

Our Vision for the Transformation of Social Care for Adults

Social Franchising



A paper proposing a 3 year national programme to create multiple timebanking networks including a public awareness campaign and training in co-production for key members of the social care management and front line workforce.



Timebanking UK

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EXECUTIVE SUMMARY

The 2004 Wanless report focussed on improving public health and reducing health inequalities in England, urging the government to develop a more coherent strategy to reduce preventable illness. 13 years later and we are still trying to address this issue with early intervention and preventative programmes. We need to act now to avert a crisis. We cannot do this without people and communities.

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.

There is a need for fundamental changes in the approach to social care in this country calling for a new framework for adult social care to be built around certain core principles:-

- Everyone in society has a positive contribution to make
- Services should be proactive, seamless and person centred
- People should be treated with respect, dignity and be supported to overcome barriers to inclusion
- Care should focus on positive outcomes and well-being
- Services should offer control, choice and quality

To these we would like to add:-

- Adult Social Care Services should be 'deepened' and strengthened by involving service users and local people in delivery
- Equal attention to Community Wellbeing, offering opportunities for reciprocal ties, community self help and the growth of social capital

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 low level and preventative care and community building is being carried out by local people, many who have 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.

Volunteering and informal care saves the government money but reciprocal volunteering saves multiples of that without any increased infrastructure costs as every exchange paves the way for exchanges in the future.

To be effective time banks need to be owned by the local people and supported by local statutory bodies. However, if voluntary and community organisations are to be commissioned to run them any local authority or health service will need to be assured that risk is being managed, quality standards are being maintained and significant levels of new people are being engaged - including the socially excluded, carers and adult care service users.

This social franchise model will therefore be adopted to roll out timebanking nationally. Timebanking UK (TBUK), will be the franchisor providing a package of brand identity, training, support, IT software, safeguarding policies and quality assurance.

Timebanking UK are the only organisation in the UK to provide these resources to enable organisations to set up and run time banks. TBUK will also run effectiveness checks on the time banks and calculate the Social Return on Investment. TBUK will assess the impact, feed into government policy and provide bespoke software and mobile phone app .

Early testing of this exciting new model is required and it hoped that a joint investment from Public Health, Local Authority commissioners and NHS England will sponsor a three year national pilot programme, a public awareness campaign and training in co-production for key members of the social care management and front line workforce.

There is already interest and local investment from county councils and Public Health in England which we propose is scaled up to cover England.

2 TIMEBANKING

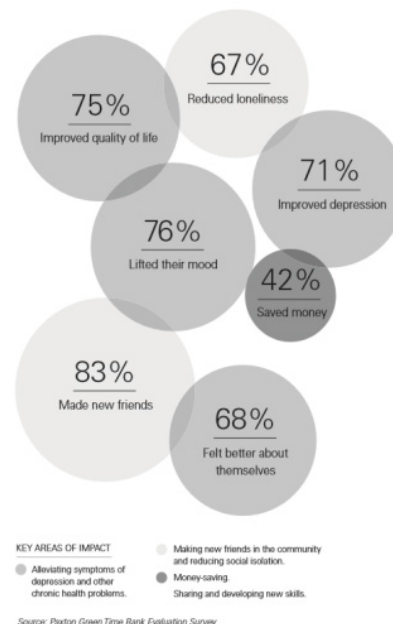
2.1 Timebanking is sweeping across the country and breathing new life into communities. There are around 250 time banks in the UK, involving 44,000 people and 6,000 organisations having exchanged 3.4million hours. Time banks meet everyday social care needs through the mutual exchange of time, skills 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.

2.2 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 and will make a contribution.

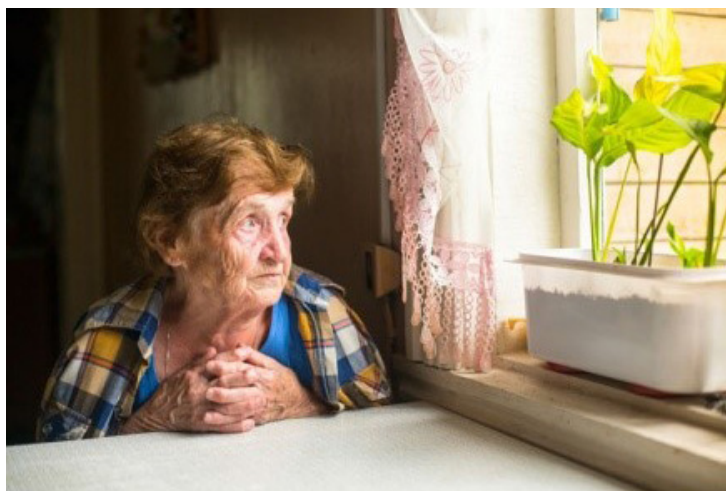
We all like to feel needed and we know that being a part of something bigger than one's self, being a part of a community or social network, gives our life more meaning. Our experience has shown that people value the chance to pay back and to break free from passively consuming services. By given choices such as this, we can see a reduction in unhealthy lifestyles.

2.3 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 mobile phone app 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 .

2.4 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. Timebanking UK have been commissioned for a second year by a London borough to use timebanking as a tool to help refugees integrate into the community and also as a method to improve their own self esteem and confidence.



2.5 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.

PUBLICATIONS AND QUOTES

The Faculty of Public Health and the Mental Health Foundation have published a 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 time banks, 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.* 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

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 Take1 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, Paxton Green Time Bank



3 COMMUNITY WELLBEING

- 3.1 We are in the business of rebuilding trust among local people and creating robust mutual practical and social networks. We deplore the way that connecting with the same usual suspects of local activists passes for involvement.

Our purpose is best described as “**Community Wellbeing**”. As NESTA states in their ‘Realising the Value’ report, there is growing interest nationally on asset based approaches. This mechanism ensures that involvement of local people is centred around them, focussing on their interests and strengths. This model of timebanking is NOT tokenistic, transactional or simply ticking a box to increase volunteering.

- 3.2 Social Care practitioners will have to complement their services with ‘well’ communities or they will be in danger of perpetuating a negative message – “We are here to help you but you have nothing we value or need”. The Social Care workforce needs local people as much as people will at times need the more specialised skills of our social care services and we must be honest about this. We are talking here about a reawakening of citizenship and co-production to meet the enormous task of delivering social care over the next 15 years and beyond.

- 3.3 Timebanking UK has begun to measure the Social Return of Investment for time banks. This programme will include the SROI calculation for each time bank involved.



Barnet Time Bank – Social Return on Investment

The total project costs for two years 2015-2017 was £55,479 taking the total budget from the Total Social Value, the Social Return on **Investment is calculated at £462,772 For every £1 spent, £9.34 of Social Value was achieved**

(Barnet Time Bank currently has 360 members having exchanged 4000 hours)

London Time Bank network – Social Return on Investment

The combined project cost of five Time Banks for 2 years (2015 and 2016) was £306,951. **Taking the total budget from the Total Social Value the Social Return on Investment is calculated at £2,786,935.**

(There are 23 time banks in the London network with 5812 individual involved exchanging almost 29,000 hours EVERY YEAR.)

- 3.4 How then do we roll out timebanking nationally without lessening the value of what timebanking has to offer? What would happen if local health trusts were given targets to set up time banks? How would they go about managing risk? Could they actually work across departmental boundaries? Who would be in control? To date, we have partnered with councils such as Surrey County Council, Hampshire County Council as well as many borough and city councils who have approved Timebanking UK’s safeguarding policies and procedures to minimise risk.

- 3.5 Alex Fox, VCSE Review published 26 May 2016 entitled “Investing in Partnerships for Health and Wellbeing” It states that whilst we do not want to spend more on medical or social care, we will all draw upon specialist services at some point in our lives. When we do, we will want to find them available, caring and well run. However, the ever growing older population and those with long term health needs will mean that we want to remain in our homes, living well as part of our welcoming inclusive community. To achieve this, we need health and care systems which are organised around and support our lives: which can reach us in our homes, support our families to care, and release the full potential of communities.
- 3.6 There’s a lot that could be learned from experience around the world and especially from Japan about how to make this happen. It requires innovations in financing mechanism – such as the LTCI Law introduced in Japan – to make this viable if the route taken is one of mainstreaming and institutionalisation of timebanking within health care delivery. Recruiting the active elderly in support of the frail elderly is a strategy that has worked in Japan and timebanking (mixed currency) has become mainstream.
- 3.7 But the active elderly supporting the frail elderly is also the basis of the Partners-in-Care approach of Barbara Huston, who has sustained a local time bank in Maryland, USA for 20 years on the basis of a social enterprise model that pairs her time bank with a thrift shop. Her operation generates US \$ 500K annually from the thrift shop and grants. But the grants are never more than 40% of total income.
- 3.8 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.
- 3.9 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. Even then if Local Authorities or the NHS were to commission time banks they will need to be assured that time banks manage risk, engage meaningful numbers of new people and adhere to agreed quality standards. .
- 3.10 After a great deal of discussion and reflection we have concluded that the best way to roll out timebanking networks, would be via social franchising.

4 SOCIAL FRANCHISING

- 4.1 Franchising has proven to be a successful model in the commercial sector. The past decade has seen a trend towards public health interventions that organize private sector healthcare providers into networks. One model is social franchising of health services, which applies commercial principles to achieve public health goals. In 2009, the UCSF Global Health Group began surveying health and clinical social franchises in low- and middle-income countries to understand their scale, populations served, and health specializations. There are around 64 health and social franchising programmes worldwide mainly covering Africa and Asia where 27,652,449 people received this service in 2014.
- 4.2 We propose that Timebanking UK, the ‘franchisor’, sets up delivery partnerships with stakeholders who will include voluntary and support organisations, GP’s, health centres and community groups. The Local Authority or Health Service will become the ‘franchisee’. A contract will be agreed to specify roles and responsibilities, action plan and outputs and outcomes. Timebanking could thus be scaled up nationally with multiple franchisees directly benefiting from a tried and tested model with support and encouragement from a network of skilled practitioners.
- 4.3 Timebanking UK as the Franchisor would provide a brand identity, marketing, training, resource materials, (including software and app), and a local presence to assist with the implementation and development phases, along with ways in which we can make time banks sustainable coproducing and supporting the networks at a local level.
- 4.4 When a Local Commissioning Agent wants to develop ‘Community Wellbeing’ in an area to complement adult social care services it can purchase any number of social franchises through Timebanking UK to implement a number of timebanking hubs over a set period of time.
- 4.5 The Franchisee will pay for the franchise and with the support, training and resources of Timebanking UK, they will be able to coproduce the time bank network with a clear long term plan to support positive relationships with the local people and stakeholders. Progress can be evaluated by the number of local people participating, how and where, along with mechanisms to show impact and quality.
- 4.6 There are successful examples of large networks of time banks being implemented, commissioned and developed across Surrey (as part of Adult Social Care) and the London Borough of Harrow whereby the commissioners invested in the specialist knowledge and resources of Timebanking UK to set up and implement the network, thus allowing long term growth to happen organically after Timebanking UK has stepped back.
- 4.7 The long term sustainability of the time bank will be dependent on of 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.
- 4.8 There must be ‘buy-in’ from local organisations that currently refer hundreds of people to their local time bank. Without supporting the running costs of a time bank, we have seen coordinators and volunteers quickly becoming overworked, unable to deal with the numbers of people being referred. Agencies who are currently referring their clients are:
- Social Services
 - Job Centres
 - The Police

- Care Networks and Navigators
- Physical Disability Teams
- Age UK
- Red Cross
- Homeless support centres
- Mental health groups
- Scope

4.9 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

4.10 A national public awareness campaign and training programme for adult social care workers and NHS staff and commissioners should be expanded. This should include the involvement of:

- Clinical leads
- Practice nurses
- Enablement teams
- Acute Frailty Network
- Care Home Managers

5 INVESTING TO SAVE

- 5.1 If volunteering and informal care saves the government and health service money then the reciprocal volunteering that is generated by timebanking saves multiples of that without increased infrastructure costs.
- 5.2 Cost savings are central to the time bank social franchise 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
 - fewer GP visits by those who are lonely and isolated
 - 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 65's. 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.

- 5.3 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.
- 5.4 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.
- 5.5 As already mentioned, Navigators and other 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.

6 CONCLUSION

- 6.1 Prevention, by which we mean low level and early interventions, avoids more costly acute services and is mostly provided informally by carers, neighbours and in the community. These ‘informal social carers’ are taken far too much for granted. The NHS Five Year Forward calls for this to be redressed and for local authorities to encourage active citizenship and self help networks that are created and owned by the local community.
- 6.2 Over the past decade timebanking practice has brought to light four key requirements for economic and effective progress toward attaining these objectives:-
- 1) An asset based approach that asserts that everyone has the capacity to contribute in some way to the wellbeing of others.
 - 2) Rewards for people when they help each other and share in the real work of building and sustaining community wellbeing.
 - 3) Factoring in some form of reciprocity to create two way transactions between people and between the workforce and users.
 - 4) Involving people directly in creating their own diverse and dynamic social networks that are self perpetuating.
- 6.3 A three year national pilot programme in order to launch and assess timebanking in the field of adult social care will be needed to inspire replication across the country and to refine a social franchising model.
- 6.4 It is hoped that Public Health, commissioners of local authorities and NHS England will join Timebanking UK in convening an advisory group to draw up and oversee a coherent implementation strategy.
- 6.5 A national public awareness raising campaign and training in co-production for managers and adult social care workers, NHS staff and commissioners will be required.

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- 4 Better Mental Health for All 2016 – by the Faculty of Public Health and the Mental Health Foundation
- 5 Alex Fox, VCSE Review published 26 May 2016 entitled “Investing in Partnerships for Health and Wellbeing”

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APPENDIX 1

Stories from individuals who have been involved in timebanking in Nottingham, Southampton, London and Cambridge

SOUTHAMPTON TIME BANKS

VISITING IN HOSPITAL AND AT HOME

A physically disabled member who is unable to walk went into hospital to have an operation on her neck. Three different time bank members visited her on different occasions (two of them visiting twice). Now that she is home, the same time bank members have agreed to visit her there and take in any shopping she may need.

HELPING AT HOME WHEN SOMEONE IS IN HOSPITAL

A member went into hospital to have a knee replacement. Whilst he was in hospital and rehab one of our members, along with one of his neighbours, fed and walked his dog. On his return home, our member continued to walk his dog, prepared him some meals, did laundry and some tidying. As the gentleman didn't have that many accrued hours, the other member donated her hours back to him.

HELP ACCOMPANYING A PERSON TO GET OUT AFTER HOSPITAL

An elderly member (in her 70's), who uses a walking stick, went into hospital to have an operation on her hand. The hospital advised her not to use the hand that was operated on for a month. This meant she was unable to hold the lead for her dog when taking him out for his daily walk. I organised (via their carer) for one of our members who has learning disabilities to go out with her for one hour a day to hold the dog's lead until the lady's hand was healed.

HOURLYBANK, PECKHAM TIME BANK

DEALING WITH ANXIETY AND HOW TIMEBANKING HELPS

Muna has debilitating anxiety issues and wanted to join in and help others but was worried about travelling on her own. We matched her up with Pam who was quite shy and doesn't like big groups but who was retired, had a car and loves to help others get out. Pam now brings Muna to the coffee mornings and Steering Group meetings.

"I was going to college to learn computer skills but I got fed up and stopped going. I'd just sit indoors watching television and look at the walls all day, it made me feel very down. I found out about HOurBank through Tim [my keyworker] who showed me one of the HOurBank newsletters and helped me to apply to become a member. When I joined HOurBank it made me feel happy because I enjoy talking to people and being in a friendly environment. I enjoy the cafe because I get to talk to people about their day and have a nice cup of tea. Some of my favourite activities with HOurBank have been going to the museum the theatre. One of my favourite exchanges was with the Teens and Toddlers Young Leaders group when they taught me how to write text messages on my mobile phone, and also the information session on debt management gave me understanding on how to get help and advice if I needed it. HOurBank has helped me to go out and meet people and helped to stop me from being lonely I'm thankful to have these experience in my community."

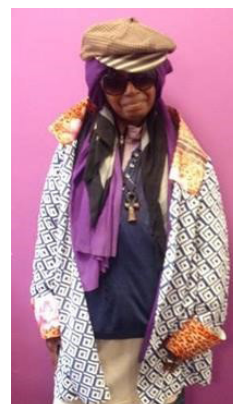
GAINING CONFIDENCE THROUGH THE TIME BANK

"I found out about HOurBank at an event at the Copleston centre, I started talking to some of the volunteers and they encouraged me to join HOurBank and I haven't looked back since. HOurBank has

brought out my confidence and given me a place to develop. We have interesting discussions about topics and activities at our coffee mornings that I enjoy.

An activity I enjoyed was to go to an antiques fair in Battersea. People were asking me who made my clothes and asking me where I bought them, but I made them myself. I never thought I'd be able to sew because of negative words that were said to me. After this encouragement I saw a sewing machine and thought it's time to learn how to sew. HOurBank has been beautiful, consistent and uplifting for me and I really appreciate it."

Rachel made the jacket she is wearing in this picture.



INVOLVING PEOPLE WITH LEARNING DIFFICULTIES

Bob and Pierre exchanged their gardening skills with Dawn to help clear her garden. Dawn has a very bad back and finds bending very difficult, she also has mental health issues and not much money. Having her garden cleared using time credits she has earned baking cakes is great for her well-being as it means she can go out and enjoy her garden without feeling stressed about the weeds. Bob has slight learning difficulties and Pierre has autism. They "enjoyed using their skills to help someone and seeing the finished product felt good".

HELP IN THE GARDEN, MENDING THINGS AND MAKING PEOPLE HAPPY AGAIN.

"I first came across HOurBank when I went to one of their Mend & Repair sessions (at my local church). I brought along an electrical fan with a broken frame, a lamp which wasn't working and a necklace which needed re-stringing. To my surprise and amazement, the gifted and friendly team managed to fix all my items. It was therefore a very easy job for Naomi to sign me up to this wonderful, giving and sharing community group.

Due to single-handedly looking after my parents, who had coronary disease and Parkinson's, the garden had been sadly neglected. HOurBank have a dedicated gardening team who initially took on the mammoth task of hewing a path through the overgrown jungle and painstakingly weeding, hoeing, digging up, pulling out and disposing of all the unwanted debris. They created a beautiful, colourful and aromatic garden with side-helpings of beetroot, tomatoes, peppers, chillies, peaches, blueberries, strawberries, raspberries and redcurrants. It truly is an amazing transformation and something I had neither the knowledge, experience nor capability of achieving myself due to arthritis and back problems.

I was so happy and overwhelmed with all the help and kindness which I was being given by so many members of the group but I said to Naomi, "I'm so grateful for all this help but I really don't think I have any skill which I can give in return". Naomi said, "Don't worry, I KNOW you have a skill and we will discover it together". True to her word Naomi helped me to discover that I had a knack to help members who are struggling with computers to develop their skills and gain confidence in that area.

I would never have started teaching people if it wasn't for the time bank and now I really enjoy the interaction. It really does feel good when I'm walking in the street and see people I'm teaching or who have helped me and we call out to each other and if we have time we stop and have a chat and a catch-up. That is particularly important to me as I don't have any family in the UK and it means so much to know that there are group members, who are now friends, that I know I can call on to help both practically and in other ways. It breaks up the loneliness and isolation that can otherwise bring you down and instead brings on a feeling of involvement and community which is immeasurable."

ST NEOTS TIME BANK CAMBRIDGESHIRE

HELPING PEOPLE WITH MENTAL HEALTH ISSUES

St Neots Timebank has been working with Diana, a 65-year-old Hoarder, with several physical health problems – who was being taken to court by the environmental Health. TB members cleared the offending rubbish and prevented prosecution. Unfortunately, this problem continued – including an over grown garden which was again cleared by TB members. She is now being taken to court by her landlord regard the hoarding. To date Timebank has boxed and moved many large boxes to acceptable storage. Timebank has also provided transport for her to attend appointments, hospital and Court and remained to support her whilst injunctions have been discussed. As Coordinator I have sent many hours just comforting this lady. So, the TimeBank was the complete package to get this lady through a very difficult time.

BOTH GIVER AND RECEIVER BENEFIT FROM THE SWAP

Care Network referred a lady to the TimeBank, Rosemary, who suffers with MS. She was coming home from Hospital and would be in need of a companion and someone to do her shopping and support at home. One of St Neots TB young members, Donna who has learning difficulties, but is exceptional in caring for people, was invited to visit. It was very quickly realised that they both were very keen church people and from the start a friendship was made. This situation helped Donna with her confidence as well as taking some stress from Rosemary.

WHEN A TASK IS NOT SUITABLE FOR THE TIME BANK TO TAKE ON

We were contacted by a local hospital for help to clear a patient's flat before they could send him home. The reason for this was a bookcase full of large encyclopaedias had fallen on top of him. Keys were collected, and the books removed and donated to a local charity shop, as agreed. Unfortunately, the state of the flat was altogether in very bad condition. Far too big a job for the TimeBank to take on. But at least we were able to make social services aware of his situation and to give him support.

HELPING PEOPLE WITH DEPRESSION

Depression can be a terrible illness – we have a gentleman Terry who suffered for years. He joined the TimeBank. Realising that he would not always feel up to helping we offered phone calls and encouragement. His first Christmas with us he emailed “Thank you so much, TimeBank’ this Christmas is the first for 30 years that I have enjoyed and not been in a dark place” This gentleman is now one of my Advisory Team and a fore runner with tasks that he can manage.

SOCIAL SERVICES REFERRALS

Social services have also referred people needing help. The latest is Delena, disabled, she had been moved to more suitable accommodation but not much thought put into the garden as it was very large and over grown. This needed foot high grass cut, carpet of weeds pulled up and many out of control shrubs to be removed. TB members returned the grass area to a lawn, weeded the gardens and cleared the paving areas. The shrubs/small trees were lifted, and another member brought a shredder to reduce the branches which also would be of use for the garden.

HELPING LOCAL ORGANISATIONS

Our local Children's centre had a raised garden in their playground. This was overgrown with plants and shrubs. This was cleared by our Time Bankers and a member donated some plants that he had grown, this also gave this gentleman something to focus on to break his boredom having retired from a busy working life. This whole project made the area a safe and pleasant environment for the children.



HELPING CHILDREN TO MAINTAIN BICYCLES

We have arranged 'Bike Days' before the school term, making children's bikes safe for their daily journeys to schools. A member who is very keen of repairing bikes offered his skills to achieve this. The event has always been a great success.

BUILDING ON THE SKILLS OF INDIVIDUAL TIME BANK MEMBERS



We have a member that teaches Sign Language consequently we have organised a TimeBank course each year. This has been one of the most popular ventures we've offered to our members with numbers increasing each year – this year we have 15 people booked to take part.

COOKING IS A GREAT TIME SWAP!



We've organised an international day with Longsand 6th formers – our local Academy. They cooked dishes from around the world for people to taste as well as teaching a few example words in different languages.

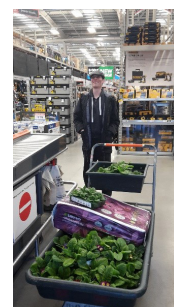
SOCIAL OPPORTUNITIES FOR THOSE WHO FEEL LONELY OR ISOLATED

We organise an event each month of May for 50 people that rarely get out. We provide a buffet and old-time entertainment. Again, another popular event.



INVOLVING YOUNG PEOPLE WITH LEARNING DIFFICULTIES

We have an organisation 'Switch Now' that helps young people with learning difficulties, unfortunately until they heard of Timebanking they could only help 'in house'. They have now joined, and the leader takes the members out to help with gardening jobs. This has made many elderly people very happy also given the students an experience that they would not have had without the TimeBank - one that they obviously really enjoyed and helps achieve the goals set by 'Switch Now'



INTERGENERATIONAL TIME SWAPS AND CELEBRATIONS

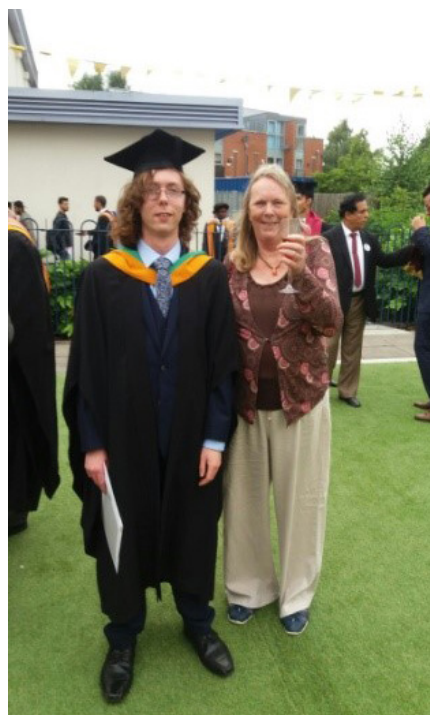


Celebrating 5 years knowing we were achieving Intergenerational meetings as just one of our many successes.

NOTTINGHAM TIME BANK

HELP WITH LEARNING AND EDUCATION:

I would like to tell you of my best experience with Timebanking. My son, Sam has a disability - Dyspraxia, because of this we encouraged him to take things slowly at school. This meant that he only took lower level maths at GCSE, but he wanted to go to university and study physics. He entered the sixth form at Nottingham Bluecoats school to do BTEC IT, however he could not study for Higher Level maths GCSE. I asked for help from the time bank (Skills Exchange) and a maths graduate - Gemma answered my request. She came to our house once a week after she had finished work for several months and gave Sam lessons. I was doing gardening jobs for people in the exchange and also earning time credits for voluntary reception work for the Vine Community Centre one of our group members. My son did some leaflet delivering for member organisations. I used my time credits to pay Gemma. She also liaised with the school and exam board. Because he was being taught on his own, he was able to chat, something that we Dyspraxics love to do and he felt more relaxed than in school. Consequently he got an A for his Higher GCSE and passed his Physics Degree this year and is doing a Post Graduate course at Loughborough University and is really happy. I don't know if we could have done it without the Time Bank and Gemma.



At present my work is mainly admin and fund raising for the Skills Exchange, but I have offered to do some light gardening for a group member. I have health issues which prevent me from doing a lot physically. I use my credits to get help with IT and decorating.

The photo is of my son after his degree ceremony.

APPENDIX 2

WHO RUNS TIME BANKS AND WHAT DOES THE JOB ENTAIL?

There are approximately 250-300 time bank coordinators across the country with the job often being shared or coproduced with time bank members. The main responsibilities are set out in the grid below, along with personal qualities.

Because of the responsibility to ensure the safety of all within the time bank network, there are rules and policies to adhere to. Whilst Timebanking UK provide training and examples of policies to use, it is the time bank's responsibility to ensure the working practices minimise risk and provide the maximum benefit to local people as individuals. The learning from the past 20 years, examining the reasons that time banks fail or close down has

shaped the way in which Timebanking UK deliver start up training and provide resources.

The most successful time banks have funding for a paid position in managing the time bank (whether this is for a time bank broker/coordinator or for a manager to oversee volunteers). A national survey in 2015 told us that long running time banks have needed between £20k and £40k a year to keep running. Bearing in mind that these time banks create local networks involving a minimum of 100 and a maximum of 2000 people, the return on investment is clear.

THE ROLE OF THE CO-ORDINATOR

Full training provided by Timebanking UK on how this role can be shared, advertised and managed.

TIME BROKER TASKS	PERSONAL QUALITIES
✓ A broker is the friendly face of the time bank and who knows the participants personally. This is vital when organising an exchange.	✓ Good interpersonal skills to build relationships with individuals and organisations
✓ Knows the local area and the skills and interests of the participants.	✓ Local knowledge to help establish and maintain community contacts and partnerships
✓ Co-ordinates the time bank, keeping the exchanges moving	✓ Self motivated with enthusiasm to keep the time bank running
✓ Recruits the new members and takes up references.	✓ Communications, marketing and PR – knowing how to see the idea to create understanding, recruit new members or raise funds.
✓ Is the person who has the main responsibility for bringing people together by setting up exchanges and organising events.	✓ Facilitation to help develop understanding between participants
✓ Acts as the key contact and is seen as an independent worker who knows confidential details and records time exchanges.	✓ Self-managing and trustworthy to work with personal information
✓ Follows up how exchanges went and sorts out any difficulties and disputes	✓ Able to manage challenging behaviour and deal with difficult people, being diplomatic and sensitive
✓ Helps organise and produce publicity – leaflets, newsletters, website to promote the time bank.	✓ IT Skills, imaginative, likes art and is able to draft information about the time bank.
✓ Gives talks and presentations to inform local people about the benefits of the time bank	✓ Good communicator with knowledge on the benefits of the time bank to relay to others
✓ Works alongside the time banks participants to encourage and support them and give them opportunities for training using the skills available in the TB	✓ Coaching and team building – the ability to work with participants to build confidence and maximise their abilities
✓ Is the link between the local time banks and the bigger regional and national networks of the time banking movement.	✓ Understanding the charity sector, volunteering and how time banking fits within in.
✓ Records how exchanges are going and evaluates the progress and success of the time bank. This is often helpful for funding applications.	✓ Project planning and evaluation – to be able to see the big picture for the time bank and plan for its long term success. This may include finance and budgeting.
✓ Writes report and funding applications when necessary	✓ Financial knowledge and understanding of budgets
✓ Links with other local organisations and businesses to get them to join the time bank	✓ Understand the importance of involving organisations using the reciprocal value of timebanking
✓ Support members by offering opportunities to feed back, get involved in the decision making of the TB	✓ Empathy and understanding of the needs of time bank members and an understanding that they should be an active part of steering the direction of the time bank
✓ Ensure the time bank has policies and procedures	✓ Good administration skills and an understanding of the importance of good record keeping, health and safety, risk etc
✓ Organise activities and events and new projects to keep the interest of the members and involve new people	✓ Time management – the ability to juggle several projects, issues and exchanges at the same time!

CONTACT INFORMATION

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