



# A TIMEBANKING PROPOSAL

## **A guide to setting up a time bank for larger organisations**

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Work with Timebanking UK to help end loneliness and isolation. Together, we can release everybody's hidden assets and build stronger communities.



**Timebanking UK**



## Who is this proposal for?

A *Timebanking Proposal* is aimed at medium to large organisations such as clinical commissioning groups, councils, private companies, charities, faith groups, and service providers who wish to commission a community time bank or to incorporate timebanking principles into their organisation.

## How does timebanking work?



Timebanking is a mechanism that enables people in communities to help one another using time, not money, as the currency. It strengthens and underpins statutory services by creating mutual practical and social support networks.

For every hour a time bank member spends helping someone, they earn an hour's credit, which goes into the community time bank. You might earn an hour by helping someone with their shopping, for example. You can spend your credit on skills offered by other time bank members—maybe you want to learn guitar, or get some help in your garden. Our bespoke software makes it easy to see what other members of your time bank are offering and requesting.

Within timebanking, everyone's hour is equal, regardless of age, ability, education, employment status or income. Timebanking is flexible and enables individuals to dip in and out as much as they like, donating their time as they wish. It works around members' lifestyle and existing commitments, so it's different to volunteering.





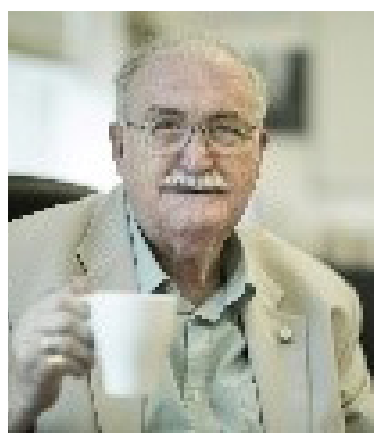
# What are the mental health benefits?

Our evidence shows that time bank members feel happier and healthier and are less likely to visit their GP for mental health issues. After six months, time bank members\* reported...

- **85%** said they were meeting more people
- **80%** felt more part of the community
- **74%** had made new friends
- **74%** experienced a lift in mood or reduced depression
- **69%** felt they could ask for or receive more help
- **66%** experienced reduced loneliness
- **60%** said their quality of life, health and wellbeing had improved

*\*Figures from a representative time bank*

*Better Mental Health for All: A Public Health Approach to Mental Health Improvement* (2016), published by the Faculty of Public Health and Mental Health Foundation, focuses on individual and collective public health approaches to enhance the mental health of individuals, families and communities. The report advocates time banks 'as a way of linking local people who share their time and skills, and enabling them to live well, improve their health and wellbeing, and link them to their community. Timebanking can help lower the number of GP visits by removing the kind of visits that do not require medical attention'.



## What are the benefits to your organisation?

Whether you're interested in setting up a time bank within your organisation or supporting a community time bank, there are benefits at every level.

- A time bank doesn't replace statutory services; it underpins and strengthens them. Timebanking improves the health and wellbeing of individuals through meaningful community links, reducing the need for medical and statutory intervention.
- Timebanking makes people feel happier, better connected, and less likely to suffer from poor mental health, which means happier clients and service users.
- Employees and colleagues who join the time bank support each other with hobbies, interests and advice, creating a more connected and reciprocal workplace.
- Employees can help the time bank as part of your organisation's volunteering programme, and supporting a community time bank can help fulfil your corporate social responsibility requirements.
- Your organisation can join the time bank as an organisational member, allowing the time bank to access your underused resources and exchange these with other organisations who are part of the time bank.



As the NVCO (*Timebanking across Organisations: How to create an economy of abundance*, 2012) puts it, 'by creating an opportunity for all to contribute, participate and take, [through timebanking] we are building a new infrastructure upon which services can sit'.



## Why work with Timebanking UK?

As the only national organisation dedicated to and advocating for timebanking, Timebanking UK are the custodians of British timebanking. We work with county councils, CCGs and the Department of Work and Pensions among others, changing the conversation about social value, and leading the way on making our society more dynamic and inclusive. We're the only membership organisation in the UK who provide advice, resources, software and training to anyone who wants to set up a new time bank or develop a time bank network.

We will work with you to plan, design and implement a time bank to enable people to give and receive support. We will equip you and your colleagues with the skills and knowledge you need to continue developing your time bank and increasing its membership into the future.

We will provide bespoke training packages tailored to your own needs and objectives; training can be delivered in person or online (see workshop options on page 6). Our team are on hand to answer any queries, and you'll also have access to a peer support network that will help your time bank remain viable and sustainable.

You'll have access to our specialist software, Time Online 2, which makes it easy to manage and record time bank activity and generate reports.

We will help you work in partnership with local groups, organisations and businesses to develop a broad range of methods in which time bank members can earn and spend time, and to build strong and symbiotic local relationships.

We will provide essential resources covering policy and procedure, sustainability, software and evaluation.

## POLICY AND PROCEDURE

We will guide you through our working processes, sharing relevant policies and procedures so your time bank adheres to our approved guidelines. This will enable you to take out a specialist insurance policy with our recommended insurers.

Your time bank will have an identified base which should be well placed for local people to access. Timebanking UK supply a template handbook, which can be adapted for your time bank's specific needs and objectives, covering working practices, risk minimisation, and what to do in an emergency. Our thorough training programme ensures everyone understands how to use the time bank and what it can and cannot achieve.

The safety of time bank members is of paramount importance, which is why we offer comprehensive training and provide a range of actions, including recommending that brokers:

- Conduct DBS checks on those who want to exchange time in situations involving children or vulnerable people
- Meet members in person before allowing them access to the timebanking software
- Request and follow up two references
- Ensure each member reads and signs their handbook at the point of joining so they clearly understand...
  - Acceptable and unacceptable behaviour
  - What to do if something goes wrong
  - Managing expectations
  - How to arrange/cancel an exchange



# SUSTAINABILITY

In common with many long-term projects, sustainability is a major issue for time banks. From the outset, your time bank should be co-produced within the community it serves, which means it should always be driven by the needs of its members.

Timebanking UK can deliver a range of workshops to talk openly about pitfalls to avoid. Training sessions include content such as...

- Meaningful co-production – that is, ensuring your time bank is driven and directed by its members
- Developing a long-term plan for income generation, including donations, social enterprise and community fundraising activities
- How to facilitate clear communication between all parties to analyse progress and adapt practice
- How to recruit a broker or coordinator to oversee each time bank
- Gaining the support of a larger organisation
- Policies and procedures to mitigate risk

## SOFTWARE

Timebanking UK's bespoke software, Time Online 2 (TOL2), makes it easy to manage all aspects of your time bank. The latest version of TOL2 has been developed in accordance with feedback from users of our previous platforms, making it the most effective piece of timebanking software available.

Time banks can choose how they use TOL2 – a broker can input and moderate exchanges, or members can log exchanges themselves, meaning that lack of IT access is no barrier to involvement.

If you are planning to deliver a network consisting of a number of time banks, it is easy to link them through TOL2.

TOL2 makes the process of offering and requesting time exchanges simple and straightforward for brokers and members alike. Within GDPR confidentiality limitations, the software records user data to make it easy for time bank members to arrange exchanges. TOL2 has been designed to incorporate safeguarding and security from the ground up – safety features include the ability to log conversations, monitor potentially vulnerable members, and approve offers and requests before they go live.

TBUK offer ongoing software training and support, including on-site or online sessions.



## EVALUATION

It's important to evaluate the impact a time bank is having, for its members, for the time bank's continuing development, and for potential funders. The TBUK team can deliver on-site or online training to support brokers and other time bank coordinators with the evaluation process, sharing challenges and successes and feeding into the management of the programme.

Time bank members are asked a set of questions upon joining and again after six and 12 months; the feedback is then used to assess the impact of the time bank and measure the extent to which its objectives, such as improving quality of life, wellbeing, and self-confidence, are being met.

Timebanking UK can also help you measure the social return on investment (SROI) of your time bank, along with the cost savings to statutory services.

# Workshops and on-site training days

Choose from the options below to devise a bespoke programme to ensure your organisation is best prepared for success. Please note: sessions can be adapted to comply with national restrictions.

## Planning Stage

- ☐ Local information sessions to gauge interest, answer questions and explain the benefits of timebanking to local people
- ☐ Facilitation of local working groups to bring stakeholders together
- ☐ Discussions/decision-making on legal structure, development plan and long-term strategy

## Promotion and Publicity Stage

- ☐ Leaflet and publicity designing
- ☐ Traditional and social media marketing
- ☐ Drop-ins/engagement workshops
- ☐ Handbook creation for time bank members

## Implementation Stage

- ☐ Software overview for members and administrators
- ☐ Software support and assistance with setting up, report generation and joining members
- ☐ Organisational timebanking
- ☐ Safeguarding training to include risk, DBS, insurance and pitfalls to avoid
- ☐ Co-producing your time bank – how to share the workload
- ☐ Setting benchmarks for evaluation

## Development Stage

- ☐ Asset-mapping activities and workshops
- ☐ Taster events
- ☐ Hands-on software sessions with local people and groups with 'live' sign-up events

## Handover Stage

- ☐ Achieve the Timebanking UK Quality Mark™
- ☐ Assessing the impact of your time bank
- ☐ Sustainability framework

# Timebanking UK can support you in your journey to creating supportive and thriving communities

We offer a range of membership levels to suit the needs of your organisations.

## OPTION 1 – £9,500

- **12 days** of support both on and off site, including selected training (see below)
- **Dedicated account manager**
- Specialised timebanking platform set up and tailored for you
- Membership to TBUK for 1 year and inclusion on UK map
- Welcome pack and leaflets; use of TBUK logo
- Access to online resources, timebanking films, set-up documents, policies etc

## OPTION 2 – £6,500

- **8 days** of support both on and off site, including selected training (see below)
- **Dedicated account manager**
- Specialised timebanking platform set up and tailored for you
- Membership to TBUK for 1 year and inclusion on UK map
- Welcome pack and leaflets; use of TBUK logo
- Access to online resources, timebanking films, set-up documents, policies etc

## OPTION 3 – £3,000

- **3 days** of support both on and off site
- Specialised timebanking platform set up and tailored for you
- Membership to TBUK for 1 year and inclusion on UK map
- Welcome pack and leaflets; use of TBUK logo
- Access to online resources, timebanking films, set-up documents, policies etc


## OPTION 4 – £1,500

- Membership to TBUK for 1 year and inclusion on UK map
- Welcome pack and leaflets
- Use of TBUK logo
- Access to online resources, timebanking films, set-up documents, policies etc

### Ongoing annual costs

Annual TBUK membership in subsequent years for all four options: **£1,500**

Additional support days can be purchased at £500 per day (for TBUK members only)

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