

MAYOR AND CABINET			
Report Title	Lewisham Time Credits		
Key Decision	Yes	Item No.	
Ward	All		
Contributors	Executive Director for Community Services, Head of Law & Executive Director for Resources and Regeneration		
Class	Part 1	Date:	16 January 2013

1. Purpose of Report

- 1.1 This report seeks approval of proposals for a variation in the Council's charging policy by delegating authority to Executive Director level to specify where charges for services can be waived in order that Lewisham Time Credits can be accepted as payment.

2 Recommendation

The Mayor is recommended to:

- 2.1 Approve the delegation of authority in relation to the Council's charging policy to Executive Director level restricted to:
- (a) decisions relating to charges for services which are proposed to be waived in order that Lewisham Time Credits can be accepted as payment, and
 - (b) those decisions where the financial impact to any service area is under £10,000.
- 2.2 Note the success of the Lewisham Time Credits pilot in Telegraph Hill and Lee Green and the borough wide roll out of the programme from March 2013.

3. Policy Context

- 3.1 The Council recognises that changing and modernising Lewisham requires involvement from all sections of the community. The voluntary, community and faith sectors have a key role in developing partnerships for inclusive communities. The Council is committed to working with and supporting a vibrant, innovative and effective voluntary and community sector. The unique role of voluntary, community and faith groups in enabling local people to articulate their needs and to develop services to meet those needs.
- 3.2 The Lewisham Time Bank Strategy puts forward a strategic goal that "There will be new and innovative ways in which time credits can be exchanged that incorporate local businesses, leisure and arts services".

- 3.3 The recommendation set out in this report supports the priorities of Lewisham's Sustainable Community Strategy: Empowered and responsible where people can be actively involved in their local area and contribute to supportive communities and healthy, active and enjoyable where people can actively participate in maintaining and improving their health and well-being.
- 3.4 The recommendation set out in this report supports the Council's Corporate Priorities: Community leadership and empowerment - developing opportunities for the active participation and engagement of people in the life of the community and caring for adults and older people - working with health services to support adults and older people in need of care.
- 3.5 Approval of the recommendation will support the ongoing development of an initiative designed to increase community participation by thanking people for giving their time.

4 Background

- 4.1 The Lewisham Time Credits programme builds on the tradition of time banking. Time Banking is a community development tool designed to increase active citizenship, and encourage individuals to value theirs and others' skills, thereby revitalising a sense of good neighbourliness and systems of support. It was founded by Edgar Cahn in 1980 and builds on the traditions of mutualism and collective action. Time Banks are able to encourage a greater sense of community by using time as a medium of exchange - creating reciprocal relationships between people, where everybody has something of value to contribute. People within a community exchange 'services' with each other, for example, gardening, shopping or DIY. Every hour a person gives in helping someone in their community, entitles them to an hour of help in return. The 'currency' provides a simple system of exchange that acts as a stimulus for people to become actively included in their community
- 4.2 Lewisham has a strong tradition of time banking and is home to one of the foremost time banks nationally in Rushey Green Time Bank as well as Lee Fairshare and a number of other emerging time bank initiatives.
- 4.3 In 2009 the Lewisham Time Bank Strategy put forward a strategic goal that "There will be new and innovative ways in which time credits can be exchanged that incorporate local businesses, leisure and arts services". Since October 2011, officers in the Council's Community & Neighbourhood Development division have been partnering with the Lewisham Timebank Network and the charity Spice to develop a Lewisham time credits system.
- 4.4 The time credits approach differs from existing time banking in Lewisham but builds on the approach by enhancing and expanding the reach of local time banks. Where current time banking focuses on a 'person to person' approach ie exchanges between individuals, the time credits approach facilitates a 'person to organisation' approach where individuals can offer their time in the context of an organisation as well as through mutual exchanges.

4.5 Time credits provide an innovative means of mobilising individuals to give time to their communities. Local community groups and statutory services identify current and new opportunities for people to contribute their time based on the interests, skills and availability of local people. People are thanked with one credit for each hour given and can then use these credits to access events, training and leisure services, or to trade time with neighbours. Organisations accepting time credits identify 'spare capacity' to support their local communities and at the same time fill empty seats (eg. theatre seats, leisure centres) and experience 'secondary' sales (eg drinks and snacks). Community organisations use their existing resources to support engagement (eg. trips, activities and training) as a way of recognising and thanking people for the contributions they have made. Activities are also generated by people giving time to organise social activities and evenings (eg dance lessons, film clubs). Examples of the type of exchange that are already taking place in Lewisham are where people have earned credits by giving their time to support a summer library scheme, community clean up or in running new activities in a community centre and have used those time credits to watch a Millwall football match, receive a treatment at the Lewisham College beauty school or attend a performance at Blackheath Halls

4.6 Spice has unique experience of supporting public and community services to develop time credit systems. The organisation began as an institute within the University of Wales, and later became an independent, registered company with charitable status. Spice has been working with community organisations in South Wales since 2005 to develop time credit projects. Independent evaluation has found that between 2005 and 2008 the number of people actively giving their time to the community rose from 278 people to 2981 (cited Phillip Blond et al, 2010) In Bettws more than 500 young people have become actively engaged, with a drop off in crime of 17%. (J Neuberger 2009) . In a study of Spice's projects, 86% reported that they had learnt a new skill and 72% felt a stronger sense of community (University of Wales, 2008). Time credits are particularly successful at engaging socially isolated people, older and younger people and in generating a culture of mutual support.

5. Process

5.1 In 2011, London Borough of Lewisham successfully bid to be part of a Spice led programme to develop time credit projects in England, including both a neighbourhood focus and a specific focus on developing opportunities to support the adult social care agenda. This programme will run to the end of March 2014, by which time it is anticipated that time credits will be well embedded within existing local infrastructure and facilitated by Rushey Green Time Bank.

5.2 Community consultation took place to establish the initial geographical focus within the borough and a decision was made that pilot work would take place within Lee Green ward and Telegraph Hill ward. Co-design workshops took place within these localities as a means of involving local residents in shaping the nature of the project and what benefits it will bring. Individuals and representatives of voluntary and community organisations came together

to establish a consensus around the kinds of activities that would be promoted by the programme as a means of earning time credits and those that would be seen as attractive as opportunities for spending credits. Information was also gathered on what organisations people would hope to see involved, and what skills, interests and talents there are in their area which could form the Time Credit Network. Participants were also consulted on the design of a paper based currency.

5.3 A growing number of partner organisations and individuals within the two pilots areas have joined the time credits networks. To date this includes:

- 20 organisations offering time credits earning opportunities through volunteer activities.
- 300 individuals involved in earning time credits
- 1600 time credits issued - representing 1600 volunteer hours given

Examples of time giving include the development of new activities in a community centre setting, a food co-op, community gardening and in supporting service user involvement within an organisation serving people with learning disabilities.

5.4 The pilot has also developed a dedicated work stream to identify ways of supporting vulnerable adults to participate in the time credits programme and thereby play a more active role within their community. This has focussed initially on working with 3 partner organisations to develop volunteer opportunities for people with learning disabilities as well as work with day centres and other organisations supporting carers and older adults.

5.5 The time credits initiative complements work being done through the Communities that Care Investment Fund to support voluntary and community sector organisations in addressing the adult social care transformation agenda. A number of the projects funded so far are exploring ways that time credits can be used in this process. In October 2012 Rushey Green Time Bank was funded through the Communities that Care Investment Fund to develop satellite time banks in a number of locations across the borough, using Lewisham Time Credits as a part of the process. This initiative will also see Rushey Green Time Bank taking on the central role in sustaining the Lewisham Time Credits programme when the development phase has been completed by Spice.

5.6 It is anticipated that in March 2013, the Lewisham Time Credits programme will be opened up at a borough wide level, providing access to new ways of time giving for all of Lewisham's residents. Time credits will not replace more traditional forms of volunteering, which will continue to form a key part of the offer. Support will however be provided to organisations who want to use them as part of an approach to increase the range of volunteers and to particularly engage people who would not normally be involved in volunteering activity.

- 5.7 Time credits provide opportunities for a broad range of Council services where increased community participation is being encouraged and will be an important means in the future of encouraging communities to do more for themselves. Examples of where this opportunity has already been taken up include a reading scheme provided through the Library Service, community clean-ups provided through Greenscene and in supporting the development of a school based time bank.
- 5.8 The opportunity to use time credits to access services and activities has received encouraging support from both the voluntary sector, the business sector and other statutory partners. The full range of spending opportunities can be seen at Appendix C but includes access to all activities at Fusion leisure centres, home games at Millwall Football Club, a range of performances at both The Albany and Blackheath Halls and all services provided by the Beauty School at Lewisham College. Negotiations with other organisations is ongoing and further spending opportunities will be added as agreements are reached.
- 5.9 This report seeks approval of a variation in the Council's charging policy by delegating authority to Executive Director level to specify where charges for services can be waived in order that Lewisham Time Credits can be accepted as payment. This will support the ongoing development of an initiative designed to increase community participation by thanking people for giving their time. It will also give an important message to volunteers that it values the contribution that they are giving to support its services and to partners that the Council is fully participating in the time credits programme.
- 5.10 Participation in the scheme by any Council service area will be carefully monitored to ensure that any impact on provision is minimal and is identified at an early stage. All participating organisations, including Council service areas, reserve the right to opt out at any stage and to put a cap on the number of time credits accepted in any given period of time. A proforma will be completed by any Council service area proposing to participate in the scheme to ensure that all relevant information has been considered before approval can be given by Executive Directors. A sample completed proforma can be found at Appendix B
- 5.11 Library Services has already developed a proposal for service users where time credits could be accepted, with minimal impact on service provision, for the hire of DVDs, CDs and games. Details of how the scheme would work can be found at Appendix B.

6 Financial Implications

- 6.1 This report proposes that Lewisham Time Credits can be used to pay for certain Council services. Although this will mean some loss of income for the Council this is not expected to be significant in the context of the Council's overall budget. Specific member approval will be sought if the impact in any one area is projected to exceed £10,000 but this is considered unlikely.

7. Legal Implications

- 7.1 The Council may provide for a Time Credits scheme by relying on its general power of competence derived from Section 1 of the Localism Act 2011. This allows the Council to do anything that an individual may do unless specifically prohibited by law.
- 7.2 Under the Council's Constitution decisions relating to charges for services are reserved to members and the Mayor can, under his scheme of delegation, delegate the decision in relation to the waiver of charges to the relevant Executive Director.
- 7.3 The Equality Act 2010 (the Act) brings together all previous equality legislation in England, Scotland and Wales. The Act includes a new public sector equality duty (the duty), replacing the separate duties relating to race, disability and gender equality. The duty came into force on 5 April 2011.
- 7.4 The duty consists of the 'general equality duty' which is the overarching requirement or substance of the duty, and the 'specific duties' which are intended to help performance of the general equality duty.
- 7.5 The duty covers the following nine protected characteristics: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.
- 7.6 In summary, the Council must, in the exercise of its functions, have due regard to the need to:
- eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
 - advance equality of opportunity between people who share a protected characteristic and those who do not.
 - foster good relations between people who share a protected characteristic and those who do not.

These are often referred to as the three aims of the general equality duty.

- 7.7 As was the case for the original separate duties, the new duty continues to be a "have regard duty", and the weight to be attached to it is a matter for the Mayor, bearing in mind the issues of relevance and proportionality. It is not an absolute requirement to eliminate unlawful discrimination, advance equality of opportunity or foster good relations.
- 7.8 The Equality and Human Rights Commission (EHRC) have issued five guides for public authorities in England giving advice on the equality duty:
1. The essential guide to the public sector equality duty
 2. Equality objectives and the equality duty
 3. Equality information and the equality duty
 4. Meeting the equality duty in policy and decision-making

5. Engagement and the equality duty

- 7.9 All the guides have now been revised and are up to date. The essential guide provides an overview of the equality duty requirements including the general equality duty, the specific duties and who they apply to. It covers what public authorities should do to meet the duty including steps that are legally required, as well as recommended actions. The other four documents provide more detailed guidance on key areas and advice on good practice. Further information and resources are available at:

<http://www.equalityhumanrights.com/advice-and-guidance/public-sector-equality-duty/guidance-on-the-equality-duty/>

- 7.10 The EHRC guidance does not have legal standing. Unlike the statutory Code of Practice on the public sector equality duty which was due to be produced by the EHRC under the Act. However, the Government has now stated that no further statutory codes under the Act will be approved. The EHRC has indicated that it will issue the draft code on the PSED as a non statutory code following further review and consultation but, like the guidance, the non statutory code will not have legal standing.

8. Equalities Implications

- 8.1 An Equality Analysis carried out in relation to this projects can be found at Appendix A.

9. Crime & Disorder Implications

- 9.1 There are no specific crime and disorder implications arising out of this report.

10. Environmental Implications

- 10.1 There are no specific environmental implications arising out of this report.

11. Conclusions

- 11.1 Approval of funding recommendations will provide an opportunity to support the development of new and innovative services in Lewisham, designed to support and increase community participation.

Background Documents

None

For further information on this report please contact Andy Thomas,
Community Partnership Manager, Community Services Directorate on 020
8314 9996

Equality Analysis – Mental Health Peer Support Programme

Name of proposal	Lewisham Time Credits
Lead officer	Andy Thomas, Extn. 49996
Other stakeholders	Spice Innovations
Start date of Equality Analysis	1 December 2012
End date of Equality Analysis	31 January 2013
1. Background	
<p>1.1 The Lewisham Time Credits programme builds on the tradition of time banking. Time Banking is a community development tool designed to increase active citizenship, and encourage individuals to value theirs and others' skills, thereby revitalising a sense of good neighbourliness and systems of support. It was founded by Edgar Cahn in 1980 and builds on the traditions of mutualism and collective action. Time Banks are able to encourage a greater sense of community by using time as a medium of exchange - creating reciprocal relationships between people, where everybody has something of value to contribute. People within a community exchange 'services' with each other, for example, gardening, shopping or DIY. Every hour a person gives in helping someone in their community, entitles them to an hour of help in return. The 'currency' provides a simple system of exchange that acts as a stimulus for people to become actively included in their community.</p> <p>1.2 Lewisham has a strong tradition of time banking and is home to one of the foremost time banks nationally in Rushey Green Time Bank as well as Lee Fairshare and a number of other emerging time bank initiatives.</p> <p>1.3 In 2009 the Lewisham Time Bank Strategy put forward a strategic goal that "There will be new and innovative ways in which time credits can be exchanged that incorporate local businesses, leisure and arts services". Since October 2011, officers in the Council's Community & Neighbourhood Development division have been partnering with the Lewisham Timebank Network and the charity Spice to develop a Lewisham time credits system.</p> <p>1.4 Spice has unique experience of supporting public and community services to develop time credit systems. The organisation began as an institute within the University of Wales, and later became an independent, registered company with charitable status. Spice has been working with community organisations in South Wales since 2005 to develop time credit projects.</p>	
2. Details of the proposed activity	
<p>2.2 The time credits initiative uses a time banking approach, building on existing time banking by enhancing and expanding the reach of local time banks. Where current time banking focuses on a 'person to person' approach ie exchanges between individuals, the time credits approach facilitates a 'person to organisation' approach where individuals can offer their time in the context of an organisation as well as through mutual exchanges.</p> <p>2.3 Time credits provide an innovative means of mobilising individuals to give time to their communities. Local community groups and statutory services identify current and new opportunities for people to contribute their time based on the interests, skills and availability of local people. People are thanked with one credit for each hour given and can then use these credits to access events, training and leisure services, or to trade time with neighbours. Organisations accepting time credits identify 'spare capacity' to support their local communities</p>	

and at the same time fill empty seats (eg. theatre seats, leisure centres) and experience 'secondary' sales (eg drinks and snacks). Community organisations use their existing resources to support engagement (eg. trips, activities and training) as a way of recognising and thanking people for the contributions they have made. Activities are also generated by people giving time to organise social activities and evenings (eg dance lessons, film clubs). Examples of the type of exchange that are already taking place in Lewisham are where people have earned credits by giving their time to support a summer library scheme, community clean up or in running new activities in a community centre and have used those time credits to watch a Millwall football match, receive a treatment at the Lewisham College beauty school or attend a performance at Blackheath Halls.

- 2.4 The initiative has also developed a dedicated work stream to identify ways of supporting vulnerable adults to participate in the time credits programme and thereby play a more active role within their community. This has focussed initially on working with 3 partner organisations to develop volunteer opportunities for people with learning disabilities as well as work with day centres and other organisations supporting carers and older adults.
- 2.5 The time credits initiative complements work being done through the Communities that Care Investment Fund to support voluntary and community sector organisations in addressing the adult social care transformation agenda. A number of the projects funded so far are exploring ways that time credits can be used in this process. In October 2012 Rushey Green Time Bank was funded through the Communities that Care Investment Fund to develop satellite time banks in a number of locations across the borough, using Lewisham Time Credits as a part of the process. This initiative will also see Rushey Green Time Bank taking on the central role in sustaining the Lewisham Time Credits programme when the development phase has been completed by Spice.
- 2.6 It is anticipated that in March 2013, the Lewisham Time Credits programme will be opened up at a borough wide level, providing access to new ways of time giving for all of Lewisham's residents. Time credits will not replace more traditional forms of volunteering, which will continue to form a key part of the offer. Support will however be provided to organisations who want to use them as part of an approach to increase the range of volunteers and to particularly engage people who would not normally be involved in volunteering activity.
- 2.7 Time credits provide opportunities for a broad range of Council services where increased community participation is being encouraged and will be an important means in the future of encouraging communities to do more for themselves. Examples of where this opportunity has already been taken up include a reading scheme provided through the Library Service, community clean-ups provided through Greenscene and in supporting the development of a school based time bank.

3 The Equality Duty

- 3.1 The Equality Act became law in October 2010 and aims to streamline all previous anti-discrimination laws within a single act. The new public sector Equality Duty, which is part of the Equality Act 2010, came into effect on 5th April 2010. The legislation covers nine protected characteristics. For more information on these characteristics, please refer to Appendix 1.
- 3.2 The Equality Duty has three aims. It requires public bodies to have due regard to these when making decisions:
- Eliminate unlawful discrimination, harassment, victimisation and any conduct prohibited by the Equality Act 2010
 - Advance equality of opportunity between people who share a protected characteristic and people who do not share it; and

- Foster good relations between people who share a protected characteristic and people who do not share it.

4. Equality Assessment Analysis

4.1 Independent evaluation of time credits initiatives in Wales has found that between 2005 and 2008 the number of people actively giving their time to the community rose from 278 people to 2981 (cited Phillip Blond et al, 2010) In Bettws more than 500 young people have become actively engaged, with a drop off in crime of 17%. (J Neuberger 2009) . In a study of Spice's projects, 86% reported that they had learnt a new skill and 72% felt a stronger sense of community (University of Wales, 2008). Time credits are particularly successful at engaging socially isolated people, older and younger people and in generating a culture of mutual support.

4.2 In 2009, Rushey Green Timebank conducted a Mental Wellbeing Impact Assessment which provided feedback from members who stated that the organisations activities support:

Resilience and control because it generates:

- Trust and Safety
- Steps to healthy lifestyle
- Social contacts and support
- Emotional support
- Learning & Development
- Emotional Well-being
- Independence
- Opportunities to influence decisions

Space for spirituality and belief

- There is freedom to grow and be different, meet and interact with people of other faiths
- There is mutual respect, Members are accepted for who they are, and are not judged about their lifestyles and beliefs.

Space for participation and feeling involved

- Each person is valued and equal to others and members have a sense of belonging.
- Their knowledge matters, they are invited to contribute and there are opportunities to be involved

4.3 Looking Back (2010) provides a summary of the impact of time credits initiatives from four evaluations carried out for The Wales Institute for Community Currencies

'Hidden Work, Co-production by people outside paid employment' The New Economics Foundation, 2006

'The Impact of Co Production on People Outside Paid Work' Sarah B James 2007

'An Evaluation of the work of the Wales Institute for Community Currencies'

Mick Warden, 2007. Evaluation conducted for the European Union Regional Development Fund.

'WICC; 5 years on' The Wales Institute for Community Currencies (Internal evaluation) 2008

Over the last five years the work of Spice has had a profound impact on the organisations and individuals who have engaged in the time credit projects. The work has been evaluated using the following three principles and their associated indicators

A. People are Assets

Community members and staff have reported that as a result of the time credit project there is:

- Increased self-esteem, confidence and well-being
- Improvement health
- Increased skills development
- Increased motivation and access to paid employment

B. Create a Two Way Street

Community members and staff have reported that as a result of the time credit project there is:

- Many more people giving time to the community
- A dramatic increase in social capital
- New improved relationships between professionals and members of the community
- Increased collaboration between voluntary and public sector
- Organisations

C. Look Upstream

Community members and staff have reported that as a result of the time credit project there is:

- Improved relationships between community members and public service staff
- Indication that money is being saved as a result of the improved relationships within the community

4.4 The table below outlines the potential impacts of the new service on the protected characteristics of residents in Lewisham. This assessment will be used in the design of the specification to deliver the new services.

Protected characteristic	
General	The Informal nature of the project and the wide variety of interactions between individuals, highlights the need to ensure that equalities awareness is properly promoted and monitored throughout the project to ensure that all of the protected characteristics are fully included.
Age	Opportunities to develop trust between younger and older people through activities and shared learning when they do things for and with each other, thus appreciating and valuing the respective skills and knowledge across the generations.
Disability	Ensuring services are delivered in a range of informal settings which are accessible for disabled people.
	Increased awareness of disability issues and disabled people feeling more valued and supported through the sharing of skills between disabled and non disabled members.
Gender	Past experience of the organisation has found that time banks in a health setting tend to attract more women, resulting in activities designed to be more suitable for women.
Gender reassignment	None
Marriage & civil partnerships	None

Pregnancy & maternity	Opportunities to link people into supportive networks, including new and existing/experienced mothers. Opportunities to develop targeted groups and other activities
Race	None
Religion or belief	None
Sexual orientation	None

5. Consultation

- 5.1. Consultation was initially carried out with voluntary and community sector organisations around the value of introducing a time credits programme into Lewisham as well as the geographical focus of the two pilot areas.
- 5.2 Co-design workshops took place within the two localities identified as pilots as a means of involving local residents in shaping the nature of the project and what benefits it will bring. Individuals and representatives of voluntary and community organisations came together to establish a consensus around the kinds of activities that would be promoted by the programme as a means of earning time credits and those that would be seen as attractive as opportunities for spending credits. Information was also gathered on what organisations people would hope to see involved, and what skills, interests and talents there are in their area which could form the Time Credit Network. Participants were also consulted on the design of a paper based currency.

6. Assessment / Result

- 6.1 It is considered that no major change is required to the proposal. The new service will have an overall positive impact across the protected characteristics by providing a new service to benefit people with mental health issues and it will provide an opportunity for more targeted work to take place. Any potential negative impacts will be identified through the consultation process and can be mitigated as outlined in the draft action plan.

7. Action plan

- 7.1 In order to ensure that the potential negative impacts are mitigated the following actions will be put in place

Issue	Action	Monitored by
Lack of disabled access to venues used for activities	Spice ensure that venues with disabled access will be used at all times.	Andy Thomas
Lack of understanding of the Equalities Duty by volunteers.	Equality training will be included as part of the induction for all new volunteers	Andy Thomas
Lack of dedicated activities for any of the protected characteristics	Spice will actively promote the development of peer support groups serving the protected characteristics.	Andy Thomas

Sign Off

Appendix B

Proposal to waive charges for services in order that Lewisham Time Credits can be accepted as payment

1. Service name &
Lewisham Library Services

Details of services for which time credits will be accepted

Members of the public will be permitted to hire DVDs, CDs and electronic games based on the principle of 'an hour for an hour'. For example a film lasting up to two hours will cost two time credits to hire.

How will the scheme be managed?

- The scheme will be managed as part of the Lewisham Library Service ongoing community engagement work and will be accepted as payment for services and also used to thank people for giving their time
- Where time credits are used to thank people for giving their time, this will be done by designated officers who will record the details of who has volunteered, what activity they have supported and how many hours have been given
- Where time credits are collected as payment they will be stored securely alongside cash.
- A monthly return will be provided to the Lewisham Time Credits Coordinator, detailing the number of time credits issued and the number accepted.

Benefits of participating in the time credits scheme

- Increased access to a pool of volunteers – the time credits network promotes an ongoing relationship with people who have previously given their time which provides additional benefits in terms of building the experience & skills base of volunteers
- Increased footfall in libraries. Time credits encourage people who don't normally access library services – particularly young people
- Alternative means of accessing charged for services – important for people on low income

Financial impact

Any impact will be minimal. Time credits will support Lewisham Library Services to achieve its target of increasing use of library services and specifically number of issues

Risks of participating in the time credits scheme

Risk Description	High/medium/low	Mitigating actions
Very high use of time credits in accessing library services leading to reduced access for other customers	Low	Regular monitoring will provide an opportunity to cap the use of time credits in order to restore the balance.

Appendix C

Lewisham Time Credits – Current Spending Opportunities

(Negotiations with other organisations are ongoing and further spending opportunities will be added as agreements are finalised)

Venues	Time Credit value
Blackheath Halls	2 Time Credits = 1 ticket at selected performances
Canada Water Culture Space	1 Time Credit = 1 ticket at selected performances
The Albany	1 Time Credit = 1 hour of room hire
1st Bowl Lewisham	1 Time Credit = 2 games
170 Community Project	1 Time Credit = 1 class on selected classes
T'ien Beauty School	1 Time Credit = 1 hour treatment on selected treatments
Colfe's leisure centre	1 Time Credit = 1 class
Ladywell Arena	1 Time Credit = 1 hour track time
Ladywell leisure centre	1 Time Credit = 1 hour swimming, gym or Bollywood fusion. 2 Time Credits = 1 gym induction
The Bridge leisure centre	1 Time Credit = 1 hour swimming or gym. 2 Time Credits = 1 gym induction
Wavelengths leisure centre	1 Time Credit = 1 hour swimming, gym or aqua. 2 Time Credits = 1 gym induction
Millwall Football Club	2 Time Credits = 1 seat at selected matches
Eco Computer Systems	1 Time Credit = 1 hour training. 2 Time Credits = 1 leisure activity