



The Salford Time Banking Evaluation

**A report for Unlimited Potential, formerly known as
the Community Health Action Partnership (CHAP)**

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1. Executive Summary

1.1 Desired Outcomes

The Steering Group for the Time Bank identified a number of desired outcomes for the project:

Outcome 1: Time Banking has the potential to become a sustainable community activity relevant to other communities within the North West

Outcome 2: Time Bank members are healthier people

Outcome 3: Time Bank members are happier, more confident, more fulfilled and valued people with higher aspirations and more hopeful for their futures

Outcome 4: Time Bank members are more engaged in supporting their communities

Outcome 5: Time Bank members are more likely to be engaged in formal employment

1.2 Review of the Secondary Literature

There is a lack of detailed evidence in the literature to demonstrate the benefits of Time Banking. Much of the evidence that is available is anecdotal. However, it does appear to be consistent with the first 4 outcomes above. In addition, there are a number of practical issues that consistently emerge:

- The appointment of a Time Broker is crucial to the success of a Time Bank
- The development of a *requirement and service* Time Bank database
- The development of processes to capture individual experiences in order note true value of the exchange
- The development of links with local public services and community organisations
- Local people should decide where the focus of the Time Bank should be in relation to other services

- Emphasise the potential benefits from the creation of social networks, not on earning time credits
- Sustainability processes should be put in place at the commencement of the project

The limited number of hours logged by Time Bank members prior to the writing of this report did not allow sufficient data to be gathered to validate these issues. However, they were consistent with the aspirations of members for the service.

1.3 An Analysis of Time Bank Member Activities

62 hours of transactions were logged from the start of the project until 31/05/2009. These were a mixture of member to member and member to organisation transactions. There was insufficient data to carry out any detailed analysis.

1.4 An Analysis of the Experiences of Time Bank Members

Interviews were carried out with 5 Time Bank members. None of the members had undertaken a significant number of transactions and their views are therefore aspirational rather than experiential. In addition, in June 2009 a brief survey of members was undertaken which elicited 15 responses. There was considerable consensus and congruence within and between these sets of data which we believe is consistent with the under realised ambitions of the Time Bank itself, as expressed through the above outcomes.

1.5 Recommendations

We have been able to obtain a limited amount of data in relation to the Salford Time Bank. However, it does correlate well the key elements of Time Banking that came out of the literature review. The project team have taken on board the issues we identified there. Consequently, we are able to make only a limited number of recommendations:

Recommendation: The Salford Time Bank aims to engage with the most socially excluded members of the community. However, these will be the hardest to recruit. It will probably be

easier to do this through people other members of the community. Recruitment activities could therefore usefully focus on reaching a critical mass of active members (50 – 100) quickly, irrespective of their circumstances, with these members being tasked with further recruitment within target groups.

Recommendation: In order to reach the critical mass of members other means of recruitment should be considered including leafleting.

Recommendation: Trust needs to be established within the membership in order to increase activity. Trust is needed at two levels:

- Between individuals at a personal level, and
- In a members ability to perform a task competently

In order to develop these relationships the social activities for members need to continue and be increased, if possible.

This is reinforced by the literature research (above) and the data from interviews (below) which point to one of the major benefits of Time Banking being to increase social networks and bring people out of isolation and into the community.

Recommendation: An active coordinator appears to be essential to the success of a Time Bank and this role needs to be continued. However, this requires funding, which could be sought from the appropriate local public agencies (e.g. Salford Primary Care Trust and Salford City Council, both of whose remits could be supported by a successful Time Bank).

2. Introduction

This report presents the findings from an utilisation-focused evaluation of the Time Banking project undertaken by Community Health Action Partnership (CHAP)¹ during 2008-09 in the Charlestown and Lower Kersal area of Salford. Utilisation-Focused Evaluation (UFE) begins with the premise that evaluations should be judged by their utility and actual use; therefore, the evaluators should facilitate the evaluation process and design the evaluation with careful consideration of how everything that is done, *from beginning to end*, will affect the outcome². Such outcomes, in this context, concern how real people in the real world apply evaluation findings and experience the evaluation process.

Therefore, the *focus* in Utilisation-Focused Evaluation is on intended use by intended users, and therefore does not advocate any particular evaluation content, model, method, theory, or even use. Rather, it is a process for helping primary intended users select the most appropriate content, model, methods, theory, and usage for their particular situation. Situational responsiveness guides the interactive process between evaluator and primary intended users. An utilisation-focused evaluation can include any evaluative purpose (formative, summative, developmental), any kind of data (quantitative, qualitative, mixed), any kind of design (naturalistic, experimental), and any kind of focus (processes, outcomes, impacts, costs, and cost-benefit, among many possibilities) yet ensure a reliable and valid outcome is achieved.

¹ CHAP converted to Unlimited Potential in April 2009. In order to avoid confusion CHAP is used throughout this report since it appears in documents finalised before the change of name.

² Outcomes are clear statements of the targeted change in circumstances, status, level of functioning, behaviour, attitude knowledge or skills, which are intended to occur as a result of the project or programme.

3. Methodology

Utilisation-Focused Evaluation requires the involvement of the primary intended users of the evaluation at all stages of the evaluation design and implementation. It was therefore inappropriate to start with a fixed methodology. However, it was possible to suggest certain processes and identify potential issues that guided the overall evaluation approach. Critical to these decisions was the desire to develop a series of quantitative and qualitative outcomes that could provide both a base line and continuing analysis, showing the cumulative impacts of the Time Bank as its membership and scope of work was developed. The full Outcome framework and the relevant measures can be found in Appendix 1. The five outcome statements were:

Outcome 1: Time Banking has the potential to become a sustainable community activity relevant to other communities within the North West

Outcome 2: Time Bank members are healthier people

Outcome 3: Time Bank members are happier, more confident, more fulfilled and valued people with higher aspirations and more hopeful for their futures

Outcome 4: Time Bank members are more engaged in supporting their communities

Outcome 5: Time Bank members are more likely to be engaged in formal employment

Given that the Time Bank had to be set up from first principles these were always going to be challenging outcomes to achieve. In acknowledging the iterative nature inherent in developing a Time Bank in this way, it was agreed that the evaluation would be based around three phases of work. This would allow for the management team and processes to be put in place, recruitment of Time Bank Members and sufficient time to pass to facilitate some valid impact assessment to be undertaken. The three phases of work were:

1. A review of the Secondary Literature
2. An Analysis of Time Bank Member Activity
3. An Analysis of the Experiences of Time Bank Members through Interviews and a Survey

These have been undertaken following an iterative process of using the outcomes of one phase to develop the work of the subsequent phases. The findings from these phases are presented below.

4. Findings

4.1 A review of the Secondary Literature - Summary of Findings and Recommendations

The review set out to capture the best practice implications of a series of Time Bank evaluations. Whilst not systematic in approach, the review also identified more general issues around community currencies, social inclusion and sustainable communities that are common to many Time Bank initiatives start ups. The full report can be found in Appendix 2.

Facilitating the involvement in community activities by those who normally participate the least, the socially excluded, can be difficult.

Recommendation: The Salford Time Bank aims to engage with the most socially excluded members of the community. However, these will be the hardest to recruit. It will probably be easier to do this through people other members of the community. Recruitment activities could therefore usefully focus on reaching a critical mass of active members (50 – 100) quickly, irrespective of their circumstances, with these members being tasked with further recruitment within target groups.

At one level a Time Bank provides a conceptual framework for inclusion that can be applied to many organisational contexts. However, it is most effective when utilised in the context of a community-building, self-help setting. Crucial to this is fidelity to the principle of equal reciprocity. The evidence points to Time Banks providing individuals, families, groups and communities with a space for revaluing their work (and perhaps giving it value for the first time), and for finding recognition and self-esteem for their contribution to society. The review of the evidence base highlighted a number of practical issues that need to be addressed by each Time Bank project:

- The appointment of a Time Broker is crucial to the success of a Time Bank
- The development of a *requirement and service* Time Bank database
- The development of processes to capture individual experiences in order note true value of the exchange
- The development of links with local public services and community organisations
- Local people should decide where the focus of the Time Bank should be in relation to other services
- Emphasise the potential benefits from the creation of social networks, not on earning time credits
- Sustainability processes should be put in place at the commencement of the project

These practical issues were embraced by the project team and helped inform the development of the interviewing schedule to be used in Phase 3 of the evaluation. Successful implementation of both Phase 2 and 3 was entirely dependent on the Time Bank recruiting a critical mass of members (the literature suggested anything between 50 -100 members), and these members utilising each other's contributions with sufficient regularity to facilitate the creation of enhanced social networks for individuals and communities.

4.2 Activity Logged on Time Banking Database

Unfortunately, due to a delay in the appointment of both the Time Bank Development Manager and Time Broker and a very slow start to the recruitment of members, neither of these conditions was met. However, somewhat paradoxically, given this situation, whilst the Phase 2 has to remain a work in progress see Table 1 below, and whilst we have only been able to make limited progress with Phase 3, analysis of the available data from these interviews reveals a direction of travel for the project that is extremely positive.

Table 1 Credit/Debit Activity Report (up to 31/05/2009)

(Yellow highlights indicate member to member transactions. The remaining transactions involve either the Time Bank or a local social enterprise)

Name	Service	Credit	Debit
Organisational Member 1	Adult Literacy		2.00
Member 1	Attending meetings/get togethers		1.00
Member 2	Attending meetings/get togethers		1.00
Member 3	Attending meetings/get togethers		1.00
Member 4	Attending meetings/get togethers		1.00
Member 5	Attending meetings/get togethers		1.00
Member 6	Attending meetings/get togethers		1.00
Member 7	Building work		2.00
Member 7	Building work		1.00
Organisational Member 1	Computer skills		3.00
Member 5	Computer skills		1.00
Member 2	Computer skills		2.00
Member 2	Computer skills		2.00
Member 1	Computer skills		1.00
Member 1	Computer skills		2.00
Member 1	Computer skills		2.00
Organisational Member 1	Computer skills		2.00
Member 5	Computer skills		3.00
Member 5	Computer skills		3.00
Member 5	Computer skills		3.00
Member 8	Escort to appointments		4.00
Member 9	Gardening		1.00
Member 5	Gardening		1.00
Member 3	Gardening		1.00
Member 9	Gardening		1.00
Member 2	Giving lifts		1.00
Member 2	Giving lifts		1.00
Member 2	Giving lifts		1.00
Member 2	Giving lifts		1.00
Member 2	Giving lifts		1.00
Member 10	Home repairs		3.00
Member 8	Letter writing		3.00
Salford Time Bank.	Publicity		2.00
Salford Time Bank.	Publicity		0.00
Salford Time Bank.	Publicity		2.00
Salford Time Bank.	Publicity		2.00
Salford Time Bank.	Publicity		2.00
Salford Time Bank.	Publicity		2.00
Member 5	Publicity		2.00
Salford Time Bank.	Publicity		2.00
Salford Time Bank.	Publicity		1.00
Member 2	Adult Literacy	2.00	

Salford Time Bank.	Attending meetings/get togethers	1.00	
Salford Time Bank.	Attending meetings/get togethers	1.00	
Salford Time Bank.	Attending meetings/get togethers	1.00	
Salford Time Bank.	Attending meetings/get togethers	1.00	
Salford Time Bank.	Attending meetings/get togethers	1.00	
Salford Time Bank.	Attending meetings/get togethers	1.00	
Member 4	Building work	2.00	
Member 4	Building work	1.00	
Member 5	Computer skills	3.00	
Organisational Member 1	Computer skills	1.00	
Organisational Member 1	Computer skills	2.00	
Organisational Member 1	Computer skills	2.00	
Member 5	Computer skills	1.00	
Organisational Member 1	Computer skills	2.00	
Organisational Member 1	Computer skills	2.00	
Member 1	Computer skills	2.00	
Organisational Member 1	Computer skills	3.00	
Organisational Member 1	Computer skills	3.00	
Organisational Member 1	Computer skills	3.00	
Member 7	Escort to appointments	4.00	
Member 4	Gardening	1.00	
Member 3	Gardening	1.00	
Member 9	Gardening	1.00	
Member 3	Gardening	1.00	
Member 1	Giving lifts	1.00	
Member 1	Giving lifts	1.00	
Member 1	Giving lifts	1.00	
Member 1	Giving lifts	1.00	
Member 1	Giving lifts	1.00	
Member 3	Home repairs	3.00	
Member 11	Letter writing	3.00	
Member 8	Publicity	2.00	
Member 4	Publicity	0.00	
Member 5	Publicity	2.00	
Member 4	Publicity	2.00	
Member 12	Publicity	2.00	
Member 11	Publicity	2.00	
Salford Time Bank	Publicity	2.00	
Member 7	Publicity	2.00	
Member 5	Publicity	1.00	
Total		69.00	69.00

Table 1 shows the total activity undertaken by the Time Bank members since the Time Bank was set up. Whilst there are, at the time of writing this report, rather limited conclusions that can be drawn from this data, change in activity

with time does indicate that the flow of debit and credit is beginning to slowly move in the direction of member-generated requests for help and services rather than simply capturing membership involvement in organised activities at the Centre.

4.3 Interviews with Time Bank Members

The Phase 3 work, which primarily involved interviewing the Time Bank members about their experiences, was slow to get going due to the pace of recruitment of members and the member's reluctance to be interviewed. Despite the best efforts of Carolanne (Time Broker) and Joel (Time Bank Development Manager), often the evaluators would arrive at the Centre to find that the Member had either cancelled or did not attend. To date, only five interviews have been undertaken. Each interview lasted for approximately 40 minutes. A semi-structured approach was used based upon the interview schedule presented in Appendix 1. The interviews were recorded using digital recorders, with the information being stored on secure computers at the University. All participants' details have been kept confidential and the data fragments used in this report are non-attributable. The data was analysed using an open thematic approach that enabled the five outcome framework to be used to present the data. Interestingly, despite the very low numbers of participants, the analysis revealed considerable consensus and congruence of individual experiences – what can be described as data saturation. This is where nothing new is being discovered through the interviews. However, in this instance, we believe this reflects the as yet, under realised ambitions of the Time Bank, rather than a sign that the data collection should be stopped.

The analysis is presented within the five outcome framework, and data fragments are used to capture and illustrate the participant's voice in their telling of their experiences.

Outcome 1: Time Banking has the potential to become a sustainable community activity relevant to other communities within the North West

(a) Joining the Time Bank

All the participants were introduced to the Time Bank through the Time Broker, Carolanne. There were many ways in which this occurred, and often it was opportunistic. Impressively, other members of the Centre staff appeared to act as effective communicators and advocates for the Time Bank.

I kind of fell into Time Banking; I remember working in my garden and Carol came past and I said hello and something like I hate gardening, and she says what do I have about it, and I said it was the time, you know finding enough time to do the work... ..she told me about the Time Bank and maybe someone could help me if I could help someone else... ..and what was I like at DIY?

I found out about Time Bank through a Parenting Group I attend, and it sounded interesting so I became a member, in fact I was the first ever Time Bank member.

I found out about Time Bank through another member and I joined to meet people, it was a way to get me out of the house.

I was told about the Time Bank when I came to the Centre for help with something else... ..I have been a member for about 6 months now.

Recommendation: In order to reach the critical mass of members other means of recruitment should be considered including leafleting.

(b) Scope of Time Bank

The participants generally had a good idea of the scope and potential of the Time Bank and the types of activity that they could become involved in:

The first job I did was to mend a gate. I went around measured up, sorted out tools and then went around and did it and the fence, he [recipient] was over the moon and I really enjoyed doing it.

All the jobs should be seen as being the same, teaching computer skill should be seen the same as walking a dog.

I use my knowledge about exercise and health to gain credits but I could do anything really, gardening, painting a door or whatever.

I am helping people with computers, but I am also happy to take a dog for a walk and garden. I don't like decorating and would like to have my hall and stairs decorated.

It's too early to say if the Time Bank is working. I haven't done things for other people yet just things at the Centre, although I know what is available, like cleaning shopping going with people to appointments.

Although there were some qualifying comments as well:

It can be difficult to do as finding time is to do things is hard; it's a busy life, so you need to be committed and not have young children or a job.

It would be good to do things with people. The Time Bank is good for this as many of the members are older people and I would prefer this as I don't want some young lad coming around.

(c) Quality Assurance

Likewise, there was recognition that the work that was to be done needed to be carried out to a recognisable standard. However, apart from using family as the quality benchmark, there were no comments as to how this should be achieved. However, Carolanne was seen as a possible quality assurance person, but the expectations of her undertaking this role appeared unrealistic and slightly contrary to the approach being developed within the *Time Bank*:

The work done has to be done to the right standard; you wouldn't want anyone to ruin your garden or something.

There isn't anything I need from the Time Bank but need my kitchen painted. Carol said she would send some one around, but my Mum does all my sewing, my Dad worked for the housing so he can do all my odd jobs, so I already have people to do things for me – but there is also the worry of getting things done properly, if Carol came it would help.

At first, I was a little bit apprehensive about who would be coming into my home, but Carol assures me that everyone is checked, and she brings them on the first time so you know who they are.

Recommendation: Trust needs to be established within the membership in order to increase activity. Trust is needed at two levels:

- Between individuals at a personal level, and
- In a members ability to perform a task competently

In order to develop these relationships the social activities for members need to continue and be increased, if possible.

This is reinforced by the literature research (above) and the data from interviews (below) which point to one of the major benefits of Time Banking being to increase social networks and bring people out of isolation and into the community.

(d) Managing the Time Bank

Carolanne and Joel were seen as being the clear Time Bank coordinators and there was no problem perceived with this. Indeed attempts to get the Time Bank members to become more active members on the steering group were seen as being unnecessary:

It's the members who should go to Carol and Joel and say this what we should do, but I don't do this... ..I don't really understand everything about the Time Bank and how it works... .. but I know that Carol, Joel and Brian run the Time Bank.

The principles of involving us all in running the Time Bank are good, but I am happy to leave the management and control to Carol and Chris.

The Time Bank needs to be managed to start with, but once established it will be easier for members to take things forward on their own.

I know that Carol is the Time Bank Broker and she authorises the time given for jobs. I think she is a hard worker and her role is very important to make the Time Bank work.

Carolanne's role is crucial for her: it is not just a job but a passion, a vocation, she knows about the people and the neighbourhoods.

Recommendation: An active coordinator appears to be essential to the success of a Time Bank and this role needs to be continued. However, this requires funding, which could be sought from the appropriate local public agencies (e.g.

Salford Primary Care Trust and Salford City Council, both of whose remits could be supported by a successful Time Bank).

(e) Meeting Others

There was an emergent theme in the data that requires a great deal more consideration in terms of future development of the Time Bank. This was a theme that reinforced the perceived value and importance of meeting others:

I like to spend my credits on things like this [computer course] and I like coming here to do it as it brings you out of your home. I can come here and meet 3 or 4 people and have a chat.

I know what is available in the Time Bank, but for me its about meeting people... ..this is the most important part of the Time Bank, it means that when you are out and you see someone a familiar face you stop and say hello.

I went to the doctors and Amanda put me in touch with Carol who is the main person for the Time Bank, and I thought this sounds great, loads of things to do and you get to meet people... ..but nobody has contacted me yet.

I don't feel part of it at the moment... ..the way the Time Bank was described was that you got to meet lots of people, but I've not met anyone yet.

I would like to get my children involved in the Time Bank as they are growing up and it would be a good way for them to learn more about their community.

This theme is also congruent with one found in the Outcome 2 framework, this was the theme of *getting out*.

Outcome 2: Time Bank members are healthier people

(f) Getting out

The major theme to emerge in the accounts of the participants in relation to health and well-being was related to concept of getting out. This was a clearly articulated concept that recognised the vulnerability social isolation brings to individuals. It appeared to be a shared experience across the participant group, with all five participants reporting on the importance of the Time Bank in

enabling them to get out and how this was viewed as being a positive impact on their health and sense of well-being:

I was going through a bad patch with my health having counselling sessions and psychotherapy and things and the Time Bank helped get out and stop staying at home just thinking about things... ..it kept me busy.

It has got me out of my home, kept me busy... ..it [the Time Bank] gets you out of yourself, stop you from becoming a recluse in your own home.

The Time Bank is important for me as it gets me out of my house, my social networks have increased by 100%... ..I see lots more people now.

Being depressed and lonely is a terrible thing, and the Time Bank has helped me, it gets me out of the house, and I the jobs give me a sense of purpose, and Brian the health trainer is good as he has taught me how to be less anxious.

However, there was a counter view to this that revealed an unintended approach that might work against the benefits of being able to get out. Here the Time Bank member is talking about how they were able to provide a service that saved the individuals from having to go out:

Some older people don't want to go out to a class to learn about computers and there are lots more older people who now have them now, so I can go to their house to do one-to-one sessions.

(g) Added Health Bonus

Some of the participants were quick to point out that there could be bonus health gains to be made in terms of providing services to other Time Bank members:

Of course if you are doing things you will get exercise, walking to places and so on and we have had a few sessions from the health trainers which have been good.

If you are digging someone's garden, you are doing something physical which has to be a good thing.

(h) Longer-term health benefits

Equally the Time Bank members saw longer-term benefits to being involved in the Time Bank:

Before I had my eyes done, I had asked the social services for help and had always been refused because I wasn't disabled enough, but now I know I can get help from the Time Bank and this is a good feeling.

It's got to be a benefit; it gives people an aim in life!

The Time Bank shouldn't be about pushing health education as this will put people off, but its members could become inspirational and then there would be a chance to change people's unhealthy behaviours.

I think the Time Bank can help with improving people's mental health reducing anxiety and if you think that lots of depression comes from people being solitary then if you can get people up and about, doing things, they will stop thinking about themselves and stop thinking about their troubles, doing things for others takes your mind off things.

Some of these longer-term benefits could also be mapped across to the Outcome 3 framework.

Outcome 3: Time Bank members are happier, more confident, more fulfilled and valued people with higher aspirations and more hopeful for their futures

(i) Improving personal coping

Some of the participants felt they had benefited from their involvement with the Time Bank in ways that made dealing with previously stressful situations in more personally acceptable ways:

I suffer from migraines and people just think - Oh she's got a headache and have no idea how it affects me – I use to be frightened and would take my son to school and then come back and stay at home just in case I had a migraine, cos when I did I would be pale, couldn't breathe, couldn't move, so if I was in a queue it might happen, but since I have been coming here and had a few sessions with the Health Trainer, I have learnt how I need to tell people about how the migraine affects me, so I have told my boss and I am more confident about telling other people now and less worried about having an attack.

If people are self-helping they know that in times of crisis there is someone they can turn to.

Being involved with the Time Bank has not had a massive impact upon my life but I would say it has been good; it has made me start to think in a more relaxed way about things.

I don't think of Time Bank as being work; it shouldn't be classed as work, it's about helping people help themselves.

The work with Time Bank has made me feel happier and I don't shout at the kids so much.

(j) Gaining self-confidence

On a related area, there were several accounts as to how individuals felt that they had gained in confidence from their involvement in the Time Bank:

The Time Bank makes me feel like I am doing something for someone and not just for myself – it has given me a great sense of self-worth.

*People who need the most help are those who are least likely to get it... ..
Time Bank can change this.*

If it wasn't for the Time Bank, I would never have come to this Centre or made 4 new friends.

I have got my sense of confidence back and I know what it is I want to do; it's motivated me, definitely.

(k) Building relationships and trusting others

Trust as an important pre-condition for gaining benefits came up in several forms in the participant's accounts.

I like meeting new people, if everyone could join the Time Bank they would learn to share and trust each other more and that would be very beneficial.

I know four of the Time Bank members and I would be OK with them doing things for me.

I am not worried about having people coming in, but I know my family would get things done properly, and you know I can tell my Dad things I could say to a Time Bank member – like you not done a good job and so on.

The Time Bank coffee mornings are important as these enable people to be more relaxed and though this it is easier to talk about what you can do. It helps build up personal relationships and contacts, helps with trust and friendships.

Clearly, the more self-confident individuals become, the more likely they are to be engaging in the life of the community they live in. What came through in the Time Bank members accounts was a great deal of hope, aspiration and confidence in what the Time Bank could achieve in terms of changing their community. They appeared to be both part of the process for change and also recipients of the changes. It was in telling of their experiences of the latter that starts off the thematic analysis relating to the Outcome 4 framework.

Outcome 4: Time Bank members are more engaged in supporting their communities

(l) Worries from the past

I never really thought about a Time Bank before, but I think in the old days the community looked after itself more, and this has been missing from around here for sometime now, so I think that something like a Time Bank can increase community spirit, but more importantly it can help with giving the community a greater sense of security... ..I mean that this will come when people stop mistrusting each other and start helping each other, build up the other social aspects of living in a place like here.

I think the Time Bank members could run it [Time Bank] now, but I think they would lose interest in it after a while.

I think Time Bank is a good way to pull the community together, it's a good idea but there are still lots of people who don't want to be bothered.

Need to get more members, I think there is only 12 and people will end up having to wait for jobs to be done and then lose interest.

If I do a job for someone it can lead to something else, you know if the Time Bank finished in 3 months because of funding or whatever, I know that in 3 months time I still know I would have the friendships I have made.

It can be an introduction for people to find out about other helping services, but even so, if I don't do anything for a couple of months, I think I would still see and meet people at other things now, like the Red Cross meetings, so nothing to do with doing a job for someone, but your interests are broadened through the people you meet doing things for in the Time Bank and through this you can get involved in other things in your community.

(m) Future Positive

However, despite these concerns that somehow things would peter out because that is what always happens, there were some Time Bank members who were very positive about the future Time Bank and how this would continue to impact upon their lives and the life of the community:

*A Time Bank can't change a community on its own, but it could give people a purpose in their lives – just look at ***** he's always out and about all the time where before he was never around.*

Time Bank is a little bit like pulling the community together, we all just sit in our own houses and we don't know the chap across the way, whereas Time Bank can get you out and help you get to know other people. I thought it would be fun... ..it's got to be good for someone who is a little shy.

I like to be kept busy and Time Bank gives you that it is fun and you get to meet people. The community has been drifting apart, so anything like Time Bank which can stop this and pull the community together has to be good.

I would increase the Time Bank membership by getting the members to do a leaflet drop and why isn't there anything in the Salford Advertiser about what we are doing?... ..the more members there are the more interactive the Time Bank will be, I think there are 20 members so far, but I have only come across 8.

I think the Time Bank is about building a community... ..in this day and age, people don't talk to each other, doing jobs for each other is one way of making the community grow.

Time Bank can work at getting rid of the isolation people have, and really begin to change the closed door society.

I think the Time Bank will still be here in 3 years time, hopefully in 10 years time, the more people who join the group the more we will have natural teams of people helping each other all over the community.

My part of Salford is very diverse with people from Poland, Ukraine, India, Africa and so on but some of the older people don't like these foreigners: they feel that they are taking jobs away from British people. I don't think so, but we should try and get some more of these people on the Time Bank as this might help with integration.

However, there was a response that perhaps unconsciously revealed the extent of some peoples understanding of how the Time Bank might be used as method for community development:

The Time Bank does increase our social networks and that's because we give our time freely.

Outcome 5: Time Bank members are more likely to be engaged in formal employment

This was the most difficult outcome framework to utilise in presenting the data analysis. The first theme reflects these difficulties.

(o) First steps

Some of the participants were already taking the first tentative steps into seeking paid employment:

I am now doing a maths course which is run to get people back into work, my maths are quite good for everyday things but I wanted to do more so that I could get a job, the Time Bank has helped give me the confidence to do this.

I am unemployed as I am classed as being disabled... ..but through being a Time Bank member, I am now going to join the Expert Patients' Programme so I can learn to be able to teach others about my illnesses and experiences.

I am also an Avon rep now which is great because I get to meet people, before I only saw the midwife and two neighbours, now I get to meet lots of people.

Whereas some hadn't quite reached this stage as yet, but aspired to getting there:

Who's to say that someone who is unemployed now can't come along and get a job through Time Bank? It will give them self-esteem, increase their confidence and get them back on the road to self-sufficiency.

My doctors have told me I will never work again, so doing the Time Bank is good; it gives me something worthwhile to do and makes me feel good about myself.

I don't work full-time, but Time Bank might open up a few more opportunities for me to do something more for myself, work for myself rather than others.

I am hoping the Time Bank opens up some more doors when he [son] goes to school... ..I believe that if you are not part of something you are not going to find out about anything are you.

There was one participant who raised a note of caution in his account:

I have a neighbour who thinks that the Time Bank will take work away from him, he is a builder and he doesn't like the idea of the Time Bank because of this.

4.4 Survey of Time Bank Members

A brief survey of Time Bank members was carried out in June 2009. The survey (Appendix 3) was developed by the evaluators, but administered by the Time Bank management team in order to elicit the maximum number of responses. As the number of transactions undertaken by Time Bank members has been limited the main focus of the survey was on Outcomes 1, 3 and 4 where we believe that an initial assessment by members was possible. 28 questionnaires were distributed and 15 were returned, giving a response rate of 54%. The collated responses along with the outcomes to which they relate are given in Table 2.

Table 2 Time Bank Member Survey Responses

Note: rounding errors means that percentages will not necessarily add up to 100.

	Outcome number	Strongly agree	Agree	Not decided	Disagree	Strongly disagree
1. Being a Time Bank member makes me feel a more useful member of the community.	1, 3, 4	12 (80%)	3 (20%)	-	-	-
2. Being a Time Bank member makes me more interested in getting involved in other community activities.	1, 4	10 (67%)	5 (33%)	-	-	-
3. Being a Time Bank member gives me new ideas about what I can do with my life in the future.	1, 5	6 (40%)	6 (40%)	2 (13%)	1 (7%)	-
4. Being a Time Bank member helps me to meet new people.	1, 3	9 (60%)	6 (40%)	-	-	-
5. Being a Time Bank member helps me to make new friends.	1, 3	11 (73%)	2 (14%)	2 (14%)	-	-

6. Being a Time Bank member makes me feel more a part of the community in which I live.	1, 3, 4	10 (67%)	4 (27%)	1 (7%)	-	-
7. Being a Time Bank member increases my self-confidence and self-esteem.	1, 3	9 (60%)	3 (15%)	3 (15%)	-	-
8. Being a Time Bank member makes me a happier and more fulfilled person.	1, 3	9 (60%)	5 (33%)	1 (7%)	-	-

The survey also asked members for any other comments they might wish to make. These are given below.

A fabulous idea. A great way to become a true member of the community!

This is a very good project which has and will continue to help make my life better and more fulfilled – “carry on!”

It's a great idea – makes life more fulfilled.

The tasks I have completed for Time Bank have given me great pleasure, as I have seen first hand the improvements they made to the other members' environment.

Sorry I've not been to many meetings, but your and others seem to clash. Monday dancing, Tuesday keep fit, Wednesday hair set at 9 till 10, rest of the day free, and so on, but I know you're there if I need you.

We made a judgement that the need to get a good response rate would outweigh any potential bias in the responses due to the way in which the survey was administered (i.e. by the Time Bank itself). However, this possibility of bias must be acknowledged. Despite this, the responses indicate that the members do believe that the Time Bank has the potential, despite their limited engagement, to achieve the majority of its desired Outcomes.

5. Conclusion

The limited data which we have been able to obtain in relation to the Salford Time Bank does correlate well with what has appeared in the published literature. The project team have taken on board the issues which came out of the literature review and the foundations for a successful Time Bank appear to be in place. There is a small core of members who have a very positive view of the Bank, how it is organised and its potential to achieve its stated outcomes. The key issues the project now needs to focus in the immediate future are:

- Increasing the number of active members from within all parts of the community, and
- Acquiring the continuation funding required to keep the project going and to enable it to grow and flourish.

Appendix 1 - CHAP Time Banking Member Interview Framework

Outcome 1: Time Banking has the potential to become a sustainable community activity relevant to other communities within the North West

Indicator	Area for questioning
Awareness of help available through Time Bank	<ul style="list-style-type: none"> How do they find out? How aware of the services? How do they feel about taking cf. giving?
Awareness/use of other services provided from within the community	<ul style="list-style-type: none"> How aware are they of other support from within the community? Are they more inclined to either use or support other community services as a result of being a Time Bank member?
Social/community network activities	<ul style="list-style-type: none"> How important is the opportunity to meet new people and make friends through Time Bank membership? Has Time Bank membership increased their social networks? If so, by how much?
Number of Time Bank members	N/A - get from Time Bank software
Number of Time Bank hours collected	N/A - get from Time Bank software
Number of Time Bank hours traded	N/A - get from Time Bank software

Outcome 2: Time Bank members are healthier people

Indicator	Area for questioning
Improved sense of purposefulness and reduced sense of hopelessness	N/A – covered in Outcome 3
Creating opportunities for relaxation including enjoying a full nights sleep	<ul style="list-style-type: none"> This could be a more general question(s) about their health and how/if Time Bank membership has either raised their awareness of health issues or has prompted them to do something about it.
Adoption of a stepwise approach to healthier eating through sharing information, ideas and local food intelligence	
Increased amount of physical activity undertaken by self and with other Time Bank members	
Improved awareness of the need to reduce cigarette consumption and adopt a responsible alcohol drinking approach	
Able to talk to others about problems, concerns and anxieties	<ul style="list-style-type: none"> If they feel the need for help from other people, how do they feel about asking for it? Has Time Bank membership affected this?

Outcome 3: Time Bank members are happier, more confident, more fulfilled and valued people with higher aspirations and more hopeful for their futures

Indicator	Area for questioning
Increase in self-perception of happiness amongst Time Bank members	<ul style="list-style-type: none"> How has being a Time Bank member changed their lives? What impact has that had emotionally?

Time Bank members believe that their aspirations have been increased	<ul style="list-style-type: none"> • Has Time Bank membership affected their feelings of being a useful member of the community? • Has that had any other benefit in terms of how they view themselves and where they want to go in the future?
Increase in belief amongst Time Bank members that they are valuable members of society	
Increase in the number of people Time Bank members consider as their friends as a result of Time Banking	<ul style="list-style-type: none"> • How has being a Time Bank member increased the number of people they know and groups/networks they are involved with? • Have they made any new friends as a result of this? If so, how many?
Increase in the size of the social networks of Time Bank members	
Increased feeling amongst Time Bank members that they can influence decisions in their locality (NI 4) ³	<ul style="list-style-type: none"> • How has being a member of the Time Bank affected their understanding of how decision making takes place locally and how they can influence it? • How will they use any improved understanding?

Outcome 4: Time Bank members are more engaged in supporting their communities

Indicator	Area for questioning
Increase in belief amongst Time Bank members that people from different backgrounds get on well together in their local area (NI 1)	<ul style="list-style-type: none"> • How diverse is their community? • What ethnic groups are there? • Are there any problems as a result of this ethnic mix? • How can Time Banking support better relationships within the community?
Increase in feeling amongst Time Bank members that they belong to their neighbourhood (NI 2)	<ul style="list-style-type: none"> • How connected do they feel to their immediate community? • Has Time Bank membership affected this? • If yes, how?
Increase in voluntary work undertaken by Time Bank members in addition to their Time Bank activities (NI 6)	<ul style="list-style-type: none"> • Has Time Bank membership made them more inclined to take part in other community based activities? • If yes what are they and what has been done/steps going to be taken?
Increased help for problems not solved by statutory agencies	<ul style="list-style-type: none"> • Has Time Bank membership helped with problems that other agencies couldn't or wouldn't? • If yes, what problems?

Outcome 5: Time Bank members are more likely to be engaged in formal employment

Indicator	Area for questioning
Increase in levels of employment amongst Time Bank members	<ul style="list-style-type: none"> • What is their situation w.r.t. employment? • Is that where they want it to be? • Does Time Bank membership affect their interest or desire to change that situation? • If so, how?

³ (NI x) refers to reference in Salford Local Area Agreement 2008-11 Baselines and Targets

Appendix 2



Secondary Research into Time Banking Evaluations

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April 2008

Secondary Research into Time Banking Evaluations

1. Summary of Findings and Recommendations

This review sets out to capture the best practice implications of a series of Time Bank evaluations. Whilst not systematic in approach, the review also identified more general issues around community currencies, social inclusion and sustainable communities that are common to many Time Bank initiatives start ups. Facilitating the involvement in community activities by those who normally participate the least, the socially excluded, can be difficult. At one level a Time Bank provides a conceptual framework for inclusion that can be applied to many organisational contexts. However, it is most effective when utilised in the context of a community-building, self-help setting. Crucial to this is fidelity to the principle of equal reciprocity. The evidence points to Time Banks providing individuals, families, groups and communities with a space for revaluing their work (and perhaps giving it value for the first time), and for finding recognition and self-esteem for their contribution to society. The review of the evidence base highlighted a number of practical issues that need to be addressed by each Time Bank project:

- The appointment of a Time Broker is crucial to the success of a Time Bank
- The development of a *requirement and service* Time Bank database
- The development of processes to capture individual experiences in order note true value of the exchange
- The development of links with local public services and community organisations
- Local people should decide where the focus of the Time Bank should be in relation to other services
- Emphasise the potential benefits from the creation of social networks, not on earning time credits
- Sustainability processes should be put in place at the commencement of the project

2. Introduction

This report sets out the findings from a review of the literature available on Time Banks, and Time Banking. The aim was not to undertake a systematic review but to explore the level of congruence of outcomes from previous evaluations in order to inform the CHAP Time Banking evaluation. A number of key search terms were used to identify and access the appropriate literature. These included '*Time Banks*', '*community economics*', '*Time Banking*', '*social capital*' and '*neighbourhood engagement*'. The resultant evidence base was not large, and many evaluations related to work undertaken in the US. However, this report brings together a number of issues that appear significant in ensuring the evaluation both captures, interprets and presents information that allows for intended and un-intended outcomes to feed into future developments.

Contemporary community currencies are attracting increasing attention, which has fed into a growing body of knowledge describing the characteristics, development and impact potential of many different forms of currency with a wide range of social, economic and environmental objectives^{1,2,3,4,5}. However, generally community currencies are promoted as potential tools for sustainable development and for growing sustainable communities⁶. The role of small-scale, community-based local initiatives characterised by a greater degree of local ownership and commitment than often seen in top-down governmental initiatives, has been cited as an effective method for growing such sustainability⁷.

Edgar Cahn is credited with developing the Time Banking system⁸. In 1980, Cahn suffered a severe heart attack at age 46. While recovering in the hospital, he says, he began to think about how helpless he felt as a patient, unable to help the people who took care of him. He wondered if people who had spent years as recipients of aid might feel the same sense of powerlessness that he felt in his hospital bed. Seven years later, he created his time-dollar system, drafting the concept while on a fellowship at the London School of Economics. The first Time Banks were designed solely to assist the elderly, but within a year, he says, participants adjusted the system to include younger people. Today, Time Bank members cover the age spectrum and hail from diverse backgrounds.

The concept of Time Banks is closely aligned to that of the LETS (Local Exchange Trading Systems) idea. LETS are normally schemes aimed at providing semi-

structured opportunities to barter or trade 'favours' with individuals living or associated with a particular community. Unlike LETS schemes, however, Time Banks provide a strong brokerage role in arranging transactions between members. There is a focus on the time spent undertaking a service, and all members' labour is valued as being worth the same⁹. In developing the notion that one hour equals one time credit it was argued that a new community currency based on time could actually grow social capital and revive the 'core' economy of family, neighbourhood and community. In this way a Time Bank can help strengthen a community by focusing on non-monetary based economic approaches to addressing the social, psychological and other related problems facing individuals, families and groups that might at one time, have been the natural work of extended families.

2.1 Types of Time Banking

Whilst Time Banking is often seen as a '*community tool*', Time Banks broadly fall into one of two categories¹⁰.

2.1.1 Community Time Banks - the most widely used type of Time Bank. It is usually based in a specific geographical area and its aim is to engage local people within the neighbourhood in giving and receiving services. It is usually intergenerational and multi-skilled and its aim is to create a stronger sense of community. The majority of its members are individuals but it also aims to link with other groups and organisations in the area, encouraging them to join and share their services as '*organisational members*'.

2.1.2 Community of Interest Time Banks - based upon the same principle of reciprocity, an hour given equals an hour received, this approach is not as broad based as the community Time Banks. It is a specialist Time Bank and its special interest could be based either in its selected membership or the limitations on the skills exchanged within the Time Bank.

3. Fairshares Time Bank

Joy Rogers of Gloucester-based *Fair Shares*, a local charity which launched the first British Time Bank in October 1998, says that the scheme can help people who have been marginalised by the traditional economy:

“It enables people who feel that they have nothing to give to recognise that they have something to offer. But unlike traditional volunteering, this is reciprocal. The idea of reciprocity is very important.”

Fair Shares, together with the New Economics Foundation (NEF), have recently launched an umbrella organisation Time Banks UK which, with government funding, is trying to develop the idea. Time Banks UK’s statement of values builds on those set out by Edgar Cahn¹¹, and includes: mutual appreciation; valuing what is important; interdependence; connecting people; humane economics; openness.

Perceived benefits of the Time Bank:

- There is some evidence that people have begun to participate actively in a number of organisations as a result of the confidence gained from participation in the Fair Share programme.
- Community organisations and institutions such as individual schools have actively participated.
- There is a closer working relationship between many of the local organisations within the individual areas. In the rural areas, it has helped consolidate some community activities where isolation is an issue.
- The start-up cost of the individual projects is relatively low. Similarly, the central administration function that is responsible for allocating activity and tracking ‘time credits’ is based on pre-existing and relatively inexpensive software. There are franchising opportunities being explored which make long-term sustainability a probability.

Enabling factors for the Time Bank:

- The success in establishing the Gloucester network can be put down to the drive and commitment of a number of individuals.
- The project sees ‘*self-help*’ and ‘*community capacity*’ as two guiding principles.
- By mobilising community networks rather than seeking out local authority assistance, the project probably succeeded more effectively in securing the commitment of the potential users.
- Whilst it has significant core funding, avoidance of ‘*traditional*’ sources also probably meant more flexibility. This is especially useful as the project is

seeking to amend behaviour rather than secure hard outputs, say, in terms of jobs created.

The project has had local success which depends, to a great extent, on the drive and personality of the current key workers. Four years after this project started it was evaluated by Gill Seyfang, one of the UK's most prolific evaluators and advocates for Time Banks^{6, 12, 13, 14}.

Importantly for the CHAP Time Bank evaluation, the research process used to evaluate the Fair Shares Time Bank was informed by the principles of community-based action research. This is research that is usually undertaken with others, rather than on others¹⁵. This approach aims to reveal the research process, reduce the power differentials between the researcher and the researched, and promote an inclusive and empowering, non-exploitative engagement¹⁶. Crucial to this approach is the notion of bricolage^{17, 18}. Bricolage involves not only the use of multi-methods, sometimes even conflicting approaches in addressing the research question, but is an approach that explicitly recognises the researcher as being a practical resource for research participants in order they can better use the emergent outcomes to bring about change. Thus the Bricoleur is engaged in a two way process of receiving and giving information. While the research process will often begin with certain pre-defined objectives and theoretical constructs, the bricoleur, can facilitate flexibility in approach, and the inclusion of emergent objectives as the evaluation progresses^{18,19}. For the CHAP Time Bank Evaluation, adopting this approach will help ensure that the local context is fully recognised and reflected in how the evaluation is undertaken and how the outcomes are used to further develop the future Time Banking approach. However, there are a number of well established general pointers for developing an effective Time Banking initiative. Much of this information stems from the '*Time of our Lives*' project undertaken by Seyfang and Smith¹⁰.

4. The Time of Our Lives

'*The Time of Our Lives*', was an ESRC funded project that comprehensively looked at Time Bank schemes across the UK. This research came to conclusions in a number of areas:

Where members come from:

- Time Banks successfully attract participants from socially excluded groups. This includes people in receipt of benefits, from low income households, retired people, those with disabilities, those with a long-term illness, women and non-white British ethnic groups.
- Time Banks are successful in attracting people who would not normally get involved in traditional volunteering. Only 16 per cent of traditional volunteers have an income of under £10,000, whereas nearly four times as many Time Bank participants do (58%). Nearly double the number of Time Bank participants are not in formal employment (72%) compared to traditional volunteers (40%).

Why people join Time Banks:

- The main motivations for joining the Time Bank were to help other people, and to build social networks, to make friends and meet people. Paradoxically, earning time credits, an integral factor in all of the schemes, was viewed as the least motivating reason for joining the Time Bank.

Perceived benefits of Time Banks:

- Participation in Time Banking was felt to improve people's quality of life. A major part of this was through social interaction. This also helped with underlying problems such as alcoholism and mental ill-health.
- Many brokers felt that participants in their Time Bank were building friendships and trust. Many members felt that they were improving the neighbourhood in general terms, for the common good, by building links of reciprocity and trust
- Organisations participating in Time Banks benefited through being closer knit with other community organisations and the community at large, by sharing resources in the community, and by having volunteer help when it is needed
- Time Banks cross social divides through group activities and social mixing
- The Time Bank can help people to get services done that they would not have received at all, or would not have been able to afford. The Time Bank also helps by linking people with other sources of support in the community.
- Time Banks also help to accrue economic benefits by freeing up time to go to work

- Time Banks can be powerful tools for democratic renewal, particularly in areas where disenfranchisement is common and electoral participation has declined. Participants can be rewarded for their input into local decision-making processes, both with official agencies and with local community groups.
- Being in a Time Bank for some participants is a way to articulate a vision of a better society – where labour that does not normally have an economic value is rewarded and appreciated. The values of Time Banking encourage people to develop practical visions for their neighbourhoods. They know that others are there to help and support, and the community gels

Enabling factors for Time Banks:

- Having a strong local presence – a locally known Time Broker, a drop in centre, good communication with participants and ongoing development work to recruit local businesses and community organisations.
- Securing adequate funding for staff – being a Time Broker should be a full-time job.
- Adapting the Time Bank to suit local needs. The model for a Time Bank should evolve from the needs of the local area and the skills and requirements of its participants.
- Facilitating social events – to build group cohesiveness and stimulate exchanges.
- Being based in a local organisation – so the Time Bank is integrated with local activities from the start, and has some institutional support.

Challenges facing Time Banks:

- Getting people to ask for services – helping people to understand that Time Banking is two-way (giving and receiving) volunteering, compared to traditional one way (giving) volunteering.
- Widening the range of available services.
- Changing the public perception of Time Banking – overcoming cynicism is a major challenge for Time Banking. Time Banks have found that organizing group and community activities is the way in. When people see and experience the benefits themselves, cynicism dissolves.
- Improving marketing and promotion – lack-lustre promotion and recruitment materials can be improved by Time Banks UK developing high quality generic marketing materials.
- Lack of sustainable funding – Time Banks facilitate a wide range of services and social inclusion benefits in a participative and democratic way. They can be integrated into mainstream health, education and regeneration agencies for wide public benefit.

5. The London Time Bank

Time Banking and Social Capital: It was Pierre Bourdieu²⁰ who proposed that social capital is:

'the aggregate of the actual or potential resources which are linked to possession of a durable network of more or less institutionalised relationships of mutual acquaintance and recognition – or in other words, to membership in a group – which provides each of its members with the backing of the collectively-owned capital.'

Bourdieu's saw a purposeful role for Government in his conception of social capital. Investment, of economic capital, is required to build and maintain social capital. Such investment is inevitably intertwined and entangling²¹. What makes Time Banking a good vehicle for such investment in social capital is that Time Bank sets up reciprocal relationships all participants should be willing to *ask* for help as well as *give* it to others¹².

The London Time Bank provides an interesting example of these joint approaches to developing sustainable viable communities.

The London Time Bank is a network of 27 Time Banks for London, launched in 2001. A report on this Time Bank, containing some evaluation evidence, was published by the New Economics Foundation²². The report pulls together research which has been carried out across London and attempts to illustrate what has worked best in different settings and offers advice about how these approaches could be best replicated. It does this from a perspective of how public services can be made more effective through working with service users to design joint solutions. It identifies three challenges:

- How to best involve people, especially professionals;
- How to update traditional models of service delivery; and
- How to put service users at the heart of public services and not just passive consumers.

Those who participate in the London Time Banks are:

- Young people and families (approx 37%)
- Older people (approx 25%)
- People with disabilities (approx. 22%)

- Refugees and asylum seekers (approx. 10%)

The report identifies a number of lessons about what it takes to make Time Banking work in practice:

- A successful Time Bank is rooted in local people's vision about what they want to achieve in partnership with local service providers.
- A successful Time Bank is not a standalone project but a flexible approach that can be grafted onto existing activity.
- A successful Time Bank recruits and engages people through creative team activities, like cafés, drama workshops and DIY work
- A successful Time Bank is developed through people not systems.
- Successful Time Banks ensure participants feel safe

The ability of Time Banks to bridge generations and social groups was an important finding. For example, in inner-London Rushey Green, where there was a long experience of a racial divide, the Time Bank brought together people who would not otherwise have met, to forge friendships and mutual respect, and generally improve their experience of the neighbourhood.

6. The Rushey Green Time Bank

The Rushey Green Time Bank was used as a case study by Seyfang and Smith^{10, 12}. This Time Bank was founded on the belief that patients presenting with symptoms of depression and isolation can be helped by increasing their contact with other people and finding a framework in which they can feel useful to society and needed by others.

Two years after it was set up, the bank had 64 members, who had given a total of 3605 hours (an average of 56 hours each). New members continue to join the bank at an average rate of 1-2 a week and turnover is low. Three-quarters of the members are women and nearly half are from minority ethnic groups. Half have some form of disability and 1 in 5 are housebound. Most are unemployed and have lower than average incomes. The oldest member is 91, the youngest 16, with a third over 65. Seven organisations are members: the health centre, a local garden centre, a local nursing home, and a local church. Their demographic profile suggests that they are disproportionately drawn from socially excluded groups. Research suggests also that they join to give their time rather than to get help themselves.

Half the members had been referred by doctors the practice nurse or other clinicians at the surgery while others had heard of the bank by word of mouth, through local promotional material and media publicity.

Early evaluation of the Rushey Green Time Bank, by St Thomas' Socio-Medical research group showed that the Time Bank has helped to build people's confidence and self-esteem by shifting the emphasis from where they are challenged or failing to areas where they can help others by sharing a skill or a talent. The research showed that people used the GP less once they had a social support network to call on. It also showed that one of the Time Bank's biggest impacts was on people who had both a physical and a mental health problem: 70 per cent of them said they had experienced some remission within six months of joining the scheme. The doctors who founded the initiative argue that it makes it possible to take patients off anti-depressants and has the capacity to help older people stay in their own home.

The co-production approach has been adopted by the South London and Maudsley NHS Trust (SLAM) as a way of pioneering a new relationship between staff and service users – one in which service users and the communities in which they live are enlisted in the task of co-producing good mental health, rather than just relying on professionals and pills.

Some challenges that were reported:

- Members tend to prefer giving time to receiving it and the small size of the scheme limits the kinds of help that can be given.
- The high support needs of some participants means they need proper resources, including a full-time co-ordinator, and office with drop-in facilities. This requires sustainable funding.

Enabling factors for Time Banks:

- Start with people not systems
- Keep bureaucracy to a minimum
- Encourage members to give time straight away

- Provide plenty of support
- Ensure that members feel safe
- Make sure the Time Bank involves people from all parts of the community
- Involve all members in the development of the Time Bank and ensure regular communication with members about events and services
- Put time and energy into marketing to expand the membership and hence the scope of the Time Bank and to build in incentives from local businesses, like discounted goods
- Integrate Time Banks into mainstream health, education and regeneration agencies to reward people for participation and offer more opportunities for people to give as well as receive

7. Sustainability and Time Banks

These might appear fairly straightforward points of good advice. It is possibly the case that in the continuing development of Time Banks, some of the issues experienced by the LETS schemes have been addressed. For example, Time Banks unlike LETS which are usually run by volunteers, rely heavily on external funding for staffing, premises and administration; they therefore have more professional management, image and publicity, but are dependent upon outside sources for their survival¹². Seyfang notes that the sustainability of funding is a concern, with short-term funding and short-lived projects undermining the success of initiatives which take some time to establish and consolidate. As a consequence, some projects have closed down after their initial funding ran out, and others have spent a significant amount of time chasing further funding to ensure their survival, reducing the available time spent developing the project¹². This is not an uncommon stage of development^{21, 23}. It points to the need to have effective evaluation processes in place from the start of a Time Banking project where the remit is at least partially to assess the planning and implementation of a sustainability strategy.

As an example, such an approach appears to underlie the approach to the evaluation of the Royston Time Bank, although there is no evidence to show how the findings were used. In October 2006 this Time Bank was one year through its three year funding from the Big Lottery Fund. As part of the annual review of the funding, an

evaluation of the previous year was undertaken to assess how the project was working and how far the targets were being met.

A questionnaire was sent out to all individual Time Bank members to complete. The questions - self-esteem, networks and resources - that a Time Bank could help improve the quality of an individual's life, consistent with the core values of Time Banking. 34 out of 64 questionnaires were returned

Nearly all the members agreed with the statements relating to how the Time Bank helps them feel about meeting new people, appreciating and sharing their skills, and benefiting from other members' skills. Members were less convinced that the Time Bank helped them keep active or made them feel better. As indicated in the report, it could be that these statements were quite ambiguous and open to different interpretations.

The majority of Time Bank members agreed with the statements that it enables them to build new networks, and make links with other people in Royston, meet other Time Bank members, and people of different ages. It shows that a minority of members did not feel they had made new friends or enjoyed the get-togethers. This could be associated with the fact that over the last year there have only been two group events to which all Time Bankers were invited, which also limited the opportunity to make new friends.

A few Time Bankers did not feel they had been able to do things through the Time Bank that they would not have done otherwise nor benefited from free events. There were slightly more members who disagreed with the statement that they had learnt new skills. This could reflect that a number of Time Bankers already have skills that are needed to ensure the Time Bank works. They therefore may not feel that they have learnt new skills as they are mainly sharing theirs with other members.

Likewise, an internal published evaluation of a Time Banking Pilot in Southwark in 2006 showed similar cautionary findings and there is no evidence as to how the findings were used. No evidence was included in the report, but the conclusions were that setting up the scheme had demonstrated the following:

- Relatively low level of participation.

- The exchanges which have occurred have been successful and meaningful and illustrated the way in which the scheme could expand and continue. However the scale has been such that a formalised process has not been able to be established.
- Slow uptake of new opportunities. Time Brokers work part time and many of the Time Bankers visit irregularly leading to a large delay in uptake from the roll out of the scheme. Within the six month pilot period the majority of activity has occurred in the last 2 months.

8. Conclusions and Recommendations.

Although the evidence base is still limited, this review has pointed up a number of issues for Time Bank evaluations in general, and the CHAP Time Bank evaluation in particular. The review has also identified a number of more general issues around community currencies, social inclusion and sustainable communities that are likely to feature as the CHAP Time Bank initiative starts to develop. Such issues are fundamental to the development for the initiative's philosophy and agreed approach. As has been noted by Seyfang, community currencies are innovations in social infrastructure: new institutions for meeting social, economic and environmental needs; new '*systems of provision*' based upon different values to the mainstream – in this case financial systems and relationships¹². In this sense Time Banks can be representative of an alternative set of values and beliefs about how society and the wider economy could be organised; a microcosm of a vision for a better society made up of sustainable communities.

Clearly there is the potential for Time Banks to become integrated into a range of local health, education and regeneration initiatives, to promote participative and empowering service delivery, which is founded upon the skills and abilities of local people to help themselves and each other. There are some emergent examples of this potential being realised within the field of mental health care.

However, the evidence base also suggests that a number of practical issues need to be addressed. Facilitating the involvement in community activities by those who normally participate the least, the socially excluded, is difficult and requires effective

community leadership. Whilst at one level a Time Bank is essentially a conceptual framework for enabling inclusion, in that the approach can be applied in almost any organisation or context, it is most effective when utilised in the context of a community-building, self-help setting. Crucial to this is fidelity to the principle of equal reciprocity. The evidence points to Time Banks providing individuals, families, groups and communities with a space for revaluing their work (and perhaps giving it value for the first time), and for finding recognition and self-esteem for their contribution to society.

In a practical sense there are some recommendations of good practice that need to be considered:

- A Time Broker is required to manage the scheme, maintain a database of participants, and recruit people and organisations. This is a critical role and recruitment to this post will require great care.
- The database needs to reflect and record the range of things and services individuals require help with, and what can be offered in return.
- Whilst often the type of services performed may appear mundane and ordinary, the impact of such services can often be experienced as life changing. There is a need, therefore, to set in place a process of capturing these experiences in order to truly develop the true value of the exchange.
- Links and joint working arrangements need to be created with local public services and community organisations as part of the Time Bank's objectives.
- Let the local people work with local service providers to decide where the focus of the Time Bank should be in relation to these services.
- At all stages of the Time Bank development the emphasis should be on the potential benefits from creation of social networks, not on earning time credits.
- Sustainability as a strategic and operational objective should be an evaluated process from the start of the project

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Appendix Three: Evaluation Survey of Time Bank Project

Unlimited Potential



Salford Time Bank - Member survey

Please complete this questionnaire to help us check the benefits you get from being a Time Bank member. Your answers will be treated in confidence. Please put one "X" against each statement to show how far you agree or disagree with it. If you are unsure about any particular statement, please mark the "not decided" box.

	Strongly agree	Agree	Not decided	Disagree	Strongly disagree
1. Being a Time Bank member makes me feel a more useful member of the community.					
2. Being a Time Bank member makes me more interested in getting involved in other community activities.					
3. Being a Time Bank member gives me new ideas about what I can do with my life in the future.					
4. Being a Time Bank member helps me to meet new people.					
5. Being a Time Bank member helps me to make new friends.					
6. Being a Time Bank member makes me feel more a part of the community in which I live.					
7. Being a Time Bank member increases my self-confidence and self-esteem.					
8. Being a Time Bank member makes me a happier and more fulfilled person.					

If you want to make any comments on your experience of the Time Bank, please write them below. We are most interested in examples of how Time Banking has changed your life. Please write on a new page if you need to.

Your name (if you want to be in the prize draw):	