



POWERED BY COMMUNITIES IN CITY OF LONDON

Tempo Time Credits



Impact Report 2025

Time Credits
Earned
17,834

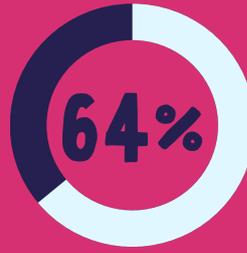
Time Credits
Gifted
1,227

Volunteers
469

Business
Partners
69

Feel less isolated
and lonely

61%



Are more
physically active

67%



Have learned new skills



70%

feel more able to
contribute to the
community

64%

Feel healthier
overall

66%

Feel more
positive about
the future



48%

Are more able
to manage
their health
and wellbeing

42%

Said they
can afford to
do more



POWERED BY

Tempo Time Credits

**City of London
Programme**

2025

COMMUNITIES



64%

Feel more
confident

60%

Visit or see
other people
more often



Recognising Volunteers Across the City of London

Through the City of London Time Credits programme, Tempo works closely with local charities and community organisations to help them say thank you to the volunteers who give their time across the city. We currently work with **41** charity and community organisations as part of the City of London programme. Feedback from a selection of these organisations shows the positive difference Time Credits are making on the ground.

Together, these results show how the City of London Time Credits programme is strengthening local organisations, helping volunteers feel valued while supporting charities to build more resilient, engaged communities.



63%

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



50%

saw improvement in volunteer skills and capabilities



75%

feel their organisations benefits from working with Tempo

Social value generated through City of London Time Credits

In 2025, **469** volunteers contributed a total of **17,834 hours** of volunteering activity, earning City of London Time Credits in recognition of their contribution. Using the NCVO nationally recognised valuation of £15 per volunteer hour, this equates to an estimated **£267,510 in social value generated**.

This calculation provides a conservative and widely accepted benchmark for the economic value of volunteer time and is commonly used in public-sector and charitable reporting. The Time Credits model supports this value creation by recognising and rewarding volunteering, strengthening participation, and reinforcing a culture of reciprocity. Alongside the quantified social value, the programme contributes to wider outcomes including increased community participation, skills development, and improved wellbeing for those involved.

When i'm around people I feel less isolated

I am feeling more confident!

Volunteering gives me a sense of purpose



Turning Time Given into Time for Themselves

How Imago City of London Uses Time Credits to Thank Unpaid Carers

Unpaid carers across the **City of London** give their time, energy, and care every day, often with little opportunity to pause for *themselves*. Imago City of London supports carers through practical help, connection, and much-needed respite, helping to reduce isolation and pressure. Time Credits are proud to play a role in that support.

Recognising Time and Lived Experience

Imago offers Time Credits to carers who attend service user forums. These sessions give carers the chance to share feedback on what's working, what's needed, and how services can improve. For carers, this input takes time, and Time Credits make sure that time is valued.

A Simple Incentive That Works

The incentive works because carers feel they're getting something meaningful back for volunteering their time, something that can be hard to spare. In return, Imago gains honest insight that helps shape services around real needs.

Sheema Ishaque works at Imago City of London, supporting unpaid carers across the city. Through her role, she helps ensure carers' voices are heard and their time is recognised, using Time Credits as a meaningful way to say thank you and encourage engagement.

"I intend to definitely continue to offer to people as it's a way of rewarding them for their time and saying thank thank you."

Time for Themselves

Carers are using their Time Credits for leisure and respite, including trips to the cinema and journeys on the Uber Boats. These moments of enjoyment turn time given into quality time returned, helping carers rest, recharge, and feel appreciated.

Reaching More Carers

Imago is keen to reach unpaid carers who may not realise they are eligible for support. Looking ahead, Imago is exploring new ways to distribute Time Credits and is working closely with Tempo to strengthen the programme.

As Sheema notes:

"The willingness of the Tempo Programmes and Partnerships Manager to attend their sessions and provide information directly to carers is a helpful step."

We're sharing Imago's story to show how Time Credits can be a meaningful reward for unpaid carers, while also strengthening services through lived experience.

"Time Credits are a way of rewarding carers for their time and saying thank you."

- Sheema Ishaque, Imago City of London

Time Credits are the key to boosting morale and fighting food insecurity.

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

Ayla Buyuran is a key figure at Family Action London, an organisation dedicated to tackling food poverty through innovative food clubs and a social supermarket model. For families facing food insecurity, these clubs are essential, allowing people to contribute a small sum of £4 and receive a significant £15 worth of fresh and essential food every single week.

The success of this crucial operation rests entirely on the commitment of volunteers, who dedicate three to four hours each week for preparation and distribution. Ayla understands that recognising this consistent, vital support is essential for sustaining the community work.

Recognition in Action

Ayla and her team found Time Credits to be the perfect mechanism to reward this invaluable contribution. Time Credits provide volunteers with access to opportunities they otherwise might not pursue, focusing recognition on well-being and cultural engagement.

"Having seen the offers available for people to spend their time credits, myself and the volunteers I've spoken with feel Time Credits are brilliant," says Ayla.

Volunteers have used their Time Credits to access a wide range of rewarding experiences:

"People who earn Time Credits with us have been able to use them at offers such as the various cinemas, yoga and Tower Bridge."

This diversity of access ensures that every hour spent fighting food poverty is matched with an hour of meaningful personal reward, from physical wellness to cultural engagement.

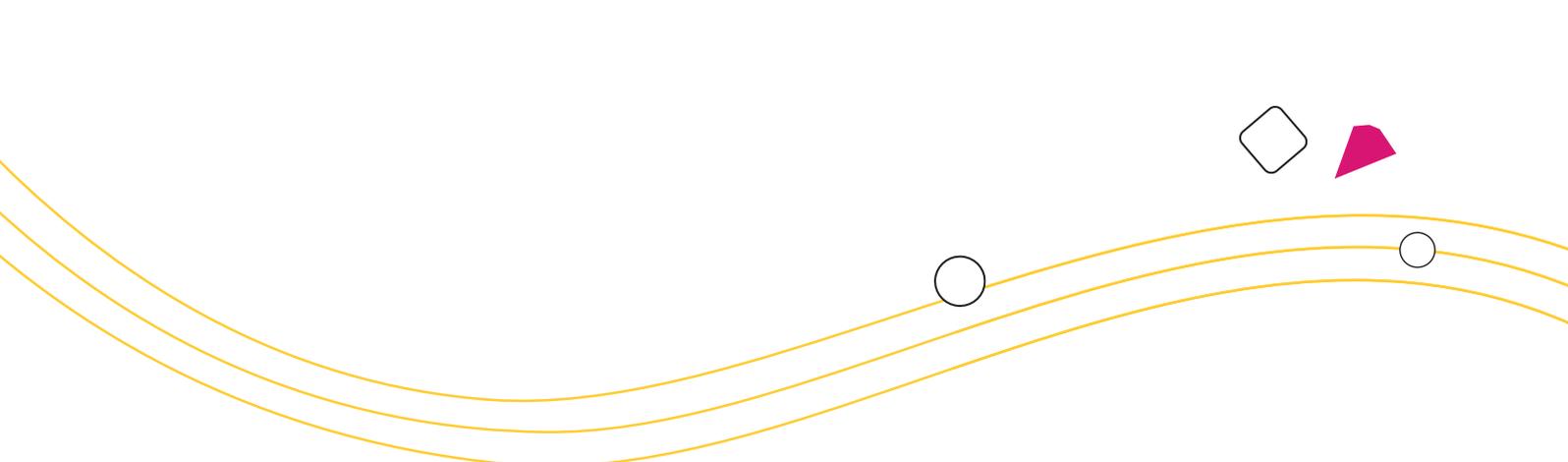
For Ayla, the success isn't just in the rewards, but in the seamless implementation of the program itself. Time Credits need to support the operation, not complicate it.

"I feel the system is straightforward to operate and for volunteers to sign up and the staff at Tempo are easily reachable," she explains. This ease of use is critical for non-profit organisations focused on frontline service delivery.

Ayla's recommendation of the program is clear: *"I would highly recommend Tempo Time Credits as the model provides good recognition and an additional incentive for volunteers."*



Building
stronger
families



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

 adriantarka@weatempo.org

 029 2056 6132

 wearetempo.org