



TIME CREDITS FAQ

1. What are Time Credits?

Time Credits are a community currency that can be earned by volunteers or service users, simply by giving their time. Time Credits can then be used to access activities across our unique national spend network, including local attractions, training courses and leisure services. Time Credits are co-ordinated by Tempo, a charity working to enable more people to volunteer. We're growing a movement of future-thinking charities, statutory authorities, community groups and businesses, who share our belief that giving time and feeling valued improves health, happiness and future prospects.

2. Who can benefit?

Charities, voluntary organisations, community groups, public services, local authorities, CCGs, health boards, housing providers, health and social care providers, schools or any organisation that uses volunteers.

3. What are the benefits?

Time Credits provide an affordable way to increase capacity and grow, allowing you to amplify service provision and remain sustainable in a time of austerity. They can be used to attract and retain volunteers, drive engagement in services and maximise community participation.

4. How can my organisation use Time Credits?

You can offer Time Credits to valued volunteers or service users, in exchange for them giving their time. They can then spend their Time Credits on activities with our local and national partners. You can set up Time Credits for your organisation in the way that best meets your needs. Here are some examples:

- **Capping to 5 Time Credits a week**

Useful if you have a lot of volunteers or time given, or if they won't realistically spend Time Credits for every hour they give.

- **Capping to 1 Time Credit per session**

Incentivise people to come back to additional sessions, or to ensure everyone earns Time Credits equally, regardless of time given. This is also a great way to turbo-charge a specific objective such as getting people active.

- **1 hour = 1 Time Credit**

For specific projects, community engagement or co-design / consultation. If people can't give a whole hour at a time, smaller blocks of time can add up to an hour.

- **Time Credits offered for specific roles**

A great way to attract people with certain skills, from diverse backgrounds or for specific opportunities.

- **Time Credits used as a one-off**

For example, to hand out at a celebration event or as a thank you.

Not sure if these options are right for your organisation? We can help you find a set-up that works for you. Contact hello@wearetempo.org.uk

Call 029 2056 6132

Email hello@wearetempo.org

Visit www.wearetempo.org





5. What is the process of signing up to Time Credits?

To sign up to Time Credits, you simply need to complete an application form, telling us about your organisation, how you hope to use Time Credits and your chosen Time Credits package. We will then send you an invoice for your chosen package and once payment has been received, we will arrange for you to complete our online Time Credits e-learning. Once this has been complete we will then be able to send to you your allocated Time Credits for you to then issue to your volunteers.

6. Do we receive all our Time Credits at once?

As standard we will send you half of your Time Credits upon completion of training. You can then request your remaining notes when you need them. Alternatively, the full quantity of Time Credits can be requested on completion of training.

7. What details do you need for invoicing?

All we need to invoice you is the name of your group/organisation, an address for the invoice and the contact name and email to send the invoice to.

8. Can I pay in instalments?

Organisations currently cannot pay in instalments for their Time Credits. Payment must be made in full prior to receiving their first batch of Time Credits.

9. How do I record my groups Time Credit activities?

We will set you up on our online Reporting Tool, once you've completed the Time Credits e-learning. Once you register your members on the tool, or they sign up themselves, you can record what people have earned Time Credits for. If you have any questions, contact support@timecredits.com and we'd be happy to help.

10. How do I request more Time Credits?

If you are due to receive more Time Credits from Tempo, simply complete our [Time Credits request form](#) with your information and we'll get back to you once we have checked your details. Please note: requests for currency may take up to 10 working days to process

11. How often will my staff need to be trained?

Interactive online training in Time Credits use is available to get you and your team started. This will need to be completed by those in your organisation who will be leading on the Time Credits delivery. If you choose to renew your Time Credits package, we will require you and your team to complete a simple refresher training course, to ensure your Time Credit knowledge is up to date.

12. How are the Time Credits issued fairly?

Earning opportunities can vary between places and be specific to your organisation. Some organisations choose to issue Time Credits for particular activities or to particular volunteers. We can support you to use the model as effectively as possible including developing your earning opportunities and issuing Time Credits fairly to your volunteers.

13. Can we use the Tempo logo for our promotional material?

Yes. When you are ready to use the model, we will provide you with the necessary resources to help you get set up. This includes our logo which you can use on your own materials to promote Time Credits.

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@tempo_tweets

hello@wearetempo.org





14. Would you need us to capture feedback from the volunteers earning Time Credits?

There may be times when we ask you to gather feedback from your volunteers who are earning and spending Time Credits. This could involve them completing a survey as part of our impact evaluation, sharing their story with us to put on our website or simply hearing their thoughts on Time Credits for us to use as a quote.

15. How do we know where Time Credits can be spent in our area?

Members can find out where they can spend Time Credits by visiting www.TimeCredits.com. They can choose where to spend by; locality, number of Time Credits they want to spend, type of activity or whether the activity is suitable for a group.

16. How do the Time Credits come back in from spend partners?

Once Time Credits have been spent at a corporate venue, staff there send them back to Tempo's head office. They are counted, and then sent back out in to the community to be earned all over again.

17. What do spend partners get in exchange for being part of the network?

Businesses get involved with Time Credits for lots of different reasons, it all depends on how they work and what they are looking to achieve. We find that businesses tend to think it's a great way to get people more aware of their services, whilst also supporting positive community action. The places that provide ways to spend Time Credits do not receive any payment for providing these opportunities. This is always the same whether they are a business, local authority or community group.

18. If I suggest places where my volunteers would like to spend Time Credits, will Tempo sign them up as a spend partner?

Whilst we like to hear your Time Credit spend suggestions, we cannot guarantee any spend partner suggested will be signed up.

19. Do I need to develop opportunities for people to spend Time Credits within my organisation?

At Tempo, we call this internal spend and it's a great way to get people to access any activities you have available. This could include courses, workshops or events. Any Time Credits spent with you are then available for you to issue to your volunteers for their time. We can support you to identify ways of developing spending opportunities within your organisation.

20. Will Tempo know where our volunteers are spending?

We are able to see where Time Credits are being spent across the spend network, however we do not record where individuals are spending their Time Credits. We often hear where individuals are spending their Time Credits from their feedback, testimonials or stories they give us.

21. If Time Credits are spent within our organisation, do the Time Credits go back to Tempo or stay with us?

If Time Credits are spent on an opportunity within your organisation or service, they stay with you, instead of coming back to us. They need to be recorded by you as a spend opportunity and then they can be issued to your volunteers when they have been earned.

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22. If there was someone in our group who had a skill or a service to offer, is there a way this person can give their time for Time Credits?

Yes. If a volunteer has a skill or a service to offer to your organisation, this could be a great earning opportunity. Previous examples where individuals have offered their skills for Time Credits include; translator, gardener, counsellor, football coach, plus many more!

23. What would I do if a volunteer reported they had an issue spending?

If a volunteer was to have any issues spending their Time Credits at a venue, then please let us know so we can address the problem with the partner. Report any issues to support@wearetempo.org.

24. Does Tempo have a GDPR consent form for volunteers will earn Time Credits?

Yes. We have a form for volunteers to complete, which includes details of what we do with the information they give us.

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