

Committee(s):	Date(s):
Community and Children's Services	14 March 2014
Subject: City of London Time Credits Programme	Public
Report of: Director of Community and Children's Services	For Decision

Summary

The City of London Corporation has been working in partnership with the charity Spice to create a Time Credits Network for the City, helping to strengthen and build communities. This paper outlines the success of the scheme so far and outlines Spice's proposal for continuation and growth of the programme in 2014–15.

The next phase of work will build on the initial success of the City Time Credits programme. Time Credits are being delivered by 21 local groups and services, and over 2,850 hours have been given by 220 local people.

The 2014–15 Time Credits programme will focus on deepening the work with communities which has already started in the east of the City in the Portsoken Ward, developing Time Credits into the One Portsoken initiative. We will also work to embed Time Credits through four City of London housing estates and resident involvement activity, improving the health and wellbeing of communities and individuals. This will enable more community involvement in service design and delivery, supporting and empowering community members to make a positive contribution and enabling greater co-production of services.

This work will be supported by an option for Spice to partner with other organisations such as Rocket Science on development work. This would enable Spice to support the City of London in the development and capacity building of further local resident provider forums equivalent to the One Portsoken initiative.

City of London Time Credits will be closely aligned with Departmental priorities and streams of work in order to contribute to Departmental outcomes and ensure that the work is developing in a way that is sustainable for City of London in the longer term.

The proposed delivery structure combines City of London resources and Spice support to ensure that this work is properly resourced to achieve success for the programme and City of London. As well as dedicated staff and consultancy support from Spice, City of London senior managers, local staff and commissioned providers will have access to the Time Credits training package and will be responsible for integrating Time Credits into services.

The City Fund budget for delivery of this programme for the next year is £45,150 to Spice. Spice will be providing £63,252 match funding.

Recommendation(s)

Members are asked to:

- approve the proposals to develop the City of London Time Credits programme 2014–15.

Main Report

Background

1. The City of London Corporation is working in partnership with the charity Spice to create a Time Credits Network for the City, helping to strengthen and build communities.
2. This paper outlines the progress of the scheme so far and a proposal for the programme for 2014–15.

Current Position

3. ***Time Credits in London:***

The Londoner Time Credits programme has seen the start of a new currency for London, which encourages community cohesion and social renewal and supports local businesses. The currency serves to encourage the shift from a culture of passive receipt of services to active participation and development of citizen-led services. This results in greater community wellbeing and self-sufficiency.

4. We are continuing to develop Time Credits successfully in Lewisham, Queen's Park and City of London and with Look Ahead, a health and social care provider, across 18 London sites. These projects are working with the voluntary sector, communities and public services to embed Time Credits as a way to engage people more meaningfully in services. Each project has a slightly different focus depending on the local context. In total we are working with 90 organisations and groups to embed Time Credits, and over 1,100 people have earned Time Credits across our London projects. We have a network of over 60 partners within London where Time Credits can be spent, and more than 100 further spend opportunities outside the capital. We are working to develop a sustainable model for each of the London Locality areas by March 2014. Each strategy will be shaped by local priorities and how each partner organisation wishes to see Time Credits grow over the coming years.
5. Over the summer we ran a London-wide campaign to thank volunteers and to encourage new people to pledge time to volunteer with our Spend with a

Friend Campaign. This was match funded with support from the Cabinet Office as part of its Social Action Fund. We worked in 8 additional London boroughs in partnership with 71 London organisations, including the Science Museum, Run to the Beat half marathon, 3 volunteer centres, 4 hospitals and the Big Lunch. A total of 6,632 people earned Time Credits as part of the campaign.

6. There has been interest from new areas wishing to join the programme, including the Royal Borough of Kensington and Chelsea and the London boroughs of Hammersmith and Fulham, Waltham Forest, Barking and Dagenham, and Havering. We are also in discussions with service provider organisations and housing associations, including MacIntyre Care and Support, Genesis Housing and One Housing.
7. **City of London Time Credits:**

Time Credits have been trading in the City of London since June 2012. Over 2,850 hours have been given by 220 people to date through a network of 21 local providers and community groups. The focus of the programme has been on developing Time Credits in the Portsoken Ward, starting work with Housing, and supporting the service providers and the commissioning team to involve users in commissioning, designing and delivering services. We are working to integrate Time Credits with City Gateway, Community Service Volunteers, Recycling, Fusion, Hackney Community College, Toynbee Hall, Artizan Street Library and Community Centre, and Healthwatch.
8. We have also been supporting community development activity. During the summer there were several resident-led fun days where local community members gave hundreds of hours. We supported residents to organise a Time Credits trip to Southend-on-Sea. Residents are growing in confidence and are starting to set up more community-led groups. This is evidenced by two gardening groups starting up on the estates, as well as a cookery course. Time Credits are also being developed as part of the strategy for One Portsoken, which aims to give residents more of a say in how services are developed and delivered in Portsoken.
9. Spice has been working with City of London across the Corporation to integrate Time Credits into services. Championed by the Town Clerk, Spice has been working with Chief Officers to integrate Time Credits across Chamberlains; the Department of the Built Environment; Culture, Heritage and Libraries; and Economic Development to explore opportunities to develop Time Credits within their services.
10. City of London has recruited a Community Development Officer to help support this work and take forward Time Credits across Housing and One Portsoken.
11. Deliverables and achievements during this period have included:
 - a new City of London Time Credits note
 - over 2,850 hours given by the community
 - over 220 volunteers are members of the scheme, including 43 young people
 - 35% of members are new to volunteering
 - a network of 21 providers and community groups in the City of London

- integration of Time Credits into the youth commissioning process; currently working on wider commissioning integration
- training of youth providers on Time Credits
- Time Credits started at Artizan Street Library and Community Centre
- started Time Credits with community development and resident involvement activity in Housing
- supporting set-up of Good Neighbours scheme
- a network of over 60 businesses and providers accepting Time Credits in London as part of the London Time Spend Menu.
- Time Credits being earned as part of City of London events, including Play Day, City Life Festival, Resident Celebration Days, and Give and Take Days
- development of an administrative structure to underpin group recording
- development of a new Community Partnership Agreement for City groups and services
- links between boroughs, with currencies able to be used across London boroughs
- spending of Time Credits at City of London venues supporting community activity
- development of a dual currency modelling tool for Artizan Street (pro bono support from Deloitte)
- integration of Time Credits into Portsoken Review by Rocket Science
- integration of Time Credits into Barbican Centre, Department of the Built Environment, Open Spaces, and Culture, Heritage and Libraries
- securing second-year funding for set-up from City Bridge Trust
- recruitment of a Community Development Officer to take forward development
- development of an online platform that can be rolled out to support City Time Credits.

12. ***Time Credits Impacts:***

Over the last year, our independent evaluator, Apteligen, has been measuring the impact of our programmes. Interim findings show that there are distinct benefits to communities, individuals and organisations:

- 51% of participants have never or have only very occasionally given time before.
- 84% are very likely to continue giving their time.
- 64% of participants report an improved quality of life.
- 73% of participants feel they can contribute more.
- 66% of participants have learnt a new skill.
- 49% of participants feel more confident as a result of being involved.
- 34% of participants feel healthier.
- 75% of organisations see visible benefits from Time Credits within the first 9 months and are able to make better use of skills and resources in communities.

Proposal

13. City of London Time Credits have had a successful start-up phase. This proposal for growth and support of the programme from 2014 to 2015 builds on this initial success.
14. The vision for City of London Time Credits, in line with the Department's key priorities, is to support more people to become more involved, in new and different ways, in order to strengthen and build communities. This will promote independence and choice for service users by leading to more co-productive and improved ways of working. It will improve the health and wellbeing of communities and individuals support and empower our communities and enable people to make a positive contribution.
15. The 2014–15 Time Credits programme will focus on deepening the work with communities which has already started in the east of the City in the Portsoken Ward, developing Time Credits into the One Portsoken initiative. We will also work to embed Time Credits through four City of London housing estates and resident involvement activity, improving the health and wellbeing of communities and individuals. This will be supported by embedding Time Credits within services and user engagement and participation. We will focus on development within Commissioning and People's Services. This will enable more community involvement in service design and delivery, supporting and empowering community members to make a positive contribution and enabling greater co-production of services.

16. ***Geographical growth:***

This work will build directly on the existing Time Credits Network within the Department, focusing on geographical growth in communities in the Portsoken Ward and the four City housing estates. We will work towards the following outcomes:

- Portsoken Ward
 - Involvement of services and communities in the One Portsoken resident and providers forum, which uses Time Credits
 - Better use and sharing of the assets by residents and providers
 - Building community capacity and integration, with more resident-led activity taking place across the ward, helping residents to become more empowered and independent
 - Integration of Time Credits with providers in Portsoken, including Adult Learning and Skills, Youth, Libraries, and Community Outreach and Development
 - Greater level of volunteering among local residents, with more people involved in giving more time
 - Support of the use of Time Credits through the Aldgate and Tower Area Enhancement Strategy

- City of London Housing
 - Opportunities to earn Time Credits on all nine City of London estates
 - More people giving more time to the local community
 - More resident-led groups and activity taking place on estates
 - Local community members becoming more involved in designing and developing services and organisations
 - Local organisations and community groups developing Time Credits activities to support community priorities
 - A greater sense of community and identity for each estate
 - Greater evidence of community activity in which local people support each other and their community
 - Organisations and providers are able to make better use of community assets and resources
 - Residents develop new skills and improve their confidence and aspirations
 - Time Credits embedded within Housing Services.

17. ***Embedding in the Department:***

This work will embed Time Credits into Commissioning and People's Services to support the sustainability of the geographical growth of Time Credits. This will build on the work already undertaken to bring co-production and Time Credits into the commissioning of Youth Services and support the development of One Portsoken. Staff will have access to Time Credits training and support, which is key in implementing this strand of work. We would broadly work towards the following outcomes and will work with each department to shape these outcomes further.

- Commissioning
 - Integration of Time Credits into commissioning and delivery of services across department services
 - Commissioners and providers increasingly confident in commissioning co-productive services
 - Service involving more users in service design and delivery
 - Support development of One Portsoken with service providers.
- People's Services
 - Service users are engaged co-productively in shaping and delivering services in Adult Social Care, Early Years and Homelessness

- Services will be more effective and rated more highly by their users
 - Participants will report a stronger and broader social network and increased skills and confidence
 - More people will be seen to get involved in their services and local area and will remain active, giving time more regularly.
18. The proposed delivery structure combines City of London funding and Spice support to ensure that this work is both embedded and properly resourced to achieve success for the programme and City of London. As well as dedicated staff and consultancy support from Spice, City of London senior managers, delivery staff and commissioned providers will have access to the Time Credits training package and will be responsible for integrating Time Credits into services.
19. Spice's support package for this work will include: Time Spend partner business development work, continued support from the Head of London Localities at Spice, programme management, and line management of the City of London Community Development Officer. Spice will provide training support for providers, services and community groups in using Time Credits. It will also provide marketing materials, including Time Credits notes and London Spend Menus. City of London will also have access to the Spice online platform to enable organisations and individuals to have an online account and use electronic as well as paper currency.

Corporate and Strategic Implications

18. City of London Time Credits support the City Corporation's strategic aims and policy priorities, as stated in the Corporate Plan.

'To provide valued services to London [and the nation].'

'Maximising the opportunities and benefits afforded by our role in supporting London's communities.'

Implications

20. The City fund resource required for the delivery of the 2014-15 programme is £45,150. This can be found from the Directors initiative local risk budget. Spice will also be providing £63,252 match funding for this programme.
21. Community and Children's Services has already recruited a Community Development Officer to support the development of Time Credits with Housing and with service providers, funded by the Housing Revenue Account.
22. Spice has resourced a London Time Spend Development Manager to support the Time Spend network development over the next 18 months.

Conclusion

23. City of London Time Credits have a firm base to grow through the City, deepening in areas where they have already started to work, embedding through department services and providers, and expanding into neighbouring London boroughs.
24. This proposal ensures the development of Time Credits over the next year in line with Departmental priorities in order to contribute to Departmental outcomes and ensure that the work is developing in a way that is sustainable for City of London in the longer term. This includes a focus on geographical growth through the east of the City and in Housing, supported by embedding Time Credits within commissioned services.
25. This programme will enable more community involvement in service design and delivery, supporting and empowering community members to make a positive contribution and give more time to their local community. It will also lead to improved health and wellbeing for communities and individuals.

Neal Hounsell
Assistant Director Commissioning and Partnerships

T: 0207 332 1638
E: neal.hounsell@cityoflondon.gov.uk

Rosie Farrer
Head of London Localities, Spice

T: 07429 313860
E: rosie@justaddspice.org