



# Timebanking

## A PROSPECTUS



### Timebanking UK

This report presents Timebanking to policy makers, managers, practitioners and commissioners in local authorities, CCGs, housing organisations and other public and voluntary sector agencies. It shows how timebanking is helping to transform healthcare, how it can help organisations meet government agendas and priorities in a cost effective and sustainable way. It presents the business case for investing in Timebanking.

## WHAT IS TIMEBANKING?

Timebanking is sweeping across the country and breathing new life into communities. There are around 41,000 people and 5,500 organisations involved in timebanking activities, having exchanged 3.1 million hours. Time banks meet everyday social care needs through the mutual exchange of time, skills and opportunities. Participants 'deposit' time in the time bank by spending a few hours delivering low level social care or doing other activities in their community. They are then able to withdraw these 'time credits' from the time bank when they need help themselves. Everyone's time is valued equally and everyone both gives to and benefits from the scheme.

Timebanking challenges the views that people, either - have needs and are therefore to be related to as service users, or - that they have something to give and are therefore volunteer material. Timebanking is different to volunteering as it is less formal, low level and reciprocal.

Given encouragement, support and the opportunity, everyone wants to and will make a difference and can make a contribution.

We all like to feel needed and we know that being a part of something bigger than ones self, being a part

of a community or social network, gives our life more meaning. Our experience has shown that people value the chance to pay back and to break free from passively consuming services. By given choices such as this, we can see a reduction in unhealthy lifestyles.

All time bank participants are interviewed and provide references and those working with the vulnerable are checked with DBS. There are working guidelines for time banks to adhere to from Timebanking UK along with insurance and robust safeguarding procedures. Each time swap between members is recorded on TBUK software and the participants can access 'bank statements' of the time credits they have earned and spent. Members can also donate credits to others or to a 'community pot' which can be drawn on by those who have higher support needs or who struggle to participate at that moment in time. A co-ordinator provides the link between participants, oversees the safeguarding policies and monitors the activities happening in the time bank. Anybody can get involved in timebanking and all skills and contributions are valued equally. For example, people may need help with hospital after care, gardening, getting to the shops, collecting a prescription, befriending, practising a new language, community events or simply someone to listen at the end

of the phone when they are facing an operation - whatever the service one hour earns one time credit.

Just as there was once a local 'collective memory' in communities about who was good for a favour a time bank now is the modern day equivalent, recording and bringing public attention to the positive reputations of individuals who are exchanging acts of kindness, care and practical support, most of whom do not see themselves as traditional volunteers. This is not an online directory of services, but simply a way of connecting communities and utilising the natural wealth of the core economy.

Timebanking helps those individuals who are most excluded in society and who are most likely to be passively receiving to participate on an equal basis, changing their self perception and those of the community.

By earning and by banking time credits people ensure that any support that they may need will be available when they need it. The time based community currency that circulates sets in motion a chain reaction that forms bonds between strangers and brings people together in unforeseen and unpredictable alliances. There is an inbuilt multiplier effect as one act of kindness generates others and so on. This is real social capital in action.

"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 and health professionals to achieve their goals, underpin services, save money as a preventative measure and at the same time to improve social outcomes for local people."

## WHO ARE TIMEBANKING UK?

Over the past 20 years the Timebanking system has been refined and is now fit for purpose. Three models have emerged but they are in no way mutually exclusive - good timebanking incorporates the best elements of all three.

Timebanking UK is the umbrella organisation for the promotion, implementation 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, statutory and voluntary organisations in developing and managing new timebanking networks. It provides a national voice for timebanking, raises public awareness, lobbies policy makers and enables research into the impact on individuals, communities and services.

## DELIVERING KEY OUTCOMES

Timebanking UK can help to deliver the key outcomes expected by government and the NHS in relation to health and well-being, social care, preventative services, personalisation, community empowerment and enhanced employability by working in partnership to implement and develop timebanking networks across geographical areas.

## SOCIAL CARE, HEALTH AND WELLBEING

The NHS Five Year Forward

View presents a timely and welcome opportunity to change the way adult social care is provided. The vision is of a person centred approach that is flexible, preventative and offers people greater control over the way they want to live their lives.

Given the impending increase in need among an ageing population and the relatively low levels of spending on social care a total transformation will be required. We believe that the social care workforce will have to mobilise the support of users, their families, friends and neighbours. New inclusive ways to engage the community will be needed and timebanking is the single most effective tool to help implement a 21st century model of social care.

Timebanking challenges the traditional view of service delivery as a one way process, akin to delivering milk. Services should rather be based on a reciprocal process that views everyone involved as an asset with a positive contribution to make.

By involving the people that we are trying to help, asking them to support others in return and rewarding their efforts social care can be 'co-produced' by a rejuvenated workforce in partnership with a motivated and engaged local community.

Robust and self sustainable social networks and an ethos of citizenship are being created by time banks all over the country.

The provision of more and more of the low level and preventative care and community building is being carried out by local people, many of whom have hitherto passively received services in the false belief that they had nothing to offer others.

Our objective is 'Community Wellbeing' and timebanking is the most cost effective way to construct it. A time bank uses time as the currency where everyone's time is valued equally. Timebanking is sustained by the emotional and psychological rewards people receive from being needed, making a difference and having the chance to pay back. At the same time people receive practical low level care and emotional support from others as and when they need it.

## DEVELOPING INDEPENDENCE

By providing the kind of "low level" help, such as cleaning, shopping and gardening 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 from hospital.





## SOCIAL INCLUSION, SEEING PEOPLE AS ASSETS AND GENERATING COMMUNITY CAPACITY

It is clear from the Five Year View and the GP Forward View that a 'whole system' approach is hoped for in the future, one that integrates a broad agenda of prevention and includes public health, social care and support from the wider community. Emphasis is placed, throughout the Plan, on the importance of social inclusion, participation and citizenship, with specific targets around signposting, referrals and the recognition that people in communities are assets. This reflects a bold and positive call for public services that are underpinned by meaningful and large scale community engagement.

Chapter 2 specifically highlights the issue of feedback from clinical staff suggesting that they do not know how to realise the assets in communities and that this will require a significant culture change.

Timebanking is a modern and popular tool for generating community capacity. It is also a proven way of engaging the socially excluded and a powerful instrument to make sure that 'adults in need' are not marginalised. All the participants are valued for what they can do rather than related to as problems in need of outside intervention.

A national evaluation  
of Timebanking, (The

Times Of Our Lives – Gill Seyfang and Karen Smith, University of East Anglia and NEF), shows that Timebanking is engaging the 'hard to reach' and 'undervalued' members of society, (e.g. older people, people with disabilities and learning difficulties, people from black minority ethnic groups, people with histories of mental health problems).

Timebanking is ready to play a highly significant role in bringing about unprecedented levels of 'user', carer and community involvement in and support for social care services.

"If in the past decade the NHS has come to understand that health services are immeasurably improved by the patient voice, in the next twenty we will come to understand that they can only be delivered by working in collaboration with the citizen's hand".

—Dr Paul Hodgkin,  
Founder and Chair of  
Patient Opinion

## EMPLOYABILITY – DEVELOPING SKILLS AND CONFIDENCE



Department  
for Work &  
Pensions

The Department of Work and Pensions in the UK now endorse timebanking as being a mechanism of increasing the skills, confidence and self esteem of those who are on benefits. They understand that timebanking is different to volunteering and is part of the pathway to employment. Their formal publicity on the THE DAILY JOBSEEKER WEBSITE explains that timebanking hours can now count towards job seeking hours.

Getting unemployed people into work is a desired outcome in most areas. There is general agreement on the elements required in schemes to help people access new job opportunities, and such schemes combine outreach, holistic approaches that address all the barriers to work and raise aspiration and confidence; they offer an individualised approach and flexible support with a personal adviser.

Time banks 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.

## QUOTES:

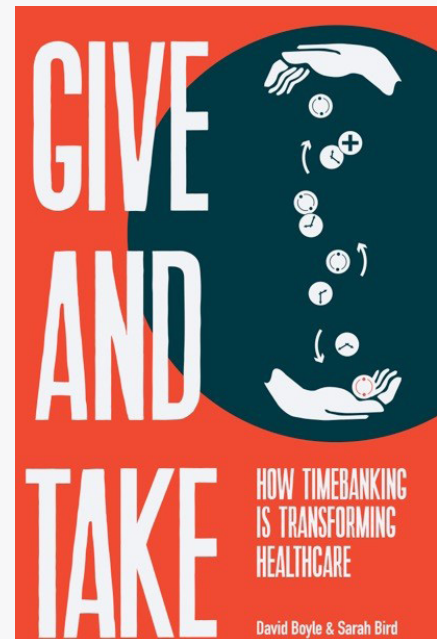
Primary Care Today published an article in April 2015 stating how timebanking can help lower the number of GP visits by removing the kind of visits that do not require medical attention. This is done by promoting a self-care agenda and helping people see what can do for themselves. This can help decrease visits due to health conditions that have been brought on by loneliness and isolation "Timebanking brings community skill sharing to GP surgeries - Time banks based in GP practices are bridging the gap between social prescribing and primary care services, and revolutionising healthcare"

"People are the greatest asset the NHS has and we need to make it easy for them to contribute their time, skills and expertise to support themselves, each other and the communities we live in. Timebanking offers a powerful and effective route to unlock their contributions, so we can make the NHS personal and sustainable in the future".

**—OLIVIA BUTTERWORTH, HEAD OF PUBLIC VOICE, NHS ENGLAND**

"Give and Take<sup>1</sup> is very inspiring. I hope it encourages healthcare professionals to view timebanking as a beneficial treatment option for some of their patients. With the support of GPs there is significant progress that timebanking can make in improving the health of local communities, and highlighting that point is this book's greatest strength".

**—DR. VISHAAL VIRANI, SUPPORTER OF PAXTON GREEN TIME BANK**



Give and Take is a book highlighting the impact that timebanking has on health and wellbeing with examples and case studies of how GP's are using timebanking to improve the lives of their patients

**The Faculty of Public Health and the Mental Health Foundation have published a recent report entitled 'Better Mental Health for All'** which refers specifically to timebanking. This report focuses on what can be done individually and collectively to enhance the mental health of individuals, families and communities by using a public health approach. The report says: 'Promote the use of volunteering, such as timebanks, as a way of linking local people who share their time and skills, and enabling them to live well, improve their health and wellbeing, and link them to their community. Timebanking can help lower the number of GP visits by removing the kind of visits that do not require medical attention.

### **CALL TO ACTION - TAKING THE STEP TO IMPLEMENT A TIME BANK NETWORK**

We know that you can't just graft time banks onto existing services as there has to be a willingness to change the culture inside the agencies concerned from a 'service' to a 'contribution' based system, from a one way street to a two way street. This will require specific training, resources, IT platforms, safeguarding and support.

Further, experience has also shown us that local people need to own their time bank and the co-ordinator needs to be accountable directly to them if the venture is to flourish. When Local Authorities or the NHS commissions the development of time banks they need to be assured that time

banks manage risk, engage meaningful numbers of new people and adhere to agreed quality standards.

When a Local Commissioning Agent wants to develop 'Community Wellbeing' in an area to complement adult social care services it can purchase on-site support through Timebanking UK to implement a number of timebanking hubs over a set period of time.

Training and resources can be purchased from Timebanking UK, to enable time bank networks to be coproduced with a clear long term plan to support positive relationships with the local people and stakeholders. Progress can be evaluated using TBUK software recording number of local people participating, how and where, along with mechanisms to show impact and quality.

### **CASE STUDY:**

#### **NHS NORTH EAST HAMPSHIRE AND FARNHAM CCG**

Our Clinical Commissioning Group (CCG) is involved as a stakeholder in a programme with Surrey County Council and Timebanking UK to implement a timebanking network across the county. Farnham Area Timebank is being supported by the CCG. The training and resources we received enabled the building blocks to be put in place and our time bank is growing steadily enabling local people to swap time with one another, creating mutual support networks. The asset based philosophy enables local people to see their own self-worth and the timebanking activities are improving the confidence and self-esteem of individuals. This supports the CCG prevention programmes of work such as our social prescribing project, Making Connections, the Recovery College and our work in supporting carers. These help to build community engagement and resilience. Now that the timebank is embedded and supported by the local community and local organisations within our Farnham locality we are confident that it will continue to develop organically and are looking at how we can develop further time banks with our other localities. We are also looking at how staff, through our Staff Volunteering Policy can use the timebank as a tool for volunteering. We remain members of the regional and national network of Timebanking UK.

Gillian Trippner, NHS North East Hampshire and Farnham Clinical Commissioning Group

**SUPPORT PACKAGES**



Timebanking UK



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The long term sustainability of the time bank will be dependent on the levels of participation and the support given to the network from local stakeholders, strengthening the financial sustainability whilst lowering health care costs and improving health care and adult social care quality by engaging people and communities in producing and delivering wellbeing.

If the aspirations for change contained in the NHS Five Year Forward View are to be realised it would be advantageous for Local Commissioning Authorities to adopt a similar approach to all strategic commissioning, and require any delivery partners to show that each year their work is progressing the following:-

- The large scale and enthusiastic participation of the people for whom the service is being provided
- The validation of support systems based on give and take that measure and reward the contributions that local people make
- The involvement of significant numbers of

new local people willing to contribute what they can to the success of the programme

- The growth of social networks that offer long term support
- Clear links with social prescribing through VCSE organisational membership within each locality
- The clear calculation of the social return of investment
- Impact and quality assessing processes to monitor the positive changes to individuals health and wellbeing

### INVESTING TO SAVE

Timebanking has been running in the UK for over 20 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.

If volunteering and informal care saves the government and health service money then the reciprocal help between people that is generated by timebanking saves multiples of that without increased infrastructure costs.

Cost savings are central to this timebanking business proposal. There are some obvious health savings to be made by mainstreaming timebanking as it would make a major impact on the costs of:-

- bed-blocking (one in five beds are now filled by people who should not be in hospital at a cost of £400 a night)
- emergency readmissions for chronic problems like asthma, diabetes and depression
- social care by enabling older people and people with disabilities to live in their own homes longer.

The fact is that 46% of the Adult Social Care budget in 2013/14 was spent on people over aged 65. The UK population is projected to increase from an estimated 63.7 million in mid-2012 to 67.13 million by 2020 and 71.04 million by 2030.

The number of people aged 65 and over is projected to increase from 10.84m in 2012 to 17.79m by 2037. As part of this growth, the number of over-85s is estimated to be more than double from 1.44 million in 2012 to 3.64 million by 2037.

Timebanking can also make it easier for carers to stay in the formal economy – by providing them with flexible back up. When carers try to cope without a social support system it often means absence from work and demoralisation which can contribute to faster turnover and lost productivity.

Because timebanking is accepted in ethnic minority and immigrant communities there will be other associated cost savings. Reductions in formal language training and translation costs, reduction in public service advice time, reduction in the cost of positive promotion. Timebanking also creates new resources through improving English language and communication skills, facilitating understanding of British culture, providing volunteering opportunities, providing mutual support.

As already mentioned, health and local authority employees with a community based remit would be far more productive in long term system change if their roles were adapted to include setting up time banks.

## IN SUMMARY

Timebanking UK can provide a framework in which timebanking can flourish to:

- meet the needs of local people by untapping time which is a resource addressing many of the challenges faced by service providers and communities
- solve issues such as caring for the elderly, reducing isolation and helping those with long term health conditions to remain in their homes for longer
- deliver a range of outcomes around health and wellbeing as well as solving specific problems for people such as low level depression or loneliness
- building stronger communities and active mutual social and practical support networks
- provide an effective way of engaging communities and building social capital
- engage those seen as 'hard to reach' or those marginalised people in the community
- turn people from passive recipients of services to active participants and coproducers 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
- enable people to leave hospital when they need to
- supplement services to make them more effective and offer recognition to people who volunteer informally through the time bank
- be a cost effective solution to addressing priorities and concerns of local agencies helping to deliver national government agendas
- transform service delivery and healthcare through coproduction into sustainable community led services





## APPLY TO TIMEBANKING UK FOR A PACKAGE OF TRAINING AND RESOURCES

### START UP SUPPORT, TRAINING AND RESOURCES

We can provide the advice, support and resources to guide you through a successful planning, implementation and delivery phases, providing the key contributing factors to ensure longevity and sustainability.

We will work with you on a one-to-one consultancy basis, and provide workshops or training for colleagues, volunteers and service users. We are flexible and can create a package tailored to your requirements so please see the attached choice of support and training packages. Prices are dependent upon the number of days on site and which resources you might need from us but start at £3k over a 1 year period.

### Time On Line 2 Software

We will provide our latest and new interactive piece of timebanking software together with a mobile phone app enabling individuals and organisations to swap time with robust monitoring and evaluation process in place. This will be free of charge as

part of the support package you choose. There are no licensing fees.

The timebanking software keeps data on users which includes personal needs, skills offered and attributes (mobility, age, ethnicity, housing, allergies etc) which ensures effective matching, reduced risk and greatest impact on user and the community. It records hours swapped, skills offered and skills needed by both individuals and organisations.

Members can see their own personal information although not that of others. The software will produce numerous reports which will enable them to see at a glance how effective and active participants are, highlighting need and potential for resources.

We will provide hands-on support to assist with the setting up of the software to suit the network and each area/partner will be given a user name and password to access the software. It will record crucial information for both individuals and organisations such as:

- Personal data

- Organisational data
- Attributes for individuals (ethnicity, sex, age, disabilities, allergies, housing groups etc)
- Services offered and received (over 100 different services can be listed from dog walking to massage)
- Hours exchanged and on what services
- Hours exchanged by particular groups of people
- Which people or organisations are active or inactive
- Group exchanges where one person gives time to a group

The software is fully flexible can be tailored to suit its needs and the members. Exchanges between time banks are very easy, and this should encourage multi-time bank activities and cement relationships at the time bank level. Both organisations and individuals can see what is of offer and what is being asked for, setting up exchanges with the approval of the co-ordinator.



**CHOOSE YOUR OPTIONS FOR WORKSHOPS AND CONTACT TIMEBANKING UK FOR A TAILORED PROGRAMME AND QUOTE****PLANNING STAGE**

- ☐ Local information sessions to gauge interest and gain feedback
- ☐ Facilitation of working groups to bring stakeholders together at local locations
- ☐ Discussions and decision making on Legal structure, Development plans and long term strategies

**PROMOTION AND PUBLICITY PHASE – WHO, WHAT, WHERE**

- ☐ Partners/stakeholders and their involvement
- ☐ Mission statement
- ☐ Leaflet designing and printing
- ☐ Drop-ins/engagement workshops
- ☐ Handbook creation for time bank members

**IMPLEMENTATION STAGE**

- ☐ Software (tailored) Time on Line 2
- ☐ Software overview for members and administrators
- ☐ Software support and assistance with setting up, report generation and joining members
- ☐ Organisational timebanking
- ☐ Safeguarding training to include risk, DBS, insurance and pitfalls to avoid

**DEVELOPMENT PHASE – EVENTS, ACTIVITIES AND LOCAL INFO SESSIONS**

- ☐ Asset mapping activities
- ☐ Engagement sessions
- ☐ Taster events
- ☐ Q&A sessions for local people
- ☐ Activity days with specific groups within communities (older people, young people, refugees, disabilities, mental health, addictions, homelessness, ex-offenders)
- ☐ Coproduction workshops
- ☐ Hands-on software sessions

## **HAND-OVER PHASE**

- ☐ Achieve the Quality Mark
- ☐ Sustainability plan (including income generation)
- ☐ Evaluation and assessing the impact of your time bank
- ☐ Being part of the TBUK network and the benefits that it will bring
- ☐ Toolkit for future use and growth of the network

## **DAYS ON SITE WITH A DEDICATED MEMBER OF TBUK STAFF**

- ☐ 1-3 over 12 months                      from £3,000
- ☐ 3-6 over 12 months
- ☐ 1 day a month for 12 months      from £10,000
- ☐ 2 days a month for 12 months
- ☐ 1 day a week for 12 months      from £20,000
- ☐ 2 days a week for 12 months

## **CONTACT TIMEBANKING UK WITH YOUR REQUIREMENTS:**

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