

# GROW THE BENEFITS OF VOLUNTEERING WITH TIME CREDITS

The benefits of volunteering for individuals are widely recognised and evidenced. Volunteering improves mental health and wellbeing, builds social connections, increases self esteem and develops new skills.

Tempo enables organisations to use Time Credits as a tool to attract new people into volunteering. Organisations are supported to reach more people, become more sustainable and improve their services.



# GENERAL EVIDENCE FOR IMPACT OF VOLUNTEERING

According to Time Well Spent, the National Survey of Volunteer Experience 2019:



**of volunteers said volunteering had improved their mental health and wellbeing**



**gained confidence**



**gained new skills and experience**



**had improved their physical health**

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*"There is good evidence that volunteering can have a positive impact...on self-esteem, wellbeing and social engagement"*  
The King's Fund 2012

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*"Although people tend to volunteer for altruistic reasons, if they do not feel they are 'getting something back', then the positive impact of volunteering on quality of life is limited."*  
University of Exeter 2013

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*"Volunteering has a positive impact on an individual's wellbeing...benefits seem to be magnified for marginalised groups who are in most need of the wellbeing and societal benefits of volunteering."*  
JUMP Projects, 2019

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# EVIDENCE OF IMPACT FROM PARTICIPATING IN TIME CREDITS

## Volunteers

**59%**

of Time Credits volunteers  
have rarely or never  
volunteered before

**59%**

feel more able to contribute  
to the community

**83%**

have improved quality  
of life

**49%**

feel more confident

**57%**

made new friends  
and acquaintances

**55%**

feel more positive  
about the future

## Organisations

**49%**

were able to recruit more  
volunteers

**58%**

were more able to retain  
volunteers

**83%**

said their volunteers felt  
more valued

# OVERCOMING BARRIERS TO VOLUNTEERING WITH TIME CREDITS

**There are many recognised barriers to volunteering. These can include a lack of confidence and self-worth, a feeling that you have nothing worthwhile to offer or never having considered it; “One of the main barriers for those who have never volunteered is that they have never thought about it” (Time Well Spent, 2019).**

Time Credits help overcome barriers to volunteering. They offer an incentive, getting people to consider volunteering for the first time and emphasising the individual benefits. Recognising the value of people’s time with Time Credits builds confidence and self-worth, making them feel valued and recognised (83% of organisations say their volunteers feel more valued).

Tempo also help organisations offer more accessible, diverse ways to get involved and give time, particularly to people who may not be their traditional volunteer base. Time Credits offer a tool for an asset-based approach to volunteering development and participation, an approach recommended by NICE (2016), Public Health England (2015) and many others.



**of organisations using Time Credits say they are more able to retain volunteers and 83% say their volunteers feel more valued.**



# THE DIFFERENCE TIME CREDITS MAKE

## New people start volunteering

NCVO's 2019 national volunteering survey showed that 69% of people had volunteered at some point in their lives. Time Credits help reach the missing 31%. Between 2014-2018, annual survey data consistently showed that between 19-27% of respondents had never volunteered before.

Up to 59% had not recently or regularly volunteered. 54% of organisations using Time Credits say service users are now giving time where they weren't before, and 49% were able to recruit new volunteers.

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*"Time Credits are one of the 'added extras' we can inform volunteers about, when recruiting and supporting."*

*"I think the most important thing is that when we are engaging the community, we have something to offer for time given."*

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## Volunteers feel valued and volunteer more often

58% of organisations using Time Credits say they are more able to retain volunteers and 83% say their volunteers feel more valued. 59% of people earning Time Credits told us they feel more able to contribute to the community. 76% of Time Credits members feel more able to contribute and give time more than once a month, compared to 67% of volunteers nationally.

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*"Using Time Credits has really benefited us as a small charity organization, helped us to give a little back to our volunteers and to help them feel valued"*

*"I feel valued in the community and I've gained self-worth because of it"*

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## Different people get involved

Unemployed people and those not working are least likely to have ever volunteered, while people from well-educated backgrounds, higher socio-economic groups and over-65s are more likely to volunteer (Time Well Spent, 2019). Time Credits help reach people who are less likely to volunteer:

# 74%

of Time Credits survey respondents had a household income of under £30k, 58% under £20k and 10% under £10k.

# 30%

of people earning Time Credits are unemployed or not working due to disability or illness

# 35-44

Time Credits volunteers are from a broad range of ages, with 35-44 the most represented age group

# FURTHER BENEFITS TO ORGANISATIONS FROM USING TIME CREDITS

Organisations that use Time Credits with their volunteers and service users report a range of positive impacts as a result of increased volunteering and participation, including:

53%

providing more opportunities for people to volunteer



70%

promoting what they do to more people



**73%**

**increased opportunities  
for service user  
involvement in design and  
delivery of services**

**70%**

**improved health  
and wellbeing for their  
beneficiaries**

**43%**

**reaching more  
people who need their  
services**

**72%**

**saving the organisation  
money**

# WHAT ORGANISATIONS SAY:

*"Since Time Credits we have seen more resident led action in the community - new groups and projects have been set up and people turn up to get involved in things more"*

*"We are able to offer a wider range of activities due to having more volunteers available to help run the sessions."*

*"Often our clients' self-worth is very low when entering the service. To be able to ask what a specific client's skills/interests are, we can set up a time credit earning activity tailored around the specific client. This empowers them instantly."*

*"Time Credits demonstrates that there are alternatives to the classic way of doing and supporting volunteering and the emphasis is on collaboration and sustainability rather than what funding is available."*



## HOW TIME CREDITS WORK

**EARN  
TIME  
CREDITS**

through giving time  
to your community

**SPEND  
TIME  
CREDITS**

on hundreds of activities  
across our national  
Spend Network

One Time  
Credit equals  
access to 1 hour  
of activity

People earn Time Credits when they give their time with organisations and spend them on a wide range of activities they choose. These activities are provided by our national network of partner organisations and include leisure, arts, local and national attractions and learning and skills.

For the full list of activities visit:  
**[www.timecredits.com](http://www.timecredits.com)**

### **Get Involved**

Contact us about accessing  
Time Credits for your volunteers:

**[hello@wearetempo.org](mailto:hello@wearetempo.org)**  
**029 2056 6132**  
**[www.wearetempo.org](http://www.wearetempo.org)**