



POWERED BY COMMUNITIES IN WALES

Tempo Time Credits Cymru



Community, connection and belonging

Powered By People: Building Stronger, Connected Communities Across Wales

Tempo Time Credits is incredibly proud of its origins in Wales. Founded in **2008** in the Welsh Valleys, Tempo began as a community development organisation with a simple but powerful idea: recognising and rewarding the time people give to strengthen their communities. From the outset, Time Credits have been used not just to recognise contribution, but to bring together the assets that already exist within communities, people's skills, lived experience, local organisations, businesses, and shared spaces.

Time Credits are a practical tool for building **stronger**, more **connected** communities and co-produced services, where people are active and equal participants rather than passive recipients. By valuing everyone's time equally, Tempo supports communities to recognise their own strengths, connect across difference, and use local assets in ways that build confidence, belonging and collective ownership. At the heart of our approach is a belief in the power of people to create positive change for themselves and others.

Over the past six years, supported by Welsh Government investment, Tempo has built on these strong foundations to become a recognised and trusted national delivery partner across Wales. This period has been marked by significant pressures across the voluntary, community and public sectors, alongside rising demand on services and constrained resources. Despite these challenges, Tempo has continued to innovate, strengthen partnerships and embed Time Credits as a proven enabler of volunteering, participation and wellbeing.

Time Credits get me out of the house. Meeting others, making a difference, having a routine keeps me active; physically, mentally.

Time Credits enable me to do more exciting things with my grandchildren.

When I started volunteering my overall wellbeing and self esteem were low. Time credits improved my self worth. I felt valued. I could share this with others by giving.

I look forward to meeting the other volunteers, planning what needs to be done, having a brew and putting the world to rights.

Time Credits
Earned
294,130

Time Credits
Gifted
9,816

Volunteers
10,794

Business
Partners
224

Visit and see
people more often **60%**



Feel less isolated
and lonely

67%



Have learned new skills

74%

Feel more able to
contribute to the
community



62%

Feel healthier
overall



36%

Said they
can afford
to do more



64%

Say mental
health has
improved

POWERED BY

Tempo Time Credits

Welsh
Government
Programme

2025

COMMUNITIES



62%

Say using Time
Credits has
improved their
quality of life

60%

Feel more
confident



Volunteering, Inclusion & Participation

Tempo plays a vital role in strengthening Wales's volunteer infrastructure, supporting organisations to recruit, retain and recognise volunteers, while widening participation for those new to volunteering or facing barriers. We launched a strategy focused on deepening impact, strengthening community development, and ensuring long-term sustainability. Working alongside communities, we help more people recognise their skills and contribute locally, which will directly support delivery of the Vision for Volunteering in Wales and help build a more inclusive, accessible volunteering landscape.

Since launching our digital platform in 2020, we have provided a consistent, safe and sustainable national Time Credits framework, enabling organisations to grow and diversify their volunteer base. Our partnerships show how Time Credits widen access to cultural, heritage and environmental opportunities that improve wellbeing. Through inclusive pathways into volunteering, including links to social prescribing for children and young people, we help organisations engage people who may never have volunteered before, strengthening confidence, connection and community belonging. Time Credits are now a proven enabler of volunteering in Wales: building capacity, advancing the national vision, and ensuring participation is valued, inclusive and accessible to all.



912
Community
Organisations in our
Wales Network

62%

Feel more
positive about
their future

17,834

Hours given back to the
community in 2025!

37%

Like using
Time Credits
to get out
more

44%

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

£4,411,950



In social value
generated

A community in motion

What began as one man's mission has grown into a community-wide movement. Mike is a local resident of Aberaman and a military veteran whose resilience has become the heartbeat of a grassroots movement. He is driven by a deep sense of pride in his community and a refusal to let his neighbourhood decline.

From Frustration to Action

"When my parents didn't even feel safe getting out of the car because of all the fly-tipping and damage, I knew something had to change"

Mike began with a sense of pride, started doing daily litter-picks and personally hauled countless loads to the recycling centre.

Building a Movement

Mike's solo passion soon became infectious. As he worked, the community began to follow his lead, turning a one-man cleanup into a collective effort to reclaim their shared spaces. The Oakland estate in Aberaman is now noticeably cleaner and more vibrant, burnt-out sheds have been repainted, the woods are maintained regularly, and local schools are teaching pupils about wildlife and woodland care.



Fueling the change with Tempo Time Credits

To sustain this passion and turn it into a lasting movement, the project partnered with **Trivallis' Community Team, Tempo Time Credits,** and the **Pen y Cymoedd Wind Farm Community Fund.** This collaboration ensures that the hard work of volunteers is recognised and rewarded.

Local volunteers earn Tempo Time Credits for every activity, including clean-ups, painting, and community engagement. The project has also successfully bridged generational gaps. Mike notes, *"It's brilliant seeing children from the local school supporting our project"*.

Mike's military background gave him the resilience to keep going, even when faced with initial scepticism. Now, his efforts have inspired neighbouring areas to take similar action. *"We're seeing more people take pride in where they live"* he says.

Mike's story shows that people already have the power to create change within them. Sometimes it just takes a moment of frustration, a reason to care deeply, and the space to act. With Time Credits helping to recognise effort and sustain momentum, small actions have grown into a movement that continues to leave an impact far beyond one estate.

"Time Credits are helping to recognise and reward those efforts and that's what keeps the **momentum** going".



Affordability and Access

“Time Credits are a chance to try new things without worrying about the cost”

Taking part in activities can be expensive, and those costs often shape what people feel able to say yes to. Time Credits help ease that pressure, making it possible to enjoy experiences that might otherwise feel out of reach.

Through social, cultural and wellbeing opportunities offered by Recognition Partners, Time Credits reduce financial barriers and widen access to participation. They also give people something positive to plan for, a family outing, a shared activity, or time set aside for themselves, which can make a real difference, particularly when budgets are tight.



34%

Said they can afford to do more



37%

Like using Time Credits to get out more

People tell us they take risks with Time Credits in ways they wouldn't with money. Because the cost is already covered, they feel more able to try new things, explore new experiences, and choose opportunities they might otherwise pass up. This sense of freedom reduces concerns about spending and makes it easier for people to step outside their comfort zones. Many say it opens doors to activities they never thought they could do, helping build both confidence and enjoyment.

By reducing financial barriers and increasing confidence and choice, Time Credits widen access, support wellbeing, strengthen social connections, and help people feel more included in community life.



44%

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



“
I took my mum and sister to the BBC studio tour for my mum's birthday. I wouldn't have been able to afford that but we all had an amazing time and my mum thoroughly enjoyed it. Thank you!
”



Health and Wellbeing

“Time Credits get me out of the house. Meeting others, making a difference and having a routine helps to keep me active physically and mentally.”

A New Strategy

64% 

Say their mental health has improved

62%

Feel healthier overall



60% 

Feel more confident

One year into our new strategy, launched in 2024, Tempo has continued to deepen its impact by strengthening community development and focusing on long-term sustainability. This approach reflects our commitment to working alongside communities so more people can recognise their strengths, contribute meaningfully and use Time Credits as a tool for engagement, recognition and early intervention.

Tempo Time Credits actively supports the ambitions of the Well-being of Future Generations (Wales) Act by bringing the Five Ways of Working to life in practice, particularly prevention. Evidence from across our network shows that people involved in Time Credits report improved physical and mental health, stronger social connections and reduced loneliness. These outcomes enhance individual wellbeing while helping to reduce pressure on public services and build resilient, connected communities.

One year on, our strategy is already demonstrating how recognising people's contributions can strengthen wellbeing, empower communities and create lasting preventative impact across Wales.



Where Time Credits Open Doors to Strength, Confidence and Community

Hangar Human Performance Centre is a family-run gym on Penarth Road, Cardiff founded by local resident and businesswoman **Faith Attwell**. The Hangar opened in June 2017 with a clear vision: to bring strength training, conditioning and combat sports, including Mixed Martial Arts, together under one roof.

“We are a gym and combat sports centre, with a range of activities to promote health, confidence, wellbeing and skills. The hub offers training and volunteering opportunities and has lots of ways to help the local community.”

As a Tempo Recognition Partner, the Hangar HPC enables people earning Time Credits through volunteering to exchange them for access to the gym and MMA classes. This partnership removes financial barriers, making high-quality fitness and combat sports accessible to people who might otherwise be excluded, while recognising and rewarding the time they give to their community.

Giving Time, Gaining Confidence and Belonging

Alongside the gym, Faith has also established the **Hangar Food Pantry**, operating on a *Pay What You Can Afford* membership model for people struggling to make ends meet. The Pantry provides boxes of mixed chilled, frozen, ambient and fresh food depending on availability, supporting varied dietary and cultural needs. It also donates free food packages to those who need them most.



Powered by People, Recognised by Time Credits

"During Covid my mental health was not very good. I was shielding. I developed a stammer, and I didn't go out of the house for a year. I was petrified and was retired from the blood service due to my ill-health. I was asked to volunteer, and I didn't know whether I was confident enough, but I started volunteering at the Hangar on a Sunday and I absolutely loved it!

It was the best thing that could have happened to me."

Crucially, the Food Pantry creates meaningful volunteering opportunities, with 10 volunteers currently earning Time Credits through their involvement. These Time Credits recognise their contribution and open up opportunities for rest, enjoyment and connection beyond day-to-day survival. For many volunteers, this combination of purpose, community and recognition has been life-changing. An individual Barry previously worked as a blood donor nurse with the Welsh Blood Service and supported a local primary school before the pandemic. Encouraged by others, they later began volunteering at the Hangar Food Pantry.

Volunteering helped this person **reconnect** with people, **rebuild** confidence and **rediscover** happiness. Time Credits have allowed them to enjoy experiences with her family that would otherwise have been out of reach. We are so proud that across the Hangar Community Hub, Time Credits play a vital role in recognising contribution, reducing isolation and widening access, whether that's to fitness, cultural experiences, family time or simply moments of joy!



*"I would carry on doing what I'm doing anyway without the Time Credits, but it's nice to have a little thank you and it allows me to do things... **we wouldn't have been able to afford to go without Time Credits."***

Joining the Movement



Across Wales, more community groups and partners are joining the Tempo network, creating a growing movement rooted in recognition, reciprocity and inclusion. From grassroots initiatives to established organisations, partners are using Time Credits to value people's time, skills and lived experience, strengthening community cohesion by bringing people, services and organisations closer through shared participation.

Using a social value rate of £15 per hour, the 294,130 Time Credits earned represent **£4,411,950 in social value**, demonstrating the significant contribution volunteers make to communities across Wales. This equates to an average of **27.3 hours contributed per volunteer** and around **£409 of social value generated per person**, highlighting both the scale of participation and the meaningful impact of individual contributions.

This growth comes at a time when many organisations face increasing challenges recruiting and retaining volunteers and finding meaningful ways to give back. Time Credits help address this by supporting partners to diversify their volunteer base, reach new people and create clearer, more inclusive pathways into volunteering and participation. In turn, this helps organisations sustain engagement while ensuring volunteers feel recognised, valued and motivated. As the movement expands, more volunteers are contributing their time to support local services, activities and neighbours, building confidence, belonging and stronger community connections. At the same time, Recognition Partners across Wales continue to open opportunities for volunteers to use their Time Credits in cultural, leisure and community spaces, strengthening cross-sector relationships and reinforcing a shared commitment to participation and wellbeing.

Together, community groups and partners are helping to grow a national movement that recognises contribution, widens participation and strengthens communities across Wales.

"We're seeing a powerful shift across Wales, organisations aren't just recruiting volunteers, they're building inclusive pathways for people to participate, belong and be recognised. When people feel valued, they stay involved, communities grow stronger, and the impact reaches far beyond volunteering."

— Rachel, CEO, Tempo



CHARITIES AND COMMUNITY GROUPS



"Tempo has helped us in assisting local community, charity and volunteering led people who've helped benefit others and this acts as the extra icing on the cake for them. We're happy to reward those who've done good for their local community and play our part in the system."

- Elin Dowsett (Box Office Manager,
Glee Club Cardiff)



63%



Of organisations saw a positive difference in their ability to recruit volunteers

69%



Saw improved health and wellbeing of volunteers

76%



Said Time Credits help them recognise volunteers more effectively



Partner Spotlight



11

National Trust Venues accept Time Credits



2,200

Time Credits have been accepted through National Trust venues.

National Trust is Europe's largest conservation charity, caring for nature, beauty and history so everyone can enjoy them. Their work is powered by millions of members, volunteers, staff and donors, support that keeps nature and heritage flourishing.

National Trust cares for:

- More than 890 miles of coastline
- Over 250,000 hectares of land
- More than 500 historic houses, castles, parks and gardens
- Nearly one million works of art

The Tempo partnership

National Trust joined the Tempo Time Credits Network in Wales in 2022, becoming a national partner through Tempo's digital system.

Today, venues such as Dyffryn Gardens, Chirk Castle and Tredegar House, Powis Castle and Gardens are helping volunteers enjoy and access some of Wales' most treasured places!

"Time Credits allow us to support people to access our venues who wouldn't necessarily come to visit for various reasons. We are also then able to open up more access to our local communities in and around our venues by attracting local people, as well as tourists. Overall, it's been a really positive experience working with the Tempo team as they hold the same shared values and key drivers as we do which makes Tempo a good organisation to work with." - Rhiannon Gamble, People Business Partner, Volunteering & Community.



A Tempo Trip out with volunteers to Dyffryn Gardens!

"We had a great visit to Dyffryn. I took my 4 year old grandson. The fact we could visit for free via Time Credits made the visit even sweeter."

- Anonymous Volunteer

"We had a lovely afternoon using Time Credits at Tredegar House... This was a great trip out and a very positive experience."

- Volunteer Hayley Corless



National Trust



Recognising Time, Opening Doors: Volunteering at the Heart of CofGâr

CofGâr is a family of five museums across Carmarthenshire, representing the Carmarthenshire County Council museums and arts service. Together, these much-loved venues offer rich cultural experiences and welcoming spaces for local communities and visitors alike. Currently, volunteers can use **2 Time Credits** for admission to both the Dylan Thomas Boathouse and the Museum of Land Speed in Pendine. CofGâr has offered these opportunities as a Tempo Recognition Partner for two years, after joining the network in **2023**.

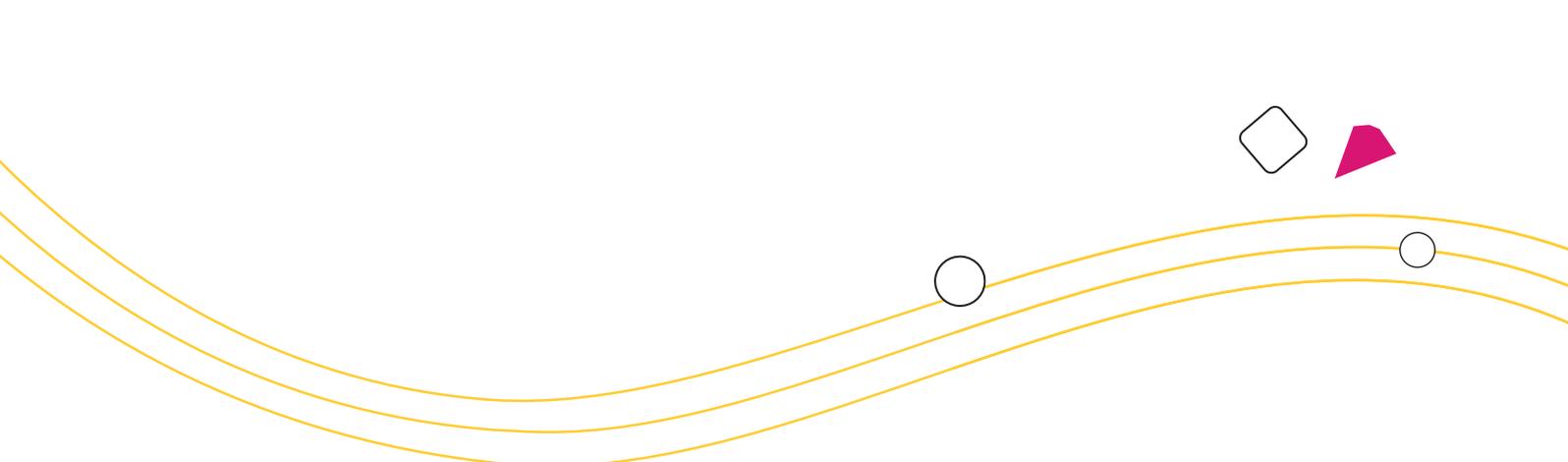
We spoke to Volunteering and Community Engagement Officer, Jenna Morris, about why CofGâr chose to partner with Tempo Time Credits, both as a place where volunteers can earn credits, and as a venue where they can be spent. Reflecting on the partnership, Jenna shared:

“Accepting Time Credits allows us to be more accessible and inclusive for those who might have barriers to accessing our venues for a variety of reasons, such as finance or opportunity, which in turn supports us to draw new and different people into our venues who might not otherwise visit us”.

Volunteering sits at the heart of CofGâr’s work. Across the five museum sites, volunteers contribute in many different ways, helping to deliver an excellent service for the community. Speaking about the impact of Time Credits on volunteers, Jenna reflected:

“Utilising Time Credits, and providing these to volunteers to recognise all of the time and hard work, is lovely and the opportunities that they provide to our volunteers are fantastic. So, it’s a lovely thing to add to their volunteering experience.”





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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