



POWERED BY

COMMUNITIES

Tempo Time Credits

Impact Report 2025

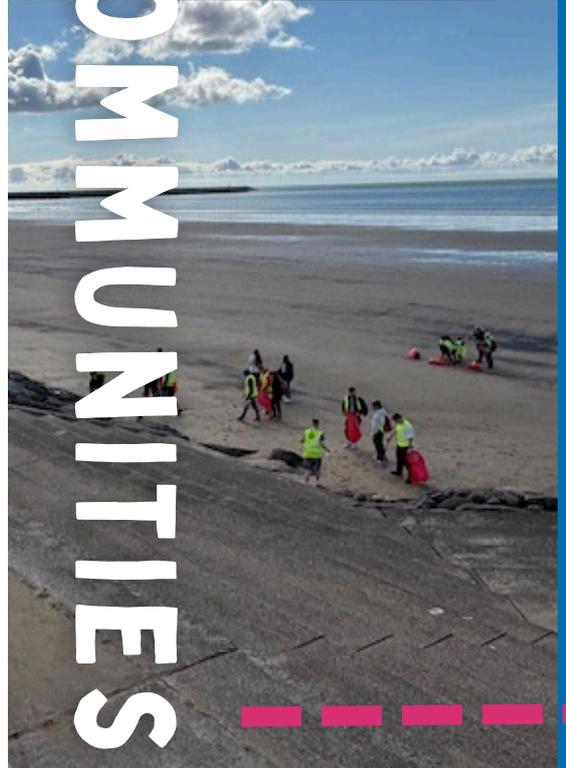


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Our story so far



This year at Tempo

This year's annual survey shows how Tempo's impact is deepening. Our work is more focused and rooted, with stronger relationships in the communities we serve. Although our geographic footprint has consolidated, our influence within those places has grown, particularly through our heritage work, where local history, culture and identity are increasingly shaping how people engage with Time Credits.

A key milestone was receiving completed surveys in Welsh for the first time. This reflects growing trust among Welsh-speaking volunteers and our commitment to making Time Credits accessible and meaningful across Wales.

Guided by our 2024–27 strategy, we have focused our efforts in Wales, London and the South East, investing where Time Credits can have the greatest impact. Place-based funding has enabled us to recruit locally rooted team members, strengthening delivery, inclusion and long-term sustainability.



Over half of people in our network have given their time more than once per week.

30%

of people say they give more time because of Time Credits



231

New community groups joined Tempo

8,000+



Time Credits gifted to friends and family

Since 2024...

140,462

Time Credits Earned

200

New Venues

5,723

New Volunteers



Words from Rachel

As CEO of Tempo, and someone who has been part of this organisation for 13 years and through many different phases, it is a privilege to reflect on the journey we are on together. Each year, this survey brings us closer to the heart of Tempo's purpose: building community, valuing people's contributions, and supporting individuals in finding their own pathways forward.

I have seen people who first connected with Tempo many years ago go on to thrive. It often begins with a small step, a few hours volunteered, or a Time Credit earned. These moments build confidence, connection and wellbeing over time, which is why Time Credits are not time-limited. Change unfolds at its own pace.

This year, we reviewed how we measure impact so our approach better reflects our values and the kinds of change that matter most. As you read the findings, I encourage you to see them as part of a longer journey of progress, resilience and belonging.

Thank you to everyone who took part in this year's survey and to all those who make Tempo what it is. Your voices and contributions power our work.

Community, connection and belonging



Time Credits help people feel part of something bigger. Volunteering brings people together and shared experiences help build communities that feel welcoming and supportive. For individuals, this often starts with simple moments. People meet others they might not otherwise cross paths with, join group activities or spend time with family in ways that feel enjoyable and affordable. These experiences help people feel more connected and confident to get involved.

The impact goes beyond individuals. Volunteers support local groups, share their skills and help create activities for others. Many tell us they feel more able to play an active role in their community, from helping run a group, to shaping local services or supporting people facing similar challenges. Together, these contributions strengthen neighbourhoods and create a shared sense of pride.

Time Credits make it easier for people to take part together. Group trips, shared activities and regular volunteering create natural opportunities to connect and feel part of a wider network. This sense of belonging helps people stay involved and supports stronger, more connected communities.



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





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.



When Powered by Community, Friendships Flourish

64%

Feel less isolated and lonely



Time Credits support connection by creating opportunities for people to take part together, through volunteering, group activities and shared experiences, rather than through individual reward alone.

This year, we proudly organised a wide range of **Tempo trips**, giving volunteers the chance to spend time together and build connections through shared experiences. These included beach days out in Barry, groups from Medway coming together, trips around the City of London and much more. These trips encourage conversation, new friendships and a stronger sense of belonging, showing how Time Credits can bring people together in meaningful ways.

This sense of friendship and connection is at the heart of what we do. It's not only about earning and spending Time Credits, it's about building moments where people feel welcomed, supported, and truly part of a connected community.

62% visit or see other people more often

74% feel more able to contribute to their community and other people

48% have helped others with similar challenges

71% have shared their skills with others

"I am a refugee in the UK and my experiences before I came here made me socially isolated. After I started to do volunteering and earn Time Credit then these pushed me to be part of the social life."



Affordability and Access



Taking part in activities can be expensive and those costs often shape what people feel able to take part in. Time Credits help ease that pressure. They make it possible to enjoy things that might otherwise feel too costly, such as a day out, a cultural visit or a wellbeing activity.

Time Credits also give people something positive to plan for. A family trip, a group activity or time set aside for themselves can make a real difference to how the week feels. Knowing the cost is covered means people can choose more freely.



43%

Value being able to treat friends and family



38%

Said they can afford to do more



29%

Like that Time Credits gets them out more overall



“Life is so expensive so Time Credits mean that people can try new things and spend time with their children doing fun things.”

“It allows us to go to places we might not have gone to before.”

“Allows me access to more leisure and travel which helps me relax.”



A man with grey hair and a beard, wearing a green t-shirt and grey trousers, is kneeling in a garden. He is holding a long silver pole. In front of him are several wooden crates filled with red and yellow apples. To the right, there is a red bucket. The background shows lush green foliage and a stone wall. The title 'Health and Wellbeing' is overlaid in large white text on the right side of the image.

Health and Wellbeing

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

65%

say their mental health has improved

63%

feel healthier overall

34%

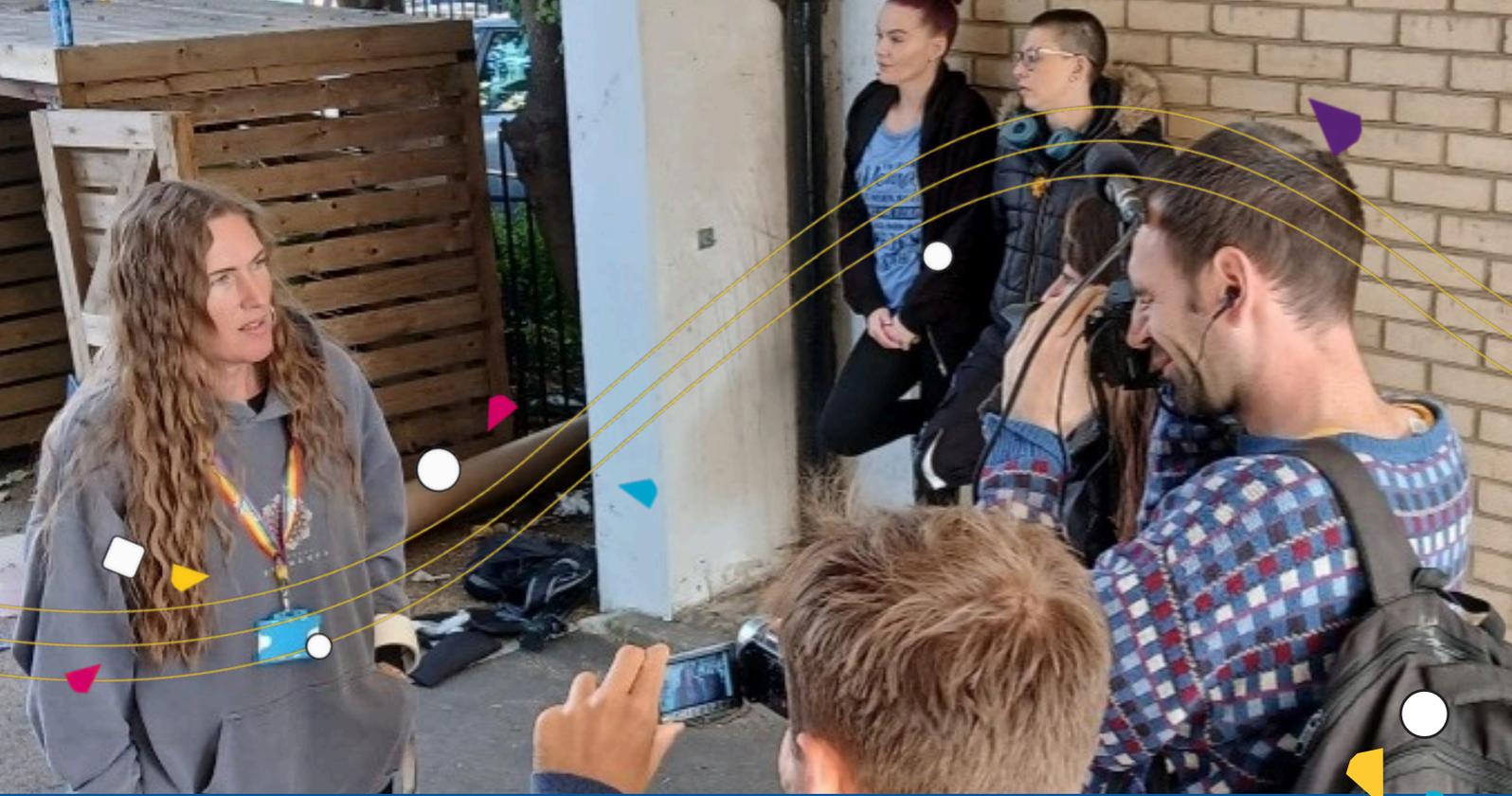
have less need to see the GP

69%

of charities say they have seen improvements in the health and wellbeing of their volunteers.

Volunteering and earning Time Credits can support health and wellbeing by creating more opportunities to be active and to spend time doing things that are good for physical and mental health. Giving time often involves getting out of the house, moving more and taking part in practical activities, while using Time Credits can make it easier to access exercise, leisure and wellbeing activities that people enjoy.

For many people, simply being more active can make a difference. People often tell us they feel healthier, less isolated and more confident as a result of being involved. These changes can matter for anyone and can be especially helpful for people managing long-term health conditions, caring responsibilities or coming through a difficult period.



“Knowing people can do things together in the community that support physical and mental health is even better.”

Empowering Peer Leadership

The Grove, a recovery service working in the borough of Haringey, works towards better mental health, better lives and better communities. Guided by values to be kind, respectful, keep things simple and empower. As a Harm Reduction Peer Experience Practitioner, Ellie Froud plays a key role in bringing these values to life through co-production and peer leadership.

Being new to distributing Time Credits, Ellie sees its immense value not just as an incentive, but as a genuine form of recognition for those who support service design and attend meetings.

“Now that I have an account and been able to credit, it has been great. I do not feel that peers are supporting and engaging just for time credits and it feels good to be able to give them something back for their input, support and engagement.”

Supporting Wellbeing through Time Credits

Ellie awards Time Credits for activities that strengthen recovery, skills and connection, including:

- Art and poetry groups
- Co-production meetings
- Co-facilitating recovery groups
- Community events such as street art workshops and Recovery Pride

Service users have already used Time Credits for canal trips on the Thames and are planning shared experiences like cinema trips and Roller Nation.

Why it matters

For The Grove, Time Credits are a simple, positive way to recognise contribution and live their value of Empowerment, acknowledging people not just as service users, but as active partners in their community.

Steps to Lasting Change



People get involved with Time Credits for all sorts of reasons. Some want to meet others. Some want a routine. Some want to feel useful again. For many, the first changes happen quickly. They feel more motivated, get out of the house more often or find something they enjoy doing each week.

Many long-term volunteers describe how giving time and being recognised through Time Credits has a **growing impact**. Looking back, they often see how early steps opened unexpected opportunities—learning a skill that later helped with work, meeting friends or finding support, or doing something positive with family that made everyday life easier.

One thing that makes this possible is that Time Credits are not time-limited. People can stay involved for as long as they want and their role can change as their life changes. There is no pressure to move quickly. People take steps when they feel ready.

The building blocks that support this change:

52% take part in courses to develop skills while volunteering

62% say Time Credits have improved their quality of life

20% have developed new interests

68% have learned new skills overall

"I think Time Credits are a great thing, they support local venues and help people gain knowledge of the community!"

Roger – Volunteer at St Elvan's Church



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 Maes y Deri 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.

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



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.



830

Businesses who offered activities and experiences

700,000+

Time Credits earned since 2020



Volunteers from Llanelli Railway Goods Shed Trust

Charities and Community Groups

“We would highly recommend working with Tempo and using Time Credits. It’s a brilliant way to recognise and value volunteers’ contributions, especially when financial rewards aren’t possible. The system is simple to use, well-supported and gives organisations a clear way to evidence community impact. Tempo has helped strengthen our volunteer programme, attract new people and give existing volunteers a real sense of appreciation and belonging. It’s particularly effective for inclusive and community wellbeing projects like ours.

Time Credits make volunteers feel seen and valued and that recognition builds confidence, motivation and stronger community connections.”



93%

feel their organisation benefits from working with Tempo



65%

have recruited more volunteers because of working with Tempo



29%

saw an improvement to funding and resources



64%

of organisations reported an improvement in volunteer retention



Building stronger families



Cefnogaeth Lleiafrif Ethnig Cymoedd



Thank you to our business partners

In 2025, we were proud to welcome some truly incredible businesses into the Tempo network. Thanks to their generosity, we secured a wide range of offers and activities that people can enjoy by using their Time Credits rewarding those who give their time to support their communities.

Our business partners share our belief that volunteering should be **valued** and **celebrated**. They choose to work with Tempo because they want to make a positive impact locally, give back in meaningful ways and support the people and initiatives that make communities stronger. From much-loved local businesses to new partners joining us for the first time, each plays a vital role in helping Time Credits open doors to new experiences.

Our team works directly in communities to build relationships and onboard a diverse mix of activities. This variety is intentional, so everyone can find something that suits them, whether that's a day out, a creative activity or something completely new!

We are incredibly thankful for the continued backing of both long-standing and new business partners throughout 2025 and we're excited to keep growing our partnerships and unlocking even more opportunities for people to use their Time Credits in the year ahead.

835
BUSINESS
PARTNERS

600+
OFFERS

"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)



CHAPTER

PARK
THEATRE



TAITH PYLLAU
GLO CYMRU
A WELSH COAL
MINING EXPERIENCE

Uber Boat
by thames clippers



Guildhall
Art Gallery.



Room to
Reward



nore yoga

BETTER
the feel good place

CITYLIT



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, Tredegar House and Powis Castle and Gardens 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

Personal Reflections



In 2025, Tempo's Recognition Partners have been central to empowering communities and creating lasting impact. As a connecting thread within their local communities, partners help build bridges and unlock opportunities for volunteers that might otherwise be inaccessible. Together, we're seeing how recognition can unlock participation, strengthen local networks and create pathways for communities to shape their own futures.

Morgan Slate
Business and Partnerships Manager in Wales



It's an exciting time to be working at Tempo! Leading on our charity's identity and communications, it's a real privilege to see the depth of impact we're making. There's such a wide range of ways the Time Credit model makes a difference, and I'm thrilled to see the momentum building as more people believe in what we do.

My favourite thing about Tempo, reflected throughout this 2025 Impact Report, is that everyone's experience is different. People use Time Credits in ways that suit their own journeys. With such diverse communities, I love that Tempo doesn't try to mould anyone. That's what makes the stories so varied and unique. Tempo supports individuals in whatever they're focused on in life, and we're here to encourage and enable them however we can.

Maria Dunn
Marketing and Digital Support Manager



Insights from Our Evaluation Partner

At Apteligen, we've worked alongside Tempo since its earliest days, when the first impact report was still an idea and a long-term approach to evaluation was just beginning. Even then, the patterns in Tempo's work suggested strong foundations were already in place.

Over time, Tempo's own data has reinforced those early signals. What started as promising indicators has become a clear, long-term picture of impact, showing both immediate benefits and the quieter, cumulative changes that emerge as people stay involved, try new things and take on new roles. The stories in this report reflect what we've seen throughout our partnership: people using their time, talents and relationships to strengthen their communities.

Not every finding is straightforward. We continue to support Tempo to learn, adapt and improve, shaping the offer so it works well for a wide range of people. This commitment to honest reflection is a key reason the model has grown stronger over time. This year's theme, Power to Communities, returns to the heart of what has always made Time Credits work: valuing people's time, opening doors and giving communities the tools to lead change in ways that matter to them.

We're proud to be part of Tempo's journey, contributing to the evidence and learning that support the work and helping ensure it's used in a grounded, meaningful way.





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



Llywodraeth Cymru
Welsh Government



Cronfa Gymunedol Fferm Wyrdd
PEN Y CYMOEDD
Wind Farm Community Fund CIC



Medway COUNCIL
Serving You



Cronfa Treftadaeth
Heritage Fund



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