

# Calculating the social value of person to person Timebanking



Two Timebank members who meet up once or twice a week for a coffee or a trip to the shops.



Timebanking UK



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## EXECUTIVE SUMMARY

Timebank Barnet is operational across the entire borough of Barnet, with hubs of activity in many areas of the borough working with dozens of organisations and local partners. Timebank Barnet was started in March 2014 as a partnership between Barnet Council and Timebanking UK, the national Timebanking infrastructure and support organisation. Timebank Barnet has achieved a membership of 350 members who have exchanged a total of 3800 hours to date.

Barnet Timebank has developed as a key community development, health & wellbeing and refugee integration project for the borough, demonstrating the broad applicability of the timebanking model. Barnet Timebank is very active, with a full time coordinator, 15 lead volunteers contributing to project organisation and a very broad range of activities and time exchanges. Time is the currency (not money) and everyone's time is valued equally no matter what the activity.

To evaluate the Timebank a social value evaluation was carried out for years 2015 - 2017 using the HACT Value Insight Social Value Calculator. **A total social value of £518,251 was achieved for 2015 – 2017 for the Time Bank.** The Social Return on Investment, after taking into account the £55,479 project budget, was £462,772. Research validating this finding includes digital and paper surveys to the majority of Barnet Time Bank members.



**Timebank members and Syrian families enjoy a trip to Southend**

## BACKGROUND AND OVERVIEW OF THE TIME BANK AND THE BOROUGH OF BARNET

Timebank Barnet has been in existence since March 2014 and has members from across the borough. The Timebank was commissioned by Barnet Council under the Ageing Well Programme which aimed to reduce demand for adult social care services by supporting people to live independently in their homes and communities for longer and to build local social and practical mutual support networks. Barnet is located in the North of London and is the 4th largest borough by geography in Greater London. The Timebank is managed by Timebanking UK (TBUK) who employ a dedicated project manager to work in Barnet. Timebanking UK provides policies on safeguarding and minimising risk, management of the programme and IT support, training, software and mobile phone app.

By July 2017 the Timebank had exchanged nearly 3800 hours with 350 members and is growing steadily week by week. The Timebank receives referrals from a wide range of organisations such as the police, job centre, charities and mental health services. The Timebank is operating fully throughout the borough and as services are cut is increasingly seen as one of the most important sources of community development in the borough. In 2017 it received referrals from Barnet Mencap, Job Centre Plus, Social Services, St Mungo's, and Barnet Homes to name a few. Most recently the Timebank has embarked on a project supporting Syrian refugees recently arrived in Barnet. The Timebank recruited 15 volunteers including five Timebank members who currently support 15 Syrian refugee families. They do this by meeting up with their assigned family at least once a week and assisting with activities such as translating at the GP or helping with Job Centre visits. The volunteers have given nearly 300 hours of support. The project has plans to diversify and move into assisting the refugees to find employment, learn English as a Second Language and providing assistance in accessing events in the community. The Timebank aims to work with a wide range of people that make up the community using the asset based philosophy that every person has something of value which they can share with others. The Timebank has included people who have mental health issues, drug and alcohol problems, learning disabilities and those with English as a second language.

**London Borough of Barnet  
Ward Map, 2002-present**



### Key Statistics of Barnet (London Poverty profile)

- One in fifty households in Barnet were living in temporary accommodation in March 2015, higher than the average for London. Barnet used to have a lower than average rate of homelessness acceptances for London, but these have risen from 1.7 to 4.9 per 1,000 households between 2009 and 2014, meaning it is now roughly average.
- The proportion of private renters claiming housing benefit at 39% was higher than the London average of 28%.
- Barnet had a higher landlord eviction rate than the average for London, but lower than average for Outer London, with 18.5 per 1,000 rented households evicted in 2014.
- One in five (20%) residents in Barnet are low paid, about average for London (21%). A similar proportion of local jobs are low paid (21%), which is slightly higher than the London average (17%).
- 34% of Colindale's (a ward that the Timebank does a lot of work) children population live in poverty

### RATIONALE AND LOGIC:

The Timebank is a mechanism for local people to share the skills and abilities they have with other people in the community using time as a currency – not money. People join the Timebank and state what they can offer to help others, and also what they may like in return. Members then help one another on the basis of exchanging time where one hour of one member's time is worth the same as one hour of another's, regardless of the task being completed. Through this mechanism of equal exchange the Timebank achieves the twin aims of community development and health and wellbeing improvement. This is through a number of means:

### COMMUNITY DEVELOPMENT:

The Timebank enables neighbours to exchange with one another based on trust and reciprocity and as a result creates friendships and relationships between people in their local community. As members are able to 'spend' their time receiving help from anyone within the Timebank, not just the person that they initially helped, the Timebank is effective in increasing social capital which is sustained through these local connections. Calculating the social value is discussed further in this report. Strong neighbourhoods and communities mean people are happier and healthier.

### IMPROVEMENT TO HEALTH AND WELLBEING:

The Timebank improves the wellbeing of members through facilitating activities and 'time exchanges' that incorporate at least one of the five ways to wellbeing:

1. **Connect** – Through the organization of group activities and individual and group 'time exchanges' Timebank members are encouraged and supported to create and sustain positive connections with people living near them, based on trust, reciprocity and compassion.
2. **Be Active** – Timebank activities regularly include light or medium exercise. Examples have included: waking groups, park gyms and swimming
3. **Take Notice** – Completing time exchanges in the Timebank requires members to be aware

of the world and community around them. Similarly activities encourage members to be curious and pay attention to the activities they are involved in, their environment and those around them. Timebank activities have included, mindfulness, photography, and art classes.

4. **Keep Learning** – Timebanking offers people the opportunity to learn new things from others in their local community. Group workshops and activities regularly focus on the learning of a new skill, including cooking, knitting, food growing etc. By supporting people to learn new things the Timebank supports the development of their wellbeing. The exchanges have included life-coaching IT support and language lessons.
5. **Give** – In order to 'earn' time to pay to attend workshops and receive help from others Timebank members are required to give their time to help others. As such members must 'give' time in order to 'receive' help and improve their wellbeing in doing so. There have been a huge variety of exchanges ranging from Thai cookery to DIY.

The Timebank Coordinator organises and oversees the Timebanking activities between members. Timebank members can create, lead and deliver group activities on the basis of sharing a passion or interest or teaching a new skill. In this respect Timebank members co-produce the Timebank. All activity that takes place within the Timebank is dependent on the skills, hobbies and interests of the members of the Timebank

### ACTIVITY BY COUNT (THE NUMBER OF TIMES IT HAS HAPPENED)

|                        |        |
|------------------------|--------|
| Community/Social       | 886    |
| DIY/Gardening          | 314.45 |
| Computer               | 253    |
| Classes/Lessons        | 156.75 |
| Advice and Counselling | 153.5  |
| Health and Beauty      | 141    |
| Transportation         | 94.5   |
| Arts and Crafts        | 89     |
| Help in the Home       | 80     |
| Pet Care               | 51.5   |



## TIMEBANKING PROJECTS

Organisations are attracted to the informal way in which timebanking can be used for those who might not suit traditional volunteering where regular hours and commitment is needed. Timebanking is more low level and flexible letting people choose when and what they do without committing to a set number of hours or days.

The timebank has worked with a wide range of partners to improve the lives of Barnet residents. Below are examples of the Timebank's partnership work and case studies attached to each area of work.

### ORIGIN HOUSING

Speedwell Court provides housing provision, support and practical assistance to 10 people with autism and Speedwell House provides supported housing for those over the age of 55.

The timebank has done extensive work at both housing provisions. For example at Speedwell Court the timebank has provided a driver to take a member with autism on twice monthly trips to surrounding parks and attractions. To earn his hours to gain lifts he played board games with someone once a week, providing this person with much needed social interaction. Whilst at Speedwell House, timebank members have taught IT skills to several of the

residents at the scheme; the first time that many of the recipients have had an e-mail address or accessed the internet.

### YOUR CHOICE BARNET

Your Choice Barnet (YCB) is an organisation run by Barnet Homes who are the largest housing provider in the borough. YCB provide day support at Community Space and Flower Lane and supported housing with adults with learning difficulties. The timebank was tasked with assisting their service users into volunteering and timebanking opportunities.

Working with an asset based approach the timebank enabled the service users to be engaged in a wide range of activities ranging from dog walking to helping run a session at the drop in. The time exchanges gave important opportunities to engage with the community and enabled the Timebank members to be seen assets. An example of this was the gardening project which had over 40 hours of gardening work in Barnet, raising the profile of YCB and enabling Barnet Homes residents to have their garden attended to. For most of the YCB service users this was the first time they had volunteered their time, thus proving that timebanking can be an excellent tool for those with physical or learning disabilities.



Your Choice Barnet service users and a member of staff after completing a gardening scheme

"Community Space service users enjoy the opportunity to volunteer, and it is something that we very much want to pursue in the forthcoming year. We started with the more occasional volunteering opportunities which whilst were valuable for the service user are sometimes difficult logistically due to transport and staffing. However regular structured volunteering suits the service users' needs more appropriately as this offers continuity and structure and is manageable logistically within the service and the timebanking project is something we very much want to continue working with in the forthcoming year."

**DS Manager of YCB Community Space**

### **Grahame Park Timebank Project**

The Timebank gained some funding to expand into Grahame Park which is one of the most deprived areas in the borough - a Lower Super Output Area (LSOA). The West Hendon estate and Grahame Park estates are amongst the 10% most deprived LSOAs in England and the top 5% most deprived LSOAs in London. These two LSOAs have experienced the highest increases in comparative deprivation in Barnet since 2010. We have recruited 25 members from both LSOAs and continue to involve the residents in Timebank exchanges ranging from teaching maths to being taken out in a wheelchair.

## **TIMEBANKING CASE STUDIES**

### **CASE STUDY 1**

EM was a referral from Westminster Drugs Project and is in recovery for alcoholism. She wanted is a talented photographer and has been earning her hours by leading photography sessions in the local area. EM is a talented photographer and has earned her hours by leading photography sessions in the local area. This has been of great benefit to her and she has started more formal volunteering elsewhere. She has since spent her hours on asking someone to accompany her to her Personal Independent payment appointment. She said that the appointments stressed her out and she has in the past walked out of the meetings as they have made her angry. She asked someone she met at the Timebank drop in to accompany her to the appointment which proved invaluable as the Timebank member calmed EM down during the appointment enabling her to complete the appointment

### **CASE STUDY 2**

SJ was unable to access talking therapies in Barnet as the waiting time was too long. She joined the Timebank and was soon able to access fifteen counselling sessions by a qualified counsellor who was keen to offer sessions in exchange for DIY help. The counselling has been invaluable for SS and has allowed her to move on from a difficult situation and find a new career.

### **CASE STUDY 3**

Timebanking is not purely focused on the individual exchanges and the Drop in forms a vital part of the Timebank's work. Once a week for the last three years members have been meeting up for two hours a week. The session focuses on an hour's social time and then an hour run by a different member. Over seventy members have attended and activities have included talks on healthy eating, photography, art classes, music classes, and meditation.



#### CASE STUDY 4

FP first heard about the Timebank through the manager at a tenants meeting and said he was attracted to the scheme as unlike normal volunteering you can earn something back. Speaking about his situation at Speedwell court he said "we all need more than what we can get just by paying money. When you learn and teach you get a lot out of that emotionally and socially. I have put in my time reading to someone who was struggling as they were partially sighted and have helped with IT for those who have needed to develop their skills. This feels really good and there is a lot to be said for helping someone when it feels that it benefits you as well. It is even better knowing that you can spend the time credits when you need to." One of the big ways FP has got something back is getting a personal trainer at the gym once a week. This makes going to the gym much easier for FP who said "It's like being able to see the light at the end of the tunnel. You feel more confident because they have your best interests at heart. Everyone should give it a go, because the more people that join will have a exponential effect which is saying a lot because it already has such a good effect on me."



#### CASE STUDY 5

In 2016 M joined the Timebank in North Finchley. "I registered with Timebank after being let go from work and having a lot of free time on my hands and found that from not being active with any work, I was slowly drifting into a depressive state which was out of character for myself as I have always been a bubbly person. Once realising that my mental wellbeing wasn't in the greatest of places, I started dropping into the weekly sessions where I got to socialise with other Timebank members which was really good as it gave me something to look forward to and allowed me to connect with other people.

I then asked Lex if there were any professional spiritual mentors registered with time bank and luckily turns out there was! I decided I needed some sort of guidance or to talk to someone who could give me advice at the time for my current situation in life.

After connecting with the other Timebank member, I wanted to give back time to the community and started doing my own exchanges where I supported other members with things like CV writing, form filling and befriending and even got to arrange a drop in session building mood boards. Doing this really helped build my confidence, bringing a sense of purpose and most importantly feeling a sense of a support network from the Timebank and other members.

I was then given the opportunity to work for Timebank Barnet to help expand into the Grahame Park community and the benefits of becoming a timebank member where I live. This has helped me gain tremendous experience from managing a project, organising an event for the local residents and connecting with local organisations and co-ordinating volunteers within the borough. This opportunity has also helped me gain new skills and further developed my existing skills. Thank you Timebank!"

#### CASE STUDY 6

MA has regularly attends the Barnet Timebank group on Tuesdays to do arts, crafts or games that people of all abilities can join in. "After getting ill I started going to this group as a way to get out and socialise and talk to others that may have had similar problems to me. I have made many friends from coming here and talking through things with people that really understand has been wonderful for my heart which doesn't hurt as much anymore".

MH has also been helping at a couple of residential homes, working with the elderly teaching them basic computers skills to give them confidence to stay safe when searching the Internet. "This has also been a great way to heal and move forward for me as you really get a different view on life from listening to others life stories. I am so happy to have found this group. I feel it has given me more confidence and helped me feel less depressed and more accepting of my condition and current circumstances which I hope in turn will help me to get back into work to start the next chapter of my life."



## STATISTICAL OUTCOMES FOR THE TIME BANK MEMBERS OF BARNET TIMEBANK

**83%**

made  
new friends

**67%**

are more  
active through  
the time bank

**73%**

feel more confident  
from learning  
new skills

### QUOTES FROM TIMEBANK MEMBERS

“ I was at a low point when I joined the Timebank. The drop in has helped me keep my spirits up, feel included, and take part in time exchanges ”

“ The Timebank gave me the confidence and experience that I needed. I have learnt a lot, found friends, shared experiences with other members and I find it very useful. ”

“ I help support someone with cooking lessons to help him gain more confidence in cooking and eating other food like fish which is healthier. I have become more aware of people who need to be loved, accepted and not to be excluded. People need support. ”

“ The Timebank has helped restore my confidence in interacting with other people which has made me feel more positive being able to help someone in the community. I had joined when I was unemployed and it gave me something to look forward to and feel a sense of belonging. All in all the Timebank has had a major positive effect on my life. ”



## CALCULATING THE SOCIAL RETURN ON INVESTMENT FOR BARNET

### EVALUATION METHODS:

To complete a social value evaluation of the Barnet Timebank the HACT Social Value programme was used. This is a free social value tool offered to the third sector through the work of Daniel Fujiwara, which is the largest bank of methodologically consistent social value outcomes ever produced. These provide a basic assessment of social impact and evidence of value for money for a social investment project.

To select the outcomes to be measured within the Barnet Timebank a previous timebanking social value report was referred to, with the same outcomes being selected. For this study we added an extra outcome of "providing someone with access to the internet". In total 11 outcomes were researched and measured.

To prove that a person's experience within the Timebank had achieved the social value outcome the participants in the study were asked about their experience before joining the Timebank, and then their experience after being an active member of the Timebank. In order for a social value outcome to have been achieved a participant needed to have had a negative experience before joining the Timebank (in relation to the specific outcome), followed by a positive experience after being a member of the Timebank. For example, in order to achieve the outcome, relief from depression or anxiety, a person needed to state that they had depression or anxiety before joining the Timebank and then that they did not now have it as a result of their timebanking activities.

To complete the research a digital retrospective survey was sent to all Timebank members who use emails, and paper copies were sent to the 50 most active members who did not possess email addresses. In addition a quantitative analysis was completed of existing Timebank records which relate to HACT Social Value outcomes for which survey responses were not necessary.

Additional quantitative and qualitative information was sought that was not relative to the HACT Social Value Calculator; the outcomes of which are discussed in the summary below. All data relating to HACT Social Value outcomes were analysed using the HACT Value Insight software.

### CRITIQUE:

The evaluation of the Timebank has made good use of a variety of different evaluative methods. The digital questionnaire received 18 responses out of 200, meaning the return rate was only 9% which,

while a low rate, we consider this to display strength as such a high social value was achieved despite not many responses.

One criticism is that retrospective questioning needs to be conducted to validate the findings for the HACT Social Value Outcomes. This was the case for 9 of the 11 outcomes measured. Importantly, although those 9 outcomes represent only 41 of the 160 overall outcomes achieved by the Timebank over the two years, the negative impact of retrospective questioning has thus been largely diminished.

### RESULTS:

Through this social value evaluation the team found instances of 11 outcomes being achieved that have a social value as given by the HACT Value Insight tool. These outcomes were related to Volunteering & Civic Engagement; Community & Neighbourhood; Health & Wellbeing, Employment and Access to Services.

These included a feeling of belonging in a neighbourhood, talking regularly with people in ones neighbourhood, thinking ones neighbourhood is a good place to live, improved self-confidence, relief from depression or anxiety, improvement to overall health, entering fulltime employment, entering part time employment, access to the internet, regular volunteering and regular attendance at a community or voluntary group.

A total of 160 outcomes were measured using the evaluation methods discussed above. A breakdown of the different outcomes measured and the number of times each was achieved can be seen in the breakdown below.

| 2015/17                            | NO. OF PEOPLE |
|------------------------------------|---------------|
| Regular Volunteering               | 66            |
| Regular Attendance                 | 53            |
| Into full time employment          | 3             |
| Into part time employment          | 1             |
| Talks to neighbours regularly      | 9             |
| Relief from depression and anxiety | 2             |
| Feel belonging to neighbourhood    | 7             |
| Much improved confidence           | 6             |
| Good Neighbourhood                 | 4             |
| Improved overall Health            | 5             |
| Access to the internet             | 4             |

## SOCIAL VALUE AND CONCLUSION'

This report has used a variety of research methods to prove community development and health and wellbeing outcomes achieved by Timebank Barnet during the years 2015 to 2017.

The combined social value of the 160 outcomes measured for Timebank Barnet in the financial years 2015 to 2017 totalled £518,251.

The total project costs for the two years 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

Timebanking is an excellent mechanism to increase social action, bring about social change to value the assets that every person in society has. To enable those involved to do so successfully and safely, the timebank needs to have formal policies and procedures to ensure risk is minimised and that there is robust governance of the timebank.

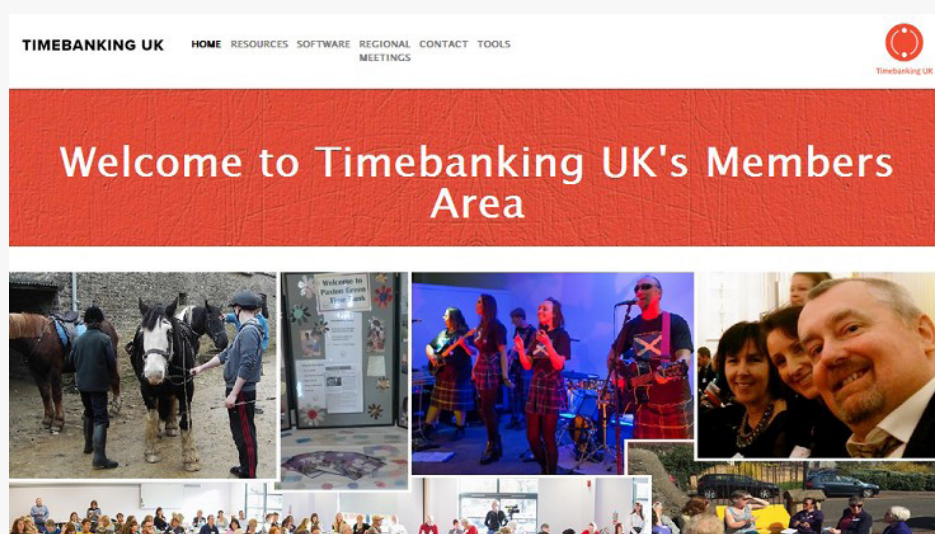
Timebanking UK membership provides all the formal structures needed, including access to insurance policies, operational handbooks for members, software and app to track and monitor all activities.

Timebanking UK are the only membership organisation in the country to offer support and resources to community time banks providing inspiration, guidance and practical help. We share the learning over the past 15 years since timebanking was introduced in the UK to anyone interested in starting a time bank or to those who want to incorporate timebanking into organisations. We work alongside organisations and individuals in their local area providing operational support and clear guidance on involving people and creating mutual support networks in communities exchanging time rather than money.

Our mission is to ensure the contribution of all is valued equally giving people access to a wealth of resources from private, public and community sectors. Timebanking is a key mechanism to bring about change in public services at community level

and between organisations.

We also have a growing operational model where we employ individuals to set up, engage and grow time banks reaching the most vulnerable and disadvantaged in society. Refugees, those who are



homeless, people with long term health conditions, those with high support needs and young people are all feeling the benefits of the timebanking mechanism. Working in local areas with stakeholders is essential for long term sustainability.

To find out more about working with Timebanking UK across a large geographical area visit: <http://www.timebanking.org/our-membership/hampshire-timebanking-network/> where you can read about the work in Hampshire where TBUK have been commissioned by Hampshire County Council to implement and create Timebanking networks to strengthen statutory services by creating mutual practical and social support networks.



## ACKNOWLEDGEMENTS:

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- HACT for providing the framework used to measure Social Value
- All partners involved who aided the project
- Barnet Council and Barnet Homes for their ongoing support in project delivery
- Lex Karlin, the time bank Broker and Manager
- Dave Goslyn, the SROI evaluator
- Essential admin help from TBUK and its staff and Associates

## Further Information

TEDx talk by Timebanking UK CEO:

<https://www.youtube.com/watch?v=koFlh6cuuWs>

Timebanking UK Prospectus 2017 – the business case for timebanking for commissioners and health professionals:

<http://www.timebanking.org/about-tbuk/publications/>



The Department of Work and Pensions statement on how timebanking can help job seekers:  
<http://bit.ly/2eMOskg>

Give and Take – How Timebanking is Transforming Healthcare by David Boyle and Sarah Bird:  
<http://www.timebanking.org/give-and-take-by-david-boyle-and-sarah-bird/>



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