

Report of	Meeting	Date
Director (Communities)	Chorley Liaison	Wednesday, 24 January 2024

Time Credits Overview

Is this report confidential?	No
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Is this decision key?	No
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Savings or expenditure amounting to greater than £100,000	Significant impact on 2 or more council wards
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Purpose of the report

1. The purpose of this report is to provide an update on the delivery of the Tempo Time Credits contract.

Recommendations

2. To consider the contents of the report.

Corporate priorities

3. The report relates to the following corporate priorities:

Housing where residents can live well	A green and sustainable borough
An enterprising economy with vibrant local centres in urban and rural areas	Healthy, safe and engaged communities

Background to the report

4. People can earn Tempo Time Credits when they volunteer with a charity or community group that is part of the time credits network in Chorley. Time credits can be used on a wide range of activities, products, and services.
5. Various evaluations of the programme have continuously highlighted the positive impacts that time credits have made on individuals and community groups. For example, in the Chorley 2023 participant survey, 63% reported improved mental health, 54% feel more confident, and 68% know more about community-based services and support available to them.

6. At a local level, the programme is commissioned by the council to drive community participation and improve wellbeing, as well as increase volunteering opportunities across the area.
7. 2023 marks 10 years of Time Credits in Chorley, with the social currency scheme developing from a 'thankyou' to volunteers into a mechanism for addressing social inequalities by lowering barriers and providing low risk opportunities for residents to engage with health and wellbeing enhancing activity, strengthen communities by presenting routes to explore local, community embedded businesses and activities and promote the benefits of high-quality volunteering experiences.
8. Covid saw the scheme develop to support isolated communities and individuals by transitioning from physical tokens to an online platform, and introduce bespoke online offers. However, Covid also saw businesses and organisations reprioritising and adopting new ways of working, which consequentially led to a reduction in recognition (spend) partners available in the network.
9. Since 2022 the time credits contract and associated work has prioritised reinvigorating the network by linking with existing networks and support structures to introduce the benefits of volunteering and time credits to cohorts of residents experiencing challenging circumstances including cost of living challenges. Work has also taken place on a local level to introduce recognition opportunities that makes sense for Chorley residents within the current context and climate.

Current engagement

10. Since April 2023, 3650 time credits have been earned by volunteers across a total of 53 groups in Chorley. In that time, 994 time credits have either been used or gifted. They have been spent across a wide variety of recognition partners, as detailed in the table below:

All Seasons Leisure Centre	The Snowman at Liverpool cathedral	Cornish Seal Sanctuary	Hoo Zoo and Dinosaur World
Chorley Theatre	Tower Bridge	Hoghton Tower	Chorley Flower Show 2023
The Flower Bowl Entertainment Centre	Plantasia	Escape Entertainment Chorley	Rhuddlan Castle
Ober Boats by Thames Clippers	Conwy Castle	Treasure Trails	Manchester Barton Aerodrome
Preston North End	Penrhyn Castle and garden	Clitheroe Castle	National Sea Life Centre
Clayton Green Leisure Centre	Clip 'N' Climb Preston	Kew Gardens	Soccer Aid 2023
Wacky World Preston	Tickets for Good	Dinefwr	Criccieth Castle
Lancaster Castle	Beaumaris Castle	The national Lobster Hatchery	WTW Lighthouse Cinema
Chorley Winter Wonderland 2023	Chorley Live 2023	Newquay Zoo	Salt Ayre Leisure Centre
Williamson Park Butterfly House	White Rose Maths (online)	The Royal Mint Experience	Euxton Park Golf Centre

Development of time credits in Chorley

11. The recognition partners included within the Tempo programme can effect tangible change in the health and wellbeing outcomes for participants accessing the scheme, and their friends and family. Where datasets are favourable, real impact can be seen on an individual level. The Tempo Chorley Council Participant survey 2023 highlights Barry, a volunteer at Living Waters food bank, a single dad who finds it hard to plan for his family, especially so within the context of cost of living challenges, and is grateful for the opportunity to use time credits to take his family on days out to Preston North End.
12. Some of the most engaged with recognition offers are Chorley Council's events and seasonal offers, showing a high level of engagement on a very local level. A full list of current opportunities to use time credits is available at: [Tempo Time Credits](#)
13. The following recognition partners have been added across Lancashire, surrounds or made available online over the past year:
 - a. [Tickets for Good](#)
 - b. [Wildwood Days Outdoor Learning](#)
 - c. [Flower Bowl Crazy Golf](#)
 - d. [Flower Bowl Kids Ice Cream](#)
 - e. [Flower Bowl Crazy Pool](#)
 - f. [VR Club Lancaster](#)
 - g. [Aura Health](#)
 - h. [This Lifetime – Women's Coaching Sessions](#)
 - i. [Jodrell Bank Visitor Pass](#)
 - j. [Luna Cinema Liverpool](#)
14. Work was also undertaken to introduce both Escape Entertainment and Clip 'N' Climb to the programme. While these partners are not currently available, work continues to reintroduce these offers for Chorley residents.

Social prescribing

15. The social prescribing team support many residents who are experiencing often diverse and complex challenges, to help them re-integrate, navigate and engage with life in Chorley. This year saw the introduction of time credits into the social prescribing team as a tool to encourage participant engagement in beneficial activities by lowering or removing barriers and introducing individuals to the virtuous cycle of a volunteering offer enhanced by time credits.

10 Years of time credits

16. An event celebrating a decade of time credits in Chorley will bring together some of the key community groups, volunteers and spend partners involved in the network, to highlight the impact of time credits within the volunteering sector in Chorley, to explore additional opportunities to add value for residents, and provide opportunity for these groups to share space and feel valued and celebrated as important contributors to Chorley's community.

17. Wrapped around the event, a communications approach has been developed to highlight some of the key participants and contributors to Chorley's VCFSE sector, to bring forward the outstanding work undertaken by volunteers in Chorley, the impacts felt in their communities, and the benefits of volunteering for individuals – with clearly defined and promoted exit routes into volunteering pathways. As part of this communications approach, a video will be created featuring time credits groups, recognition partners and key stakeholders to provide an engaging tool that can be employed across a range of audiences.

Opportunities

18. There are opportunities to continue to develop time credits in Chorley, and we continue to be ambitious in our aims for the programme. Some of these opportunities are outlined below:
- a. Develop a communications approach alongside Tempo to promote the opportunity for volunteers to gift time credits – this will increase the earn to spend ratio of time credits, and provide opportunity for more residents to benefit from the network as well as upskilling residents in volunteering within the time credits network.
 - b. Develop internal spend opportunities within the council to help residents face challenges or effect positive changes, such as aligning the leisure offer with leisure offers across the Tempo network, and developing additional internal spend opportunities such as bulky item collections.
 - c. Integrate Tempo/time credits with the Chorley Together network and the developing VCFSE support network led by the Communities service.
 - d. Review and evaluate the social prescribing approach, and scope opportunities to expand this approach to other teams supporting vulnerable individuals.

Climate change and air quality

19. The work noted in this report has an overall positive impact on the Council's Carbon emissions and the wider Climate Emergency and sustainability targets of the Council.
20. In particular the report impacts on the following activities:
- a. net carbon zero by 2030,
 - b. energy use / renewable energy sources
 - c. waste and the use of single use plastics,**
 - d. sustainable forms of transport,
 - e. air quality,
 - f. flooding risks,
 - g. green areas and biodiversity.**
21. The following mitigation measures have been undertaken to limit the environmental impact:
22. Many of the community groups in Chorley work towards sustainable and environmentally responsible goals, such as the Chorley Buddies Food Clubs reducing food going to landfill, and 'friends of' green spaces groups and litter picking groups maintaining green areas.

Equality and diversity

23. A high-quality volunteering offer promotes inclusivity. The benefits of volunteering include improved understanding of community-based support systems and peer support groups, as well as more frequent engagement with mechanism to effect changes in policy.

Risk

24. There are no risk implications.

Comments of the Statutory Finance Officer

25. There are no direct financial implications arising in this report.

Comments of the Monitoring Officer

The report is for noting – there are no direct legal implications arising.

Appendices

Appendix A – Tempo, Chorley Council Impact Report 2023

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