

TIME 4 HAMPSHIRE

Hampshire



BUILDING STRONGER
COMMUNITIES IN HAMPSHIRE

—

ONE HOUR AT A TIME

*How a network of time banks were planned and developed following a grant from
Hampshire County Council.*



Timebanking UK

WHAT IS TIMEBANKING?

Timebanking is a social and practical support mechanism that enables a community to exchange skills, experience and interests through a currency of time.

Members (individuals and organisations) can earn time credits by giving practical help and support to others, and then spend their credits when they need some help themselves. For example, by helping an elderly neighbour with their ironing for an hour, or walking a fellow member's dog, you can earn 1 time credit, which you can then spend when a member helps you for an hour, perhaps by helping write your CV, or tackling your overgrown garden.

Timebanking works as an asset based philosophy, meaning that everyone has something to offer and everyone's hour is equal, so whether someone helps set up a web page or paints a wall – an hour equals an hour.

Timebanking is quite different to volunteering as it is very much ad hoc in terms that it is informal, flexible, and with no commitment on a regular basis. It's open to all and appeals to those who can't volunteer due to health or work, and those wouldn't usually think of getting involved in traditional volunteering.

Timebanking doesn't replace paid services or duplicate work from other organisations, nor does it steal volunteers away. Instead, timebanking fills in the gaps to create stronger communities and is a catalyst to return to good neighbourliness. It's great for learning new skills and gaining confidence which can help with employability. It's also proven to reduce social isolation, tackle loneliness, build skills and improve health and wellbeing.

Time banks are most usually run by a Broker (or coordinator) whose role it is to recruit members, facilitate safe exchanges, and to develop and manage the time bank.



SECTION 1:

The Time4Hampshire Project

Project Initiation



In October 2016, Hampshire County Council (HCC) awarded a grant to Timebanking UK (TBUK) with the aim of planning and implementing a network of time banks throughout Hampshire.

Initially this funding was given as to a lead organisation who were running a wider community engagement project. TBUK was a partner, and the development of time banks was one of a number of streams within this project. At the end of the first year, the timebanking element was making demonstrable progress and so the grant was extended for a further year, and then for a further 5 months, ending on 31st March 2019.

The grant allowed for the following elements to support the project:

- The recruitment of a part time Project Manager who began the role on 1st November 2016
- The development of a new software package to assist with the running of the time banks
- Free membership of TBUK to the network time banks for the first year
- Free timebanking insurance through Morton Michel
- The 2nd year of funding also included a small grant for each of the time banks.

The first few months of the project were spent researching areas within Hampshire to find the most suitable towns and districts for developing time banks.

HCC had particular target towns in mind based on their knowledge of demographics, local need and existing projects in the area. These were the starting point, but it was essential to ensure that there was sufficient desire and resources amongst key organisations in a given area for the development plan to work.

Therefore the research involved contact with a number of potential stakeholders in each area: Clinical Commissioning Groups (CCGs), community development organisations, local councils, community champions, charities and voluntary groups.

At the same time, an essential induction period was underway for the Project Manager, learning about the different ways time banks have been set up around the country and how differently they all worked. An understanding of the resources needed, the potential pitfalls and the importance of sustainability were also important to learn.

Project Plan



With all the research and key learnings taken onboard, a project plan was developed with the following aspirations:

- The time banks should be set up by the community, for the community
- A Working Group would co-produce the time bank in each area
- Funding would be sought to employ a part time Broker to run each time bank
- A Host Organisation would be sought to “own” each time bank
- The time banks would start small and grow organically
- The time banks would be set up with strong foundations in order to be sustainable

The following key stages then became the basis of the project:

1. Launch

Two “Introducing Timebanking” workshops were held in December 2016 in Romsey and Havant to attract potential stakeholders Hampshire wide.

2. Local Workshops

A wide range of local organisations and people were then invited to workshops in agreed target towns. Free venues were sought for these workshops and they were jointly presented by the Project Manager and the CEO of TBUK. The first half of the

workshop explained time banking generally, and the second half explored how a time bank might be set up in that particular location.

3. Working Groups

Interested stakeholders were then invited to join a Working Group with the aim of co-producing a time bank that was right for their particular area. The group developed their own Terms of Reference and agreed a focus to address the local need.

4. Host Organisation

The Working Group identified and secured a Host Organisation. This role would take overall responsibility for the time bank, have the ability to employ a Broker, hold the time bank’s bank account and provide the main base from which the time bank would operate.

5. Resources

The Working Group would also find potential funding, identify hubs or alternative venues for the time bank, develop appropriate policies and documentation, and be the link with the wider community to ensure buy in and support.

6. Fledgling time banks

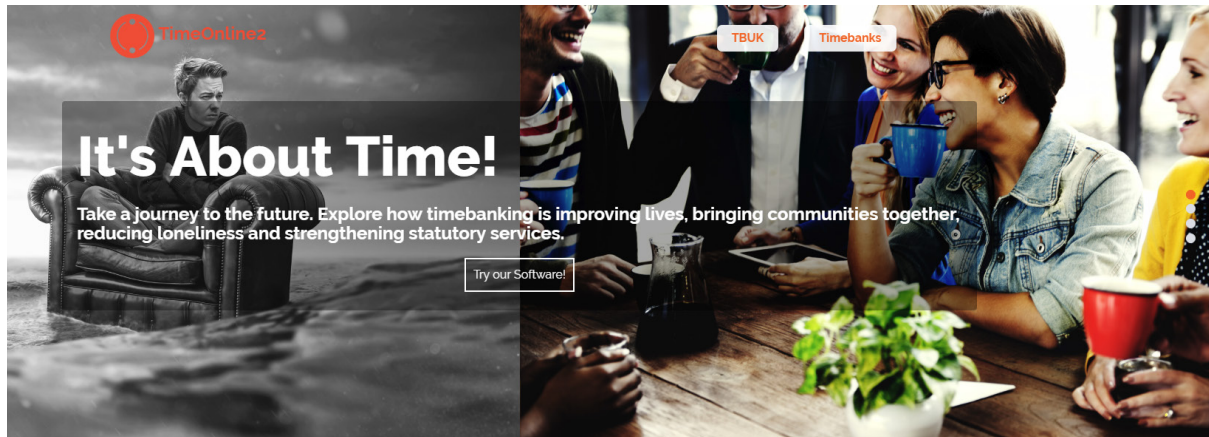
The time bank would be set up without a grand launch initially, to ensure sufficient time was taken to learn the ropes and members were recruited and introduced to timebanking and other members gradually.



SECTION 2:

Supporting Work

TimeOnline2



At the same time as the network was being developed, an integral element of the project was being developed by TBUK Head Office at Stroud.

There were already 2 software packages in existence which were designed to help manage a time bank: storing members' details, recording exchanges and providing statistical information. TimeOnline was the original software created by TBUK and then the USA product Time and Talents was launched in 2014. Both packages were outdated and had limitations in use.

Part of the **Time4Hampshire** grant went towards a larger funding stream to develop a new TBUK owned software and after seeking tenders, the contract was given to a local Stroud company, Bankside Systems. TimeOnline2 was developed and piloted with a number of UK time banks. It was then previewed and tested at a **Time4Hampshire** network meeting in April 2018.

Unfortunately the software had to be launched earlier than planned because of problems with the USA company and the resulting concern that existing time banks would no longer be able to use Time and Talents, Therefore TimeOnline2 was launched before full testing had been possible which led to a great deal of frustration with the initial product. However, the teething problems were sorted out and TBUK continues to dedicate a great deal of time to improving the system and supporting time bank brokers via telephone, email support and online webinars.

A **Time4Hampshire** website page was set up on the software which has links to each of the individual time banks. <https://time4hampshire.timebanking.org/>

Social Value Forecast

Early in the project it was apparent that the Working Groups were struggling to quantify community benefit in their funding bids. Therefore the Project Manager undertook a piece of work to look at the potential social value that a new time bank would achieve.



Initially the results of questionnaires undertaken by 4 time banks in the UK were amalgamated (South Manchester, Lambeth, Barnet and Peckham). An average was taken to show, in percentage terms, how a new time bank might benefit a community in terms of reducing social isolation and improving health and wellbeing:

Average % of members	Social Isolation and Health and Wellbeing benefit
85%	Meeting more people
80%	Feeling more part of the community or helping others
74%	Making new friends
74%	Lift in mood or reduced depression
69%	Feel they can ask for or receive more help
66%	Reducing loneliness
60%	Increased quality of life, health and wellbeing

Then these averaged results were grouped and ran through the Housing Association Charitable Trust (HACT) Social Value Bank and Value Calculator (a free social value tool offered to the Third Sector and the largest bank of methodologically consistent social value outcomes). Using a 17.5% response rate (as indicated in the comparable South Manchester research) a potential social value was forecast for a new time bank:

HACT outcome	Ave % members	Ave HACT value	17.5% response
Feel belonging to neighbourhood	80	3,753	52,542
Able to obtain advice locally	69	2,457	29,688
Talks to neighbours regularly	75	3,848 50	505
High confidence	15	13,080	34,335
Relief from depression/anxiety	74	36,766	476,120
Good overall health	60	20,141	211,481
Total			£854,671

Therefore, the forecast showed that even if only 17.5 people from 100 members showed improvements in these areas, a significant social value of over £850,000 could be achieved. A number of the Working Groups used this evaluation to support their local funding applications.

Policies, Procedures and Paperwork



Each of the Working Groups needed to develop a set of policies for their respective time banks to ensure they would be run professionally, legally and safely. These policies covered such areas as GDPR, health and safety, safeguarding, diversity, confidentiality, lone worker etc. In some cases, the policies of the Host Organisation were adopted and adapted for the time bank; for others the templates provided by TBUK were used to create a policy appropriate for that particular time bank.

Each Working Group also discussed a number of operational “rules” such as:

- A minimum age for membership?
- Would members have ID badges?
- How many time credits would be given to a member as part of the joining process?
- Would there be a maximum of credits a member could hold in their “account”?

As each time bank would need a set of documents, forms and promotional materials, the Project Manager created **Time4Hampshire** templates for the following:

- Joining Forms – for both individual and organisational members
- Member’s Handbook
- Flyer, Poster, Banner
- Evaluation form

Each time bank could then adapt these templates to suit their requirements.

Timebanking for Health

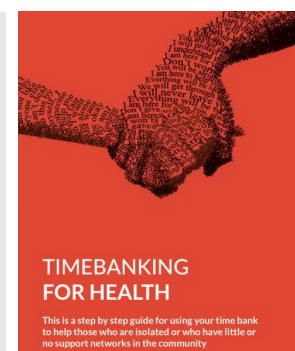
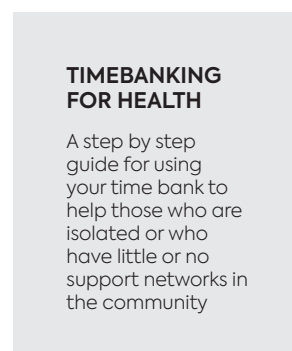
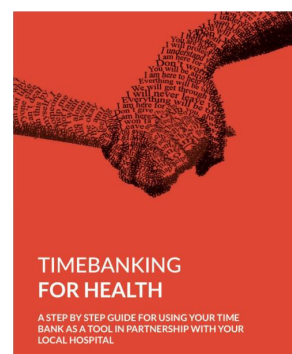
A project looking at ways that time bank

members could support each other with hospital stays, or other health appointments, was also part funded from the HCC **Time4Hampshire** grant.

Time bank members could help in various ways such as: offering a lift home from hospital, turning the heating on or stocking the fridge in preparation for a return, popping in to check all is ok for a couple of days following the patient’s release. Two concepts were explored:

- An informal, member led approach where time bank members voluntarily buddied up to help each other should the need arise
- A more formal approach where the time bank provided a rota of members to assist the local hospital, who would become an organisational member, in getting non complex patients home from hospital

A series of 3 workshops were held bringing time banks together to look at these concepts, create “how to” workbooks and test them out. Time4Hart and the Project Manager were involved in these workshops and the resulting 2 workbooks were given to all of the **Time4Hampshire** network time banks.



Training and Networking

A key part of the project was providing training and support to Working Groups and the Brokers, as well as providing networking opportunities to cultivate peer support, develop friendships and improve sustainability.

4 training days were held throughout the life

of the project. The Project Manager ran some of the sessions and a number of speakers also presented relevant topics. Time banks from outside HCC's area and other stakeholders were invited to maximise the effectiveness and benefits of these events, and representatives from Southampton, St Neots, Farnham, Isle of Wight time banks and Hampshire and Surrey Council attended.

Date	Venue	Topics	Attendees
Nov 2017	Andover	<ul style="list-style-type: none"> An introduction to running a Time Bank Joining and getting members active Sustainability 	7
April 2018	Basingstoke	<ul style="list-style-type: none"> TimeOnline2 software training Legal aspects Problem Solving 	10
Oct 2018	Andover	<ul style="list-style-type: none"> TimeOnline2 software training Evaluating your time bank 	18
March 2019	Basingstoke	<ul style="list-style-type: none"> The Isle of Wight Story Fundraising and Fundseeking What next for the Hampshire Network 	18



“ Thanks! A very valuable day ”



“ Inspiring and very useful ”

Funding initiatives

The Project Manager assisted all of the Working Groups with researching potential funders and making funding applications. Additionally 2 particular funding initiatives helped the network:

Awards for All



The Project Manager wrote a bid for an Awards for All grant for I.T. equipment for the **Time4Hampshire** Network. This application was successful and £6,865 was received. The grant provided: 7 Laptops, 3 printers, setup, installation and warranty, interactive smart board, portable projector and camcorder.

Five laptops and 2 printers were gifted to time banks that needed them and the remainder of the equipment was used by the Project Manager and TBUK for the benefit of the network as a whole.

London Marathon

In April 2018, John Compton (the Project Manager's husband), ran the London Marathon in aid of the **Time4Hampshire** Network. A sponsorship campaign was launched and a BT My Donate online fundraising platform set up to collect donations. Despite a hamstring injury in the week before the event, John achieved a time of 3 hours 58 minutes.

A total of £758 was raised and this money was used to secure a second year free membership of TBUK for all of the **Time4Hampshire** time banks. The campaign also gained some great publicity for the network.



SECTION 3:

The *Time4Hampshire* Network



Over the period of the project work was undertaken in the following locations to develop a network of time banks throughout Hampshire. The following pages describe the journey in each of these locations.

Status	Area
Active time banks	Totton, Woolmer Forest, Basingstoke, Time4Hart, Rushmoor, Fareham, Eastleigh
Developing time banks	Andover, Ringwood
Other areas	Gosport, Leigh Park

Active Time Banks

Totton Time Bank



“ Makes me feel useful being able to give something when I am able to, without making a regular commitment ”

Background

St Winfrids church in Totton were planning a major regeneration project, to transform into a community hub in order to tackle social isolation in the local area. Meeting with the Vicar and the St Wins Project Manager, it was clear that the church would be a key stakeholder. The Workshop was held on church premises during April 2017 and attracted 10 attendees from a range of local organisations.

The Working Group first met in May '17 and thereafter met monthly. Key members of the group were a local GP who was passionate about timebanking, the St Wins Project Manager, 2 Town Councilors and representatives from the West Hampshire CCG, Community First, New Forest District Council, Southern Health and Totton & Eling Community Centre.

It was agreed that the time bank would cover Central and West Totton, Hounslow, Rushington, Calmore, Eling and Ashurst Bridge, and its focus would be reducing social isolation and improving health and wellbeing in the community.

Progression

Whilst St Wins had offered to become the Host Organisation, there was concern that a church based time bank might present a barrier for some, and the church's location and current state of repair were also not ideal. Whilst there was huge interest in the project locally, the Working Group struggled to find an alternative host organisation. Discussions were held with the local library, community centre, Town Council and local football club but none were able to take on this essential role.

Ultimately, it was agreed that the social enterprise arm of St Wins would become the Host Organisation and thereafter funding applications and positive progress could be made.

A number of small grants were secured from various funders: a local trust fund, New Forest and the Town Councils, local GPs and the **Time4Hampshire** grant from HCC. Future funding was also promised from Southern Health to help towards sustainability. In August 2018 there were sufficient funds to employ a Broker for 16 hours per week on a 6 month contract and it was agreed that the St Wins Project Manager would take this role.

The Working Group became a Steering Group in July 2018 with the original members continuing their role to oversee and progress the time bank into a valuable community asset.

Launch

A soft launch took place in April 2018 where known contacts and local residents were invited for coffee and cake in the local community centre. 8 individuals and 3 organisations signed up to be the first members of Totton Time Bank.

Following the soft launch, a public launch took place at the Totton Fun Day in June 2018. The stall which featured a children's hand colouring activity, attracted a lot of attention and 26 individuals signed up on the day.



Totton Time Bank in Action

Following the launch a number of activities and events were planning to bring members together with the aim of fostering friendships and therefore encouraging one to one exchanges. A further coffee morning and a gardening event were held, although attendance at these events was small.

The time bank grew membership by promoted widely throughout the area and using a number of channels, including a regular newsletter. The Broker also held weekly sessions in a local GP practice to attract those who are most socially isolated. Whilst recruiting new members proved relatively easy, it proved more challenging and time consuming getting members to actually exchange time.

The Steering Group are now focusing their efforts on 2 great projects which will both bring members together and provide a valuable service to the community. Firstly, having acquired a local allotment, members are being encouraged to help get this underway and run it going forward. They will also be holding “Cook Ups” where members use food donated by local supermarkets (and eventually from the allotment) and transform it into tasty and nutritional lunches for members or community groups



“ A good way to meet new people when new to the area ”

Foundations have also been laid for some excellent other future exchanges:

<i>A young man with significant mental health problems, unemployed and socially isolated came along to the soft launch and has joined as a member. The time bank is looking to utilise his gardening skills and he is keen to learn some cooking skills.</i>	<i>The Broker is working with the local job centre who will signpost unemployed local people to the time bank with a view to learning new skills and also giving support to others which may enable references to be gained helping to get future paid employment.</i>
<i>A Tai Chi instructor is planning to use Totton Health Centre's waiting room for a regular Tai Chi class which will benefit patients both mentally and physically.</i>	<i>The local University of the Third Age group are looking for venues big enough to hold meetings and 2 other organisational members have offered help.</i>

Totton Time Bank	Total
Number of time bank members	56
Number of members who have exchanged	16
Total number of exchanges	35
Total number of time bank hours exchanged	73

Contact: Totton Time Bank 07770 685256 tottontimebank@gmail.com

Woolmer Forest Time Bank

“I have made some real friends and feel like part of this community again”

Background

An initial Workshop was held at the Forest Community Centre, Bordon in May 2017 and attracted 14 attendees from a range of local organisations.



The Working Group first met in June 2017 and again met monthly thereafter. Key members of the group were representatives from Forest Community Centre Community First, the Nextdoor online forum, Kingsley Organisation East Hampshire District Council (EHDC), Radian Housing and Furniture Helpline amongst others.

The Working Group recognised that as it was a time of great change and development within the Whitehill and Bordon area the time bank could be a way of bringing the different neighbourhoods together. Therefore it was decided that the time bank should be called Woolmer Forest to be inclusive for all areas, and the focus would be on connecting the community as well as promoting and improving health and wellbeing to fit in with the Healthy New Towns initiative.

Progression

Originally, it was agreed that the Forest Community Centre would be the Host Organisation and provide the main venue for the time bank. However as plans developed and funding was sought, in February 2018 it was decided that Furniture Helpline, a community reuse charity, would be able to be a more secure host.

Funding was received via a number of small grants from: Radian, a local Councilor, EHDC and the *Time4Hampshire* grant from HCC. Again, future funding was also promised from Southern Health which helps towards sustainability. In May 2018 it was decided that there were sufficient funds to recruit a part time Broker, initially 1 day per week, which was then increased to 2 days per week as the time bank grew. The Broker was already an employee with Furniture Helpline which helped to provide a

speedy set up and flexibility which meant the most efficient use of paid hours. The Broker is supported by a volunteer who helps with administration and is giving his hours courtesy of his employer.

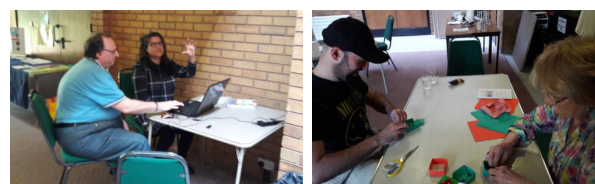
The Working Group became a Steering Group in July 2018 with the original members continuing their role to oversee and progress the time bank into a valuable community asset.

Launch

The Working Group decided early on that the time bank would be best promoted and developed by holding regular social events to recruit and encourage members. A regular monthly skills and info café was set up from March 2018 where local residents were invited to come along for coffee and try out the skills on offer, hear about timebanking and meet one another.

These sessions have proved very successful and a range of skills and activities shared, including IT skills, crafts, music, talks, basic D.I.Y, golf putting and so on.

A monthly evening session was added in November 2018 to ensure that a wider range of residents could engage with the time bank. The key benefit of these regular cafes is that members get to know each other before exchanges of support are offered and received in their own homes.



Woolmer Forest Time Bank in Action

As well as running the monthly cafés, the time bank has facilitated numerous exchanges including: providing lifts, help at community events, help in the home, reflexology, shopping, IT support, D.I.Y and building help, emotional support, dog walking, pet sitting, weight loss support and health advice.

The time bank has been a big factor in a number of member's lives being improved, long term friendships have been developed and members are meeting outside of time bank activities. Here are just a few examples of the difference the time bank is making to local people:

<i>Elderly man referred from another agency felt isolated and was "sitting at home waiting to die". Now attends every session and gets involved in community activities. He has taken on a regular responsibility for the time bank arriving early to set up tables and put the chairs out.</i>	<i>Female carer on a low income has accessed other services including low cost furniture and equipment repair as a result of being a member. She has taken part in exchanges receiving health benefits that she would not have been able to afford without the support of the time bank.</i>
<i>Young male resident who experiences a long term Borderline Personality Disorder, found it difficult to connect with others. Has become a regular member which has helped him overcome some of his issues and develop new friendships as well as being able to use his excellent IT skills to support the group.</i>	<i>Three members met up one evening to deliver leaflets for a local non-profit making organisation which led to 7 new members for that group. All 3 members enjoyed the exercise, the friendship and the satisfaction of doing something for their community.</i>
<i>Female with minor learning difficulties and low self confidence started helping at the meetings serving refreshments but said she wouldn't join the time bank. She has now joined, is taking part in individual exchanges as well as group and community exchanges and developed the confidence to take the lead in organising a fundraising event with the help and support of other members.</i>	



“ Meeting lots of local people and seeing people I know when I go out and about – I feel useful again ”

Now that the Woolmer Forest Timebank is up and running and local residents are benefiting and actively involved in its future plans, the Steering Group is applying for more long-term funding to extend the project.

Woolmer Forest Time Bank	Total
Number of time bank members	53
Number of members who have exchanged	30
Total number of exchanges	113
Total number of time bank hours exchanged	168

Contact: Woolmer Forest: 0772 3531922 timebank@furniturehelpline.org.uk

Basingstoke Time Bank



“ When I got home, I felt like I had done something brilliant ”

Background

An initial workshop was held at the Discovery Centre in October 2017 and 16 representatives from a wide range of local organisations attended.

The Working Group had their first meeting in the December and quickly became a strong unit making great progress in their monthly meetings. Key members of the group were representatives from First Point, North Hampshire CCG, Sainsbury's, Basingstoke & Deane Borough Council, Social Inclusion Partnership (SIP) Basingstoke Voluntary Action and Mencap amongst others. Right at the beginning, First Point (part of the YOU Trust) made the offer to become the host organisation being ideally suited to the role.

The prospective time bank would be based at The Orchard in central Basingstoke, but over time would expand to cover all areas of the borough. Its focus would be on reducing social isolation and promoting and improving health and wellbeing.

Progression

Numerous funding bids were made and several small grants were secured to ensure a part time Broker could be recruited. Funders included the CCG, SIP, Mayor and the **Time4Hampshire** grant from HCC. Sainsbury's and a local businessman also promised future funding. In July 2018 a newly recruited member of staff at First Point also took the role of Broker working one half day per week on a 6 month contract. She was supported with further time from the manager of First Point and with help from volunteers.

The Working Group continued to meet regularly to progress the time bank and to find additional funding against a difficult local situation. The TBUK Project Manager continued to chair these meetings until March 2019 when a Steering Group was set up with a small core of the original members.

Launch

A soft launch was held in June 2018 at the All in the Mind Festival. A small stand with tombola attracted attention and potential members. Once the Broker was employed in July the time bank became fully live, but it was agreed to hold back on a full public launch until all systems were well in place and the time bank had a number of active members.

The public launch was held at The Anvil Concert Hall in January 2019. There were a variety of displays showing skills that visitors could try, from mending a bike, to knitting, to learning Italian. This was very successful, attracting new members, gaining excellent publicity and making connections with some very useful local organisations.



Basingstoke Time Bank in Action

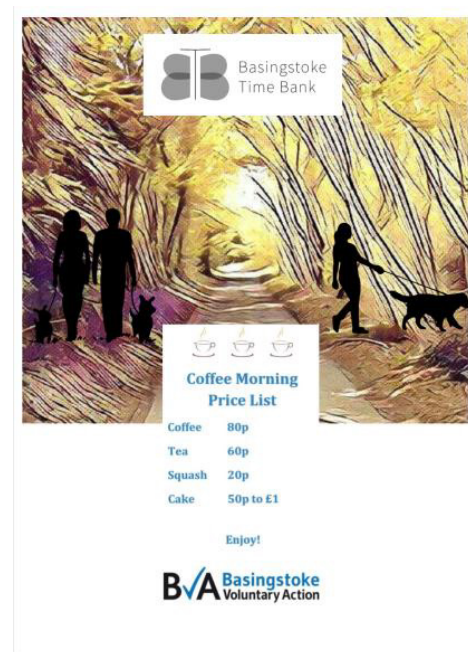
First Point clients were signposted to join the time bank and support given to them to explore one to one exchanges. A great example is 2 young men, one suffering from extreme anxiety and the other from post traumatic stress disorder. They both had dogs but very few social interactions. The Broker arranged a meeting where they had coffee together and then, having built some confidence the 2 young men took their dogs for a walk together.

Another member, housebound with agoraphobia and OCD was asked to help with designing marketing materials for the time bank. He said "I really enjoyed it and even though it was tricky at times it made me feel I had abilities and was making a difference. I felt creative and it did lift my spirits. Seeing the finished posters and leaflets I was really happy we did such a good job and would definitely try to help in the future". In return members are helping him prepare for a forthcoming house move.

A group gardening event was held at The Orchard in December 2019 with members of the time bank and Mencap helping clear the car park and garden area. Despite dreadful weather the results were great and everyone enjoyed the activity.

Basingstoke Time Bank has recently set up "Wednesday Walkies" where members and the public are invited to come along to join in a gentle walk (with or without dogs!) in the War Memorial Park and have a coffee together afterwards. This is proving very successful in recruiting new members and bringing members together, making natural connections which encourage one to one exchanges.

Despite time restrictions and funding challenges, the time bank's most powerful work has been working with socially isolated and vulnerable individuals, and this is having a meaningful impact locally.



Basingstoke Time Bank	Total
Number of time bank members	47
Number of members who have exchanged	27
Total number of exchanges	29
Total number of time bank hours exchanged	40

Contact: Basingstoke Time Bank 07484 928228 basingstoketimebank@theyourtrust.org.uk

Time4Hart Time Bank

Background

In 2016, a member of the North East CCG (NECCG) had been involved with setting up a time bank in Surrey and so proved a natural stakeholder in the initial discussions to find a location within Hart and Rushmoor. After discussions with other interested parties, it was agreed to invite community organisations from across the 2 regions to an introductory workshop and see where the greatest interest might be. In June 2017, this workshop was held at the Hart District Council Offices in Fleet, with 15 attendees from different organisations across the area.



It was clear that organisations were most interested in developing a time bank in Fleet and Hart Voluntary Action (HVA) came forward at the workshop to express an interest in running the time bank. After securing official confirmation from the Trustees, HVA agreed to become the host organisation and run the time bank alongside the Volunteer Centre.

A Working Group was convened to ensure that the time bank became a community asset and the first meeting was held in August 2017. It was a small group with HVA, Hart District Council, NECCG, the Hart Foodbank and local councilors being the key members. There were further discussions with regard to the area to be covered and it was ultimately decided that it was important to include all the outlying areas and that the time bank should be called Time4Hart and its focus would be strengthening the community and promoting health and wellbeing.

Progression

As the time bank would be run by the Volunteer Centre, no funding was originally sought for a Broker's salary as the Volunteer Centre Manager would manage the time bank with the assistance of volunteers.

The *Time4Hampshire* grant was used to get professional marketing materials and the time bank was added into the range of options available at the Volunteer Centre. It was agreed that growth would be organic and so existing promotional events were used to publicise the time bank and attract its first members. An intern was drafted in to assist in the running of the time bank and she made great progress with using the software and developing a social media presence.

Time Bank in Action

To further promote the time bank, in January 2019 a "Drop and Swop" event was held in Fleet shopping centre and this was followed up with a "Connect with a Cuppa" session to bring potential new members together.

Membership has been slow to develop and there was some initial reluctance to officially sign up, especially amongst the organisational members. However, a number of successful exchanges have now taken place:

An elderly gentleman, who is a carer for his wife, had his bike stolen from his driveway. He ordered a new bike from Amazon but couldn't put it together. Another Time4Hart member happily agreed to help even though he was going to South Africa the following day. The gentleman was delighted: "I'm so glad I've got my new bike, it enables me to get about without worrying about the cost of a taxi"

A wheel chair user with complex medical needs received help with redecorating his lounge and he himself is now helping 2 local organisational members on days when he is well enough to do so.

Members of staff from Fleet Mortgages took part in a Time4Hart event helping Fleet Foodbank clear out and reorganise their warehouse.

A lady her 90's received some fantastic help from a student who was a member of the time bank. A lifetime of her written poetry was deciphered and transferred to an electronic medium to ensure it was future proofed. A strong friendship developed and the elderly lady helped the student with her A level homework in return. The student became a vital lifeline when the lady fell and broke her hip, by doing the shopping and collecting prescriptions.



Time4Hart Time Bank	Total
Number of time bank members	17
Number of members who have exchanged	9
Total number of exchanges	5
Total number of time bank hours exchanged	28

Contact: Time4Hart 01252 627070 time4hart@hartvolaction.org.uk

Rushmoor Time Bank

Background

After the workshop in Fleet mentioned above, it proved difficult to engage stakeholders in the Rushmoor area and no potential hosts came forward. There was some interest from the community development team in the major new residential development of a former garrison area, but it was not possible for this to be progressed.

Therefore a different approach from that used in the other areas was employed. A direct approach was made to The Vine in Aldershot, an organisation offering a broad range of services to the most disadvantaged members in the local community. After meeting with the Chief Executive it was agreed that they would be the ideal host for a time bank for Rushmoor and as they were already working with many local voluntary and statutory organisations, it would definitely be of benefit to the wider community.



An internal workshop was held in July 2018 involving key members of The Vine's staff and the representatives from Time4Hart also attended to lend support.

Progression

It was decided that the time bank would be run by an existing manager at The Vine with the support of volunteers. The **Time4Hampshire** grant would fund these extra hours initially but additional funding would be sought to build on this as time progressed.



The time bank was developed quickly over the next couple of months as an internal project and was live from September 2018. It was expected that clients at The Vine would be the first members, but it actually attracted initial members online. A corporate employee volunteering programme run by Q8 Petroleum agreed to help the time bank with a promotional strategy and it was decided that the time bank would focus on engaging the elderly and reducing social isolation. Good connections have been made

with the local council, CCG and community groups which will all help the time bank build over time.

Time Bank in Action

At the time of writing, membership is slowly growing but as yet no exchanges have been organised. This is the priority now as is continuing to recruit individual and organisation members from the surrounding communities.

Rushmoor Time Bank	Total
Number of time bank members	28
Number of members who have exchanged	0
Total number of exchanges	0
Total number of time bank hours exchanged	0

Contact: Rushmoor Time Bank 01252 400196 timebank@thevinecentre.org.uk

Fareham Time Bank

Background

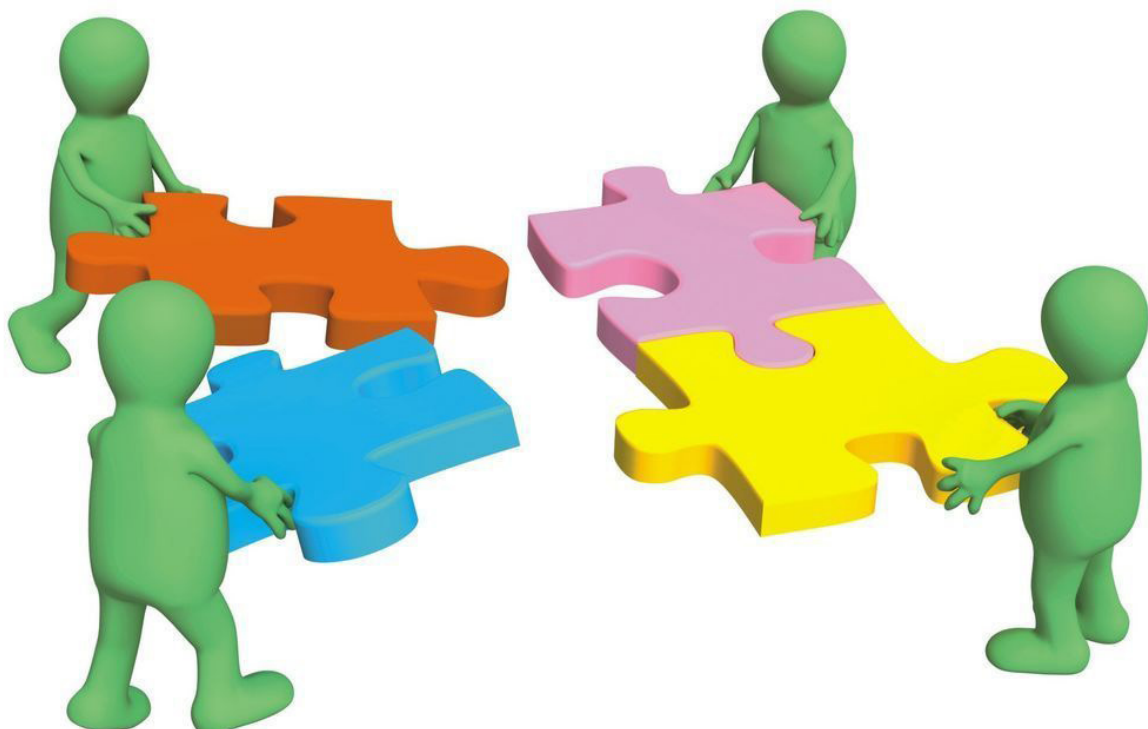
Towards the end of the project, with time running out to employ the approach used in the majority of the other areas, a direct approach was made to Community First in Fareham. As an independent organisation with a diverse local membership and an ethos of being stronger by working together, they were the ideal hosts for a time bank.



Community First saw the advantages of adding a local time bank to their offer and after a couple of exploratory meetings, they drew up a proposal to set up the Fareham Time Bank in February 2019. The objective would be to improve physical and mental health and wellbeing in the community, build on social connectedness and reduce isolation through giving and receiving time and help. The time bank would be embedded within existing services and activities, and promoted through the existing portfolio to new and existing volunteers. The Volunteer Centre Manager would take overall responsibility and a member of the community team would be employed for additional hours as a part time Broker. Additional funding would be sought to increase hours and to ensure sustainability.

The Project Manager worked with the Volunteer Centre Manager to fast track the process and the Fareham Time Bank went live in April 2019.

Contact: Fareham Time Bank 01329 223 154 timebank.fareham@cfirst.org.uk



Eastleigh Time Bank



Background

Initial research had shown that there was a good deal of interest to develop a time bank in Eastleigh and so an initial workshop was held at The Pavilion in September 2018. There were 12 attendees coming from a wide range of community and statutory organisations.

A Working Group was set up and the first meeting was held in November 2018 with a series of meetings held in relatively quick succession to get the ball rolling in the remaining months of the project. Key members of this group were Eastleigh Baptist Church (EBC), Eastleigh Wellbeing Centre, Together and a number of case workers from projects across the region. It was agreed that the time bank would serve the whole borough, but it should be based in central Eastleigh.

Progression

Eastleigh Baptist Church was really keen to host the time bank, but the timing of this project just didn't allow for this as they were without key personnel. However, they were very happy to provide the base at Wells Place, a community café and meeting space in a great location in the town centre. The search was then on to find a organisation that could work in partnership with EBC to host the time bank. The Wellbeing Centre run by Solent Mind was very interested and keen to link the time bank with their local services.

Regrettably however it was not possible for them to take on the total responsibility at this time, and a partnership with EBC would not be feasible in employment terms.

As an alternative host organisation could not be found, the Working Group looked at other a range of other options. It was ultimately decided to set up as a limited company which would allow the time bank to get off the ground and to apply for funding. Once sufficient funds are available, a part time Broker will be employed, but in the meantime, a member of the Working Group is undertaking the role in a voluntary capacity.

Plans are in place to attend events throughout Eastleigh over the summer to promote the new time bank and attract members.

Contact: Eastleigh Time Bank c/o alyssa.holloway@hants.gov.uk

Developing time banks

Andover Time Bank



Background

Andover was one of the first areas worked in and the local workshop was held in March 2017. There was a great deal of local interest from local organisations and the Working Group held its first meeting in the May.

The representative from Test Valley Borough Council (TVBC) was a key in getting the momentum from the Working Group going. TVBC had recently run a consultation with the residents of Andover and the result was a strategy called “Andover Vision”. A key objective of this was to develop a connected community where everyone would be welcome and would want to join in – a perfect backdrop for setting up a time bank. Other key members of the Working Group included Andover Mind, Unity, Longmeadow Community Centre, West Hampshire CCG (WHCCG) and a local Councillor.

Progression

2 organisations came forward initially to become the host but it was agreed that Andover Mind were in the best position to run the time bank. They had a local wellbeing centre which would be the ideal base and the organisation had the capacity and experience to run the project.

Great progress was made with developing the necessary policies, procedures and paperwork and so in January 2018 a stall was held at the TVBC “Big Band” event. This acted as a soft launch to announce that the Andover Time Bank was “coming soon”.

A Funding Sub Group made numerous funding applications and grants were given or agreed by the Hampshire and Isle of Wight Community Fund, TVBC, WHCCG and the **Time4Hampshire** fund. It was agreed that a Broker would be recruited once sufficient funding was raised for a 2 day per week, 6 month contract. In May 2018 this target was reached, but unfortunately the host reviewed their position and required that a full year’s salary was raised before recruiting the Broker.

This dealt quite a blow to the development of the time bank and it was agreed to put the project on hold until the requisite funds were available. TVBS have continued to make funding applications and it is hoped that a time bank can become part of a larger social prescribing project in the near future.

Contact: Andover Time Bank c/o LRice@TestValley.gov.uk

Ringwood Time Bank

Background

Having already engaged with the Volunteer Centre Manager at a previous presentation, it was known that there was a desire to set up a time bank within the New Forest. Discussions were therefore held with Community First in February 2018 to identify which town might be the right location for a time bank. Research and direct enquiries concluded that Ringwood would be the best area.



Community First New Forest

A workshop was held at Greyfriars Community Centre in Ringwood in June 2018 and although the turnout was small, attendees were keen to see the development of a time bank and felt that it would greatly benefit the town.

Progression

A small group of interested parties first met in August 2018. Community First were keen to take on the role of host organisation. However, they were clear that they would need the support of other local organisations to take this project forward, especially in terms of making funding applications. It was agreed that more local organisations needed to be brought on board before a Working Group could be set up and make progress. This was achieved and the first full Working Group meeting was held in December 2018. Key members included representatives from Community First, Greyfriars, Town Councilors, Acts4Sharing, Southern Health and Ringwood Medical Centre.

Community First prepared a budget to determine how much was needed for set up costs and to employ a part time Broker. An application was made to the Town Council, and offers of help and potential other funding sources were identified. At the Working Group meeting February 2019 it looked as if over 3/4s of the target would be in place and so plans were made to start the ball rolling. However, it later transpired that in actual fact 2 of the major funders would not be giving grants of the size expected, or within the set up time frame.

Reluctantly therefore, Community First felt they could not commit to resource the funding project at this time and the plans for a Ringwood Time Bank would have to be put on hold for the time being until funding or resources became available.

Contact: Ringwood Time Bank c/o vol.bureau@cfnf.org.uk

Other Areas

Gosport

Background

When the *Time4Hampshire* project began there was already work underway to set up a time bank in Gosport under the auspices of Gosport Voluntary Action (GVA). As such this area was initially not considered part of the project. The Gosport Time Bank developed into a small supported volunteering scheme and therefore, when the HCC grant was extended into the 2nd year, it was decided to work with GVA to try to develop a more community based time bank.



Progression

Local community groups and existing time bank members were invited to a workshop in March 2018. The idea was to engage other organisations to extend the reach of the time bank, and to bring current members along with any changes made. Feedback from the workshop was good and there was a good deal of interest in making the time bank more of a community asset.

The *Time4Hampshire* grant enabled a part time Broker to be employed for a few hours a week and further funding applications were made to increase the Broker's hours. A project plan was developed to build on the interest from the workshop, recruit new members, and set up both one to one and group exchanges.

However, the first few funding applications were unsuccessful and sadly GVA Trustees made the decision to close the time bank in June 2018.

Leigh Park

Leigh Park was an obvious choice as an area to explore developing a time bank. It is an area of deprivation and as such has a large number of community groups engaged in supporting the community in various ways.

Meetings were held with a number of potential stakeholders, and presentations were made on 2 occasions at a network forum for groups working in the area. Lots of encouraging noises were made but the first date set to run a local workshop only attracted 2 attendees and was therefore postponed. A workshop was eventually held in November 2017 with just 7 attendees, but there seemed to be good interest in forming a Working Group to develop the project. Therefore a meeting was set up for December, but only 2 organisations came along and neither was in a position to take an active lead in setting up a time bank.

It was unfortunately apparent that it would be an uphill struggle to engage with local community groups and the Project Manager was advised that this was often the case in this particular area. Therefore it was regrettably decided not to pursue the development of a time bank in Leigh Park.



SECTION 4:

Summary

Successes and Challenges



The project really brought voluntary groups and statutory organisations together, working as a team to bring a great idea to life. Many of the Working Groups also developed stronger links with their fellow organisations which led to stronger community cohesion.

It was gratifying to see the passion for the project from members of the Working Groups and how much work they all put into developing their local time banks. This is particularly relevant as it was set against a backdrop of a particularly challenging time for voluntary groups who were often struggling with resources and securing funding for their own existence – let alone for a brand new project.

Securing funding was the biggest challenge and each time bank was set up with a series of small grants as opposed to securing a large funder. It is hoped that as time goes on with the time banks building evidence of community benefit and strong case studies, sustainability funding for each will be found.

It should also be remembered that as in each area a host organisation was agreed to take ownership of the time bank, therefore the development of the project in their area had to fit with their own objectives and resources. It was therefore not a case of being able to insist on certain time scales, or outcomes; goodwill and community support had to prevail.

Although the project ran for nearly two and a half years, time constraints were a real challenge. The Project Manager was employed part time (at different times of the project between 18 – 25 hours per week) but regularly did additional hours on a voluntary basis. Convening Working Group meetings was always difficult as finding time in stretched representatives' diaries was a real challenge as was people finding time to complete action points and make the agreed progress.

Nonetheless, all Working Groups had the passion and enthusiasm to drive the project and so at the end of the **Time4Hampshire** project (31 March 19) there were 9 areas set up as part of the network:

Status	Area
7 Active time banks	Totton, Woolmer Forest, Basingstoke, Time4Hart, Rushmoor, Fareham, Eastleigh
2 Under development	Andover and Ringwood

It is still very early days for all of the time banks in the **Time4Hampshire** network, but strong foundations have been laid and it is believed that Andover, Ringwood each will grow slowly and steadily to become a valuable local assets, strengthening and bringing together the community – one hour at a time.

TIME 4 HAMPSHIRE

Statistics

Time4Hampshire	Individuals	Organisations	Total
Number of time bank members	160	41	201
Number of members who have exchanged	56	21	77
Total number of exchanges			182
Total number of time bank hours exchanged			309

Age (where known):

Total members in the following age brackets:		%
≤25	16	9%
26 – 35	12	8%
46 – 55	36	23%
56 – 65	28	18%
66+	15	9%
Not known	53	33%

Gender: (where known)

Total number of members who are:		%
Male	46	29%
Female	110	69%
Not known	4	2%

Breakdown of Exchanges:

Aim Categories:	Examples:	Aim Categories:	Examples:
Independent living	<ul style="list-style-type: none"> • Shopping • Cooking • Gardening • Dog walking • D.I.Y • Housework • Driving • Bike repair • Form filling 	Information and advice	<ul style="list-style-type: none"> • Learning technology • Literacy, translation • Help with budgets, C.Vs, letters • Networking with local groups • Help with running time bank
Reducing social isolation	<ul style="list-style-type: none"> • Attending group activities • Helping at events • Befriending • Support • Community integration 	Health and wellbeing	<ul style="list-style-type: none"> • Exercise • Health and beauty • Learning new skills • Music • Creative crafts

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- John Compton



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