



# POWERED BY COMMUNITIES IN MEDWAY AND SWALE

Tempo Time Credits



Time Credits  
Earned  
**42,590**

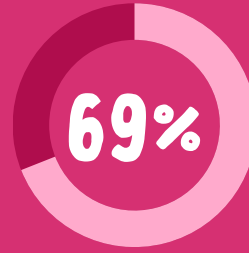
Time Credits  
Gifted  
**579**

Volunteers  
**714**

Business  
Partners  
**62**

Feel less isolated  
and lonely

**58%**



Feel their  
mental health  
has improved

**72%**



Have learned new skills

**69%**

feel more able to  
contribute to the  
community



**58%**

Feel healthier  
overall

**53%**

Feel more  
positive about  
the future



**60%**

Have helped  
those who have  
faced similar  
challenges

**27%**

Like Time Credits  
as it allows them  
to treat their  
friends and family



**POWERED BY**

Tempo Time Credits

**Medway  
and Swale  
Programme**

**2025**

**COMMUNITIES**



**56%**  
Feel more  
confident

**66%**

Visit or see  
other people  
more often



# Involving Medway and Swale Time Credits Programme Overview

Since launching in **2017**, Involving Medway has grown into a powerful, community-led movement supporting residents to improve their health and wellbeing through meaningful volunteering. In **2023**, the programme expanded into Swale, opening the door for even more people to connect, contribute and benefit from Time Credits.

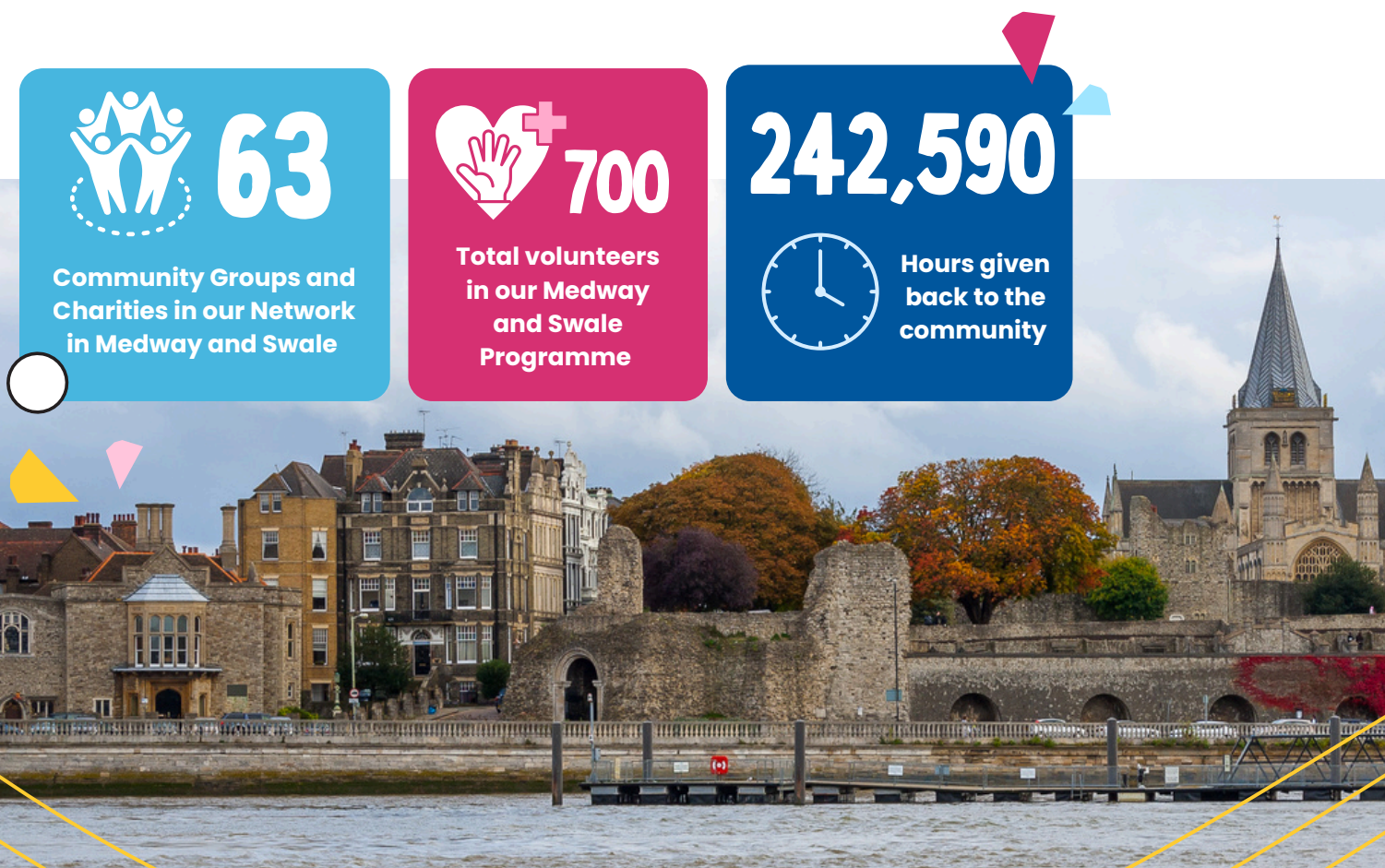
Today, across Medway and Swale, Tempo works with **63** community groups where local people can earn Time Credits by sharing their time and skills. Together, we have reached over 714 **volunteers**, who have earned an incredible **42,590 Time Credits**.

## Social Value Generated

Using an hourly social value rate of £15 per hour, this equates to £635,890 of social value generated. That's over half a million pounds of social value created since we started this programme. This figure represents more than financial worth; it reflects:

- Reduced pressure on local services
- Improved mental and physical well-being
- Stronger social networks
- Increased confidence and skills
- Greater community resilience

**Every hour given by a volunteer is an investment in healthier, more connected communities across Medway and Swale.**





# Rooted in Community, Growing in Confidence

Medway and Swale are areas rich in heritage, coastal identity and strong community spirit. Medway's five towns Rochester, Chatham, Gillingham, Rainham and Strood, combine urban energy with deep maritime history. Swale blends market towns like Sittingbourne and Faversham with coastal communities such as Sheerness on the Isle of Sheppey. Both areas face health inequalities and economic challenges, with pockets of deprivation and higher-than-average levels of long-term health conditions. Access to affordable activities, social connection, and preventative wellbeing support is vital.

## **That's where Time Credits make a tangible difference.**

By removing cost barriers and recognising the value of people's time, the programme enables residents to:

- **Stay active and socially connected**
- **Access new opportunities without financial pressure**
- **Build confidence and skills**
- **Shape the services and activities in their communities**

**Volunteers don't just give their time, they gain purpose, friendships and new experiences in return.**

“I have been able to take my grandchildren to the Dockyard and to Fort Amherst which I would not have been able to have done without Time Credits.”

“I like feeling needed, making a positive contribution, helping people”

# Rewarding Dedication and Building Connections

**Medway Foodbank** stands as a crucial pillar of support in its community, assisting families, individuals, and vulnerable people referred to them in times of crisis.

Driven by a vision to see a community where no one goes hungry, the Foodbank provides emergency food parcels, signposting to wider support services, and works in partnership with others to tackle the root causes of poverty, such as the rising cost of living, low income, and housing insecurity.

Demi Bushnell-Wye, who previously saw the value of Time Credits in a befriending service, immediately recognised their potential to acknowledge the hard work at the Foodbank.

Currently, just over 50 volunteers are signed up to Tempo Time Credits, using them as a tangible reward for their generosity.

***“Many of our service users are retired and can have a lot of time on their hands to spend doing things, which they also enjoy. Time credits allow them to have that freedom, of keeping busy and engaged with activities in their local area.”***



***“It most definitely enhances volunteer engagement, and they feel recognition from being given these opportunities,”***

The overall impact is clear. Time Credits closely align with Medway Foodbank’s vision to restore dignity, reduce isolation, and build community resilience by giving volunteers and service users opportunities they might not otherwise have. Demi’s advice to any organisation considering Time Credits is simple:

***“Embrace them as a powerful way to recognise and value the contributions of volunteers and service users. They not only encourage people to get involved but also open up opportunities for individuals and families to enjoy experiences they might not otherwise afford.”***



# Recognising Commitment Supporting Volunteers

“Go for it. It doesn't take too much time to administer the Time Credits but is a great way to reward volunteers for the time and help they give!”

The Royal Engineers Museum tells the story of the Corps of Royal Engineers and how they have helped the British Army live, move and fight for over 300 years. The Museum offers permanent galleries, education and learning sessions, to inspire innovation and courage through the story of the Royal Engineers, deepen understanding of how military engineering continues to shape our world, and safeguard this shared heritage for future generations.

At the heart of delivering this vision are volunteers. As both Collections Manager and Volunteer Manager, **Danielle Sellers** works with volunteers of all ages, interests and needs, supporting a wide range of activity across the Museum, including Collections, Education, Exhibitions and Digitisation.



Danielle first learned about Time Credits through a volunteer whose partner was already familiar with the scheme. Seeing the potential, the team recognised it as a valuable way to say thank you to volunteers. ***“I thought it was a good scheme and one I was keen to utilise to thank our volunteers who give their time for nothing,”***

## Supporting Volunteers Without Disruption

Importantly, introducing Time Credits has complemented the Museum's work rather than complicating it. ***“The Time Credits have not affected the staff or the way we deliver our services. However, it is a great benefit to be able to provide the volunteers with them.”***



This balance is crucial in a busy museum environment, where staff time is limited and volunteer support is essential. Time Credits offer recognition without adding unnecessary administrative burden and the team highly recommend other organisations to join in too!



# Thank you

**None of this would be possible without the people and partners who believe in the power of giving time. From volunteers, community organisations and charities, to businesses and funders who choose to back local action, thank you.**

**Your support helps us recognise volunteering, open up opportunities, and strengthen communities across the Tempo network. We're proud of what we've achieved together and excited to build on this momentum in the year ahead.**

## **The Tempo Team**

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