**Time Swap Engagement event**

**Group discussion**

1. **What aspects of time banking work well?**
* The flexibility of the scheme. It works well due to people having choices and not being committed to working certain days like they would if they were volunteering. People do what works best for them and they do it whenever it is suitable.
* Time banking works well because it is universal like money. You can spend it on various jobs, services etc that other members can provide, you are not committed to reciprocating to an individual you may have had a service from (or given), i.e. it’s very flexible.
* Relationship building, trust, rapport, confidence on both sides; staff and recipients.
* Good at reducing isolation.
* Doing jobs as a team
* Anyone can get involved, easily put forward what they want to do and log their hours because there is one point of contact.
* The simplicity of it works well.
* Local knowledge and networks developed by LA organiser
* Provision of a local service at preventative or recovery stage, not just responding to crisis.
* The social aspect - Face to face creates great social opportunities. An online scheme can supplement but no replacement for social contact. Time banking is about people speaking and meeting rather than just doing swaps online.
* Monthly meetings - during the monthly meetings people would talk about what they did and it encouraged people to ask for things that they previously did not think of asking which prompted more Time Swap and fostered a sense of community.
* Good leadership: Enthusiasm of staff for Time Swapping and staff joining other swappers to get tasks done. Members knowing that, and having confidence in, the strong personal and professional relationships between Time Swap and staff so that opportunities and problems were dealt with efficiently
* Growing number of Time Swappers offering a variety of help – essential for rebuilding a community spirit.
* Although some have joined the scheme to get help, most of the people we interacted with wanted to help others and were interested in interacting with other people.
* Information exchange and support between members and staff
* Donation of one’s hours to benefit others.
* By receiving support in certain areas, members were freed up to continue with other volunteer work.
* Support for those trying to cope on their own. E.g. another pair of hands when needed – e.g. moving heavy items.
* Opportunity to give time in groups as well as an individual and to have other volunteering recognised as time swap hours.
* Time Swap workers supporting those who were initially nervous by accompanying or transporting them to venues.
* Regular newsletters.
* Quick responses to emails
1. **How can the scheme be enhanced and improved?**
* Easier logging of time provided and used. Modifying data collection: Currently time banking is delivered through a Time Broker who runs the scheme in the area; you submit hours to them which keeps them centrally recorded. Maybe this will need to alter if more than one person is involved for the area from the new organisation.
* Longer meetings to make sure everyone is heard.
* Buddy member to introduce new members to the community as it can be daunting the first time.
* It can be beneficial to have access to a minibus for the members who cannot drive and there is a community event to get to.
* Training around safeguarding can be beneficial for members.
* Publicising Time Swap more could be beneficial as not enough people know about it. More introduction meetings could be arranged to get the word around.
* Other local volunteer groups may benefit from Time Swap type help.
* More staff time in rural/semi-rural areas to organise local group meetings and develop effective publicity
* Some members may be worried about strangers entering their house - It might be better for time bankers to work in pairs because some elderly people who live on their own might be daunted by this idea.
* Ascertain competencies of members doing certain jobs - How satisfied are members after a job has been carried out?
* For the residents who would just like some company, a venue could be set up as a meeting place.
* A Facebook group/s
* Increased membership - More swappers offering more skills and services – including businesses, schools etc.
* Provide an online directory for registered members listing – who is offering support, what type of support, where, when if relevant. This may encourage neighbours to interact.
* Urgent brokering. To alert other members that a member needs urgent support – e.g. transport to hospital, some urgent shopping when ill etc.
* Time bank currency notes: In addition to crediting hours for swaps between members, look at offering printed ‘currency’ for swapping with participating businesses and venues. In effect, they could also be used as gift vouchers.
* Clear and easily accessible means of reporting and rectifying any difficulties.
* Clear and transparent lines of accountability and responsibility within new delivery organisation.
* Maintain the high quality of staff recruited; that paid roles are not reduced to administrative rather that skilled care professionals.
1. **How can we ensure everyone is included?**
* Publicising to all people about the scheme exists: explaining it does not cost anything, and there are no firm commitments. When people learn how useful the scheme is, they become interested in joining, plus there's the new friend’s element.
* People with disabilities. Liaising with supporting charities, e.g. Sight Support Derbyshire, Cruse etc. Time swappers could complement what they provide – e.g. Sight Support Derbyshire provide the training in use of cane and Time Swapper help with practice between training sessions.
* Ethnic groups – e.g. through Links and BAME groups. While these groups can render culture-sensitive services to members, wider Time Swapping can promote multiculturalism.
* Publicising the donation of hours to others: There are some members who benefit but cannot help, and time swap hours can be donated to them to use.
* Funding or offering transport - It can be problematic for certain members to transport themselves.
* Perhaps improved sharing of information about the scheme with Health and other Social Care providers (Social Workers, GPs, hospitals etc) to help publicise Time Swap.
* Local events hosted by staff or members giving new members an opportunity to meet others and promote to the wider public.
* Do not rely on one or two methods of communication
* Fully assess, recognise and support the needs of people who may find joining scheme initially difficult for any reason.
* Time brokers help facilitate the introduction meetings between people who meet for the first time using the scheme. Especially people who are considered vulnerable and have disabilities. There are a lot of people with learning disabilities who could benefit from Time Swap. Involving them would be very valuable as they want to feel useful and they want to give something back.
* Getting in touch with carers associations, learning disabilities or autism teams can be valuable in terms of making sure everyone is included.
* Look at weekend and evening get togethers for people who work full time
* Consider how children could be included – e.g. doing some gardening for an elderly person, taking dog for a walk, picking litter in neighbourhoods in a supervised gang etc.
* One of the ways to include everyone is for some Time Swap members to bring elderly/vulnerable people to specific events and would help with isolation and loneliness.
* Extra support and help to meet friends and perhaps have a cup of tea with them.
* Encourage organisations to participate in “Time Bank currency notes” - offer publicity by listing them in the online directory of participating organisations.
* Ensure accessibility for people with learning difficulties. All information is available in a variety of formats (mainly Easy Read/large print). Having some good promotional material in Easy Read would make it easier for our LD Reps to shout about the scheme to other people/groups they work alongside.
* Increase promotional scope – not everyone has internet access to look at DCC website.
Can other DCC services promote Time Swap – e.g. Carers Services, when someone contacts the council for a Handyman service, making them aware of Time Swap
* Promotion through local radio, TV etc.
* Fun activity days open to anyone – might get more members.
* Some members felt that they should be reimbursed for their mileage coming and going back. This is understandable and needs some consideration. I wonder if this puts potential members off. Swapping time should take account of expenses incurred – e.g. even charities have to pay expenses to volunteers.

**QUESTIONS & ANSWERS**

1. **It was mentioned that the commissioning process is deciding how we pull together all available resources, so we make the biggest possible impact on outcomes. It is aimed at getting the best results in the most effective, efficient, and most sustainable way. It was also mentioned that procurement process ensures that we see the value for money in how we deliver the commissioning plans.**

**How much does quality come into play? And in terms of quality, will there be any measure that is about track record so that if the project is handed over, it is going to be dealt with in a way which will have longevity and sustainability in the community?**

Quality is vitally important. In terms of going forward, whoever wins the contract to deliver the service in the future, it will be contract managed by Derbyshire County Council. And in terms of the way the services run up to now, it would be very important that the new provider would deliver in line with the values, the ethos, and the quality requirements of the existing scheme. There will be strict controls, strict monitoring, and targets. In the past, the main targets were increasing the membership and increasing the number of hours that people exchange.

1. **What will the respective roles of Derbyshire County Council and the external provider be once Time Swap is commissioned out?**

The provider will be our supply chain partner for the delivery of the Time Swap service. Depending on how the successful bid is configured, there may be a lead provider who will co-ordinate the overall Time Swap programme. Derbyshire County Council will act as contract manager and will work collaboratively with the provider(s) to monitor performance, quality, and where necessary make improvements to address any challenges that emerge.

1. **Why weren't the members consulted about it being tendered out? It has been mentioned that Time Swap belongs to the members to shape it as they wanted, yet, as others pointed out, members were not consulted about the service being contracted out. Members were quite happy with the way staff were running it.**

We recognise that this was an oversight on our part and, on reflection, our discussions with Time Swap members could have commenced earlier. We have tried to remedy this through the recent engagement activities with members and will commit to ensuring that members have the opportunity to shape all future discussions. Also – in response to this oversight we have formed a co-production working group who will be looking at how we can engage better with customers and residents of the Derbyshire area in future. In terms of the way the service had been delivered, we recognise that the Time Swap team were able to achieve some very positive things; the findings from our customer survey however to suggest that there is still scope to improve and we feel that by opening the opportunity up to the wider market, we will be able to tap into experience and resources which will add value and contribute to an improved service in the future.

1. **I would prefer to see the service being provided by local organisations – not just one contractor for the whole of Derbyshire. We can then compare which groups worked well and how they addressed problems confronted by others.**

Whilst we are required to advertise tender opportunities like the Time Swap service widely through the Pro-contract and Source Derbyshire portals, we are of the view that local organisations within the voluntary, community and social enterprise sector (VCSE) will be well placed to submit a good quality bid. We feel that through harnessing the collective knowledge and resources of suitable supply chain partners we will be able to deliver a more effective Time Swap Service; early indications from our engagement exercises so far suggest that there is capacity within the VCSE sector to deliver such a project.

1. **Why change something that is working so well? Why has this process been started at all? Why, if it is not broken, fix it? DCC were running Time Swap well. Is this financial?**  **Why an external organisation to manage the scheme is expected to do a better job than DCC when we are hearing how successful the scheme has been?**

Since the scheme was set up it has grown steadily and run very well. It is something that we are proud of. However, DCC recognises that there is always room for improvement. The pandemic gave an opportunity for DCC to pause and think carefully about how it delivers things in the future. DCC wants to increase the membership and the number of swaps because we know that time banking is a valuable source of friendship and support for people. It wants to ensure that all people across Derbyshire know about Time Swap and can be part of it. Feedback from some areas told us that it was not very well promoted. So, it is hoped that by commissioning this service to an outside organisation it will give more opportunities to capitalize on the excellent community connections other organisations have that DCC do not. It wants to tap into the wealth of knowledge and expertise that the vibrant voluntary, community and social enterprise sector has. It wants to better join up Time Swap with other community-based sources of help, information, and support. Including the opportunity to co-create a new service with everyone who can benefit or help to shape it. Finally, it wants to create opportunities for better partnership working across our communities to support Time Swap members into the future.

1. **Are existing charities being considered as external providers?  e.g. Time Bank Chesterfield?  Or, is there likely to be a competing agency?**

Anyone who wishes to bid, submits all their documentation by the deadline and meets the criteria will be considered.

1. **Will members have access to see how the new provider spends the funding it receives and produced an annual report?**

Yes – we are committed to delivering services in a transparent and inclusive way. There will be a requirement for the provider of this service to provide quarterly and annual reports outlining project performance and outcomes; monitoring of the budget will form part of this reporting. As part of future discussions with Time Swap members we will be looking to gauge how they would like to be involved in further co-production and delivery of the finalised service.

1. **How much will it cost to run the scheme?**

We’ve identified a budget of between £205k and £233k per annum for the future Time Swap service. We feel that this will be generous enough to secure the services of a number of Time Brokers and leave capacity for the provider to innovate and add new features to the service.

1. **How many members did you have across the Time Swap scheme before it ended?**

We had 800 members prior to Covid-19 and the suspension of the scheme. There are now 775 members.

1. **Will there be seamless continuity, will members have to re-register?**

We will work with the new provider to transfer existing members, so they won't have to re-register. Once a new provider is agreed we will be asking existing members if they want to transfer to the new scheme.

1. **What will happen about the transfer of members?**

Once a provider has been chosen the mechanism for transferring members will be determined and communicated.

1. **What will happen to the time credits earned, to date, by existing members?**

Any time credits earnt will be transferred to the new provider. How this will happen needs to be determined but it is our intention that members will not have to start from zero.

1. **Will the Time Swap members get to help choose who gets the contract?**

Through future customer engagement work we plan to involve Time Swap representatives in elements of the bid evaluation process.

1. **What is the plan for the existing people in Time Broker roles? Will TUPE over to new providers from DCC have to be considered?**

The Council are currently undertaking a consultation process with Time Brokers. We envisage that it will not apply, however we cannot make any guarantees at this stage that it will not apply until the consultation process has been completed.

1. **Is Time Swap a model which works better in urban/town settings?**

It can work in all settings – it relies on creativity, being agile and adapting to the needs of the members. It is also reliant on the geography and the community it serves. No two Time Banks look the same. DCC want to commission a scheme that will remain flexible enough to cope with every community being different.

1. **Older members have expressed some worry about strangers entering their house – how could we address this?**

DCC would like anyone expressing worry to be supported by a Time Broker and to chaperone where necessary. Risk assessments will be completed to ensure the safety of members and staff. Reassurance about the safeguarding controls that are in place will be communicated, as well as for any Health and Safety reasons.

1. **How satisfied are members after a job has been carried out? To what degree is this checked?**

The Time Broker is in contact with active members on a regular basis and members are encouraged to feedback anything, good or bad. Complaints are dealt with on a case-by-case basis and investigated thoroughly. All activities/swaps that require formal quality assurance certification, insurance and/or qualifications is checked before any swaps take place. Some activities, such as gas/electrical work or major adaptations are not included in the scheme.

1. **How are you reaching unpaid/family carers?**

This is a consideration for the new provider to explore the most appropriate forms of publicity and communication.

1. **How does the critical mass number vary in rural areas, and how does this effect staff hours per population? How active was Time Swap in Derbyshire Dales and how is the issue of ‘critical mass’ being tackled in more rural areas where there are less people?**

The critical mass recommendation came from the Erewash evaluation and did not consider any other district/borough in Derbyshire. ‘Critical Mass’ is important, because the more people involved, the more scope there is for exchanges. The fact that people live a lot further from each other within Derbyshire Dales does have an impact on whether people can transport themselves from one side of Derbyshire Dales to the other. Membership levels varied across the county as did the types of activities and exchanges that took place.

The geography is something we must work with, but it is not a barrier. For example, there might be someone who lives in Amber Valley who can help someone in Erewash. The aim is to make the scheme as inclusive and wide ranging as possible, but the focus was to encourage as many new members as possible in all districts.

**Time Swap in the Derbyshire Dales**

Time Swap had a dedicated Time Broker for 1 year prior to suspension of the service in March 2020. There were 82 members. It is acknowledged that it takes time to promote and gain members before swaps gain momentum. In terms of urban vs town, we were still learning about this and hope to encourage the new provider to explore this further.

1. **Will Time Brokers still be able to give lifts to get to places?**

It was agreed that any activity that could be classed as regulated activity (in terms of the DBS criteria) should be avoided. Giving lifts to people is a regulated activity. As time went on, the scheme attracted more vulnerable members which highlighted the potential for exchanges requiring a DBS. A solution was to create ‘super-swappers’ who would have DBS checks and who could manage healthcare appointments, deal with money and provide transport for example. DCC was in the process of setting this up when the pandemic hit. The aim would be to work with the new provider to consider this further.

1. **Will consideration be given to the impacts of Covid and how we can get around these impacts?**

The new provider will be expected to carry out the Time Swap scheme in a Covid secure manner, following all the current guidelines at that particular time. They will need to carry out risk assessments and ensure the health and safety of all participants and swaps.

1. **Good leadership - Would external providers have the same commitment to members, esp. those needing urgent help?**

Commitment to members is very important and the new provider will continue with the service observing all aspects that have proved to be beneficial and effective to date. Time Swap is not designed to be an emergency response but where people need something rapidly and someone can help at short notice, it makes sense to connect these parties. DCC will be monitoring the contract closely to ensure compliance.

1. **This meeting is not LD accessible.**

People from the LD community are important members of Time Swap. As part of the tender process and our Equality Impact Assessment Clare Waterfall did contact the Learning Disability Partnership Board to ensure the LD Reps had their views recorded. Future publicity or information on Time Swap needs to ensure that it is put into easy read and that it is also communicated clearly to all groups. DCC will work with the new provider to ensure this happens and that people with LD are included in its development.

1. **It was stated that there will be strict controls and risk assessments in place so that everything works effectively in line with health and safety and people, specifically people who are considered vulnerable will be safeguarded. Will there be a Code of Conduct to sign up to?**

Yes, the members will be required to sign up to a Code of Conduct. Prior to the pandemic, more robust controls around risk assessment and safeguarding were introduced. The members had gone through a controlled induction process where they were told what was expected of them as well as do’s and don’ts. During the induction process, they would sign up to a Code of Conduct to acknowledge that they received all the important information and that they would abide by the Code of Conduct.

Although Time Swap is a scheme covered under a bespoke public liability insurance, members involved made friendships outside of the scheme. Sometimes it is hard to keep control of what everyone is doing but in terms of safeguarding, risk assessments were carried out on vulnerable members. Time brokers managed the members in their area, and they would scrutinise the situation before introducing members to each other. Anything the members did that they wanted hours recording for, they had to liaise with time brokers, and everything had to go through a specific process to ensure all the risk assessments were carried out.

1. **It was stated that Time Swap Scheme was paused during the pandemic. When will the scheme start up again?**

Currently, the scheme is in the commissioning and procurement process to put together the best specification so that it can be sent out and people can bid for the service. For the best possible outcomes, the scheme must go through these processes. Therefore, it is scheduled to return in the summer of 2022.

1. **What kind of contracting model is going to be used? Is there going to be one provider to cover the whole county or different providers for different areas?**

The Council welcomes providers to bid for the opportunity under a model which will meet the requirements to deliver an equitable service across the whole of Derbyshire (Excluding Derby City), achieving the best value for the service, whether this be a single provider, primary contractor with sub-contractors, consortium or SPV or other.

1. **It can take a lot of confidence to put yourself forward, some people will not recognize what they have to offer. I am concerned about new Time Brokers outside of DCC not having personal contact with colleagues from DCC adult/child services who, in my experience as a member, was very valuable and resulted in supported exchanges, both for individuals and groups. How can you ensure this aspect of the scheme will not be lost?**

We will be working with the new provider to ensure the handover is as seamless as possible and vital links are maintained.

1. **Will there be a report created?**

Yes. Following both events, we will compile a report of all asked questions and suggestions to the three questions posed in event 1. Recordings of both events can be found: <https://procontract.due-north.com/Advert?advertId=1b7be360-4be9-eb11-810d-005056b64545&p=527b4bbd-5c58-e511-80ef-000c29c9ba21>

**Information provided by participants during meeting**

**Home from Hospital information** [**https://www.dhfh.org.uk/**](https://www.dhfh.org.uk/) **A home from hospital project which could assist in some instances.**

**Home from Hospital is a good model of a lead provider contract, led by SDCVS as lead provider/SPA but delivered by other CVSs in localities.**

**Home from Hospital is available in all districts.**

**We have a Home from Hospital scheme at The Bureau in Glossop.**

**I am the Direct services Manager at South Derbyshire CVS and the Contract holder for Home from Hospital. We work well with partner organisations to deliver the countywide service - happy for anyone to contact for more information.....** **louises@sdcvs.org.uk**

**Derbyshire Connect Active Travel - transport to medical appointments** [**https://www.derbyshire.gov.uk/council/news-events/news-updates/news/support-on-hand-for-attending-covid-19-vaccination-appointments.aspx**](https://www.derbyshire.gov.uk/council/news-events/news-updates/news/support-on-hand-for-attending-covid-19-vaccination-appointments.aspx) **for Covid related transport - Support on-hand for attending COVID-19 vaccination appointments - Derbyshire County Council**

**There is a lot of alignment with work already being carried out by our voluntary infrastructure organisations and this may be worth exploring further.**

[**https://www.derbyshire.gov.uk/social-health/health-and-wellbeing/mental-health-and-wellbeing/mental-health-training/mental-health-training.aspx**](https://www.derbyshire.gov.uk/social-health/health-and-wellbeing/mental-health-and-wellbeing/mental-health-training/mental-health-training.aspx) **free mental health awareness courses.**

**Mental health training - Derbyshire County Council**

**To increase awareness, knowledge and skills across Derbyshire our work around mental health includes the Derbyshire public health training offer.**

[**https://www.ruralactionderbyshire.org.uk/suicide-awareness**](https://www.ruralactionderbyshire.org.uk/suicide-awareness) **from our colleagues at Rural Action Derbyshire. Suicide Awareness; Increasing awareness and breaking down barriers and the stigma of suicide and self-harm.**

**Abilitynet is a charity that supports elderly and disabled people with technology for free.**

**Jonathan Simcock DDCVS . - Vulnerable people aged over 18 needing support can ask their doctor/health care professional to refer them to their local Social Prescribing Service, (New Connections in Derbyshire Dales) there are Social Prescribing services covering in all parts of Derbyshire. The Social Prescribing services work with the client to develop a plan to meet their needs.  This could include helping them access the Tine Banking (and other VCSE services.)**

**Sue Long - I am secretary of the Disabled Workers group and if anybody would like to come to talk to us, please feel free to get in touch.** **Sue.Long@derbyshire.gov.uk**

**Derbyshire Dales CVS will be happy to advise our members and stakeholders of the new provider when appointed.**