For more information contact:

Angela Barrago
Chorley Time Credits Facilitator
angelabarrago@justaddspice.org
074 6259 5121

Stuart Heaton
Partnerships Manager: North West
stuartheaton@justaddspice.org
074 7467 8685

David Russell
Head of Health and Social Care
davidrussell@justaddspice.org
074 2946 4265
Time Credits Introduction

Time Credits
Time Credits are a social currency developed by Spice, initially in South Wales and rolled out across Wales and England. In England Spice are currently delivering large scale community and health and social care projects across London, Norfolk, Wiltshire, Buckinghamshire and Lancashire. In Wales, we are currently delivering large scale community and housing projects across Cardiff and Llanelli, with smaller development projects currently planned or underway in 12 additional communities. Time Credits are supporting organisations to develop new approaches to coproduction, sustainability, service provision and commissioning with professionals, service users, funders, commissioners, communities and the private sector.

How Time Credits work: everyone has something to give
People are thanked with Time Credits for contributing time to their community or service. They then ‘spend’ Time Credits to access events, training and leisure services, or to thank others in turn. The system is sustainable as it is coordinated by existing community facing staff, and because spending opportunities access under-used community resources as well as direct (unmediated) exchanges between people.

Earning Time Credits
Services and local community groups identify current and new opportunities for people to give their time. The new opportunities are based on the interests, skills and availability of local people, and are enabled and supported by community services.

Spending Time Credits
Public, community and private organisations identify ways for people to spend Time Credits in their services or at events. This can be ‘spare capacity’ at theatres or swimming pools for example, or for community services a way of recognising and thanking people for the contributions they have made (trips for young people on free school meals become trips for young people who have contributed). Spice spend brochures include a wide range of community organisations as well as higher profile opportunities such as The Barbican and Tower of London.

Why use Time Credits?
Time Credits encourage more people to get involved in local community organisations and to give more time, increasing community action and strengthening local networks. Individuals are than able to access new opportunities in the local community, such as swimming, theatre, training, cinema, exhibitions and tea dances. Both earning and spending Time Credits can build confidence and support health and wellbeing.

Evaluation survey responses show that:
• 73% of people feel like they can contribute more
• 67% have made new friends
• 66% have learned new skills
• 65% have taken part in more community activities
• 64% know people in their community better

Using Time Credits also encourages professionals to work in new ways, collaborating with service users and citizens to think about how services can be run in co-productive ways that encourage participation by the whole community, sharing skills and assets. This can encourage a greater sense of community integration and enable improvements in service delivery as they are shaped by those that use them.
Hamilton Road and Carrington Road ‘Big Plant’, Chorley

The ‘Big Plant’ was set up by Natalie Holt and Alan Priestley from Chorley Council to encourage residents to get involved in looking after the area surrounding their homes.

Alley gates to reduce fly tipping had recently been installed at the back of Hamilton Road and Carrington Road in Chorley. The idea of the ‘Big Plant’ was to bring residents from these streets together whilst also adding further appeal to the newly gated and cleaned back alley.

Natalie Holt, Community and Neighbourhood Development Officer for Chorley Council said, “We really wanted to do something to achieve a number of important aims. Not only do we want to support residents to take greater pride in their area, we also want residents to engage with one another more to create a greater sense of community spirit and help reduce loneliness.”

The Big Plant offered residents the opportunity to work together, planting up new planters and utilising various other suitable objects - from wellies to chimney pots - demonstrating the potential to make the most of the materials people already had.

Alan Priestley, Neighbourhood Officer for the area, said "It was a great day. It was fantastic to see residents working together and enjoying a well deserved cup of tea at the end. It’s also a great opportunity for me to get to know more of the residents in the area I look after. I’ve also noticed that these residents have continued to keep the area looking tidy since the this activity and many have done lots more planting since."

Residents earned a Time Credit for every hour they gave including hours they spent planting for other residents who were keen to support but were unable to be involved.

Natalie also said, ‘It was great to give residents Time Credits for this work because it showed that their time and effort was not just appreciated but valued.’
Living Waters Storehouse, Chorley

Living Waters Storehouse is a Churches Together food bank in Chorley run by volunteers. Food is donated by a variety of local organisations including churches, businesses and other local groups. Volunteers at the storehouse help with shelf-stacking, sorting out food deliveries, serving customers, cleaning and administration, and earn Time Credits for their contributions.

Kay Richardson has spent her Time Credits on physical activity opportunities. She says; “Earning Time Credits is a great way to take advantage of some fabulous opportunities that are available. For me, using Time Credits to use the gym and swimming at the local leisure centre has been a great way for me to get fit. I think Times Credits are fab - many people cannot afford gym memberships so Time Credits are great for people on a tight budget. You can also take the children swimming, which I do.”

John Cornforth is another volunteer who is very positive about his experience of spending Time Credits; “I was delighted and surprised to hear we I could use the Time Credits I had earned volunteering at Living Waters to play golf at Duxbury Golf Club. The first time I used the Time Credits I rang the club house as normal and booked a tea time slot. On the day I arranged I went to book in and stated I wished to pay with the Time Credits and was informed 2 Time Credits were needed for 9 holes and 4 if wanting to play 18 holes. There was no hesitation from the staff in receiving the vouchers as payment and of course I enjoyed the fact that it paid for my golf!”

Kate Larkin also volunteers and feels Time Credits help her do more with her children; “Summer holidays can be difficult filling in time with activities for my son on a low budget. Thanks to Time Credits my son Aeron & his friend can enjoy an hour in Puddletown Pirates Play Centre at Botany Bay!”

Carol Halton, Storehouse Coordinator had this to say about Time Credits; “We are so grateful to Time Credits for partnering with us at Living Waters Storehouse. It has made a huge difference to our volunteers who have been able to engage in all kinds of activities including swimming, gym, golf, play centres, hair salon and car parking. It makes our volunteers feel valued and appreciated.”
Harewood Mug Club, Chorley

In Chorley, the council are using Time Credits to help reduce social isolation across the borough. Time Credits are being used to support both new and existing activities to alleviate isolation and improve social connections for residents of all ages.

One Time Credits project has been focussed on encouraging local residents to ‘know their neighbour’ by holding activities which bring local people together and provide an opportunity for them to get to know each other. As part of this project a ‘Mug Club’ event was held at Harewood, a semi sheltered housing complex for over 55’s. The Mug Club was very simple to set up; a letter was sent out inviting residents to come along to the communal seating area with their mug for tea and biscuits at a specified date and time. Contact details for the partners organising the event were provided so that residents had the option to call or get in touch beforehand.

On the day the residents arrived gradually and initial conversations were sparked around orders for teas and coffees. It turned out that a few people knew each other already, including a couple who had only been there a few months. Their way of getting to know other people was simple; “We sent Christmas cards in the first year we arrived. Other people found out our names and we found out theirs when they replied, it was as simple as that!”

One resident had only just moved in that week and she said “I’m delighted this has happened today. I’m new here and because my door faces away from the other doors I thought I would never get the chance to meet or say hello to any of the other residents, this is just marvellous!”

Each resident received a Time Credit for giving their time to meet their neighbours along with a Time Credits Brochure detailing opportunities where they could spend their credits and earn more. Chorley Council’s ‘What's On’ guide was also given out and residents were delighted to read about the forth-coming events, including those accessible with Time Credits. They even started to discuss which activities they might all go to together.

Everyone agreed it had been a great chance for lots of the residents to get together and not something they would have done if they hadn’t been encouraged. A final comment from one resident was “It’s been really nice today, usually we only talk to one another when there is something to complain about or when something has gone wrong.”

Thanks to Connect for Life, a Lancashire County Council initiative being delivered in Chorley by Age UK who partnered with Spice to organise this event.
Helen has been supporting Ken with their mutual love of shopping since May 2014. Ken was previously one of Helen’s clients when she managed volunteers in West Lancashire, but when his last volunteer placement ended and she also moved jobs, she decided to volunteer with him.

Helen already works 35 hours a week and has two young daughters, so seeing Ken once a week wasn’t something she could commit to, but they found that one Saturday a month works for both her and Kenneth.

A typical day involves Helen leaving home at 8.30 to drive over to Ken’s house where he has already pre-booked them both on to the Dial A Ride Service. They visit together markets across Lancashire, Wirral and even Yorkshire, having visited Skipton, Ellesmere Port, Birkenhead and Fleetwood to date.

“It’s a full day out” says Helen. “I take a furry cushion for the journey home as we both fall asleep, even though I am the youngest person on the bus!”

Ken is a wheelchair user and is only able to use his right arm, so when they are out Helen helps to cut up his food, wipe his chin and guide him to the nearest disabled toilet, although she doesn’t perform carer duties.

When Helen and Ken return from their trip out, Helen makes them both a cup of tea and unpacks Ken’s bags until his carer calls. She said, “I enjoy Ken’s conversations and witty banter. I think we both have a good time. My husband does not believe there is someone who shops more than me!”

On spending the Time Credits she earns for befriending Ken, Helen says, “I spend my Time Credits at the Library for DVD’s and I’m saving for a course at Lancashire College. I’ve always wanted to do a French course because I adore France and feel really embarrassed not to know another language. I’m looking forward to meeting people on the course too. I’m also going to book a reflexology session.”

Helen finds receiving Time Credits really positive and is pleased to get a ‘thank you’ for her time and recognition from the council. She also likes to find out about other groups in the scheme. She has shown Ken her Time Credits and explained how they work to him. He was really pleased to find out Helen was getting something back for her time.

Helen also advised that more befrienders are engaging with Time Credits and they are seeing the benefits. She also said, “I like the fact that it is national and local. It also makes you more aware of what is going on in your local area. I belong to a residents’ group and I am hoping to do tidy ups on our estate and local area to try and keep our management fee to a minimum. I have told the management team about Time Credits and they are interested. I think Time Credits are really great and flexible. It is easy to claim them and I think it is a brilliant way to recognise volunteering.”
Connor – Chorley Council
‘Reach up and Go’

Connor earns Time Credits for volunteering at Reach up and Go (RUAG) activities run by Chorley Council. The sessions are specifically for young people with a disability, like Connor who has Cerebral Palsy.

Kay Unsworth, Chorley Council Community Development Support Officer, said, “Connor was a participant at the RUAG football session at Clayton Green Leisure Centre but as he got older we could see that he could potentially benefit from taking a lead role at the session. We approached Connor and asked him to sign up as young volunteer which gave him some responsibility at the session. We also encouraged Connor to act as a good role model to the rest of the group and this has given him a huge amount of confidence. It has also enabled him to come out of his shell and blossom into a fantastic young man. He is a great help to the staff and others that attend the session.”

Previously Connor didn’t like to try anything new and was unsure when a new challenge came his way whether he would be able to succeed. Through volunteering and earning Time Credits, he has grown in confidence, surpassed his own expectations and is attending more Reach Up and Go sessions, all paid for by his Time Credits.

As Connor volunteers on a weekly basis he has been able to save up a number of Time Credits and has been able to pay for his brother Kameron, who also has Cerebral Palsy, to come to summer activities. They have been bowling, trampolining and are off to Blackpool Zoo later in the summer break.

Kay said “Connor is a pleasure to have as a volunteer and a participant; he never fails to make staff smile and always makes us laugh.”

Kay also said, “As Connor is attending more Reach up and Go sessions with his Time Credits, it allows him to speak and interact with different young people. It has also allowed Krista, his mum, to talk to other parents with children attending the sessions. Whilst Connor volunteers on a Friday, his mum and another parent now attend a class together at the leisure centre each week. This illustrates how Time Credits and volunteering are a huge success for all the family.”

“Giving Connor this responsibility and becoming a volunteer is the best move we could have made. Not only has it maintained his attendance at the session but we have watched him grow and become a valued member of our Friday night football. We have a fantastic family relationship where we support Krista and the boys, and to see where we have helped Connor get to, has made it all worthwhile. Time Credits has helped us every step of the way, and allowed Connor to get the most out of his volunteer experience.”
Chorley Peer Support Recovery Group

Chorley Peer Support Recover Group (CPSRG) is a peer support group for people who have experienced mental health problems and are at a stage in their recovery journey where they are becoming independent from formal services. The group meets each week to talk through their week’s highs and lows and share advice and experiences to support one another.

CPSRG felt Time Credits would help users feel valued for the contributions they make to other people’s wellbeing, and offer them spending opportunities that support their recovery journey. The group is independent, and the responsibility of planning and running the group tended to fall on one or two members. People are now earning Time Credits for attending the group and providing peer support to others, but also for planning and facilitating sessions. This has led to an increase in regular attendance and the group has grown so it has now had to split into two smaller groups. As one member said, “Time Credits has helped the group become stronger, it’s much less fragmented now.”

Time Credits have offered members the chance to try activities they had never done before. This has included going to the theatre and other social and physical activities, which are very positive for recovery. “I can do things that I wouldn’t be able to do because I can’t afford them otherwise”. Member

Time Credits support confidence building and social interaction for the group, and have been very positive from a mental wellbeing perspective. When the group ‘check in’ with each other, they now share where they have spent their Time Credits – so the focus has shifted from illness to wellness. This also sparks discussion about opportunities that encourages others to try new activities. The group also now offer training in their self-developed approach to mental health management as a Time Credits spending opportunity.

One member says, “Time Credits give me a sense of achievement and recognition.”

Members are also doing activities with other people, including others from the group but particularly family members. For example, one member took his sister and niece to Chorley Carnival using Time Credits. Another member was able to thank her nephew who came out to fix her bike when she had a punctured tyre, by giving him a Time Credit. She said, “I felt good that I was able to do this as I couldn’t pay him. It was lovely way of saying thank you for going out of his way to help me.”
The Arts Partnership is a community organisation set up to get more local people in Chorley involved in the arts. They run a range of dance, drama and music classes for people of all ages and abilities and wanted to use Time Credits to encourage more of their service users to take a more active role at the centre. They also liked the idea of thanking volunteers for giving their time.

The Arts Partnership started using Time Credits in August 2012 and people are now actively involved in the upkeep and maintenance of the centre, as well as leading and supporting a range of classes and groups. The manager feels that Time Credits have “become a very positive medium for confidence building.”

“You feel appreciated; it means that the couple of hours you’ve given up of your time, it’s meant something to somebody.”
Volunteer

Time Credits have also helped the Arts Partnership run activities, particularly a youth group attended by 42 young people, some of whom have drug and alcohol issues and others who have Asperger syndrome or other types of autism.

Eight young people who used to attend the group now play an active role in running it, earning Time Credits and enabling the group to continue without extra staffing requirements.

Time Credits have also changed the way that service users view their involvement at the Arts Partnership and their contributions:

“A lot of them [service users] don’t consider themselves volunteers. They don’t realise a lot of the time that they’re doing something, so when they get something back...it’s quite inspirational for them. I have done something, and I am worthwhile.”
Centre manager
Gareth volunteers for Chorley FM several hours each week. Studying Media and Creative Arts at Blackburn College led Gareth to become involved in volunteering for a Croydon radio station working from home. He loved it so much he wanted to go further. He heard about Chorley FM, and wanted to experience a much more structured approach to radio broadcasting which Chorley FM could offer. He was particularly impressed with their strong focus on training young people and their strong community ethos.

Gareth volunteers to train new volunteers to present their own shows and helps with show preparation, information sourcing, programming, arranging rotas and cover, and the creation of station imaging. Gareth has a passion for radio and has become more involved as new opportunities have come his way. He enjoys nothing more than sharing this passion with new volunteers.

Chorley FM signed up for Time Credits in October 2012, which opened up even more opportunities for Gareth. He wanted to get fit and was able to use his Time Credits to access a gym induction and on-going gym sessions and swimming at All Seasons Leisure Centre in Chorley. He was new to exercising in this way but the fact that he was able to gift Time Credits to his friend and his mum and go with them gave him the confidence to start attending regular sessions there. He says, "Without Time Credits this wouldn’t have happened. I now feel really confident going to the gym at All Seasons……I lost weight, I felt brilliant, even giving up smoking! It’s definitely improved my health”

Gareth’s keen to encourage others to follow suit. He thinks that earning Time Credits gave him a new opportunity and from this his confidence has grown. He’s enjoying the benefits of feeling much fitter and healthier and feels really appreciated receiving Time Credits for the help he’s able to give. He continues to enjoy trying new things with his Time Credits, and has for the first time visited Astley Hall with them.
Cotswold Supported Housing in Chorley provides temporary accommodation for homeless individuals and families. They were keen to integrate Time Credits into their service to help them to achieve some of their organisational and developmental objectives, such as establishing more user led activities and involving residents in influencing policy and procedures in order to improve services and user experience. They hoped to develop their existing resident meetings into a strong and thriving user led residents group, and also felt Time Credits would be a great way to support community engagement opportunities beyond Cotswold Supported Housing.

24 members at Cotswold Supported Housing earn Time Credits for a wide range of activities such as taking part in staff interviews, organising and delivering a Halloween Party for other residents, attending weekly resident meetings and carrying out health and safety checks. Residents are taking a more active role within the service, with more people getting involved in resident consultation meetings, recruitment, planning social activities, cooking, gardening and cleaning communal areas.

Catherine Parsons, Life Skills Co-ordinator at Cotswold Supported Housing, is pleased by the impact of time credits within the organisation, saying, “It’s created more of a buzz and excitement amongst residents and there’s been an increase in resident participation.” She also notes that Time Credits have enabled Cotswold Supported Housing to promote their work to the wider community, increasing understanding of what happens there and helping to dispel some of the myths around homelessness.

Time Credits are helping residents to gain and practice key skills such as communication, negotiation, problem solving and team work, and encouraging them to recognise and respect the beliefs and needs of others. They are also having a positive impact on people’s confidence and aspirations. One resident describes their excitement at being part of the scheme; “I’ve only just signed up to Time Credits and have just used my first credit to look round Astley Hall. I look forward to engaging in the future more.”

Other benefits described by residents include feeling that they have made a positive contribution, enjoying shared experiences, meeting new people and feeling a sense of community spirit from earning and spending Time Credits.

Katie Gregson, Student Social Worker at Cotswold Supported Housing, believes that consulting residents on a community project such as Time Credits has a really positive impact on them. She also describes the impact of a recent spending activity; “The shared experience and memory of the trip has helped them to form friendships and support networks between residents.”
Brothers of Charity provide learning disability services across Central Lancashire, including supported living, residential care, floating support and day services. They have a number of volunteers that support a range of service delivery, such as supporting people to go to appointments and activities, befriending and socialising. Brothers of Charity first signed up their main volunteer cohort to Time Credits, but then started to look at how they could broaden this to include service users.

6 people with learning disabilities volunteer several hours a week at a kiosk in Astley Park that sells snacks and drinks, the income from which supports the park’s Pets Corner which is free at point of access to the local community. This is a really popular visitor attraction for people coming to Astley Park, particularly children and families. The volunteers started earning Time Credits in autumn 2012 and Brothers of Charity have felt they have acted as a great incentive to get involved and have been very positive for participation and confidence.

One support worker feels volunteers are happier and more excited about volunteering and more prepared to give time, stating “Clients are more confident and they’re much better at turning up on time. They also never let us forget to give them their Time Credits”. The service users have been very positive about being recognised, as the support worker also noted, “One volunteer is so excited about getting his Time Credits, he can’t wait to show his mum every time he gets home”.

In addition to the impact of receiving Time Credits on confidence, spending them has also been a positive experience. Staff say clients “enjoy looking through the book to plan their Time Credit spending” and that the service users are accessing new leisure opportunities like theatres and museums. They also have increased knowledge about community services that are available, such as libraries, which supports their independence.
Mark Jarnell, Big Lunch, Chorley

Mark Jarnell from Buckshaw Village, Chorley started using Time Credits as part of an exclusive Big Lunch thank you offer to 100 ‘Big Lunchers’ who organised community events in June 2013.

Mark organised a Big Lunch for Buckshaw Village Community Association as a way of getting the residents of a new housing development of 5000 newly built houses together as part of the community. The area was seen as being dull and he thought that holding a Big Lunch would add ‘spice’ to the area!

Mark used the Time Credits he earned to access two swims at Chorley Leisure Centre, one for him and one for a friend. He plans to continue using Time Credits to encourage and recognise other volunteers who dedicate their time in doing things in the local community like handing out leaflets.

Mark is already planning Buckshaw Village’s next Big Lunch; “We’ll keep it simple like we did last year, by putting posters up and getting people to meet at the park. Everybody had a good time last year, especially the children who love running up and down the big hill where we have the picnic.”

Mark says, “The Time Credits were really easy to use as they act like a gift voucher and are so widely used in Chorley that the staff are up to date with the concept which makes the system really easy. I would definitely advise people to timebank with Spice, it’s a great way of rewarding people for their time!”
Age UK runs a range of services across Lancashire including the Chorley Lifestyle Centre, a drop-in day service for over 50s offering lunch, tea and coffee, social activities and classes such as IT, singing, games, a luncheon club and external speakers. Many of these activities are delivered by volunteers, the majority of whom are older people and who are now earning Time Credits.

“It’s nice to be thanked for your time and I can do Tai-chi now, it gives me chance to try new things with other people”
Member

Chorley Older People’s Forum is also part of the Time Credits network and aims to give a voice to older people in Chorley, influencing service provision, particularly with the council, on their behalf. Currently members are earning Time Credits for the day to day running of forum meetings and occasional events, but the forum has ambitions for Time Credits to bring in more people to play an active role in shaping its work and to represent older people in the local community.
Alistair, Chorley Lifestyle Centre

Volunteering has helped Alistair on his way back to health after suffering a series of heart attacks 12 years ago. Alistair earns Time Credits at the Lifestyle Centre in Chorley which is run jointly by Age UK in Chorley and The Brothers of Charity.

Alistair serves meals at Chorley Lifestyle Centre’s lunch club every Wednesday and finds this very satisfying and rewarding. The Lifestyle Centre wasn’t signed up to Time Credits when Alistair first got involved, but since Time Credits have become part of the volunteer experience at the centre, Alistair has noticed a tremendous difference.

"Time Credits are a brilliant idea! They make you feel like you’re worth something. I feel appreciated and this has given me so much confidence."

In the true spirit of co-production, Alistair has also had the opportunity to earn Time Credits by putting his skills as a photographer and film maker to good use, creating a short promotional film for the Time Credits scheme in Chorley.

Alistair’s favourite way to spend Time Credits is by taking coach trips run by Age UK or Spice. I’ve visited places like Carlisle and the Lake District courtesy of Time Credits, I have also had the pleasure of gifting Time Credits to a friend who has been able to come along and enjoy the trips with me."

Credits are now an important part of Alistair’s healthy lifestyle keeping him well in mind and body. "Time Credits encourage me to get out of the house. I meet lots of new people and it's good for the soul!" Alistair intends to stay fit in the future by using Time Credits to access activities at his local health club.
Citizen Led Services and Peer Support

Spice Time Credits encourage the development of citizen-led services, where support is run by the people who use it or where members of a community see a need for a service and develop a way to meet it.

Time Credits have proven effective at building people’s confidence in peer support networks, altering their self perception from being a recipient of support to providing it to others, and this has led to people taking more active roles in leading and organising groups. In our evaluation, 73% of people feel like they can contribute more after involvement in Time Credits.

**Chorley Peer Support Recover Group (CPSRG)** in Lancashire is a mental health peer support group for people who are at a stage in their recovery journey where they are becoming independent from formal services. Members earn Time Credits for attending the group and providing peer support to others, but also for planning and facilitating sessions. This has led to an increase in regular attendance and the group has grown so it has now had to split into two smaller groups. As one member said, “Time Credits has helped the group become stronger, it’s much less fragmented now”. The group now offer training in their self-developed approach to mental health management as a Time Credits spending opportunity.

In Wiltshire, **The Stroke Association** are using Time Credits to move stroke survivor peer support groups towards independence from staff support, building the confidence of group members by recognising their contributions with Time Credits with the ambition to reduce staff input.

**Finger on the Pulse** is a mental health peer support group facilitated by Wiltshire Housing, who have introduced Time Credits to strengthen the group and encourage members to take ownership and move towards running the group. Time Credits are also motivating members to do activities in the local area such as go to local leisure centres or arts venues. The group lead says, “The Time Credits initiative has really fired up some very vulnerable and, at times, isolated individuals to give something of themselves to others.”

Time Credits have also led to the development of new support groups led by members of the community or people in services.

In **Look Ahead Care and Support**, one customer is leading a women’s peer support group in the service, set up of which was facilitated by staff but which is now independent.

In Ely Caerau, Wales, Cheryl Hughes set up **Community Mothers**, a local support group, after increasing her confidence through earning Time Credits in her community. The group has reached over 60 local people, is fully constituted and has received its first funding. The group holds a weekly coffee morning (accessed with Time Credits) and is working in partnership with a local church to develop a new play area and garden for the community. The group has also launched a book and toy library, peer led cooking group and depression support group. Cheryl said; “Community Mothers started off as a small idea that is now growing into something I feel that can help mothers like myself gain confidence in themselves to do whatever they want to.”
Spice are working with social care services across England and Wales to integrate Time Credits into how services are delivered, co-produce services with the people that use them and improve outcomes.

Services are embedding Time Credits into the way that they support people. In Unity House, Wiltshire, a homelessness and ex-offenders hostel, Time Credits are integrated into the Moving On programme for residents and earning activities help them prepare for sustaining tenancies and encourage the formation of peer relationships. In Look Ahead Care and Support, a social care provider, staff are using Time Credits to facilitate customers to develop and lead groups and activities, and are aligning earning and spending to support plan goals. In Chooselife Wales, Llanelli, Time Credits are part of every activity run in the service including a social enterprise delivered by users that helps fund the service.

Integration of Time Credits through services supports co-production as staff have a tool to draw users into more active participation in the design and delivery of services. In The Rise Children’s Centre, Wiltshire, this has led to parents delivering group activities; “Parents are now running sessions rather than just attending so the Time Credits have encouraged them to take more responsibility. They are delivering the service alongside us!”

In Look Ahead, customers earn Time Credits for designing and delivering training for support staff using their own experiences and skills, on topics such as mental health awareness or getting out of gangs. Time Credits have directly led to customers leading activities in services, from craft or cooking groups to women’s support sessions, enabling people to do more while freeing up staff to do other things.

The outcomes reported by services and their users as a result of embedding Time Credits include being able to do more and significantly increasing participation. In our evaluation, 45% of organisations strongly agreed or agreed that Time Credits had helped them to deliver improved services for the same resources.

At The Rise Children’s Centre parents have actively driven improvements in the service; “We had one volunteer come in with a plan for the outdoor area … people are starting to recognise that we really value their skills”. Look Ahead staff reported that “customers are starting to think of their own ways of helping the service to earn time credits – sometimes it’s the little things that can be really important”, whereas in Chooselife Wales, Time Credits have changed the day to day running of the service as users are now asking for activities that they can participate in and staying longer at the centre.

Time Credits also enable services to offer more opportunities to customers; as one Look Ahead customer said, “We don’t have much money so Time Credits helps us to do normal things rather than sit in the hostel with nowhere to go”.

At Unity House staff gave the example that “Time credits have meant that…[Jamie] can now take his children swimming and pay for them. Being a worthwhile dad is a massive thing for him and changed how he feels his children perceive him.”
For more information contact:

Angela Barrago
Chorley Time Credits Facilitator
angelabarrago@justaddspice.org
074 6259 5121

Stuart Heaton
Partnerships Manager: North West
stuartheaton@justaddspice.org
074 7467 8685

David Russell
Head of Health and Social Care
davidrussell@justaddspice.org
074 2946 4265