

To establish and develop Leith Timebank with an initial focus on older people and carers

Time Banks link local residents, to exchange time and skills with each other. Members voluntarily carry out work for each other and earn “time credits” in return. These credits can be exchanged for other member services.

The project’s main focus is to work with older people, carers and adults with multi-morbidities; however, this is not exclusive and other demographic groupings are members. The project meets both NHS and Edinburgh Council’s strategic priorities, tackling health inequalities among older people and carers.

Funding:

- Start (2012)- Mar14: Innovation Grant Change Fund
- Apr14-Mar19: Prevention Investment Fund (continuation of the Innovation Grant Change Fund)
- Apr20-Mar 2022:
Edinburgh Integrated Joint Board Grant until March 2022.
GameChanger Transfer Programme until March 2022.

Present staff hours and funding: At present, Mary O Connell works 19 hrs p/w for LTB.

- CEC for staff time (12 hrs)
- GameChanger Transfer Programme (7 hrs)

As per the funding agreements, the Development Worker worked 19 hours per week developing LTB and was not furloughed during COVID-19.

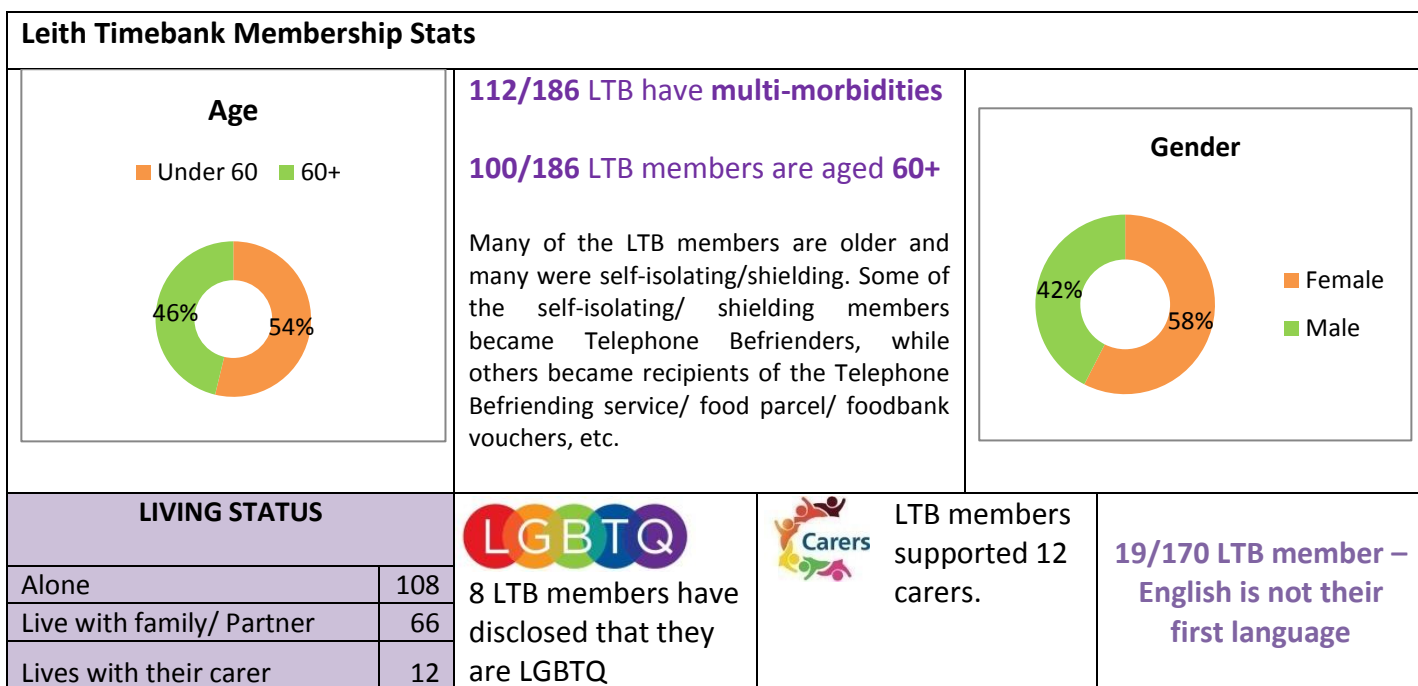
LTB COVID-19 Response Apr21-Mar22:

During lockdowns LTB members mainly helped with crisis food deliveries, pharmacy collection and telephone befriending. As restrictions changed, a blended service provision was developed, such as: Telephone befrienders could meet with their Befriendee and 1:1 Digital lessons and group exchanges/ social opportunities could take place in person.

As alternative services were being provided, changes had to be made with LTB members roles descriptions, procedures, risk assessments, training programmes, checking references and Support & Supervision.

Leith Timebank Membership

At the end of Mar22, Leith Time Bank had a total of **198 members (186 individuals and 12 organisations)**. Between Apr21-Mar22, Leith Time Bank recruited **22 new members**.



Leith Timebank Output

	Target Apr21-Mar22	Total
Social Activities	120	123 sessions with 746 participants (200 individuals)
New individual members	25	24 New Individual Members Total = 186
New organisation members	1-2	2 New Organisation Members Total = 12
Hours exchanged	N/A	Total = 1,603.6 hours exchanged
No of exchanges	100	Total = 1,322 exchanges
	15 1:1 digital lessons	130 (45 older people) 134.50 hours
Signposting	28	39
Community Pot	50-10 older people use community pot	42 older people use community pot

Exchanges

During COVID-19, Leith Timebank members have exchanged their skills, knowledge and time with other members, PDP service users and the wider community, to address their (sometime urgent) needs and wants.

1,322 exchanges (1,603.5 hrs) took place between Apr21-Mar22. The exchanges addressed the community needs and wants during the pandemic.

Snapshot of Leith Timebank Exchanges per hour between Apr-Jun21	
Telephone Befriending	172.50
Virtual Group e.g. games, active enquire play	65.00
Intergenerational	44.00
IT Lesson	38.50
Vol training e.g. digital	15.00
Social Distance	13.00
Essential Medical Appointment e.g. lift to vaccine appointment	13.00
Admin/ Activity Packs/ Newsletter	9.00
Language class – Spanish	7.00
Foodbank collection/ delivery	6.00
Delivering laptops	6.00
Practical e.g. Shopping, cooking	4.00
TOTAL	393

Telephone Befriending/contact – Leith Timebank members made weekly ‘Social/ welfare Contact’ calls to local older people, to address social isolation and loneliness.

18 LTB members have provided frequent telephone support to 24 local older people. The Telephone Befrienders provided the much needed social support, as well as information provision and welfare checks. We also developed quizzes, activities pack and afternoon teas parties for Telephone Befrienders and Befriendees to do over the phone together. LTB members helped research, create and delivered the activity packs, Christmas gifts/ toys, afternoon teas and quizzes.

We were delighted when restrictions allowed for Telephone Befrienders and Befriendees to meet. LTB put in place all the appropriate health and safety measures (e.g. procedures, volunteer kit, risk assessments, etc) to ensure everyone’s safety.

Practical tasks, Foodbank Delivery and Misc Exchanges - Volunteers have been recruited from PDP & LTB to assist with daily practical tasks for older people who are unable to go out and have no one to help. Practical Help and Support/Misc Exchanges

These tasks included:

- LTB members contributed to and help assembling PDP bi-monthly newsletter which is posted to over 200 local older people. The newsletters provided useful information and mental stimulus (e.g. articles on safety and health issues, crossword, home based activity ideas, handy tips, help lines, etc). This has proved an invaluable point of contact with many of our older folk in Leith who don’t have smart phones and are not online, making it really hard for them to get information or feel in touch.
- As restrictions eased and supply of emergency food parcels decreased, we saw an increase demand for foodbank services. PDP is a registered agency with Edinburgh North East Foodbank. Many of people requesting foodbank vouchers from PDP/ LTB

were unable to go to the foodbank themselves (due to self-isolating, mobility issues, long term conditions, single parents who can't physically carry items along with taking child/ children, etc). To address this, we have a number of LTB members who are trained to collect and deliver foodbank supplies.

- Pharmacy Prescription Collection
- Shopping
- Gardeningand practical help with many more tasks!

Digital 1:1 Lessons

The impact of COVID-19 and lockdowns for socially isolated people who live alone in Leith, has taken a heavy toll on their mental health and wellbeing and many of those we work with already have increased levels of depression and suicidal ideation.

The majority of older people with whom PDP/ LTB work (approx 15% of LTB membership), have neither knowledge nor access to computers or smart phones, which severely impacted their ability to maintain contact with others or access help and support.

Working in partnership with other local organisation, such as Edinburgh Remakery and Leith Gives, PDP/LTB got a supply of laptop, tablets, wifi, headsets (for those of hard of hearing), etc which we were able to distribute to local people.

We also have a team of LTB members who offer digital learning and support sessions remotely and in 1:1/ group settings (depending on restrictions). LTB recruited, trained and supported members to provide 1:1 Digital lessons not only to LTB members, but also to PDP service users and the wider community.

By March22, **130 digital 1:1 digital lessons** took place, with this strand of work identified as a key development in the coming year.

Example of a Challenge , how we Overcame it & Changed our service delivery

A PDP Digital Volunteer was providing digital lessons to an older person who is blind.

The older person wanted to use his ipad to access language and history podcasts.

The volunteer identified 2 issues: Suri did not understand the older person's commands and due to the man's dexterity issues – he found it difficult to use the touch screen.

The volunteer was studying a “Creative Technology-Upskilling Module” university course and created the “ipad Connector” prototype to address these issues.

The ipad connector is a physical ipad cover, with large buttons which the older person can easily press rather than using the touch screen, and then LED lights turns on depending on which button was pressed (turn on/off, select podcast, etc)

We are now able to offer a unique Digital support/aid for our visually impaired older people.

Virtual Support Service Groups - Dementia & Memory Virtual Group Support - Post Diagnostic Support in General Practice, East Edinburgh GP

From 2018, PDP Older People Service ran a “Keeping Connecting” session in a 6 session programme delivered to people affected by dementia and carers. Due to COVID-19 this invaluable programme could not take place in person. The Programme Coordinators asked PDP Digital Connecting Project to co-host the sessions and provide digital support to participants. Leith Timebank staff member and volunteer hosted 6 virtual meetings for 12 attendees and provided 1:1 digital lessons for 6 people affected by dementia/ carers.

Social Activities

During the reporting period, LTB offered **123** social activities, with **746** attendees, both online and in person. This included:

- Multicultural Workshops in partnership with Feniks and Elrec. Please see details below.
- Edinburgh Community Food Health Talks/ Cook-Alongs and Trips Out – Please see details below.
- Wardrobe Repair Workshops with Edinburgh Remakery
- PDP/Ageing Well/Leith Timebank Pilot Project Report Coming out of Lockdown Activity Programme for Older People living in Leith, in which LTB members supported older people to engage with the pilot project.
- Filmhouse “Film at Home” screenings at No 15 Buchanan Street
- Monthly virtual coffee and chat sessions and games afternoons, for LTB members and potential members to come along and chat.

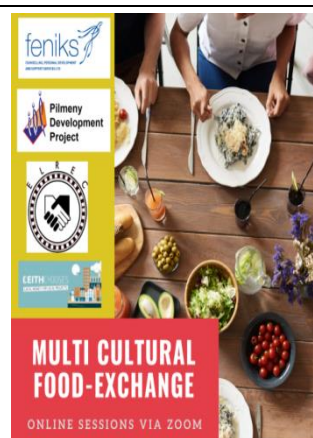
Healthy Food Workshops with Edinburgh Community Food

We ran various activities for 30 older people, commencing with two online talks focusing on Eating Well for Older People and Food & Mood. These popular talks were closely followed by two online cook-along sessions where participants made leek and potato soup and minestrone. ECF also hosted two group visits to Operation Strawberry, a multisensory food experience, where the group could meet face to face for the very first time since before the pandemic! We ran hand-on activities, held discussions, games and quizzes (all focussing on malnutrition and fibre), and prepared fresh healthy food together. Participants made a couscous salad and high fibre vegetarian wraps. Finally, the group visited Jock Tamson’s Gairden, a local community growing project with which ECF partners. 14 group members learned about diverse plants and how to grown them, enjoyed a picnic in scorching sunshine and harvested fresh produce to take home. ECF also wrote articles on Eating Well for Older People and the importance of fibre for PDP Newsletter.



Multicultural Workshops: Partnership with Feniks & Elrec

Following on from a successful 2020-21 multicultural workshop programme with Feniks and Elrec, we continue the workshops in 2021-22. Due to COVID, all the planned multicultural activities moved online. This gave people the opportunity to still meet new people from other cultures, improve participant’s English, and learn/ share new skills. During the reporting period, 7 multicultural sessions took place (3 multicultural kitchens, 3 art workshops and 1 reminiscences group). Members of Feniks and Elrec also participated in all Edinburgh Community Food Health Talks/ Cook-Alongs and Trips Out and Wardrobe Repair Workshops with Edinburgh Remakery



Community Pot

LTB members who have spare credits or who have left the project, donate their time credits to the community pot. The community pot is then used to help people who need support when they're not best placed to contribute to the Time Bank themselves. The Community Pot has been vital to LTB's COVID-19 response, as it is a mechanism to give credits to members who have helped the membership/ local community, without the need for the recipient of the service to have a positive Timebank account. During the reporting period, approx **42 older people and carers** benefitted from the community pot.

Signposting/ Information Provision

LTB provided advice and information/ made referrals to 39 local and citywide services and social/training opportunities.

Timebanking UK

LTB is a registered member of Timebanking UK and pays a membership fee to use Timebanking UK's software to record members' details and exchanges. For many years, LTB was using Timebanking Online, but this software became redundant in 2020 and LTB had to transfer to a new software program called Time and Talents. LTB has successfully transition to the new software in August21.

Timebanking Scotland

Previously, the Scottish Network of Timebanks was an informal collaboration of Timebank coordinators currently sharing best practice through quarterly meetings. It is agreed that a more formal structure could benefit Scottish Timebanks. The network agreed to become an Ltd company and a SCIO, named Timebanking Scotland. As of March2022, Timebanking Scotland is a Ltd company and a charity.

Monitoring and Evaluation

Monitoring and Evaluation information has been gathered to evidence project outcomes. It must be noted that some of the usual methods employed, such as focus groups, were not feasible due to COVID-19 restrictions, while some outcomes were more about sustaining, rather than improving due to the impact of COVID-19. Monitoring and Evaluation methods we used included:

- No of members recruited
- No and type of exchanges undertaken
- No and type of LTB social and training opportunities taken up
- Feedback from other agencies, staff, other professionals, families, carers and wider community networks
- Questionnaire about multicultural activities
- Case studies, quotes and stories.

Outcomes of the project:

1. Reducing perceptions of isolation

As many of LTB members are older, many had to shield or opted to shield during the lockdown. Through PDP Alternative Service, they reported feeling less alone and part of something, even when contact was done remotely.

I really enjoyed learning how to make the soup, meeting people from other countries, learning from ECF about health issues and getting factual info. As I'm isolated in then pandemic, it was great to come to a zoom and meet folk, inc long lost folk.

Being with people, even online due to isolation and having no family.

"In the time of the lockdown, meetings like that at home were very important, besides it was possible to get to know other culinary cultures."

Feedback from Edinburgh Community Food Workshops	Strongly agree	Agree	Neutral/ Don't Know	Disagree	Strongly Disagree
Thanks to the project I met new people and was able to build positive relations with people from different ethnic groups.	7	3			
Taking part in the workshops helped me feel less isolated	10				

2. Improving mental health and wellbeing

Through the delivery of emergency food parcels/ ready meals some LTB members had access to healthy, nutritious food specific to their dietary requirements, needs (ready meals for those who didn't have access to cooking equipment, sight loss, dexterity problems) and wants (giving people a choice), and also preventing them having to go out and risk exposure of COVID-19.

Due to the negative impact of COVID -19 on everyone's mental health, it is easy to identify deterioration but more difficult to measure improvements in mental health and wellbeing. However LTB members have said their involvement with the Telephone Befriending service, attending group activities and participating in quizzes, activity packs, newsletter puzzles, has helped sustain their mental health and wellbeing throughout the pandemic. They also said they knew who to call on if they needed help or support and that was good for their peace of mind.

"I really enjoy the coffee groups. As you know I have recently given up smoking, so I am always looking for something to keep my mind off smoking. They keep me busy throughout the week. Thank you"

"I really enjoyed learning how to make the soup, meeting people from other countries, learning from ECF about health issues and getting factual info. As I'm isolated in then pandemic, it was great to come to a zoom and meet folk, including long lost friends"

Really useful nutrition info. Often complexed info but delivered moss accessibly in meaningful and understanding terms

Coming together and discussing a healthy diet. Also making yummy food - cous cous and wraps the information and advice given

"I learned quite a lot about the benefits of fibre, vitamin D and good gut health"

Feedback from Edinburgh Community Food Workshops	Strongly agree	Agree	Neutral/ Don't Know	Disagree	Strongly Disagree
Joining workshops helped me to cope better	9	2			
I have learned more about nutrition and healthy choices	10				

3. Improving self-esteem and confidence

LTB members said they have felt "useful" and value the opportunities to volunteer and be able to make a positive contribution to their local community, particularly during the pandemic. They have identified an increase in their sense of themselves as worthwhile members of society, with the knowledge they have something to offer during such a challenging period.

I learned lots about what is good to put in soups as I didn't have much confidence in my skills. I learned about using beans and kale for health...

Creating and consuming a (take and Make) meal was the perfect follow-up on (the session on) what food contains the most fibre

4. Enhancing volunteering

LTB members have been given opportunities to learn/ teach new skills through the different volunteer training programmes, group activities and digital lessons. We developed 6 new volunteers roles and training programmes, and offered increased support and supervision sessions for our volunteers so they feel confident in their volunteering roles.

"Great training – very well presented and informative"

"I was so stressed at the beginning and dreaded using zoom but eventually I am helping other participants to access zoom – can't believe it!"

5. Increasing community capacity

Increased networks among local health and community organisations. The work we have done would not be possible without the development of existing and building of new relationships with local health and community organisations. Examples include: POLHA, Feniks, Elrec, Edinburgh Community Food, Edinburgh Remakery, and so many more.

We are also increasing digital literacy capacity in the community through our digital inclusion project – distributing devices, teaching IT skills and continued support to participants.

“I can’t believe I am online – I’ll be a whizz at it in a year (or two) – haha! So lovely to see my chums, even if it is on a computer screen. And thanks so much to my volunteer – so patient and kind”

Feedback from Multicultural Workshops

- 100% of participants stated that the *multicultural aspect of the meetings was very important for them.*
- 83% of the participants stated *they had a chance to build positive relations with people from different ethnic groups*
- 83% of the participants stated *they feel more positive about different ethnic communities living in Edinburgh*
- 83% of the participants stated *they felt more connected to their community.*



Key Developments for 2022-23:

- Continue to recruit, train and support LTB members
- Develop and promote LTB activities and opportunities to our membership and wider community.
- Further matches between LTB members to exchange their skills, knowledge and experiences.
- Continue development of the Digital Inclusion strand to increase digital capacity in the Leith area.
- Continue support for the creation and development of Timebanking Scotland.
- Continued awareness raising and promotion of LTB with local health and community organisations.

Conclusion:

The last year has had many challenges, but we were able to build on the existing infrastructure and strong relationships, to adapt quickly and develop alternative services which addressed the needs and wants of our membership/ wider community during the pandemic. We are looking forward to the coming year 2022/23, with hopefully more restrictions are lifted enabling more exchanges taking place in person. We will continue to develop the digital inclusion project – distributing device, teaching IT skills and offering support, to build community capacity.

LTB is offering an exciting way for LTB members to come together to increase levels of positive interaction and mutual support among members, developing relationships by sharing commitments, resources, time, and building community capacity. This assets based approach has obvious benefits to the health and wellbeing of LTB members, as well as enhancing volunteering and community capacity in local community.

	
<p>Film Afternoon at No 15</p>	<p>Online meetup groups</p>
