



Harnessing community assets and improving outcomes through Time Credits and micro-volunteering

Jude Luckett

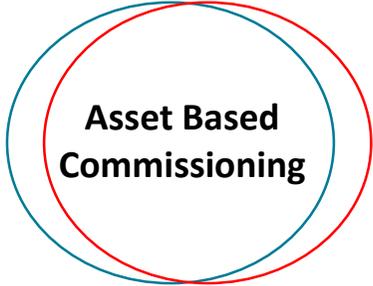
Development Director, Tempo Time Credits

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Outcomes, Better Value

ASSET BASED COMMISSIONING

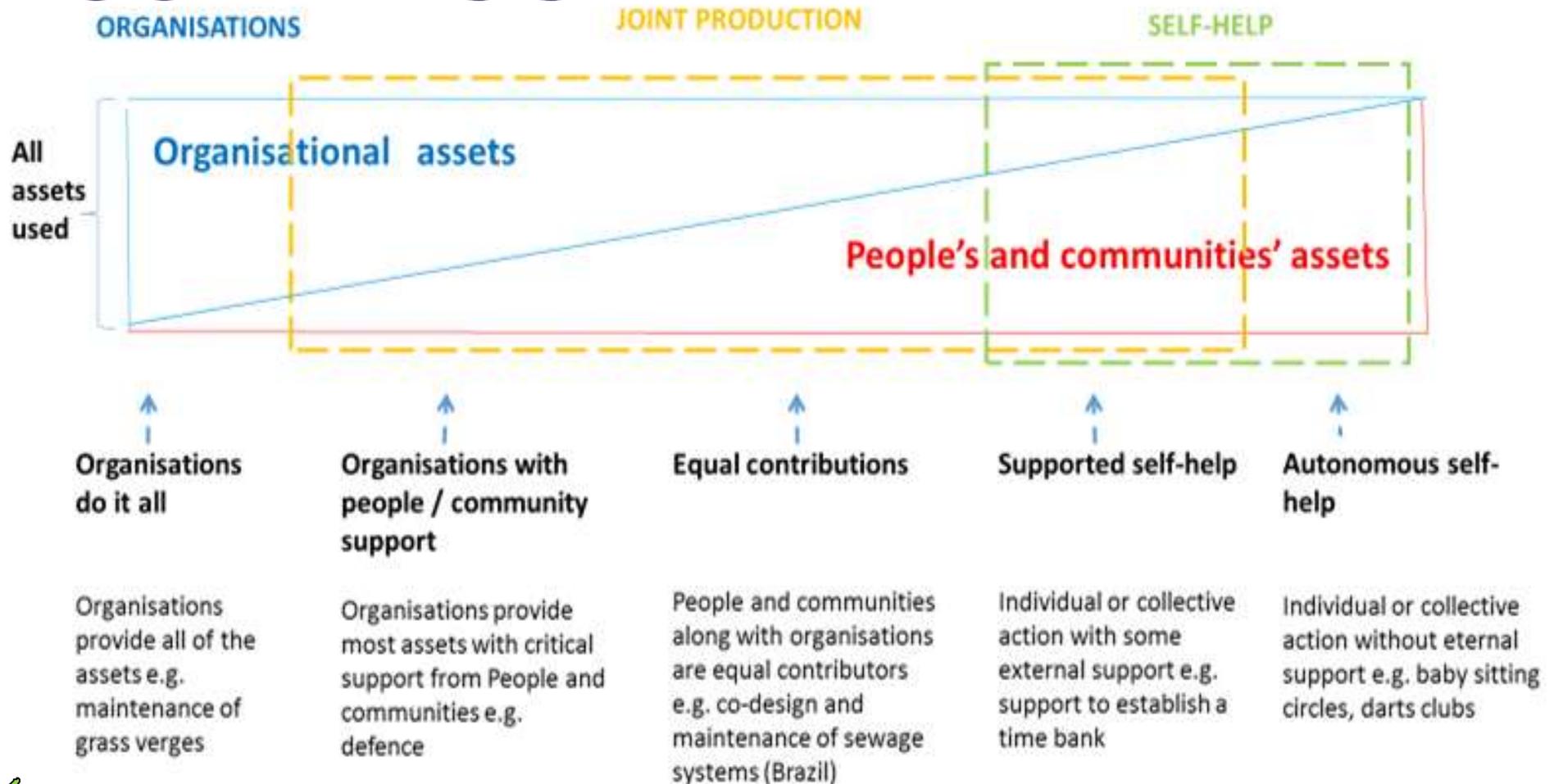
Asset-based commissioning – Enabling people and communities, together with organisations, to become equal co-commissioners and coproducers, and also via self-help, make best complementary use of all assets to improve whole life and community outcomes.



Asset Based Commissioning



ASSET MIX CONTINUUM



Richard Field
Connecting people
with ideas

Volunteering – different approaches



Types of volunteering

Formal (via a group, club or organisation)

Informal (independent of a group, club or organisation)

Regular (at least once a month)

Irregular

Micro (bite-size volunteering with little formality and with no ongoing commitment)

TEMPO AND TIME CREDITS

Jude Lockett
Development Director



WHAT WE DO

Tempo works to enable more people to volunteer, because giving your time and feeling valued improves health, happiness and future prospects.

We do this through Time Credits – a time-based currency that incentivises people to volunteer.



A TIME CREDITS JOURNEY

Sam has just moved to a new town



IMPACT

The **benefits of Time Credits** include:

- **More people volunteering**
- **Improved health and wellbeing**
- **A stronger voluntary sector**
- **Better designed services**



feel more positive about their future



feel more able to contribute to the community and other people



can afford to do more things



never or rarely gave time before earning Time Credits



feel less isolated and lonely



know more about community based services and support available to them



have developed new friends and acquaintances



feel more confident

ANGELA, WALES

“Both myself and my husband had medically retired. I was also caring for my father who had moved in to our home so we could support him after his dementia diagnosis. Life had changed a lot for us and we suddenly found ourselves very isolated and low. I didn’t feel I had a purpose any longer and this wasn’t good for my mental health.

“A friend asked me to volunteer at an International Women’s Day event. I really enjoyed the day and got a big thank you at the end in the form of a Time Credit. It was amazing to feel the recognition for the time I had given.

“I started helping out at lots of other events in the local community, excited to involve myself with new activities and meet new people. I continued volunteering...

“We pool our Time Credits and plan trips, including some breakfast club attendees who cannot afford the experiences the Time Credits Network offers. We have been to so many places we wouldn’t have otherwise experienced!”

Watch at www.youtube.com/watch?v=zTty55EKaPY

FaNs Wishing Washing Line



Micro-volunteering example

Richard Field

Co-author, Asset Based Commissioning

Better outcomes, better value

FANs and Wishing Washing Line

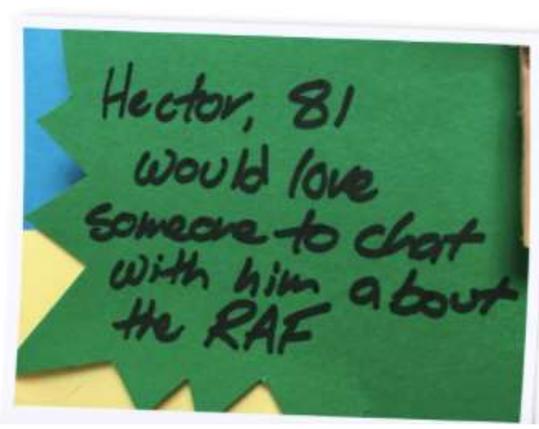
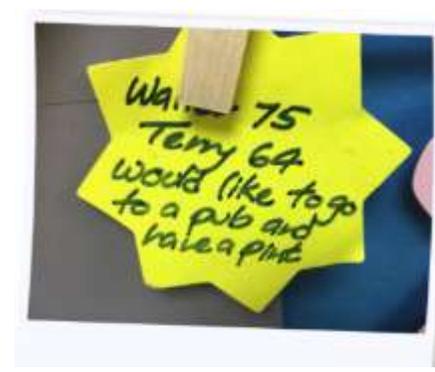
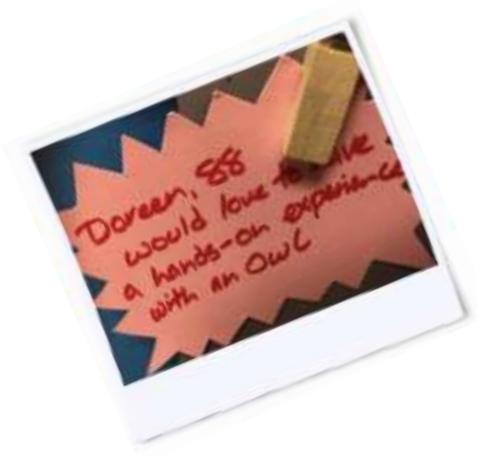
My Home Life Essex Community Association

.....aim is to help to make sure that people living in Essex care homes are able to enjoy the best possible quality of life according to their individual needs and wishes.

Friends and Neighbours Project – a collection of innovative activities that fulfill this aim including ‘Wishing Washing Line’

A Wishing Washing Line - *simple two-dimensional colourful display, normally located in a community space such as a Supermarket or community hub. The display takes the form of a garden scene with two washing lines hanging from each side of the board. Wishes of care home residents are hung on the line for members of the public to read and grant by making direct contact with the care home.*

Wish examples.....



WW Line – Features & benefits

Features

- Residents identify personal wishes
- Wishes are gathered and posted on washing line/social media
- Public see wishes
- Volunteer grant the wish (safeguarded by the home)
- Minimal management
- Minimal cost

Benefits can include (Vary with 'wish')

- For the resident (improved mental health, engagement with the care home community, improved eating, self esteem/status, etc.)
- For the resident's family (knowledge that family member is still engaged with former interests and perhaps developing new ones)
- For the volunteer (small effort, gives a sense of purpose, done when convenient, hassle free, no on-going commitment etc.)
- For Activity Coordinator (individually tailored activity)
- For Manager/Owners (evidence for CQC/commissioners of meaningful activity and community engagement). Good for marketing and costs them nothing). Reduces pressure on staff.
- For WWL hosts (evidence of social responsibility)
- For commissioners (possible reduction in draw on state resources – GPs, Paramedics and A&E admission)

Discussion



How easy is it for people to volunteer, in ways that work for them, in your organisation/community?

What barriers do people face? Why might people not want to get involved?

Should participation become the norm/expected?

How can we reach groups that are **less likely to get involved** in volunteering?

If you have experience of incentivising participation, or micro-volunteering or timebanking, how was it? What did you learn?