

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.

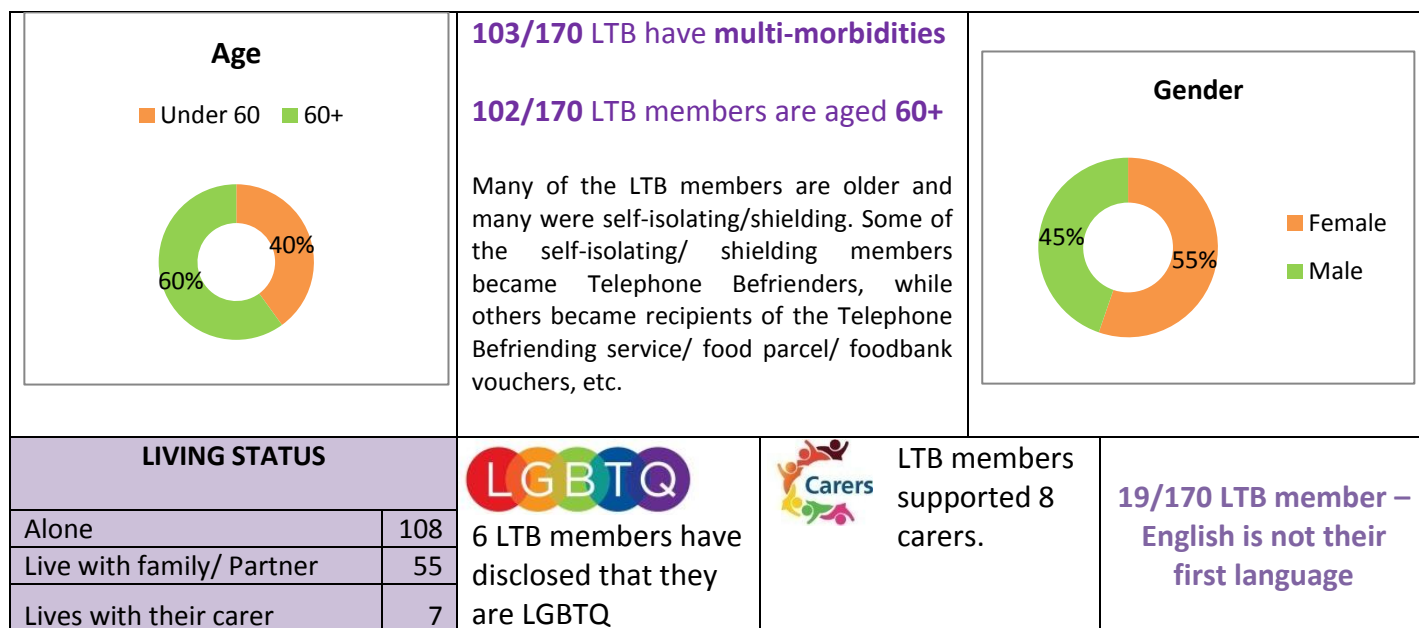
LTB COVID-19 Response: During lockdowns LTB members mainly helped with crisis food deliveries, pharmacy collection and telephone befriending. As restrictions changed, a blended service provision was developed, such as: Telephone befrienders could meet with their Befriendee and 1:1 Digital lessons could take place (when restrictions permitted).

Leith Timebank Membership

At the end of Mar21, Leith Time Bank had a total of **180 members (170 individuals and 10 organisations)**. Between Apr20-Mar21, Leith Time Bank recruited **39 new members** (37 individuals and 2 organisations – Feniks and Hearts of Newhaven Community).

Many of the new LTB members were recruited during lockdown 1. As an alternative service was being provided, changes had to be made new roles descriptions, procedures, risk assessments, training programmes, checking references and Support & Supervision.

LTB also received 14 new **referrals** for adults, with all being in a crisis situation/ high risk (mainly for Foodbank/ Fuel Debt).



Leith Timebank Outputs

	Target Apr20-Mar21	Apr20- Mar21
New individual members	25	39 Total Membership: 180 Org: 10 Individual: 170 14 new referrals (foodbank/ Fuel Debt)
New organisation members	1-2	2 Feniks & Heart of Newhaven Community
No of exchanges	100	1055
	Hours exchanged	1,648.5 hours
	15 1:1 digital lessons	48 lessons
Social Activities	Target: 120	114
	Participants (5-10 per session)	807 attendees
Signposting	28	90
Referrals		32 referrals
Community Pot	5-10 OP/ carers benefit	Benefitted approx 45-50 OP and carers

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.

1055 exchanges (1,648.5 hrs) took place between Apr20-Mar21. The exchanges addressed the community needs and wants during the pandemic.

Exchanges per hour	
Telephone Befriending	813.50
Food Delivery	485.00
Social distancing / Virtual meetup	125.00
Practical Support and Help	98.50
Digital Support	55.00
Miscellaneous / Miscellaneous	45.50
Admin and Mailing	14.50
Project Support e.g. Advisory Group, Promotion, Planning Meeting etc	11.50
Total	1648.5

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

21 LTB members have provided frequent telephone support to 33 local older people. The Telephone Befrienders provided the much needed social support, as well as information provision and welfare checks.

We recognised as restrictions continued to stay in place, with little news other than about COVID, the Telephone Befriending conversations could become stale and focus on the negative news. To rectify this we developed quizzes, activities pack and afternoon teas parties for Telephone Befrienders and Befriendees to do over the phone together. The idea behind this was that the Telephone Befriender and Befriender have something different to talk about and have some fun.

LTB members have helped research, create and delivered the activity packs, Christmas gifts/ toys, afternoon teas and quizzes.

Food deliveries – LTB members helped deliver emergency food boxes/ ready meals/ foodbank vouchers to local older people, families and children. During the reporting period, PDP/ LTB delivered over 1000 emergency food parcels/ ready meals and collection/ delivery of 35 foodbank supplies.

Practical tasks/ 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 300 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 to 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.
- Baking for the quarterly afternoon tea parties held over the phone by Telephone Befrienders and Befriendees.
- Pharmacy Prescription Collection
- Shopping
- Gardeningand practical help with many more tasks!

The Dementia Support Facilitator (East Edinburgh GP Cluster) contacted LTB with an unusual request for practical help. A couple who live in the SE Edinburgh (one who has dementia, the other a carer) were unable to leave their house due to shielding during COVID-19. They were very concerned as they were unavailable to visit a family member's grave in Leith, which previously was subject to damage due to vandals. This was creating a lot of anxiety for the couple. The Dementia Support Facilitator (East Edinburgh GP Cluster) contact LTB to check if a member who could check on the grave, tidy up and replace flowers. A LTB member carried out the task and took photos to reassure the couple the grave was well maintained. The LTB member checks the grave monthly.

"They were delighted with the photos, and to see the grave tidy and more importantly untouched and all mementos still intact and in place meant so much to them. The gentleman keeps thanking me when I am on the phone. When you said the member was going to visit over the winter months they were so grateful and the lady cried over the telephone when I spoke to them."

Digital 1:1 Lessons

The impact of COVID-19 and lockdown 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 March 21, 48 digital 1:1 lessons took place, with this strand of work identified as a key development in the coming year.

Social Activities

Because of COVID-19 restrictions, LTB was unable to hold group/ social activities. However, LTB was able to adapt and offer activities which complied with COVID restrictions. During the reporting period, LTB offered **114** social activities, with **807** participants. This included:

- Social distance meet-up (when permitted) e.g. timebank members going for a walk together, social distance digital lesson, etc.
- Spanish Audio/ Lessons: Between Apr 2020-Jan 2021 a previous LTB member who had moved back to Spain, recorded Spanish vocabulary and emailed the Time Broker the audio, who then forwarded to interested LTB members. The Spanish lessons continued over zoom, once participants learned how to use zoom via the LTB 1:1 Digital lessons.
- Scottish Government Green Recovery Consultation – 10 LTB members participated in the consultation.
- Monthly virtual coffee and chat sessions and games afternoons, for LTB members and potential members to come along and chat.

Multicultural Workshops: Partnership with Feniks & Elrec

Following on from a successful Leith Chooses application, and multicultural food exchange session, Feniks and partner organisations service users, including LTB, PDP and Elrec planned to hold group sessions in 2020/21. 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).



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 **45-50 older people and carers** benefitted from the community pot.

Signposting/ Information Provision

LTB provided advice and information about over 90 local and citywide services and social/training opportunities. Many of the sessions, which promote mental health and wellbeing, have been uptaken by at least 1 or 2 Time Bank members. LTB made 32 referrals

for LTB members/ wider community e.g. Home Energy Scotland, Food bank, Edinburgh Dog&Cat Home.

LTB Member (70s) highlighted during weekly telephone befriending phone calls he was worried about getting new hearing aid batteries, as the libraries were closed and he could not access online services. The Time Broker rang audiology and organised for hearing batteries to be posted to the man.

That's fantastic, Mary. Can't thank you enough

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 transitioned to the new software in August 21.

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 March 2020, Timebanking Scotland is a Ltd company and in the process of becoming 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 think the virtual coffee group is a lifeline in my current circumstances. It made a difference over the break knowing this was up ahead. In an exceptionally isolated festive holiday season I was glad to have it to look forward to"

"I can't thank you enough for matching with XXXX. I really look forward to our conversations. It is the only way I know what day of the week it is".

MULTICULTURAL WORKSHOP FEEDBACK (1 = not at all important. 5 = very important)					
Statement	1	2	3	4	5
Thanks to the project I met new people and was able to build positive relations with people from different ethnic groups			1	5	7
Taking part in the workshops helped me feel less isolated during the months of the lockdown			1	3	9

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.

"Mrs B is absolutely over the moon about her parcel. She said it was like Christmas all over again, she couldn't believe it, was so grateful. It made a huge difference to her both practically and psychologically."

"Just wanted to pass on a message from A re food deliveries - she is unbelievably chuffed about the food boxes and how lovely the volunteers were - the lady is really vulnerable with no one able to shop for her"

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.

“Lots of Information and useful telephone numbers. Also liked the Jokes!”

“I used to love doing the quizzes in the paper but had stopped! I have enjoyed the newsletter and it has restarted my love of quizzes again! Thank you”

“The shortbread brought back really fond memories and me and my mam used to go to the factory in Livingston and get the broken shortbread and then get tins. Those quizzes are going to keep me really busy”.

MULTICULTURAL WORKSHOP FEEDBACK (1 = not at all important. 5 = very important)					
Statement	1	2	3	4	5
Joining workshops helped me to cope better during the months of the lockdown				5	8

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.

“What a year! It really has been impressive to see all the hard work and dedication of the project this year. Thanks so much for helping us to contribute – being able to be part of something like this has helped us get through this year and make it a bit easier too.”

““Thank you for making it possible for me to participate in culinary meetings. It gave me the opportunity to learn about other cuisines and develop the English language”.

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”

5. Increasing community capacity

Despite the challenging times, we have developed and Increased networks and community capacity among local health and community organisations. This work would not be possible without the development of existing and building of new relationships with local health and community organisations. Examples of local organisation partners we worked with during COVID-19 included: POLHA, Leith Gives, Cash for Kids, Care for Carers, Leith Police Station, Edinburgh Remakery, Leith Rotary, North Edinburgh Dementia Centre 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”

MULTICULTURAL WORKSHOP FEEDBACK (1 = not at all important. 5 = very important)					
Statement	1	2	3	4	5
I have a better understanding of the people from different ethnic communities living in Edinburgh				7	5

Key Developments for 2021-22:

- 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 the our membership/ wider community during the pandemic. We are looking forward to the coming year 2021/22, with hopefully restrictions are lifted to allow LTB members to exchanges 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.

		
St Andrew's Day Activity Pack	Afternoon Tea Parties	Christmas Afternoon Tea & Gift
	<div data-bbox="825 743 1394 871"><p>You Retweeted</p><p>ScotParl Engage @Engage_SP · 15 Sep</p><p>Thanks to our @PilmenyDevProj @greenspacetrust @NorthernCorrid1 Advocacy Western Isles @tsiMORAY @ArranCVS @VANLinfo for your views on a #greenrecovery. Listen to the @SP_ECCLR take evidence this morning. Live now on @ScotParl TV: ow.ly/J3dC50BqWA5</p></div> <div data-bbox="852 878 1394 1180"></div>	
Multicultural Workshops	Green Recovery Consultation	
		
Our fantastic LTB members helping with food deliveries		