



An analysis of the impact of Time Credits among over 50s in Wales

FINAL REPORT

May 2018



"My confidence has grown so much that I have a new job working in the community which would not have been open to me previously. I can't thank Time Credits enough for giving me so many volunteer opportunities."

Executive summary

This analysis was undertaken in order to provide Tempo with an indication of the areas in which Time Credits are likely to have the greatest impact among over 50s in Wales, and the extent to which the role of Time Credits in **sustaining** public services, **delaying** the need for health, care and other support services, and **saving** money across the public sector, is supported by the evidence.

Funded by the Welsh Government's Sustainable Social Services Grant, the Active Ageing project at Tempo is a Pan Wales project which sets out an ambitious programme to activate the older population as assets within their communities and, by doing so, to reduce loneliness and isolation and improve health outcomes. Tempo is currently working with more than 500 older people across South Wales, focussed in South East Wales and Carmarthenshire (South West Wales).

The Welsh Government has been pursuing a number of legislative and policy changes over recent years to reform public services and to create an environment that places citizen wellbeing and empowerment as central to the way in which services are delivered. These changes also recognise the transformation needed in the way services – across all sectors – work in partnership with each other to create a more sustainable public sector that better meets the needs of individual people and provides the best value for money for future generations.

The Tempo Time Credits Theory of Change sets out a process whereby Time Credits networks create the conditions and build the infrastructure necessary to drive impact, facilitate changes to ways of working and engage new and different people, and build on these new levels of participation and connectedness.

With this context in mind, this analysis has been undertaken to contribute to the ongoing development and refinement of a Theory of Change specific to Tempo's work with the over 50s, and inform how and where Time Credits can play a positive role in supporting a better future for people and communities. The analysis draws on previous annual impact survey results, a small sample of individual case studies, and the Time Credits journeys of a sample of current members over 50 in Wales.

The analysis shows that Time Credits have a positive and wide-ranging impact on the over 50s, in particular:

- Improved overall quality of life
- Increasing social and community connectedness
- Economic inclusion
- Regular giving in communities
- Reduced isolation and loneliness
- Improved health and wellbeing, and
- A contribution towards more sustainable public services.

We also looked at the potential social value generated by Time Credits, using the HACT value calculator. The results show that Time Credits could generate up to £5,000 of social value per person per annum. However, further work is needed to quantify this across a whole Time Credits cohort or population.

While there is likely to be some bias in the sample used for this analysis (the case stories we used tend to reflect typical 'success stories' from Time Credits, rather

Executive summary

than being representative of everyone who engages in a Time Credits programme) the analysis does give us some confidence in the potential for Time Credits to generate considerable social value. It points to sustainable participation in community activities through volunteering, engaging in community groups, and building skills and confidence as the areas in which that social value is most likely to come from.

We analysed the journeys of 20 Time Credits members over the age of 50 from programmes in Wales. These were gathered in small group workshops run by Tempo staff in January and February 2018. Five strong themes around impact emerged from these stories:

1. Being able to do things (for themselves and for others) that people would otherwise not be able to afford to do
2. Feeling valued and being recognised for making a contribution towards others in their community
3. Reconnecting with their community – often after a long period of isolation, due to poor health, bereavement, or family moving away – and making new friends
4. Sharing skills and experiences with others
5. Building confidence and self-esteem, and feeling as though they had a renewed sense of purpose in life.

The findings from this analysis provide important insights into the impact of Time Credits among the over 50s in Wales. While many of these findings are consistent with the overall evidence base that Tempo has been gathering

across all of its work over recent years, there are potentially some differences and nuances that apply specifically to this population, and the different contextual factors and delivery models that Tempo operates under in Wales. We would therefore recommend that Tempo:

1. Review the findings from this analysis and use these to further develop a Theory of Change specific to its work with over 50s, with particular reference to better understanding and defining the underlying assumptions that drive change in this context, and the evidence that might support the role of Time Credits in more sustainable public services
2. Carry out further work to construct a simple model that would enable an estimation of the social value across a whole member population or segment, drawing on all of its impact reports to date to agree relevant modelling assumptions.
3. Consider testing the feasibility of undertaking a more robust experimental study (for example a randomised control trial) with a larger cohort of Tempo members to compare the outcomes achieved for people who engage with Time Credits with those who pursue other forms of volunteering, or who do not engage in volunteering at all.
4. Carry out further work as part of the wider evaluation project currently underway to assess the strength of these results using comparable datasets and other research relevant to this user group and the Tempo Time Credits intervention.

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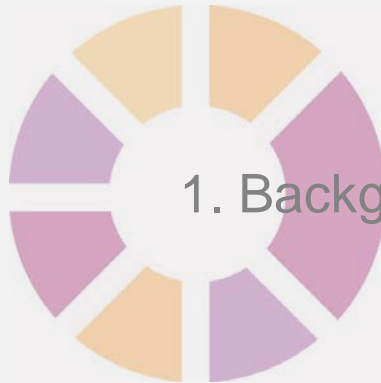
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This analysis was undertaken by Apteligen Limited, a company registered in England and Wales under registration number 7419975.

In keeping with our values of integrity and excellence, Apteligen has taken reasonable professional care in the preparation of this report. Although Apteligen has made reasonable efforts, we cannot guarantee absolute accuracy or completeness of information/data submitted, nor do we accept responsibility for recommendations that may have been omitted due to particular or exceptional conditions and circumstances.

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1. Background and approach

1. Background and approach

About Time Credits among over 50s in Wales

Funded by the Welsh Government's Sustainable Social Services Grant, the Active Ageing project at Tempo is a Pan Wales project which sets out an ambitious programme to activate the older population as assets within their communities and, by doing so, to reduce loneliness and isolation and improve health outcomes.

The latest census (2011) figures indicate that 20% of the overall Welsh population of 3.1 million people are aged 65 or older, making Wales the country with highest proportion of older people in the UK.

Demographic modelling¹ has identified that this number is set to increase by 292,000, or 50%, between now and 2037. As the numbers of older people increase as a proportion of the population in future years, demand for long-term care is also likely to increase significantly; this is also likely to mean an increase in demand for informal care. In an attempt to contain projected costs, local authorities are increasingly recognising the benefits of informal care in the home and informal or unpaid care as a key building block of current community care policy.

There is increasing evidence that the level of social interaction is a key determinant of the health and wellbeing of older people.² It is also widely reported that older people who are lonely and isolated increase visits to local GPs and non-urgent appointments in hospitals. Conversely, research also indicates that some older people who live alone are significantly less likely to visit a doctor as a result of a fall and that a lack of social interaction means

that people are less likely to notice a deterioration in their condition (Wales Royal Voluntary Service 2012), placing pressures on care services, family and friends, and resulting in increased public spending.

Tempo is currently working with more than 500 older people across South Wales, focussed in South East Wales and Carmarthenshire in South West Wales.

South West Wales

Tempo has been working in Carmarthenshire for over five years, working with Communities First and Carmarthenshire Housing Services; engaging citizens as well as a focus on tenant engagement and community resilience. They have undertaken specific work across sheltered housing and engaging older tenants through their skills and knowledge.

Tempo are working with Llanelli Rural Council to support them to deliver their Whole Place Plan. They also work with Carmarthenshire Integrated Services which is a health and local authority program, funded by Public Health Wales; the aim of this programme is to support community resilience working with older people, and adults with sensory impairment and physical disabilities.

This project has enabled Tempo to pilot a Social Prescribing Project. Two full time social prescribers commenced in April 2017 to cover six GP practices. Work has also been undertaken with Swansea Community Lives Consortium, which works with adults with learning difficulties, some of which are over 50.

¹ Office for National Statistics, www.ons.gov.uk

² Cacioppo, J.T., Hawkey, L.C., Berntson, G.G. (2003). The Anatomy of Loneliness. Current Directions in Psychological Science. Vol 12 Issue 3, 71-74.

1. Background and approach

South East Wales

In South East Wales, Tempo's work is focused in Cardiff where it works with four Community First clusters, Families First service providers and Neighbourhood Partnerships. The Cardiff Council programme currently supports around 165 community groups and organisations across the city. Through the Sustainable Social Services programme and work with Cardiff Council, Tempo has also developed a new time bank in Cardiff North, working with a range of groups and organisations to engage older people in their communities, as well as launching the 'Cardiff is Kind' campaign to encourage more people to share skills and give their time across the city. In May 2017 a Project Coordinator was funded to work in depth with residents of Cardiff North, specifically around Rhiwbina, Llanishen and Thornhill, presenting an opportunity to engage directly with residents, older people, and schools in a whole community approach.

In Newport, Tempo work with four Community First Clusters that support and encourage community volunteering, and with Charter Housing to engage their tenants in participation and tenant engagement activities. Tempo has also been working with United Welsh Housing for a number of years. Housing Officers make use of Time Credits to engage tenants across housing delivery, as well as with a specific focus in sheltered housing to engage older people in a range of opportunities.

In 2016 to 2017 the RCT programme worked across eight Community First clusters and grass roots community groups across the county. Future work will focus on Communities for Work + and supporting local groups and

organisations with a focus on developing skills and work experience opportunities.

Tempo has also been working across the Cardiff Vale and Gwent Area Planning Boards to explore the role that Time Credits can play within a persons recovery journey. A large number of the people earning Time Credits are over 50.

Key features of the Wales context

The Welsh Government has been pursuing a number of legislative and policy changes over recent years to reform public services and to create an environment that places citizen wellbeing and empowerment as central to the way in which services are delivered. These changes also recognise the transformation needed in the way services – across all sectors – work in partnership with each other to create a more sustainable public sector that better meets the needs of individual people and provides the best value for money for future generations.

The Social Services and Wellbeing Act 2014 is central to this aim, and became law in Wales in 2016. The Act provides a legal framework for transforming social services to improve the wellbeing of people who need care and support, along with their carers and families.

The Social Services and Wellbeing Act is supported by the Sustainable Social Services for Wales: A Framework for Action white paper which was published in 2015. The white paper recognises the key challenges facing social services, including a shift in public expectations of social services, demographic change, fragmentation of families and communities, and the impact of specific issues such as substance misuse. It also highlights that demand is rising, yet the financial outlook for all public services is difficult. This means making fundamental changes

1. Background and approach

to the way services work – and the environment within which they are operating – rather than just pursuing the obvious efficiency improvements.

Among the key strategic changes set out in the white paper is an emphasis on better integration of services for older people, a greater voice for service users and their carers in the design of services, and drawing on the wider community to deliver preventive services.

The Wellbeing of Future Generations (Wales) Act 2015 is legislation that requires public bodies, including local authorities, health boards, and heritage and cultural organisations, to put long-term sustainability at the forefront of their thinking. This includes working more closely with each other, and with third sector groups and the wider public, to prevent and tackle problems that society faces.

The Tempo Theory of Change

Tempo has been developing its Theory of Change for Time Credits over a number of years, and continues to refine and update it as new evidence becomes available. This process forms part of Tempo's commitment to ongoing monitoring, evaluation and learning throughout all of its work in England and Wales.

The Tempo Time Credits Theory of Change (figure 1) currently assumes that impact and change will result from:

- Individuals progressing from low levels of volunteering into regular giving of time through Time Credits

- People placing enough value on Time Credits to incentivise them to give their time
- People having enough time to get involved
- Involvement of community organisations and groups in Time Credits networks that are open to involving new people
- Offering spending opportunities that appeal to people
- Supporting people to get involved in meaningful ways, and
- People being incentivised to earn and spend regularly.

These assumptions support a process whereby Time Credits networks create the conditions and build the infrastructure necessary to drive impact, facilitate changes to ways of working and engage new and different people, and build on these new levels of participation and connectedness.

Within the context of Tempo's work in Wales (and the public sector transformation that the Welsh Government is pursuing), it is important therefore to understand how this process (and the outcomes and impact generated) translate to the role of Time Credits in:

- **Sustaining** public services
- **Delaying** the need for health, care and other support services, and
- **Saving** money – either directly or indirectly – across the public sector.

This, in turn, will contribute to the ongoing development and refinement of a Theory of Change specific to Tempo's work with the over 50s, and inform how and where Time Credits can play a positive role in supporting a better future for people and communities.

1. Background and approach

Theory of Change - Spice Time Credits

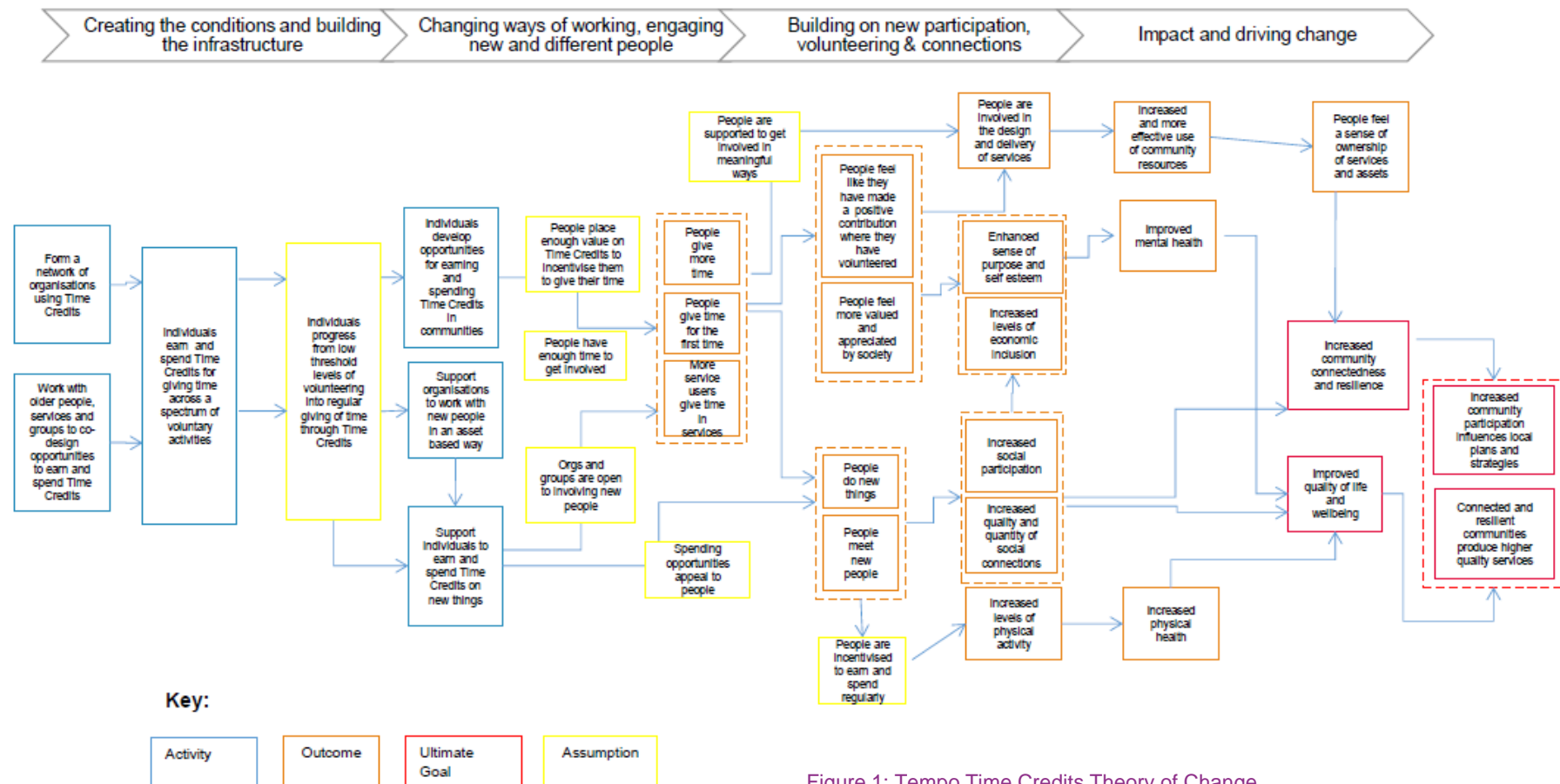


Figure 1: Tempo Time Credits Theory of Change

1. Background and approach

Purpose of this analysis

This analysis was undertaken in order to provide Tempo with an indication of the areas in which Time Credits are likely to have the greatest impact among over 50s in Wales, and the extent to which the role of Time Credits in **sustaining** public services, **delaying** the need for health, care and other support services, and **saving** money across the public sector, is supported by the evidence..

The primary aim of the work was to identify – largely using Tempo’s existing monitoring and evaluation data – the top impact areas from its work with this segment of the population. We also wanted to demonstrate how those impact areas and associated outcomes typically come about, and the extent to which this can generate social value.

Methods

In order to address these aims, we undertook three main activities:

1. Exploratory analysis of existing Tempo survey data, captured as part of Tempo’s annual monitoring and evaluation process. We looked at data from the 2015, 2016 and 2017 annual surveys
2. A structured review of case studies (already collected by Tempo staff) to identify outcomes for a small sample of individual members, the results of which were used to calculate the potential for Time Credits to generate social value, and
3. Small group workshops with Time Credits members to understand typical user journeys and identify common areas of impact among over 50s who earn and spend Time Credits.

This report sets out the results of each research activity separately and provides a brief summary of what Tempo can learn from this analysis as it

continues to develop and refine its programmes of work with the over 50s in Wales, and elsewhere.

Existing evidence of impact

Over the past four years Tempo has gathered a significant amount of self-reported data across England and Wales from people who earn and spend Time Credits. This has resulted in the publication of several impact reports. These demonstrate that Time Credits are creating a range of key outcomes in relation to health, wellbeing and quality of life. They also demonstrate how Time Credits are supporting a range of factors that enable good health and wellbeing, for example tackling poverty and inequality, and growing social networks. As part of its ongoing commitment to impact measurement and learning, Tempo is now implementing new evaluation systems that will track the outcomes for individual members over time, and generate more robust evidence of the impact of Time Credits for different segments of the population, underpinned by a more comprehensive evidence-based theory of change.

Using this significant knowledge and data as the starting point this piece of analysis focuses on older people and how Time Credits are helping to impact on the use of services - reducing or preventing use of services and ultimately clearly demonstrating a value for money business case.

The macro context in Wales currently is very positive in terms of the focus on reforming public services to be fit for the future, and investing in prevention and upstream interventions. The Social Services and Wellbeing Act, and the Wellbeing of Future Generations Act are both key drivers of Tempo’s current work and central to its forward planning. Tempo continues to work closely with Welsh Government to ensure its work aligns to current and future policy.



2. Key findings from this analysis

2. Key findings

This section provides a summary of the key findings from this analysis. It is important to emphasise that this was an exploratory piece, to identify the possible high impact areas using existing Tempo data, and to test an approach for measuring the social value of Tempo's work that could be built on as part of further research. It was not an evaluation of Tempo's work in Wales against a specific set of intended outcomes or research questions. However, where possible, we have attempted to link some of the key findings back into the Tempo Theory of Change, and also referenced some comparator datasets where possible.

The analysis draws on previous annual impact survey results, a small sample of individual case studies, and the Time Credits journeys of a sample of current members over 50 in Wales.

The analysis shows that Time Credits can have a positive and wide-ranging impact on the over 50s. This section highlights those areas with the strongest evidence as supported by the accompanying analysis. These findings are set within the existing evidence base, which shows that Time Credits can have positive impact on the following drivers of prevention and sustainability:

- Improved mental wellbeing
- Improved social networks and social capital
- Improved quality of life
- Increased physical health
- Reduction in accessing formal services and increase in accessing community services.

High impact areas

The following seven impact areas came through most strongly in our analysis of survey responses from over 50s across Wales.

1. Regular giving

A fundamental assumption within the Tempo Theory of Change is that individuals progress from low levels of volunteering into regular giving of time through Time Credits. 86% of respondents report giving their time at least once a month and this level has remained stable over the last three years among over 50s in Wales. As a comparison, according to the England Community Life Survey 2016-17, between 23% and 32% of people over the age of 50 take part in formal volunteering *at least once a month*. Comparable figures for Wales have been requested from the Welsh Government, however, they were not available at the time of writing this report.

2. Improved overall quality of life

Nearly two thirds of survey respondents felt that Time Credits had improved their quality of life either a lot or to some extent. 60% of respondents agreed either 'mostly' or 'a lot' that earning Time Credits had helped them to feel more positive about their future.

Improved quality of life is one of the ultimate goals of Time Credits, and the current Theory of Change assumes that this is driven primarily by improved mental health, increased physical health and increased quality and quantity of social connections.

3. Increased social and community connectedness / social capital

72% of respondents over 50 across Wales agreed that they see other people

2. Key findings

more often, a level that has increased over the last few years. 75% of respondents agreed that they felt they could contribute more to their community since earning Time Credits. This has also increased since 2015. Social participation is a key driver of quality of life, and also economic inclusion within the Tempo Theory of Change. This in turn drives increased community connectedness and resilience. Economic inclusion is also closely linked with enhanced sense of purpose and self-esteem, and improved mental health.

4. Economic inclusion

Over half of respondents agreed either 'mostly' or 'a lot' that earning Time Credits has meant they can afford to do more things. This was further identified as a key driver of impact through the member journeys we analysed for this report.

5. Reduced isolation and loneliness

62% of respondents over 50 felt less isolated and lonely, and a higher proportion of over 50s reported feeling less lonely compared to younger respondents. Isolation and loneliness are not currently identified as separate outcomes within the Tempo Theory of Change, however, they underpin many of the underlying assumptions and drivers of impact (for example, 'people do new things', 'people meet new people', 'people feel more valued and appreciated by society' and 'increased quality and quantity of social connections'). There is also extensive research linking isolation and loneliness with poorer health outcomes, mental wellbeing and quality of life.

6. Early indications of improved health and wellbeing

Around 20% of respondents over 50 reported feeling healthier overall since becoming involved in Time Credits. Over one in five of all respondents felt that their mental health had improved as a result of earning Time Credits. These are considered to be positive early indicators of improved health and wellbeing, however, more research is needed to quantify these changes across whole Tempo member cohorts using recognised health and wellbeing measures, an approach that is already being trialled in new Tempo programmes.

7. Sustainability

A key aim of Tempo's work in Wales is to support a more sustainable future for people and communities. This links directly to the Welsh policy context and the Welsh Government's aim to transform how public services operate. Nearly a fifth of respondents to the annual survey in Wales reported establishing a new community group or project as a result of earning Time Credits. This reflects the potential of Time Credits to not only support greater participation of service users in the design and delivery of services (a key outcome in the Theory of Change) but to support the development of new and different support mechanisms within and across communities in the face of significant pressure on statutory services.

2. Key findings

Key drivers of impact

In order to understand how these impact areas are most likely to come about among over 50s who engage with Time Credits, we analysed the journeys of 20 Time Credits members from programmes in Wales. The information was gathered in small group workshops run by Tempo staff in January and February 2018. Five strong themes around impact emerged from these stories:

1. Time Credits allow people to do things (for themselves and for others) that they would **otherwise not be able to afford to do**
2. Time Credits **promote a feeling of being valued and recognised** for making a contribution towards others in their community
3. Time Credits help people to **reconnect with their community** – often after a long period of isolation, due to poor health, bereavement, or family moving away – **and make new friends**
4. Time Credits enable people to **share skills and experiences with others**, and in many cases skills and experiences from earlier in their lives that they may not have been able to pursue for many years (reigniting an interest from earlier in their lives), and
5. Time Credits play a direct role in **building confidence and self-esteem**, and promoting feelings of a renewed sense of purpose in life.

Social value

Finally, we looked at the potential social value generated by Time Credits, using the HACT value calculator. This was undertaken in order to test the feasibility and usefulness of this methodology – and the outputs generated – prior to embarking on a larger scale piece of research in this area.

The results show a total of £93,851 per annum of value generated from involvement in Time Credits for the 19 members whose data was included in the analysis. **This is equivalent to an average social value of around £5,000 per person per annum.**

While there is likely to be some bias in the sample used for this analysis (the case stories we used tend to reflect typical 'success stories' from Time Credits, rather than being representative of everyone who engages in a Time Credits programme) the analysis does give us some confidence in the potential for Time Credits to generate considerable social value, and points to **sustainable participation in community activities through volunteering, engaging in community groups, and building skills and confidence** as the areas in which that social value is most likely to come from.

The findings from this analysis provide important insights into the impact of Time Credits among the over 50s in Wales. While many of these findings are consistent with the overall evidence base that Tempo has been gathering across all of its work over recent years (including evidence of improved quality of life, increased social connectedness and more regular giving in communities), there are potentially some differences and nuances that apply specifically to this population, and the different contextual factors and delivery models that Tempo operates under in Wales (such as tackling loneliness and isolation, providing opportunities to share skills and experiences with others, and reconnecting people with their communities in later life). However, further work is needed in order to fully understand these differences and we have therefore made some recommendations for Tempo to take forward that will build on the analysis presented in this report.



3. Supporting evidence

3.1 Annual survey results

Introduction

This analysis draws on responses to the Tempo Annual Evaluation Survey for Time Credits members, from people aged over 50 years old who earned Time Credits in either South West or South East Wales. Data is mainly from the 2017 survey, however where possible, data from the 2015 and 2016 surveys has been included. There were some respondents who reported that they had not earned any Time Credits at the time of responding. These have been excluded from the analysis.

The analysis presents the most notable impact areas relating to Tempo's work in Wales with the over 50s, with an emphasis on the following:

- Development of social networks
- Building confidence and self-esteem
- Health and wellbeing
- Overall quality of life, and
- Community participation.

In many cases the data is presented separately for South East and South West Wales. This is because of the way in which the underlying data had already been aggregated, and is not intended to specifically draw comparisons between the two regions.

Age profile of Time Credits members in Wales

Overall, there were 405 responses to the 2017 annual survey from people earning Time Credits in South East and South West Wales of which 29% (118) were from people aged over 50. This is an increase in the number compared with previous years (27 in 2015 and 61 in 2016).

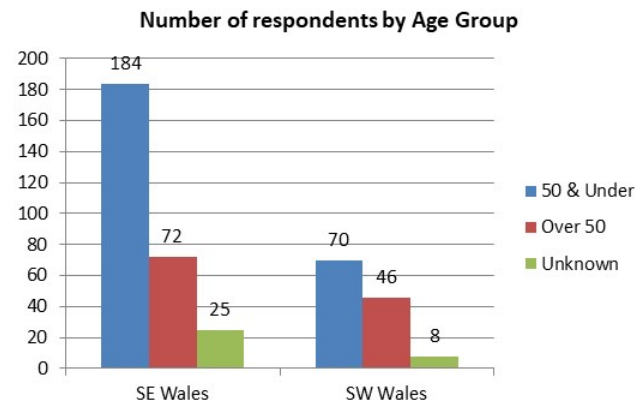


Figure 2: Number of survey respondents by age – South East and South West Wales

Gender profile of the over 50s

The majority of respondents aged over 50 were female, around 71% in both South West and South East Wales. This is an increase on the 2015 (56%) and 2016 (66%) surveys.

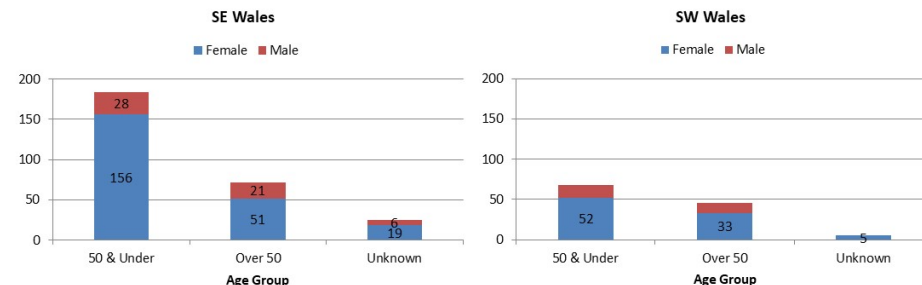


Figure 3: Number of survey respondents by gender – South East and South West Wales

3.1 Annual survey results

Length of engagement in Time Credits programmes

Over half of respondents over the age of 50 had been earning Time Credits for more than four years, in both South East and South West Wales. However, there is a proportional difference between males and females, shown in Figure 4. Generally for the over 50's, female respondents have been earning Time Credits longer than male respondents.

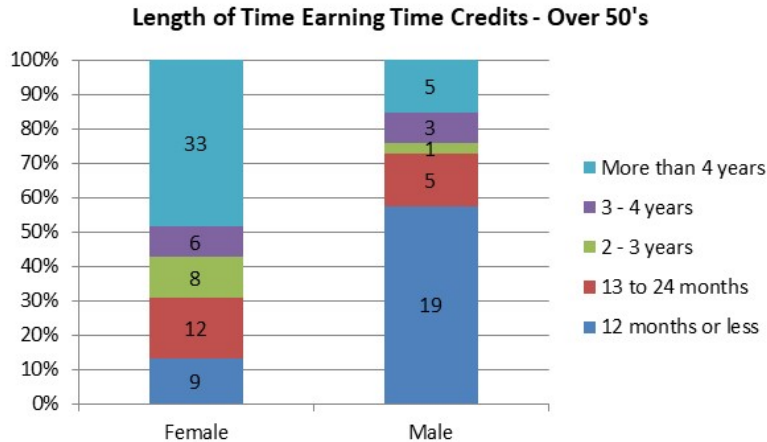


Figure 4: Length of time earning Time Credits by gender – over 50s

The average across Tempo in both England and Wales is 42% earning Time Credits for more than 4 years. However, this proportion will be influenced by the number of new programmes that have started in any given year.

Frequency of giving time

Of respondents aged over 50, 47% from South East Wales and 28% from South West Wales gave their time more than once a week. Overall, the majority of respondents gave their time at least once a month (93% South East Wales, 72% South West Wales) The proportion of respondents giving time at least once a month has remained stable at around 86% over the last three years.

Around half of males gave their time once a week compared to 36% of females.

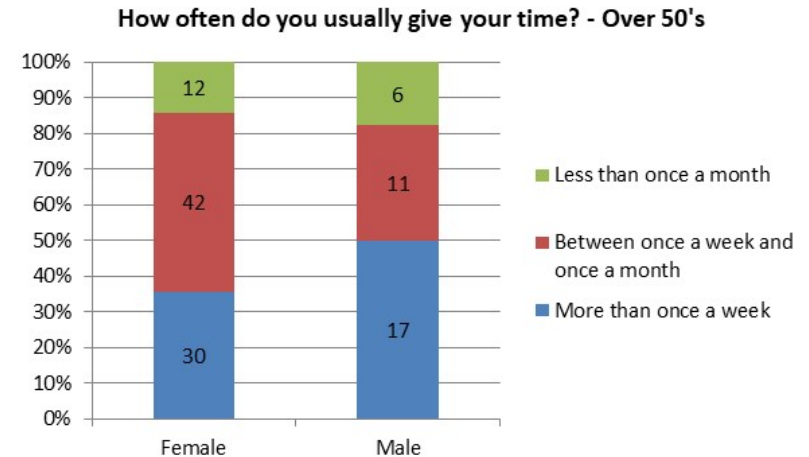


Figure 5: Frequency of giving time – over 50s

The majority of respondents aged over 50 gave between one to three hours of time on each occasion. These were similar proportions for both males and females.

3.1 Annual survey results

Social networks and community

- 52% of respondents from South East Wales and 62% of respondents from South West Wales agreed that they see other people more often. This has increased over the last few years.
- 75% of respondents agreed that they felt they could contribute more to their community since earning Time Credits. This has increased since 2015.
- Over 60% agreed they could share their skills with others
- 63% in South East Wales and 71% in South West Wales felt less isolated and lonely, and
- A higher proportion of over 50s reported feeling less lonely compared to younger respondents.

Generally, over half of the respondents said that earning and spending Time Credits had led them to visit or see other people more often either 'mostly' or 'a lot'. The level has increased steadily among over 50s over the last three years.

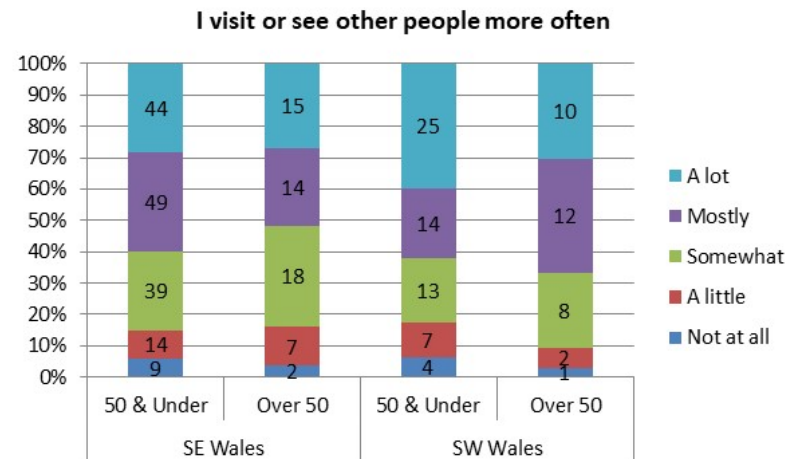


Figure 6: Increase in social contact by age group

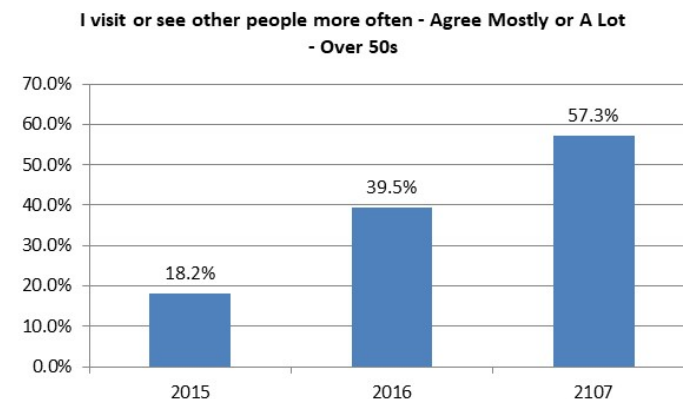


Figure 7: Increase in social contact – trend over time for over 50s

3.1 Annual survey results

When asked about feeling less isolated and lonely, over half of the respondents agreed 'mostly' or 'a lot' with the statement. However, respondents aged over 50 had a higher proportion with 63% agreeing with the statement 'mostly' or 'a lot' in South East Wales, and 71% in South West Wales.

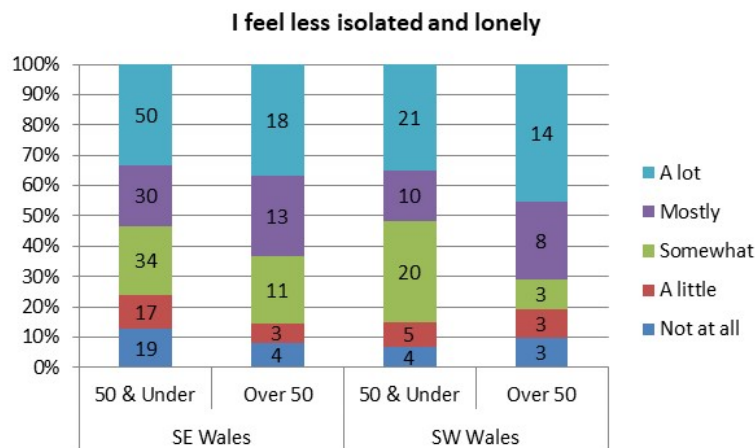


Figure 8: Self-reported change in isolation and loneliness by age group

The proportion of respondents aged over 50 who report feeling less isolated has increased from 18% in 2015 to two thirds in 2017.

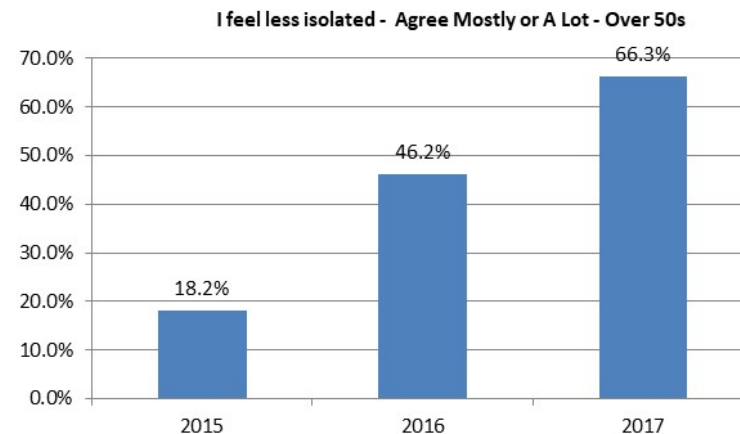


Figure 9: Self-reported change in isolation and loneliness – trend over time

3.1 Annual survey results

Confidence

Over half of the respondents from South West Wales and 40% from South East Wales reported feeling more confident. The proportion of respondents over 50 who feel more confident was broadly the same in 2017 (44%) as in 2016 (45%), however this has improved notably since 2015 (14%).

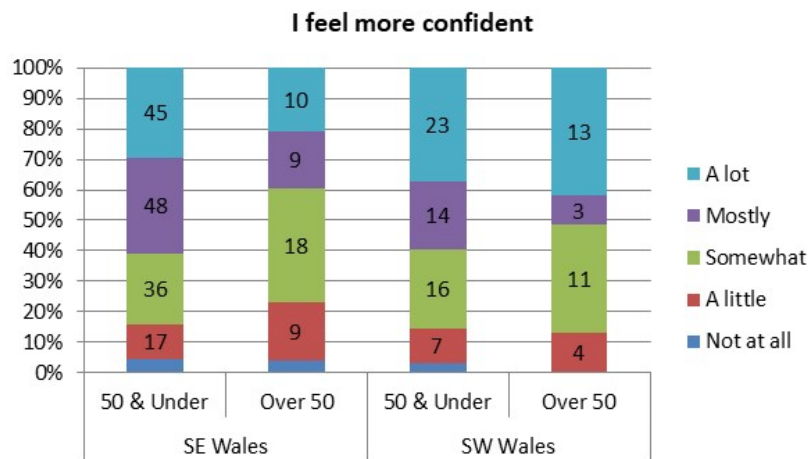


Figure 10: Self-reported change in confidence by age group

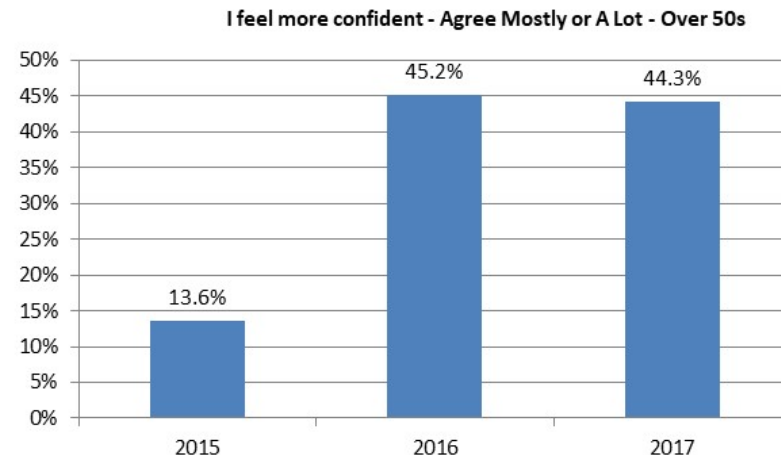


Figure 11: Self-reported change in confidence – trend over time

3.1 Annual survey results

Health and wellbeing

- Around 8% of over 50s felt that they were more able to manage their health and wellbeing, which is lower than for younger respondents (17%).
- In general, more males than females aged over 50 felt that earning Time Credits had benefited their health and wellbeing.
- 4% of respondents from South West Wales and 8% from South East Wales felt they had less need to go to their GP.

Overall, 20% of respondents agreed that they felt healthier overall.

The proportion of over 50's agreeing was generally lower than the younger age group, and respondents aged over 50 in South East Wales had the lowest response (15%).

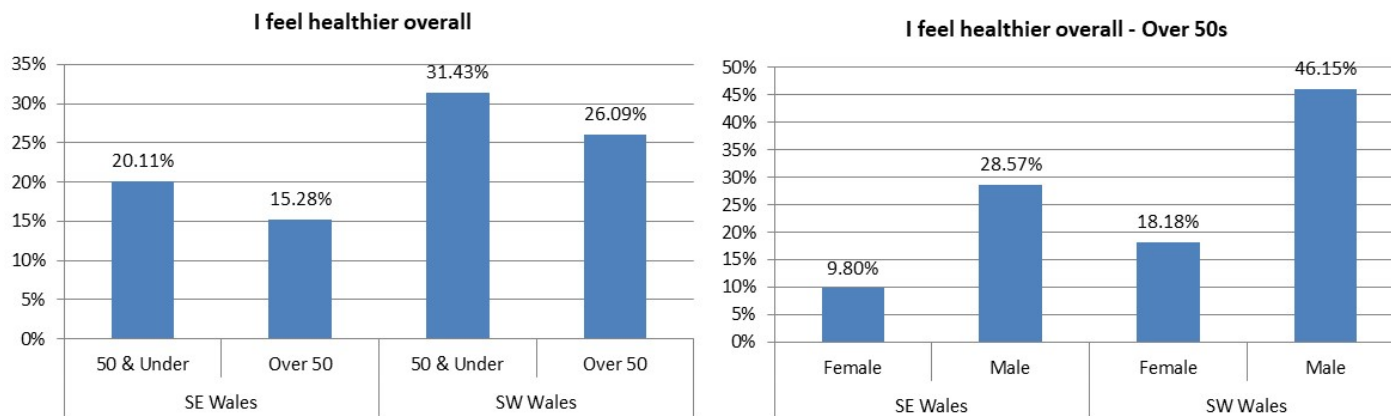


Figure 12: Self-reported change in overall health by age group and gender (over 50s)

3.1 Annual survey results

Health and wellbeing

Overall 12% of respondents felt that their physical health had improved, although the over 50's from South East Wales had the highest proportion with 19%.

Over one in five of all respondents felt that their mental health had improved as a result of earning Time Credits. Generally, for the over 50s the proportion of males who felt their mental health had improved was greater than for females.

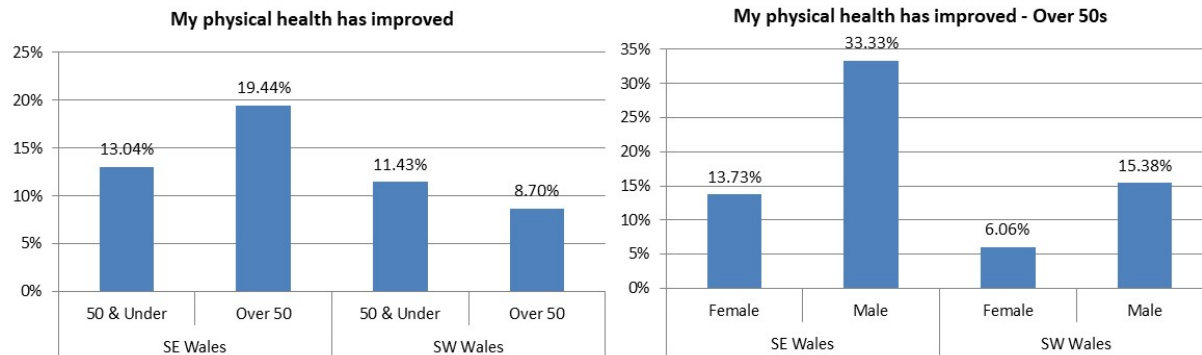


Figure 13: Self-reported change in physical health by age group and gender (over 50s)

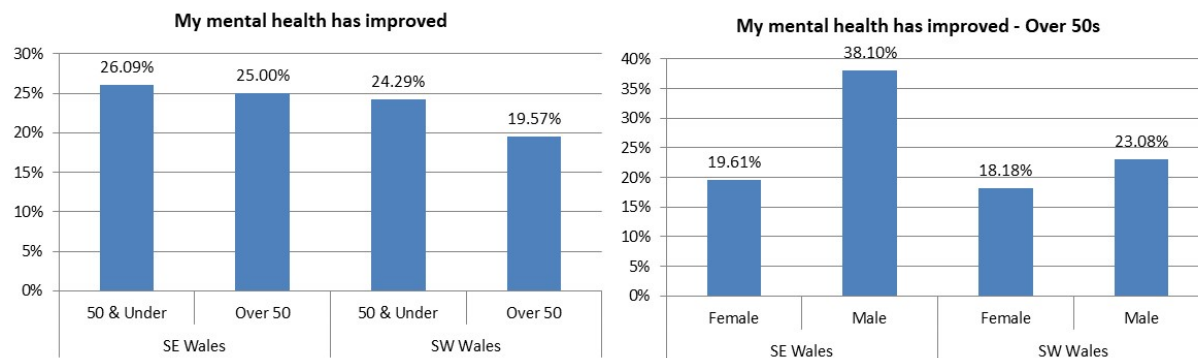


Figure 14: Self-reported change in mental health by age group and gender (over 50s)

3.1 Annual survey results

In total, 13% of respondents felt that they were more able to manage their health and wellbeing, however this did vary across age groups with only 8% of over 50's agreeing in both South East and South West Wales.

As with the other health questions, more men than women aged over 50 felt they were able to manage their health and wellbeing better, particularly in South West Wales.

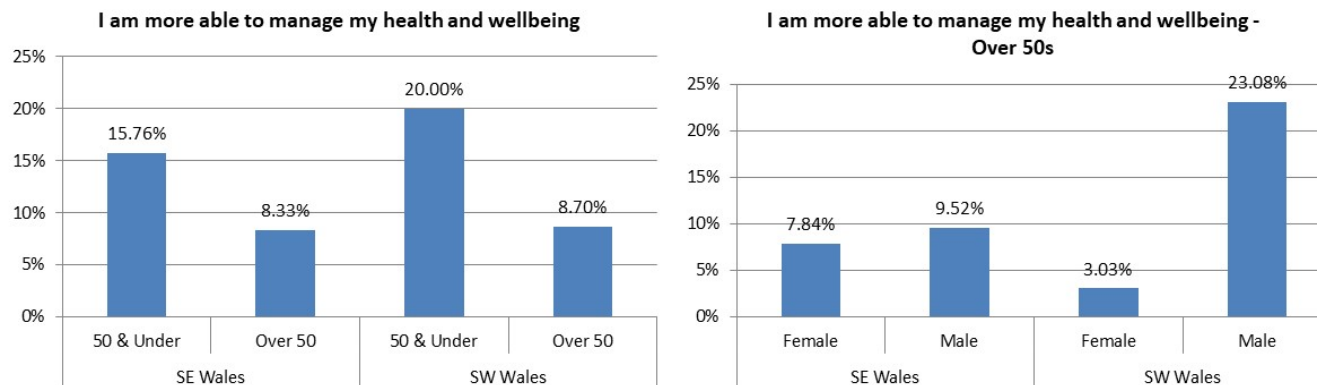


Figure 15: Self-reported change in ability to manage own health and wellbeing by age group and gender (over 50s)

3.1 Annual survey results

Quality of life

- Half of respondents from South East Wales and nearly two thirds of respondents from South West Wales felt that their quality of life had improved as a result of being involved in Time Credits.
- A third of respondents from South East Wales and over half of respondents from South West Wales felt they could afford to do more things.
- Over half of respondents from South East Wales and nearly two thirds of respondents from South West Wales felt more positive about their future.
- 10% of respondents from South East Wales and 28% of respondents from South West Wales felt they have spent more time with their family.

Nearly two thirds of respondents felt that Time Credits had improved their quality of life either a lot or to some extent. However, the proportion for over 50's was lower than the younger age group. Although the proportion of over 50's agreeing increased from 46% in 2015 to 62% in 2016. There was a slight decrease in 2017 to 57%.

Over half of respondents agreed either 'mostly' or 'a lot' that earning Time Credits has meant they can afford to do more things. In South East Wales, the proportion varies considerably between 29% of over 50's to 64% for the younger age group. In South West Wales, however, the proportion agreeing mostly or a lot was similar between the age groups with 48% for 50 and under and 53% for over 50's. In each region the proportion for males and females aged over 50 was similar.

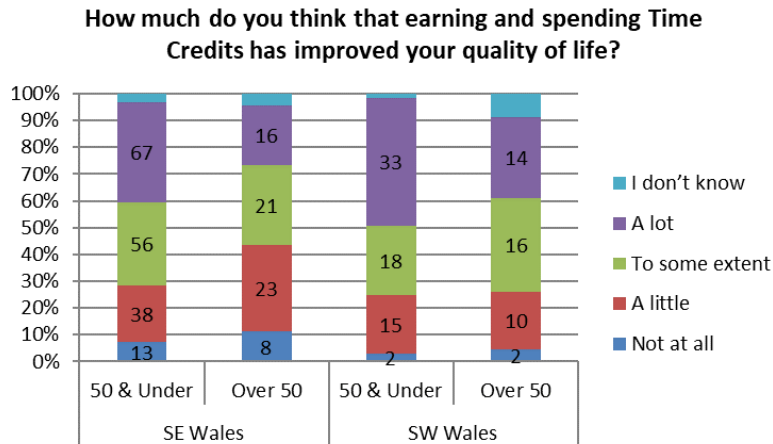


Figure 16: Self-reported quality of life by age group

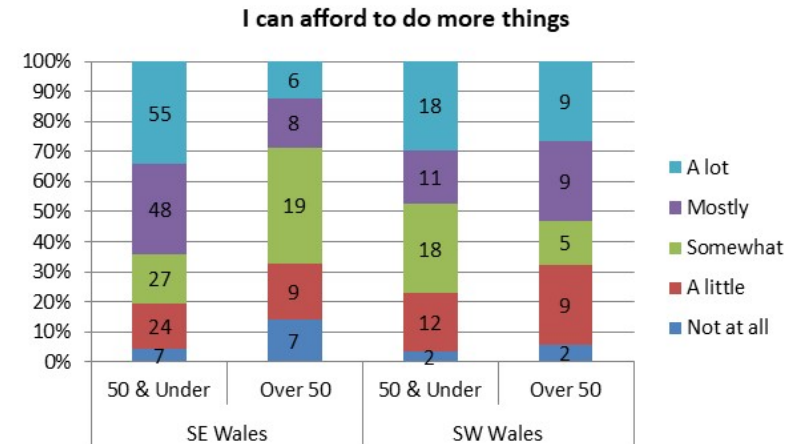


Figure 17: Ability to afford to do more by age group

3.1 Annual survey results

60% of respondents agreed either 'mostly' or 'a lot' that earning Time Credits helped them to feel more positive about their future.

Overall, a quarter of respondents felt that earning Time Credits had helped them spend more time with their family. However the proportion was generally greater for those aged 50 and under than those aged over 50 and under than those aged over 50.

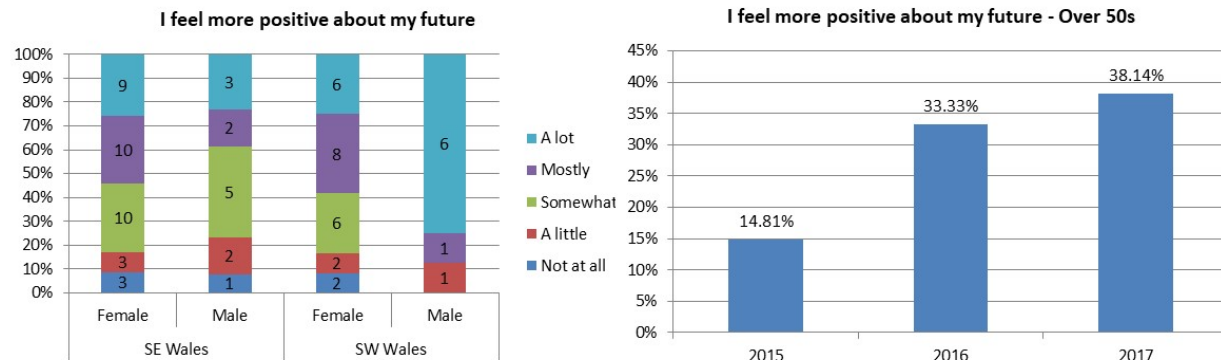


Figure 18: Feelings about the future by gender and trend over time (over 50s)

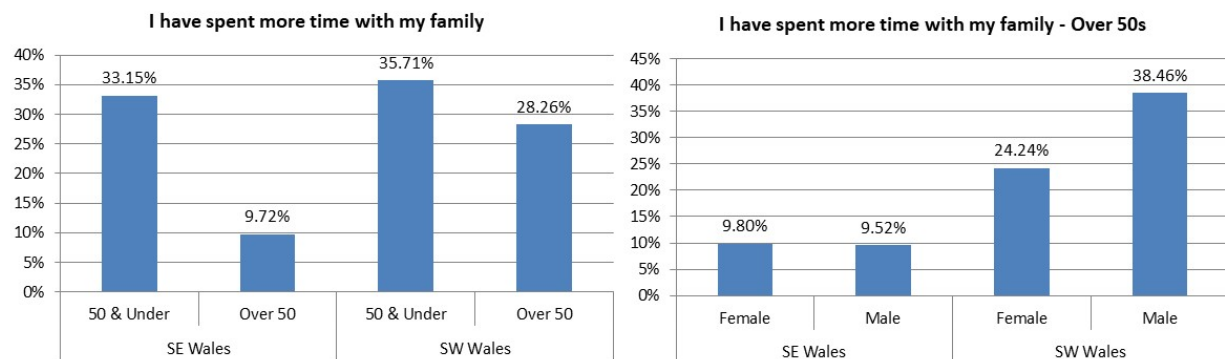


Figure 19: Spending time with family by age group and trend over time (over 50s)

3.1 Annual survey results

Participation

- 3% of respondents felt they had gained work experience compared to 37% of respondents aged 50 and under – this highlights the different needs and priorities for the older age group
- 10% from South East Wales and 17% from South West Wales accessed more training
- A smaller proportion of over 50's felt they learned new skills than the younger respondents
- Around 40% felt they had developed new skills, and
- Around a fifth had established a new community group or project.

Gaining work experience and accessing training opportunities is generally not so common among over 50s, however, over a third of respondents felt that earning Time Credits had helped them develop new interests. In South East Wales this proportion was greater for over 50's (42%) than those aged 50 and under (35%). A greater proportion of males than females in the over 50s age group agreed with this statement, particularly in South East Wales. The proportion of over 50s agreeing has increased from 15% in 2015 to 41% in 2017.

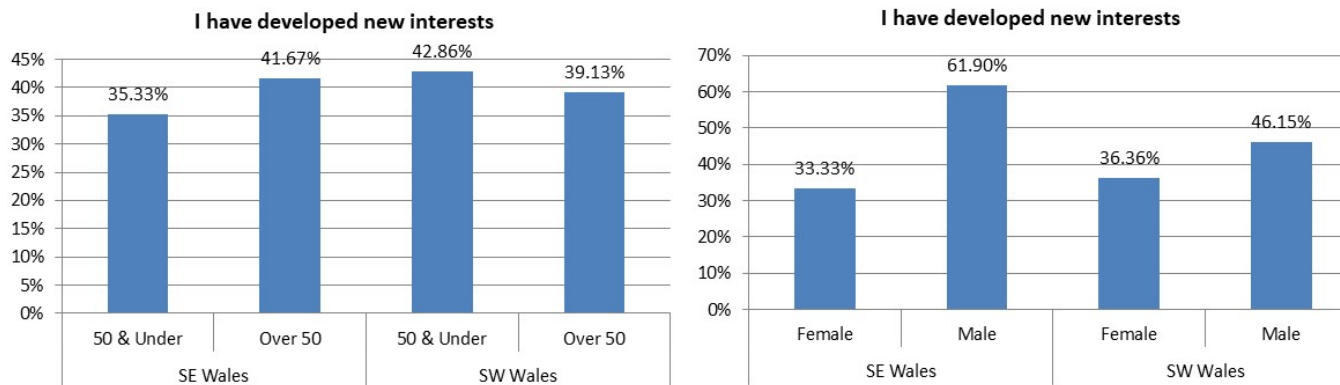


Figure 20: Developing new interests – by age group and gender

3.1 Annual survey results

Nearly a fifth of respondents reported establishing a new community group or project as a result of earning Time Credits. For the over 50's a greater proportion of males than females established a new community group. The proportion of respondents aged over 50 who set up a new group has been increasing over the years from 7% in 2015 to 21% in 2017.

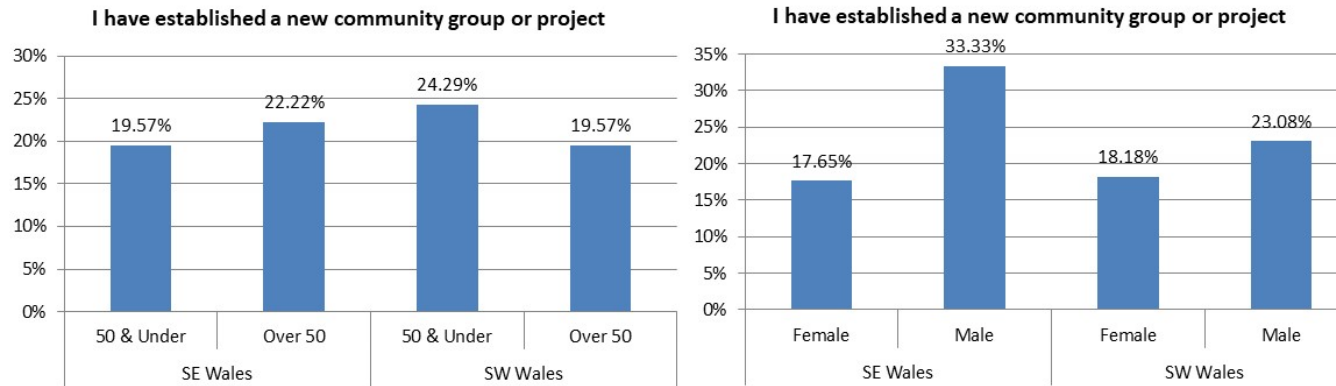


Figure 21: Establishing a new community group or project – by age group and gender

Overall messages among over 50s

- A greater proportion of males than females felt that their health and wellbeing had improved as a result of Time Credits.
- Nearly two thirds of respondents (67 people over 50) felt that Time Credits had improved their quality of life either a lot or to some extent.
- The proportion of respondents agreeing that their social networks had improved has increased over the three years included in this analysis.
- Employment and work experience appear to be less of a factor for over 50s however more agreed that they had learned new skills and developed new interests.

3.2 Wellbeing value

Introduction

Wellbeing Valuation is becoming more widely recognised as a reliable and valid approach to social impact measurement. It is endorsed by the UK Government in its guide to policy evaluation, and is being used increasingly by government departments and non-government bodies throughout the UK. Wellbeing Valuation allows organisations to measure the success of a social intervention by how much it increases people's wellbeing, typically derived from the following domains:

1. Building safer, stronger communities
2. Promoting independence
3. Improving health
4. Creating opportunities to learn new skills, and
5. Making better use of assets within communities.

Method

We reviewed 19 case studies of individual Time Credits members across Tempo's work in Wales. These were developed by members of the Tempo team as part of their ongoing evaluation and learning process and used in their existing format for the purposes of this analysis.

Using the information contained in each case study, we populated the HACT Wellbeing Value Calculator version 3.0 (available at: www.hact.org.uk/value-calculator) to determine the potential wellbeing value created across the sample as a result of their involvement in Time Credits. The case studies were all for members over the age of 50, and who had earned and spent Time Credits in Wales. There was a mix of ages, gender, and geographical location (project) in order to obtain a good overview of impact across a number of different Time

Credits projects throughout Wales. We adopted the following rules when identifying outcomes to include within the value calculator:

1. Outcomes that could be clearly and almost entirely attributed to the person's involvement in Time Credits, either through earning activity, spending activity, or both. Note that the calculator makes an adjustment for deadweight (what would have happened anyway)
2. A maximum of three outcomes per person, although this was typically restricted to one or two in most cases (less than two outcomes on average per person in the sample) in order to avoid 'over claiming'
3. Outcomes for which there was evidence of the person's previous status (for example, we know from the case study that the person did no volunteering before and this was stated in the text)
4. Recording of outcomes 'blind' to the financial values themselves, to avoid any bias or tendency to record outcomes with higher values
5. No outcomes were recorded as achieved if the case description suggested that changes were still underway (for example, if a person had recently started volunteering but had only done so on a few ad-hoc occasions, or if they had started attending a social group but were not sure if this would become a regular thing for them). This is not to say that Time Credits do not potentially generate outcomes for an individual after a one-off activity – it is simply to ensure consistency in applying the Wellbeing Valuation methodology, which typically requires an activity to be 'regular' in order to attribute a value.

We also followed the rules for each individual outcome as defined in the value calculator where relevant (see appendix 5.1).

3.2 Wellbeing value

Results

A total of 31 outcomes were recorded for the 19 cases included in this analysis. These are summarised in figure 22 below.

Outcome	Number recorded
Part-time employment	2
Regular volunteering	9
General training for a job	1
Feel belonging to neighbourhood	1
Talks to neighbours regularly	1
High confidence (adult)	2
Member of social group	9
Active in tenants group	4
Frequent mild exercise	1
Hobbies	1
Total	31

Figure 22: Outcomes recorded for calculating wellbeing value

10 of the cases were for female members, and nine male. The age of members ranged from 50 to 76. Nine cases were from members in Carmarthenshire Time Credits, three from recovery and substance misuse services, three from the social prescribing project in South East Wales and the remainder from projects around South East Wales.

Based on the values attached to each of the above outcomes, and allowing for deadweight (typically considered to be the value that might have been generated

for that outcome without any intervention), **a total of £93,851 per annum of value was generated for those 19 members as a result of their involvement in Time Credits.**

This is equivalent to an average of around £5,000 per person per annum.

Because of the size of the sample, we have not attempted to analyse the results by any particular demographic or geographical variables. Nor have we attempted to determine a per person cost for the Time Credits intervention, as each person's involvement can vary considerably. However, the cost per person each year for the Time Credits 'intervention' is likely to be considerably less than this.

It is also important to note that there is likely to be some bias in the sample used for this analysis, as the case studies tend to reflect typical 'success stories' from Time Credits, rather than being representative of everyone who engages in a Time Credits programme. This means that more data collection and analysis would be needed to determine how these results might look across a whole cohort of Tempo members.

However, the analysis does give us some confidence of the potential for Time Credits to generate considerable social value, and points to sustainable participation in community activities (through volunteering, engaging in community groups, and building skills and confidence) as the area in which that social value is most likely to come from.

For further information on this approach to wellbeing valuation see: Measuring the Social Impact of Community Investment: A Guide to using the Wellbeing Valuation Approach, HACT, 2014.

3.3 Typical user journeys

We analysed the journeys of 20 Time Credits members over the age of 50 from programmes in Wales. These were gathered in small group workshops run by Tempo staff in January and February 2018. Eleven participants who completed the journey maps were female and nine were male. Five strong themes around impact emerged from these stories:

1. Being able to do things (for themselves and for others) that people would otherwise not be able to afford to do
2. Feeling valued and being recognised for making a contribution towards others in their community
3. Reconnecting with their community – often after a long period of isolation, due to poor health, bereavement, or family moving away – and making new friends
4. Sharing skills and experiences with others
5. Building confidence and self-esteem, and feeling as though they had a renewed sense of purpose in life.

1. Affordability and financial inclusion

- Time Credits enable older people to spend quality time with family (often grandchildren) and do things they wouldn't otherwise be able to afford to do. This feels particularly important when parents are busy with work (working long hours to afford to live) and don't have the money or time to treat their loved ones.
- Time Credits can be an effective tool for addressing financial inclusion - especially for people in their 50s and 60s who are worried about their financial stability as they come up to retirement, or who have lost a job due to injury

or illness. This is also highlighted among those in low paid jobs struggling to support their family.

- Treating others is really important for this age group - people who are retired may not have the money to provide much for their children and grandchildren, and being able to take them out for a day or on a trip is hugely rewarding and valued.
- This opportunity to do things for others is powerful enough to help ensure the changes people make in their lives are sustainable.

2. Feeling valued and recognised

- The journeys revealed considerable impact from Time Credits in terms of people feeling valued, and getting an enormous sense of satisfaction from helping others – this is especially strong among this age group, and relates to feeling a renewed sense of worth for some people.
- There is also regular 'gifting' of Time Credits, not just to family and close friends, but to neighbours or others in a community who need help – to get out of the house, do something new, or simply socialise and make some new friends. This practice is particularly important for this age group and is a key driver of the impact of Time Credits.
- Time Credits tap into the inherent good in people and provide a simple means to help others (through sharing skills, gifting their Time Credits, or helping to run a group) in a caring and non-confrontational way (for example, as opposed to giving money).
- For those people who have been alone or felt isolated for many years, getting involved in Time Credits might be the first time they have felt that they can offer something to the people around them in many years.

3.3 Typical user journeys

3. Reconnecting into their communities

- People connecting into their communities and realising the value of this (sense of community) and being able to offer something to others. For some people this is the first time they've ever been able to do this. This is particularly important for those who have recently retired and may never have volunteered or connected with their local community in the past.
- Time Credits open up new communication channels for people - to talk, learn, aspire, and do something worthwhile. Especially if people have been isolated for a while or lost their confidence due to a previous life event or trauma (emotional or physical). These events can leave people feeling alone and isolated, and a feeling of not knowing where to turn.
- Time Credits are 'easy' and 'safe' – its easy to earn (through relevant and safe activities), and easy to spend, once people get the confidence to do this.

4. Sharing skills and experiences

- Time Credits enable people to go further in their aspirations and achievements, and likely in a shorter space of time. The changes observed in some of these journeys happened in a relatively short space of time. This was less so among those involved in the social prescribing pilot.

5. Building confidence

- Lack of confidence due to a life event / trauma – with little or no support to recover – was a common theme among the people who completed the journey maps for this analysis. As noted earlier, being able to reconnect with people in their community may have been the first time in many years that they felt confident enough to do this.
- The 'safety' of Time Credits was a key driver, along with the ability to take things at their own pace – no pressure to do things too quickly. This is likely to be an important feature of sustainable change. In many support services, people are signposted to community groups, but they either don't start, or they go once and then don't really get involved. These journeys highlight that Time Credits can help to support more active engagement over a longer period of time. People need help and incentives to change their behaviour.
- Time Credits help people to achieve personal goals and to extend those goals and work towards them – there is evidence of involvement in Time Credits helping to uncover people's potential, and supporting them to achieve their goals. Older people may have lost the confidence – or the aspiration – to do new things.
- People are supported to do things that are best for / benefit them in their own personal circumstances – this links to Time Credits programmes effectively providing an avenue for tailored and personalised support, one step at a time.
- This model helps people to build their confidence in a safe environment, and benefiting from sharing experiences with others.

3.3 Typical user journeys

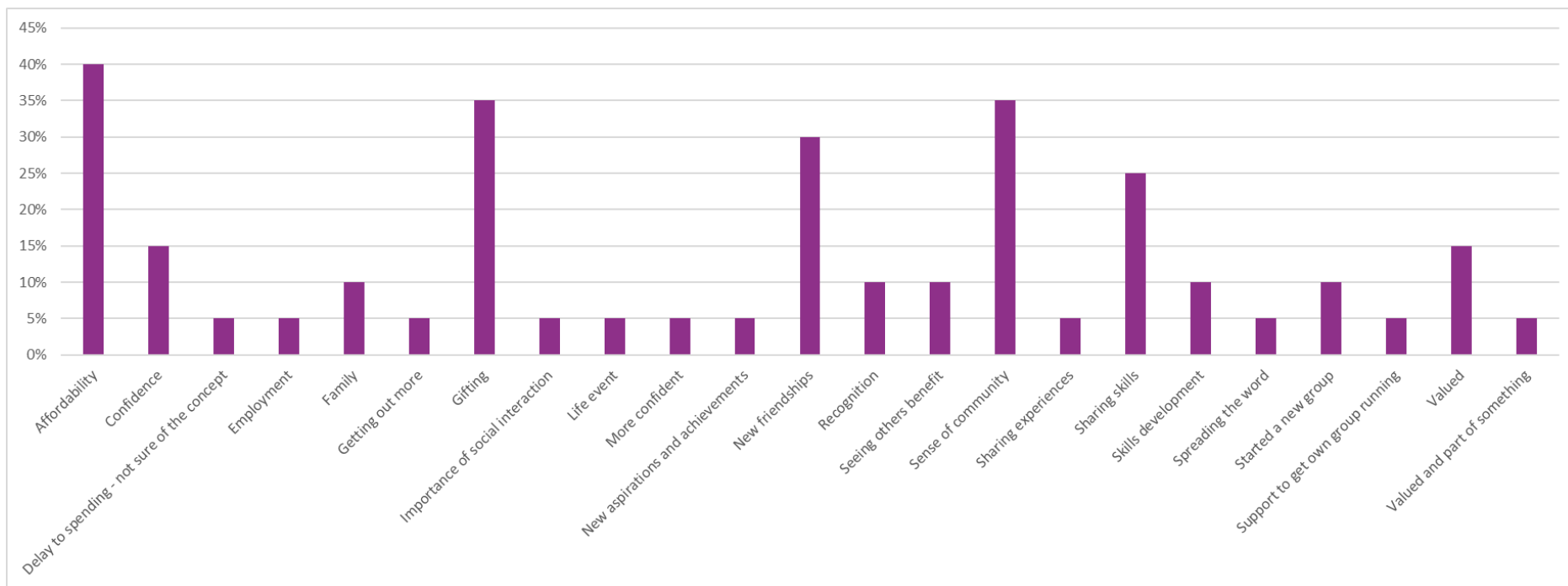


Figure 23: Frequency of key themes identified in journey map analysis

3.3 Typical user journeys

Case story 1

'Time Credits have helped to grow my confidence and keep the bowls club going so that other people can access it and make new friends.'

Stephen, aged 52 from Carmarthenshire led an active lifestyle until he experienced eyesight deterioration several years ago. Previously a tyre fitter by trade, Stephen found himself unable to work and was cared for by his wife, Tracey.

Stephen earned his first Time Credit taking part in designing a leaflet on how to combat loneliness, whilst attending a wellbeing course in Llanelli. That day was the first time that Stephen walked unaided to a local venue, using his visual impairment training to find his way.

'My confidence was so low. I was afraid of trying new things and going to new places. But I really wanted to show people that you can do things even if you're blind or have any other type of disability.'

Time Credits have helped Stephen in his journey to raising awareness of the challenges faced by blind people and to show others that their disability need not hold them back from doing things they enjoy.

Stephen became frustrated about the lack of opportunities for people with a visual impairment and started up a visual impairment bowls club in Llanelli. He was soon inundated with people wanting to join. Using Time Credits helped Stephen to grow the club, increase the number of volunteers and participants, and taking part in local and national tournaments.

'We open up sessions to sighted people and show them how we work out the weight and direction on the ball, and show them the challenges we face. We're always on the lookout for new members and volunteers who can help facilitate our activities.'

Case story 2

Jan volunteers her time to facilitate arts and craft sessions in some of the sheltered schemes in Carmarthenshire. She has also supported the Tenant 2 Tenant delivery by supporting mailing logistics.

Blind in one eye and with limited sight in the other, Jan has a number of health issues and limited mobility so she uses her mobility scooter to get around. Jan recently attended a community clean up event in Trallwm and said:

'I was exhausted afterwards but it was amazing to feel normal for one hour!'

Jan had previously lived at Llŷs Y Ddrindod with her husband but has since moved into a CHS property in Llanelli on her own following a challenging few years due to her husband suffering a stroke. He also has Alzheimer's and Jan was unable to care for him at home. He now lives in a local care home, and Jan travels by her mobility scooter daily to visit and facilitates craft activities at the home for the other residents.

Jan has been using her Time Credits to pay for outings. She loves 'date night' with her husband and they both enjoyed a recent trip to Xcel Bowl in Carmarthen.

Jan was also one of this year's Impact Survey competition winners. She loves to read and feels that the iPad she won will make reading much easier for her.

3.3 Typical user journeys

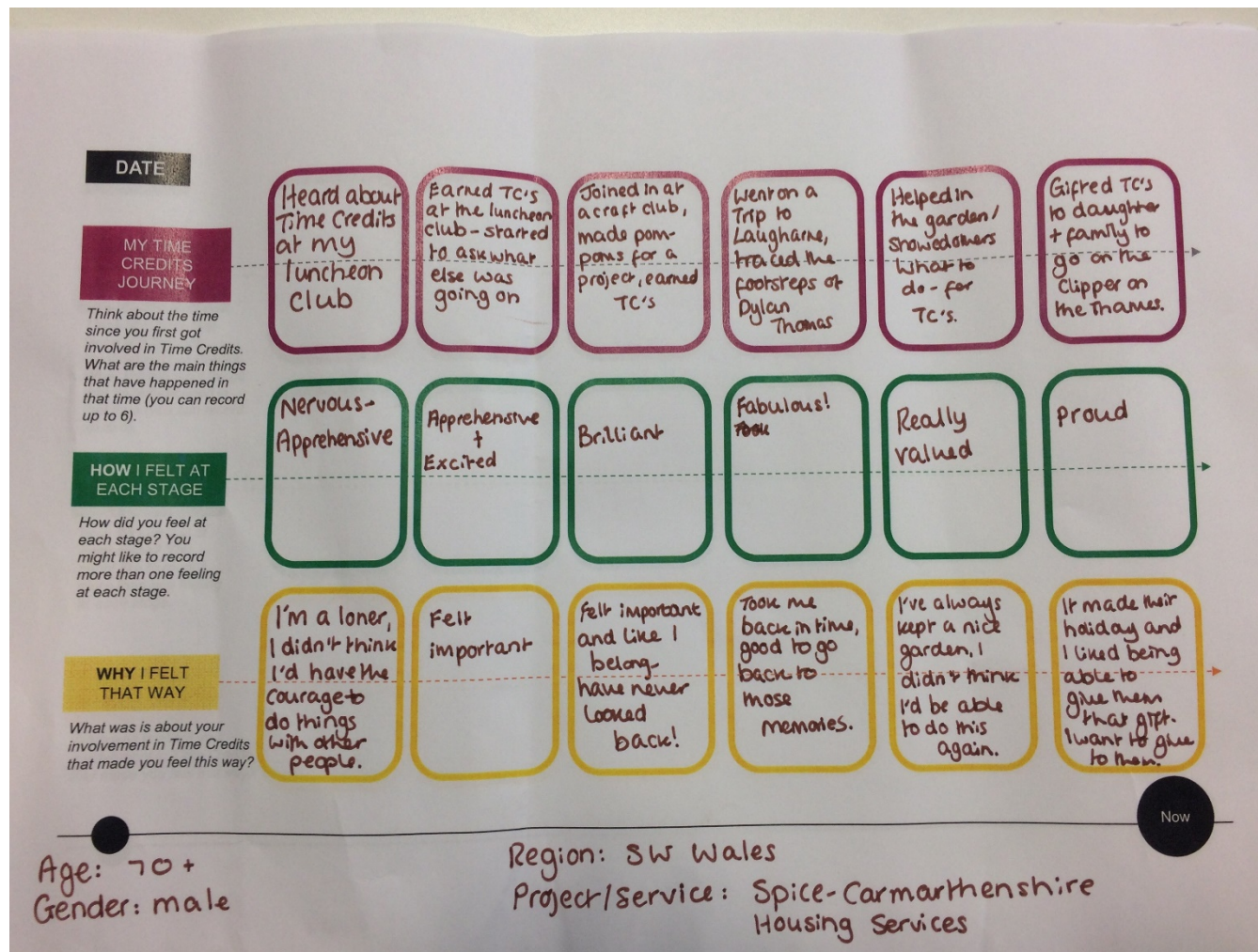


Figure 24: Completed journey map
– Tempo member (Wales)

3.3 Typical user journeys

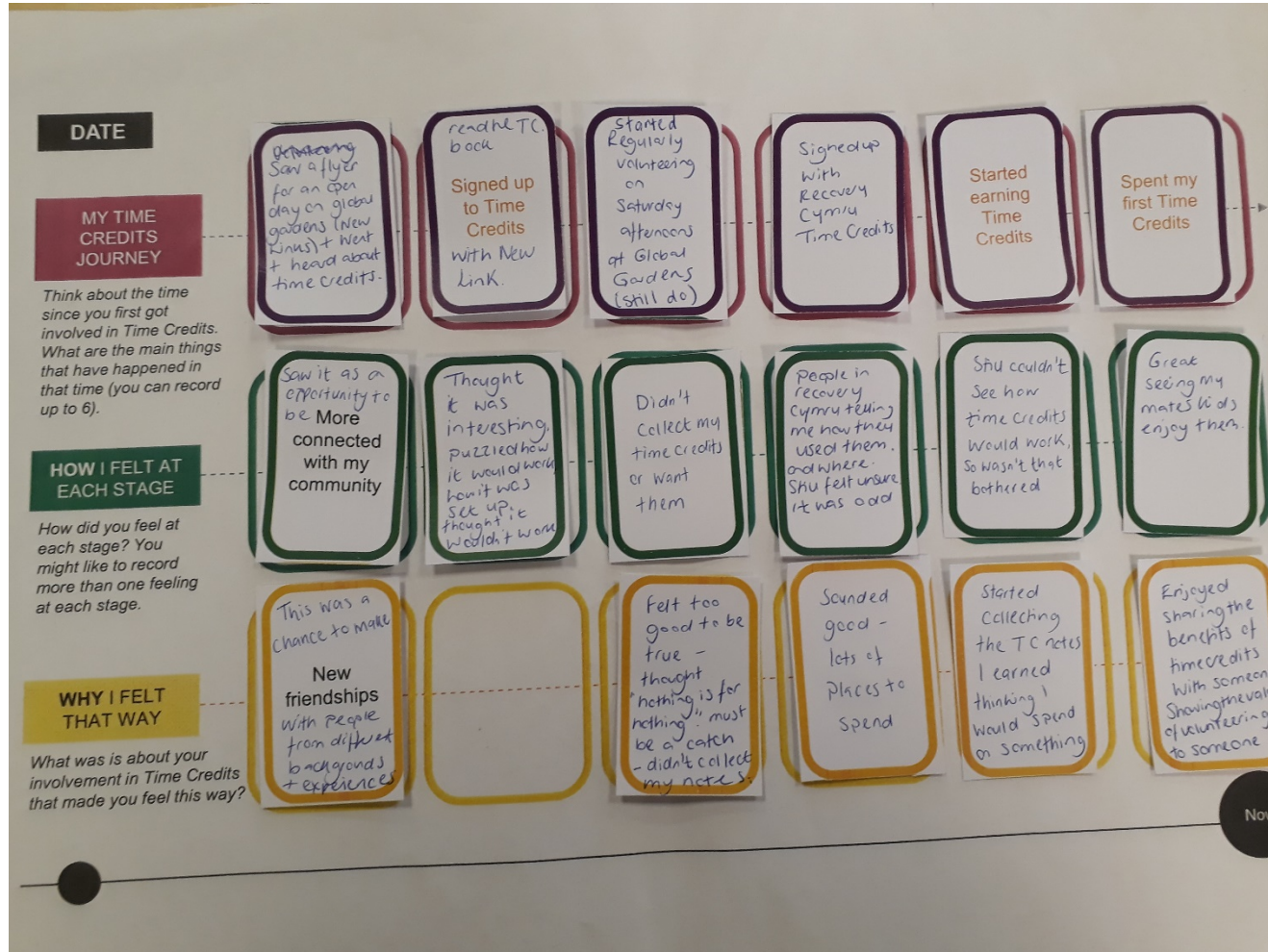
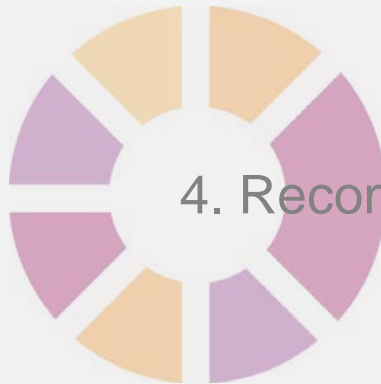


Figure 25: Completed journey map – Tempo member (Wales)

3.3 Typical user journeys

Additional comments

- People often attend some sort of group or event first, so they have already begun their journey before signing up. People are already looking for opportunities to do something - be more involved in their community, address isolation, learn skills - they have an objective but maybe don't know it and certainly don't know how to achieve it, and Time Credits help to provide the incentive to continue.
- There is pretty strong evidence of early impact – more positive outlook and building confidence to change behaviours.
- Initial nervousness ('it's too good to be true'). For regular volunteers they had never been rewarded before so it was a new concept to get their head around.
- People often take some time to spend their first Time Credit, but this is an important part of their journey and in creating more sustainable impact.
- The social prescribing journey is quite different and needs to be evaluated separately – the user group is more complex and likely to be close to a crisis event. This also means that behaviour change will take longer.
- Spend is still a big driver of impact, but possibly less so / more mixed among retired people, when compared with working age. People who don't work seem to get a lot more simply from earning and giving to their community



4. Recommendations for further work

4. Recommendations for further work

This analysis has highlighted the important contribution Time Credits have on people over the age of 50. In particular:

- Improved overall quality of life
- Improved social connectedness and creation of social value
- Regular giving in communities
- Economic inclusion
- Reduced isolation and loneliness
- Improved health and wellbeing, and
- A contribution to more sustainable public services.

The findings from this analysis begin to build a strong case for the impact Time Credits can have in this population group. Some of these may be unique to over 50s, others are consistent with the evidence of impact already observed and reported for Time Credits programmes across all age groups.

This analysis represents the first attempt to look specifically at Tempo's work with over 50s, and to begin quantifying the social value that Time Credits programmes can generate for individual people who engage. The findings show that further research and analysis is needed – to increase levels of confidence around what these findings mean for the Tempo Theory of Change, and to potentially quantify these results across a whole cohort of Tempo members.

Further analysis and research is also needed in order to understand the strength of these results by looking at comparable national datasets and other

research studies. This work could usefully be picked up as part of the wider evaluation work underway looking at over 50s who engage with Time Credits programmes across England and Wales, including the work being funded by Nesta as part of the Second Half Fund.

In addition to this, we recommend that Tempo:

1. Review the findings from this analysis, and use these to further develop a Theory of Change specific to its work with over 50s, with particular reference to better understanding and defining the underlying assumptions that drive change in this context, and the evidence that might support the role of Time Credits in more sustainable public services
2. Carry out further work to construct a simple model that would enable an estimation of the social value across a whole member population or segment, drawing on all of its impact reports to date to agree relevant modelling assumptions. This would build on the analysis presented in this report and provide a more robust business case for Time Credits with this population (for example, by controlling for the potential bias in the sample used for this analysis)
3. Consider testing the feasibility of undertaking a more robust experimental study (for example a randomised control trial) with a larger cohort of Tempo members to compare the outcomes achieved for people who engage with Time Credits with those who pursue other forms of volunteering, or who do not engage in volunteering at all. This would begin to build a more robust body of evidence in relation to the differential impact of Time Credits when compared with other interventions that aim to pursue similar goals.



5.1 HACT Value Calculator version 3.0



Value calculator version 3.0

See worksheet 'Description and Evidence' for the rules applied when determining outcomes and values used in the analysis for this report.

5.2 Journey mapping tool used in group sessions

DATE						
MY TIME CREDITS JOURNEY <i>Think about the time since you first got involved in Time Credits. What are the main things that have happened in that time (you can record up to 6).</i>						
HOW I FELT AT EACH STAGE <i>How did you feel at each stage? You might like to record more than one feeling at each stage.</i>						
WHY I FELT THAT WAY <i>What was is about your involvement in Time Credits that made you feel this way?</i>						

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