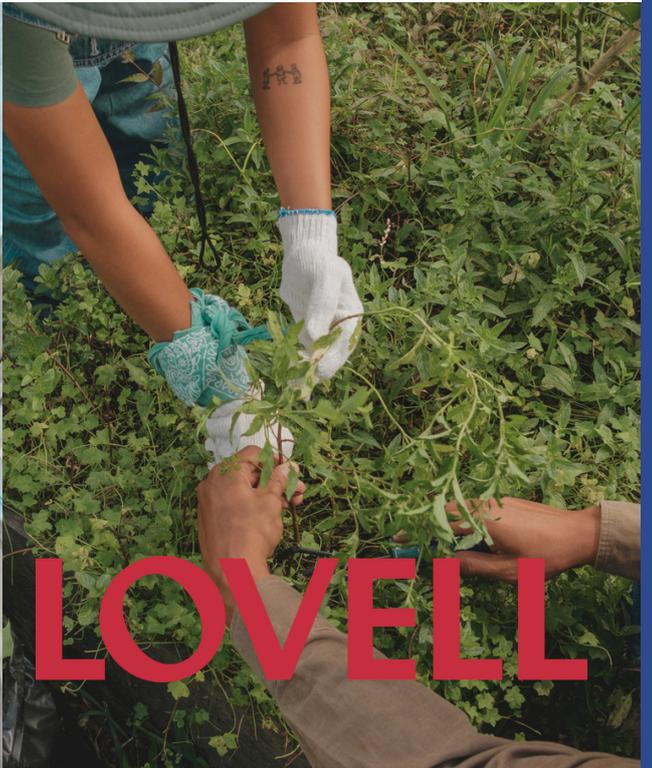




# POWERED BY COMMUNITIES IN WESTMINSTER

Tempo Time Credits



# How Westminster Volunteers Are **Transforming** Communities

Lovell Partnerships' £11,000 sponsorship has enabled Tempo to strengthen volunteering, partnership working, and community engagement across Westminster, focusing on fuel poverty, warm spaces, employment, and health & wellbeing.

The funding has supported community organisations across these themes, helped build stronger local networks, and expanded meaningful volunteering opportunities for residents. Through a dedicated Tempo lead, organisations have been connected, collaboration has been strengthened, and referral pathways improved to better support local people.

The sponsorship has also enabled networking, shared learning, and co-designed approaches to community engagement, including a dedicated Westminster event delivered with The Abbey Centre. Tempo Time Credits have been used to recognise and reward volunteers, supporting sustained participation and community contribution.

Lovell Partnerships' support has played a key role in strengthening local connections, celebrating volunteering, and contributing to more resilient, connected communities across Westminster.

***"Gathering together with like-minded individuals created a community that supports and uplifts one another."***



# Building Communities in Westminster – powered by Lovell

Creating healthier, fairer and connected societies...



Volunteers  
**489**

**£155,850**

in Social Value generated

(at a valuation of £15.00 per volunteer hour)

**10,390**  
hours of time contributed by volunteers

Creating pathways to employment

**52%**

Have learned new skills



**48%**

Feel more confident



**57%**

Feel more able to contribute to the community



Addressing loneliness and isolation



**48%** Visit and see people more often

**44%** Say enjoyable time spent with other people has increased

Improving health & Wellbeing

**33%**

Have less need to see the GP

**48%**

Say mental health has improved

**40%**

Feel healthier overall



Tackling cost of living



**38%** Said they could afford to do more

Westminster  
2025

Sponsored by

**LOVELL**

Time Credits  
Earned  
**10,390**

Time Credits  
Gifted  
**227**

Volunteers  
**489**

Business  
Partners  
**61**

Visit and see  
people more often

**48%**



Have less need  
to see the GP

**52%**



Have learned new skills

**57%**

Feel more able to  
contribute to the  
community



**40%**

Feel healthier  
overall



**48%**

Of volunteers feel more  
recognised because of  
Time Credits

**POWERED BY**

Tempo Time Credits

**Westminster  
Programme**

**2025**

**COMMUNITIES**



**48%**

Feel more  
confident

**44%**

Say enjoyable  
time spent with  
other people  
has increased



# CREATING PLACE-BASED IMPACT THAT DELIVERS SOCIAL VALUE

Strengthening communities, improving wellbeing, and supporting **Lovell's ESG priorities**.

## Warm Spaces

Time Credits helped Warm Spaces across Westminster thrive, keeping community venues active, welcoming, and inclusive during colder months.

## Fuel Poverty

Time Credits have helped local communities respond to fuel poverty by giving residents access to trusted, community-based support, advice, and practical help during rising living costs. They also incentivise and recognise residents for volunteering, while providing access to services that ease financial pressure.

## Employment Pathways

Time Credits support residents in building confidence, skills, and community connections through volunteering, often serving as a first step back into work, training, or education. Volunteers develop transferable skills, teamwork, communication, and leadership, while contributing to their communities.

## Health & Wellbeing

Time Credits encourage social connection, physical activity, and peer support, helping residents move from service users to active participants in their communities. Partners such as Turning Point Westminster, St John's Hospice, Open Age, Age UK Westminster, Marylebone Project, and Westminster Connects used Time Credits to deliver wellbeing activities and community-led programmes. These initiatives helped reduce loneliness, improve mental wellbeing, and strengthen resilience, particularly for older people and those experiencing social isolation.



**38%**

**Said they can afford to do more**



**48%**

**Say their mental health has improved**

Time Credits help Lovell Partnerships deliver on ESG commitments, inclusive regeneration, and lasting social value by putting residents at the heart of their communities. Through volunteering, skills-building, and access to advice, residents gain confidence, improve wellbeing, and enhance employment prospects, while shaping the places they live. Resident-led groups, such as Odhams Walk RM Ltd and Queen's Park Community Council, ensure community voices guide regeneration, with Warm Spaces, advice sessions, and cultural events creating vibrant neighbourhood hubs.

By investing in people, relationships, and local infrastructure, Time Credits strengthen volunteering pathways, support community organisations, and build social capital, turning resident engagement into measurable ESG outcomes and **sustainable, long-term social value** for Lovell Partnerships.

# 489

Volunteers

# 10,390

Time Credits Earned

This represents **10,390 hours** of community contribution. Using a conservative valuation of £15 per volunteer hour, this equates to an estimated **£155,850** in **social value generated** for communities across Westminster.



*"When I use Time Credits, I do it for friends and family, and it makes me happy to do something for them. It's wonderful knowing I couldn't afford these experiences without Tempo Credits.*

*I truly appreciate your help."*

– Anonymous Volunteer

# Strengthening community resilience through diverse volunteer roles

*'The digital platform has revitalised volunteer engagement, making recognition both accessible and independent.'*

At the heart of **Westminster Citizens Advice Bureau** is a simple but powerful mission: to make sure local residents can access clear, reliable advice when they need it most. Funded by Westminster City Council, WCAB has long been a trusted lifeline for people navigating some of life's most complex challenges, from housing insecurity and unmanageable debt to benefits and long-term health conditions.

Behind the scenes is a highly skilled and deeply committed volunteer workforce, each playing a specialist role within the service. It's this network of expertise that allows WCAB to meet residents with empathy, accuracy, and confidence.

Volunteers at WCAB take on specialist roles such as Disability Benefits Champions, Volunteer Gateway Assessors, and Research & Campaigns Volunteers. Together, they ensure residents receive accurate guidance, early triage, and long-term advocacy, while also being signposted to wider support around employment and consumer rights.

## **A long-term commitment to recognition**

Angela Foster joined WCAB five years ago and quickly took on responsibility for managing Time Credits. From the outset, she recognised that volunteering at WCAB is not only skilled work, but often emotionally demanding. Volunteers are regularly supporting people in crisis, offering calm guidance during some of the most difficult moments in their lives.

For Angela, the rise in Time Credit use is a testament to the system's ability to evolve alongside volunteer needs. By removing the administrative hurdles of paper-based systems, WCAB can focus on its primary mission while ensuring its "Champions" and "Assessors" feel consistently valued.

## **A digital turning point**

The move to Tempo's digital platform marked a clear shift in volunteer engagement.

***"Since the inception of the digital Time Credits platform, there has been an uptake of engagement from volunteers"*** Angela notes.

The platform allows volunteers to manage their Time Credits independently and discover opportunities across London with ease. Angela's experience shows that when recognition is easy to access, volunteer morale thrives. The result is a more robust, engaged, and motivated workforce ready to tackle the challenges facing Westminster residents

# When Time Credits Become Family Time

## Supporting Families Through Gifted Recognition

*'Tempo Time Credits have allowed my brother the luxury of visiting the zoo and cinema without the steep cost of admission.'*

In Westminster, the impact of volunteering doesn't always stop with the volunteer. One of the most **powerful** features of Tempo Time Credits is the ability to "gift" credits, allowing recognition to reach family members and carers too.

For one volunteer, this flexibility has transformed weekly routines for their brother, a Westminster resident with Cerebral Palsy, Spina Bifida, and Autism. Getting out into the community is a highlight of his week, but access to London's attractions can be limited by cost as much as by logistics.

Thanks to gifted Time Credits, those barriers are eased. ***"I have gifted the 10 credits to my brother, who is looked after by carers. They take him out on excursions to the zoo, cinema and boat trips with the Tempo Time Credits."***

### **Inclusion that works in real life**

A significant barrier to community engagement for those with high support needs is the cost of admission for accompanying staff. The Time Credits model helps solve this by allowing the brother to bring along the necessary support to ensure a safe and enjoyable trip.

***"He loves to go on trips with his carers,"*** the volunteer explains. ***"The credits allow him to take along a carer or two for the visits."***

**This ensures that his health and accessibility requirements are met while he enjoys these excursions.**

### **Impactful Experiences**

By removing the "steep cost of admission," Time Credits have opened up a world of sensory and social experiences, including:



**The Zoo: Engaging with nature and wildlife.**



**Cinema Trips: Enjoying the latest films in an inclusive environment.**



**Boat Trips: Seeing London's sights from the water.**

### **A System of Care**

This demonstrates that Time Credits are more than just a "thank you" to a volunteer; they are a tool for social inclusion. By allowing credits to be transferred to loved ones, Tempo supports the wider support network of Westminster residents, ensuring that everyone can participate in the best the city has to offer.





# A life of service, woven through work, community and care.

For **Rosemin Najmudin**, volunteering isn't something she fits around her life, it is part of her life. A Westminster resident and qualified doctor, Rosemin spends her working days training Masters and PhD students in health and social work, alongside visiting patients in their homes.

***"I like the balance of volunteering. My work and unpaid time feel intertwined - they feel like one and the same."***

## **Giving Time Where it Matters**

Rosemin's volunteering reflects both her skills and her values. She currently supports three very different organisations:

- Grand Junction, where she volunteers as an usher at the church and community centre
- Westminster Connects
- Veolia, where she champions recycling and compost gardening.

Over the years, Rosemin has supported medical clinics, youth programmes and higher education initiatives. Whether she's stewarding an event or growing vegetables, her focus is always on **helping others thrive.**

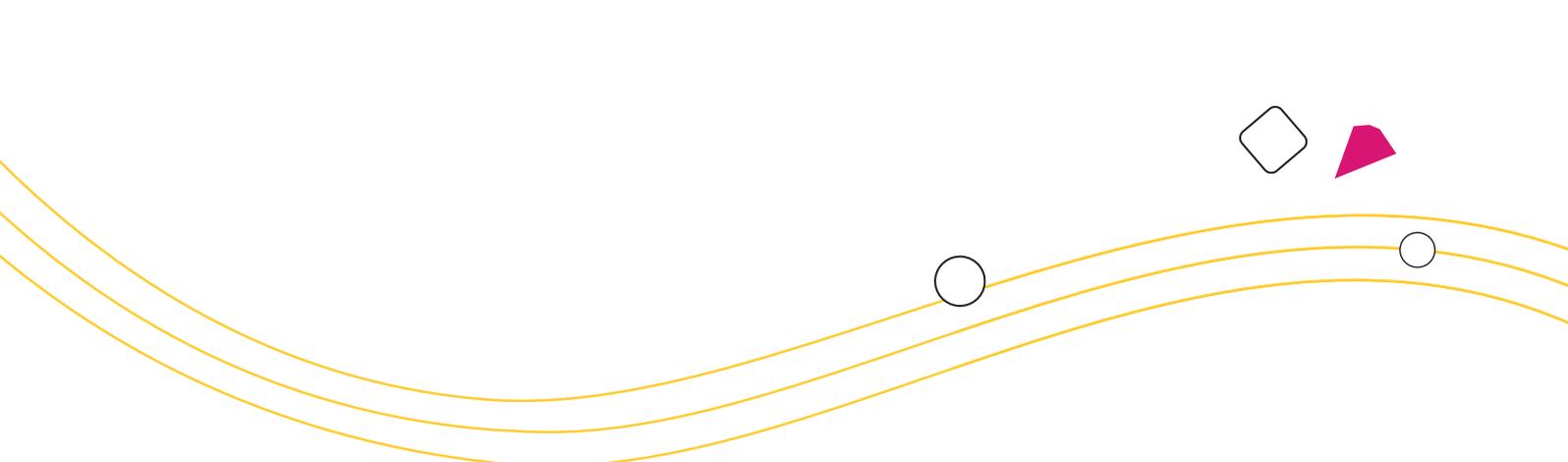
For Rosemin, Time Credits aren't about incentives, they're about **recognition**. She's seen first-hand how volunteers can sometimes be taken for granted. The Tempo Time Credits model, she says, feels *different*.

Rosemin uses her Time Credits to enjoy moments that support wellbeing and connection like taking her nieces and nephews to Kew Gardens, going to the cinema and exploring London by Uber Boat.

***"I love it. Time Credits give me a sense of dignity. They allow me to treat people, and that brings me real joy."***

By recognising volunteers like Rosemin, we help sustain the passion and commitment that keep communities strong.





# 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**



[rachel@wearetempo.org](mailto:rachel@wearetempo.org)



07402907600



[wearetempo.org](http://wearetempo.org)

# LOVELL