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EVALUATION AND IMPACT OF THE LONDON TIME BANK NETWORK



Timebanking UK



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CONTENTS

4	Executive Summary
4	Overview of the London Time Bank Network
5	Calculating the social value of the London time banks 2015-2017
7	Activities of the London Time Bank Network
7	Feedback from time banks on.... <ul style="list-style-type: none">• The impact of the City Bridge funded network• The support and resources from Timebanking UK
10	Sustainability of time banks
11	A day in the life of a time bank Broker
10	Case Studies
14	About Timebanking UK
15	Acknowledgements and further information

EXECUTIVE SUMMARY

The London Time Bank Network (LTBN) has been in operation since 2006. Originally established by New Economic Foundation it has been sustained by Timebanking UK (TBUK) since 2008 through a variety of funders, and by City Bridge Trust since 2014. The aim of the network is to support the development of timebanking by creating a sustainable network of peers, facilitating training sessions and providing guidance and policies to help time banks succeed. As well as supporting existing time banks, the network encourages the development of new time banks in London.

As part of the current funded programme by City Bridge Trust, we wanted to show the social impact and return of investment for timebanking.

Five time banks agreed to be part of the social evaluation and 14 outcomes were measured which included:

- Belief neighbourhood is good place to live
- Feeling like one belongs in neighbourhood
- Talking to one's neighbours regularly
- Relief from depression / anxiety
- Good overall health
- High confidence (adult)
- Full-time employment
- Part-time employment

There are 23 Time Banks in and around London spanning 10 boroughs involving 5812 people in the exchange of time, helping one another in communities. In the last year, 25903 hours exchanged recorded by 18 time banks (5 do not use Timebanking UK software)

The 14 outcomes were measured 934 times for the five Time Banks that engaged in this Social Value Evaluation for the financial years 2015/16 and 2016/17, and totalled **£3,093,886.**

The combined project costs of the five Time Banks for the two years financial year was **£306,951.** Taking the total budget from the Total Social Value the Social Return on Investment is calculated at **£2,786,935.**

OVERVIEW OF THE LONDON TIME BANK NETWORK (LTBN)

The London Time Bank Network (LTBN) has been in existence for over 10 years and has been a mechanism to bring together coordinators and brokers who run time banks and also individuals/organisations who want to start up time bank networks. It provides a place to share information, provide training and for social activities to celebrate the amazing work of those involved in timebanking across the City of London.



WHAT IS TIMEBANKING?

Timebanking has been in the UK since 1998. Since that point it has witnessed extraordinary growth, being applied to many and varied settings across the public, private and community sectors. And it is not just a UK phenomenon. The timebanking journey began in Japan, and has now spread to over forty countries in six different continents. No two time banks in the UK are the same. We are constantly learning about how and why timebanking as a means of exchange can make a difference to society.

Timebanking is a means of exchange used to organise people and organisations around a purpose, where time is the principal currency. For every hour participants 'deposit' in a time bank, perhaps by giving practical help and support to others, they are able to 'withdraw' equivalent support in time when they themselves are in need. In each case the participant decides what they can offer. Everyone's time is equal, so one hour of my time is equal to one hour of your time, irrespective of the activity.

We believe that everyone has something to offer in society. Timebanking recognises those assets and helps people become givers as well as receivers, no matter what their age, ability or background. When people realise their self worth they feel greater self esteem and confidence. Timebanking builds relationships between people naturally creating mutual social and practical support networks.

Timebanking does not replace paid services but our evidence shows that timebanking networks strengthens statutory services. When people have improved health and wellbeing they feel better, go to the doctor less and feel less lonely and isolated. Making friends and feeling supported is a key outcome for time banks.

The London time banks network.....

Time bank brokers were encouraged to help coproduce network meetings, workshops and contribute their ideas and expertise with each other. Opportunities for those with the relevant experience have arisen for them to apply to become Timebanking UK Associates (independently paid individuals) to deliver workshops/training for other networks and for Timebanking UK at a national level.

London network meetings were held quarterly as this was identified to be most useful to brokers through a survey in 2016. Time banks took turns to host these meetings, with new time banks being established within colleges and a London university who provided training rooms for the meetings.

In 2015, a buddy scheme was developed to aid broker support; an initiative which sees an experienced broker mentor and support a less confident broker and a result a set of buddying guidelines were produced and circulated.

A SOCIAL VALUE EVALUATION OF TIMEBANKING IN LONDON:

One method that the London Network of Time Banks has used to evaluate their work is Social Value evaluation. Social Value evaluation is an evaluation method that quantifies the relative importance that people place on the changes they experience in their lives which is captured in market prices. The approach is to consider and measure the social value from the perspective of those affected by an organisations work.

The London Network of Time Banks engaged in a social value evaluation for the fiscal years 2015/16 and 2016/17 together. Five Time Banks took part in the evaluation programme. Information on the Social Value research methods and results can be found below.



EVALUATION METHODS:

- London Time Bank Coordinators were supported by a Timebanking UK Associate Consultant for one day a week for a three month period to complete a Social Value evaluation of their projects
- HACT Value Insight, a Social Value measurement tool was used to generate a social value for each Time Bank that engaged
- Time Bank Coordinators worked with their members to see which social value outcomes had been achieved and so should inform the research conducted
- Quantitative and qualitative survey questionnaires were sent to all active members of participating Time Banks. HACT outcomes needed to demonstrate improvement and thus retrospective questioning was carried out.
- For each Time Bank, and for certain Social Value outcomes for which survey responses were not necessary, quantitative analysis was completed of existing Time Bank records
- Members were asked open questions to provide further qualitative outcomes

HOW THE DATA WAS USED:

The data collected was analysed using two methods.

HACT Social Value Outcome Data – All data relating to HACT Social Value outcomes were analysed using the HACT Value Insight software. These included feeling of belonging in a neighbourhood, talking regularly with people in one's neighbourhood, thinking one's neighbourhood is a good place to live, self-confidence, relief from depression or anxiety, improvement to personal health, entering full & part time employment, gaining access to the internet, feeling in control of one's life, being able to rely on one family's, frequent moderate exercise, being able to obtain advice locally, apprenticeships, regular volunteering and regular attendance at a community or voluntary group.

All other data was analysed using Microsoft Excel

Critique:

Questionnaires generally received a high return rate with questionnaires being completed in full detail. One criticism is that retrospective questioning needed to be conducted to validate the findings for HACT Social Value Outcomes. This was the case for all but 5 of the outcomes. Importantly though for each Time Bank those outcomes represented a minority of the outcomes achieved and thus the negative impact of retrospective questioning has been largely diminished.

Results:

Using the HACT Value Insight tool the Time Banks successfully measured 14 different outcomes that have a social value as given by the HACT Value Insight tool. These 14 different outcomes were measured a total number of 934 times 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 Table 1. HACT Social Value

Table 1:

OUTCOME	RESEARCH METHOD	NO.
Regular Volunteering	Records	340
Regular attendance at community / voluntary group	Records	378
Belief neighbourhood is good place to live	Questionnaire	17
Feeling like one belongs in neighbourhood	Questionnaire	23
Talking to one's neighbours regularly	Questionnaire	24
Relief from depression / anxiety	Questionnaire	16
Good overall health	Questionnaire	15
High confidence (adult)	Questionnaire	31
Full-time employment	Questionnaire	13
Part-time employment	Questionnaire	8
Internet access	Questionnaire	8
Feeling in control of one's life	Questionnaire	3
Feeling able to rely on one's family	Questionnaire	1
Frequent Moderate exercise	Records	34
Obtain Advice Locally	Questionnaire	22
Apprenticeship	Records	1

SOCIAL VALUE:

The combined Social Value of the 934 outcomes measured for the five Time Banks that engaged in this Social Value Evaluation for the financial years 2015/16 and 2016/17, as displayed in Table 1, totalled £3,093,886.

The combined project costs of the five Time Banks for the two years financial year was £306,951. Taking the total budget from the Total Social Value the Social Return on Investment is calculated at £2,786,935.

ACTIVITIES OF THE LONDON TIME BANK NETWORK

The London Time Bank Network has been a place for brokers to learn and share their ideas and skills. As well as new time banks starting up, some existing London time banks have developed into multiple hubs to increase time banking opportunities for other areas within their boroughs. This has happened in areas such as Lewisham, Lambeth/Southwark, Westminster, Harrow, Barnet and Tower Hamlets.

There have been 15 network meetings over the three years, which comprised of both regional meetings and broker breakfast meetings.

Regular training sessions were delivered in topics such as:

- Fundraising and Sustainability Training
- Time and Talents Software Training
- Delivering Presentations



- Broker Training
- Coproduction Training
- Dealing with Challenging Behaviour
- Managing Risk - Policies and Procedures
- Buddying to Obtain the TBUK Quality Mark
- Safeguarding and Managing Risk
- Social Enterprise Models and Income Generation
- Promoting & Marketing your Time Bank
- Evaluating your Time Bank
- Presentations from guest speakers at meetings including topics: Running your own Food Cycle Project, The Value of Timebanking from a housing providers perspective, How to obtain the Living Wage accreditation.

London helping to raise the profile of timebanking

2017 has proved to be a key year in raising the profile of timebanking with the first All Party Parliamentary Group held about timebanking in Parliament and a request to hear about timebanking addressing the social care crisis in the House of Lords in December 2017.



What did attendees think of the training sessions?

- They were a fantastic group! The training was extremely useful in so many ways and I only wish it had occurred earlier in my timebanking career
- The handouts were excellent
- I enjoyed the whole opportunity to exchange new perspectives
- It was very informative and will help with setting up a new project

What time banks said they value about the network

- Sharing experiences and learning from other Time Bank Network- Carers Network
- Peer support and training- Paxton Green
- Connecting with other Brokers and sharing best practice - Origin
- Friendships – Rushey Green
- The option to focus on the ‘craft’ of Timebanking and have a chance to share ideas - Barnet
- I find it useful to share case studies, learning and best practices with other Time Banks - Carers Network
- Thank you for facilitating yesterday’s meeting. It was extremely useful for me as a newcomer to hear everyone’s experiences and insights into timebanking. I hope to make the social as well next time – Carers Network
- It brings people together, good to share ideas - Hourbank

What support or resources do time banks receive from Timebanking UK?

- Its good to hear news from TBUK, eg when is the next conference and hear about funding opportunities. Hourbank?
- I learned about running a time bank at the TBUK broker training sessions – Barnet TB
- The resources they have to share are great (handbook, policies and procedures – Barnet TB
- We use their software to log all the hours exchanged - Bromley
- We like to feel part of the national timebanking movement – Rushey GreenTB



- We use the Time Online software to log all hours exchanged and need the software to produce reports for trustees and funders and quarterly credit statements for our members - Carers Network Time Bank
- A tangible benefit for us this year has also been to secure cheaper insurance from a company (Morton Michel) that provides discounts to time banks affiliated to TBUK - Rushey Green TB

SUSTAINABILITY OF TIME BANKS

Timebanking UK believes that part of the growth of timebanking is a result of the shared learning about the positives as well as the negatives and the challenges faced by time banks. So what things have been tried that went wrong? And what were the gaps which made time banks less sustainable?

Time banks told us about:

- The confusion between volunteering and timebanking and the need to clarify this
- Lack of understanding from senior managers about the benefits of timebanking with too many being risk averse or not realising that Timebanking UK have approved safeguarding and risk procedures for all time banks to use
- Having funding from just one source which puts the time bank at greater risk
- Expecting volunteers to run a time bank with no paid staff supporting them
- Misunderstanding by local people about what timebanking can and cannot do (it is not a magical solution to fix all of society's problems)
- Brokers not having enough time to manage all exchanges and recruit new members without help
- Lack of evidence and research to prove the benefits of timebanking in written format for individual time banks who need to show this to encourage funding
- Not coproducing the time bank and brokers being unintentional gate keepers which means if they leave, the time bank ceases to operate

What is helping to sustain Timebank projects?

- Embedding the time bank into an organisation so there is support and structure, governance and existing policies in place
- Involving time bank members and volunteers in the day to day running of the time bank, giving them the power to make decisions and steer the direction of the time bank
- Being inventive and creative with ways of involving local people, keeping the group activities happening and encouraging time bank members to create and run small groups based on their own interests
- Focus on specific groups of people to support and involve to attract specific funding (ie. Older people, refugees, young people)
- Having a legal status (CIC or Social Enterprise)
- Have a fundraising strategy
- Ability to prove the positive result of timebanking with case studies, social return on investment and health and wellbeing impact on both individuals and service providers and health professionals

A DAY IN THE LIFE OF A TIME BANK BROKER

NAOMI CASSERLEY – HOURBANK, PECKHAM, LONDON

Q How long have you been running your time bank? 12.5 years

Q Are you paid and how many hours a week do you work?

Yes I am paid for 4 days a week. I am quite strict about limiting it to that as I have kids

Q What is the best thing about the job?

Seeing people change for the better and come out of themselves.

Q What is the worst thing about the job?

Fundraising is a nightmare, having to be a PR person and explaining yourself constantly. Having to reinvent yourself to attract new funding.

Q Tell us 5 of the main things that you do to keep the time bank running:

- 1 Creating and distributing publicity/newsletters
- 2 Organising 4 weekly cafes - outreach
- 3 Brokering individuals to ensure they get the right match of activities
- 4 Monitoring and evaluation of time bank activities and the impact it has
- 5 Organising and running regular events

Q Do you get help running the time bank from local people/members?

Yes, members do quite a bit. Our steering group is made up of members who meet 6 weekly. We have a member who works on the database. When we held our Christmas party, of the 50 attendees 25 were helping out. At the cafes our members give talks and hold discussions. Each summer we do stalls at 5 or 6 fairs.

Q Do you think it is useful to be members of an organisation like Timebanking UK?

Yes. We find the regional meetings really helpful and the conferences are inspiring. Knowing someone's got your back and that you have a voice. The software is really useful.

Q Do you have any examples of how timebanking has changed the lives of local people?



MUNA

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."

RACHEL



"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.

BOB AND PIERRE

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".

ORGANISATIONAL MEMBER

Not all members are individuals; some are organisations as we try to use the assets of all the community for the benefit of others. Last year we were approached by Garden Organic who were going to be running a programme in Southwark to help people who loved gardening to share their skills with others. We thought this was a great fit with HOurBank, especially considering they had to do at least 30 hours sharing their enthusiasm of gardening and growing food with others. This fit with our logistics of counting hours and helping people as neighbours would with their skills. This month we shared a stall with them to promote both our activities. One of our members was able to volunteer for both aspects of the stall as he has done so much for both.

KARA

"I first came across HOurBank when I went to one of their Mend & Repair [Bring and Fix] 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. [Through the council Digital Champions scheme].

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."



ABOUT TIMEBANKING UK

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 www.timebanking.org where you can read about the work in counties where TBUK are being commissioned by Adult Services in County Councils to use timebanking to strengthen statutory services by creating mutual social and practical support networks.

The business case for person to person timebanking is set out in the Timebanking UK Prospectus.

ACKNOWLEDGEMENTS

Timebanking UK would like to thank all those who were involved in the evaluation including

- All time bank members and time bank Brokers for participating
- HACT for providing the framework used to measure Social Value
- All partners involved who aided the project
- City Bridge Trust for funding the network
- Kaaren Morris, the Network Manager
- Dave Goslyn, the SROI evaluator
- Essential admin help from TBUK and its staff and Associates



FURTHER INFORMATION

TEDx talk by Timebanking UK CEO Sarah Bird <https://www.youtube.com/watch?v=k0Flh6cuuWs>

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/2eM0sk9>

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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