required)* _____

Please confirm that you sign up to the core values of time banking:

'Recognising people as assets - valuing work differently - promoting reciprocity - building social networks'

by ticking this box

Please return your completed form to:

Timebanking UK

The Exchange

Brick row

STROUD

Gloucestershire

GL5 1DF

or make your application online by visiting

www.timebanking.org



TIME BANKING UK