



*Be an inspiration*  
**Be a volunteer**



One20 (trading as TimeBank)

# Report of the Trustees

for the year ended 31 March 2021



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# Message from Stuart Crotaz, Chair

## A year of innovation

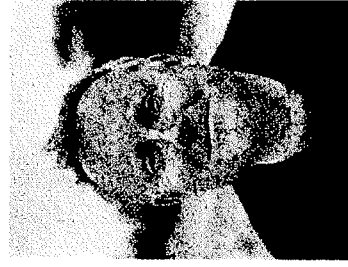
It has been a challenging time to become TimeBank's new Chair. The voluntary sector has been hit hard during the pandemic, with falling incomes and a surge in demand for services.

However, I have been truly inspired by the exceptional people who work and volunteer for TimeBank. This is a charity that is changing lives every day through the social action volunteering at which it excels, and huge thanks are due to my predecessor Peter Beevy who has been an important part of making that happen.

Keeping staff, volunteers and beneficiaries safe has been our priority – so we quickly adapted to remote working, moving services online and finding new ways to offer support.

One of the highlights of the year was the external evaluation of our Shoulder to Shoulder Online mentoring project supporting Scottish veterans. We were delighted with its findings – that it had a significant positive impact on the lives of ex-service personnel during the pandemic, helped them establish stability and routine and improve their emotional wellbeing.

We are now working with SSAFA, the Armed Forces charity, to explore how our learning from Shoulder to Shoulder can be incorporated into its mentoring programme. We have a proud record of sharing the expertise from our volunteering projects so they can be developed and consolidated into wider support services.



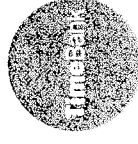
It's been good to see the faith that funders have shown in us this year, including grants from the National Lottery Community Fund, Catalyst and the Barrow Cadbury Trust. We've also started work with Action for Stammering Children on a project for young people that will see them plan, design and deliver a social action project for their community.

Alongside these projects, we've delighted that so many companies still want to engage their staff in volunteering and take part in Zoom sessions to support isolated older people and help them keep in touch with family and friends during lockdown.

This year has seen an amazing community response to the crisis and shown how vital volunteers are. TimeBank is proud to be part of that.

Stuart Crotaz

## About TimeBank



*Be an inspiration*  
**Be a volunteer**



TimeBank is a national volunteering charity, started in 2000. We recruit and train volunteers to deliver mentoring projects to tackle complex social problems.

We also with businesses to engage their staff in volunteering. We believe that great volunteering can transform the lives of both volunteers and beneficiaries by building stronger, happier and more inclusive communities.





## Vision

A world of stronger, happier, more inclusive communities based on the power of volunteering to transform lives.

## Mission

To create rewarding volunteer experiences that make a lasting impact to the lives of beneficiaries and their communities.

## Our goals

**Innovate to find new ways of encouraging people to volunteer:**

- Develop and run innovative projects to tackle social issues, using a wide range of volunteers with a focus on mentoring.
- Encourage organisations to develop employee volunteering schemes.

**Increase the impact and reach of our work:**

- Maximise the reach of our existing projects and develop new projects to meet social need.
- Increase the pool of volunteers by working with other charities to implement the results of our innovative projects.

## Values

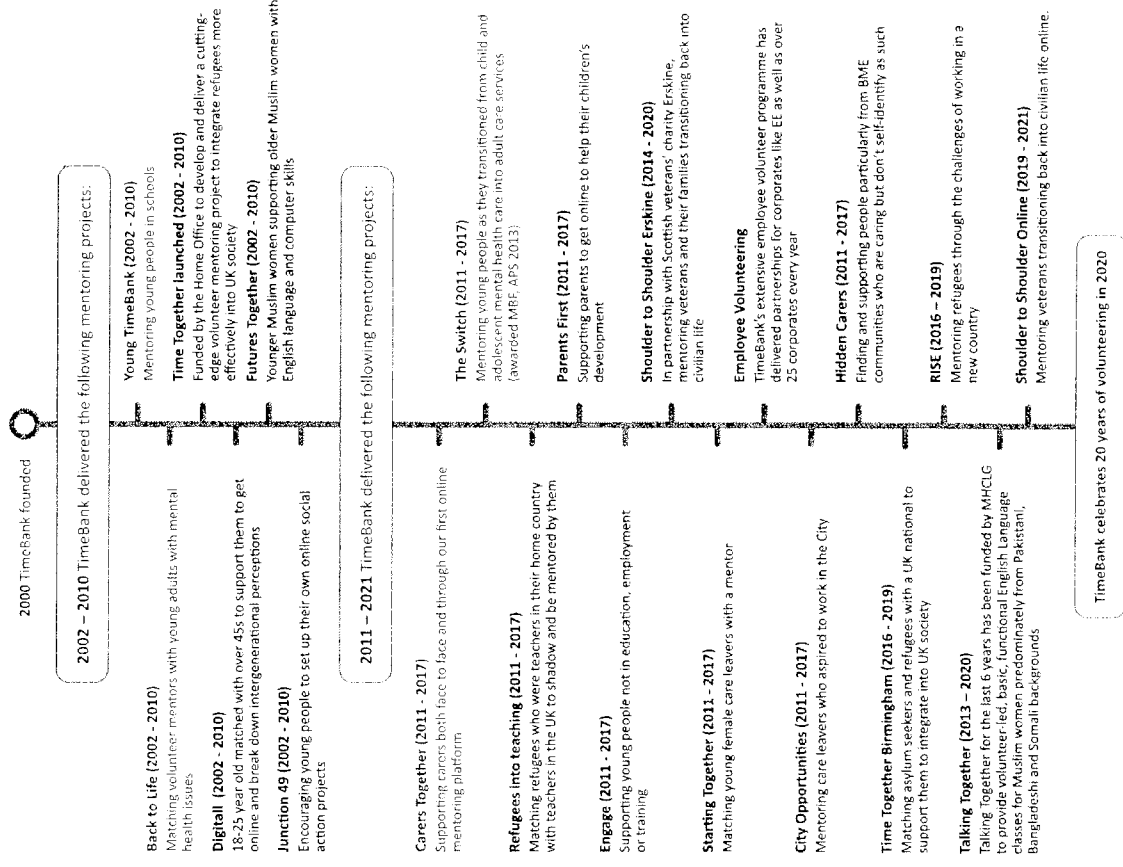
- Inclusive
- Collaborative
- Generous
- Responsive

## Our themes

TimeBank work with a range of beneficiaries across the following five themes:

- Social Isolation
- Community Cohesion & Integration
- Health and Well-being
- Education & Employment
- Environmental & Regeneration

# 20 years of TimeBank volunteering





## This is what we set out to do this year:

## Our year in numbers



Secure further funding for Talking Together to provide English Language lessons and workshops with key messages on Covid-19 during the current pandemic using online video.

Establish an online volunteering model for Employee Volunteering to a range of beneficiaries.

Secure further funding for our Shoulder to Shoulder Online project using video technology for remote mentoring.

Look at how we can use technology to better serve our beneficiaries during the Covid-19 pandemic with an emphasis on the BAME women we support.

Identify small pots of funding to undertake some small pilots.

Secure funding to run youth projects looking at both social action and mentoring young people aged 18-25 who are not in education, employment or training.

Secure essential core funds to help the charity function and support our projects.

Volunteers across our projects

315

Number of volunteer hours on our projects

474

Number of volunteer hours including Employee Volunteering

Number of corporate volunteers



## Phil Pyatt, Chief Executive

2020 is a year no one will forget; largely for all the wrong reasons as the Covid-19 pandemic changed our lives and the freedoms of seeing loved ones, friends and engaging face to face with the communities in which we live and work.

2020 was also TimeBank's 20th anniversary of delivering volunteering projects, and while we were unable to celebrate or run the projects we wanted to, we are proud of the contribution we have made to the many beneficiaries we work with. This has not been without its challenges and like so many charities, Covid-19 has significantly hit our funding streams. However, as a charity we quickly regrouped.

Back in 2019, we launched our 18-month Shoulder to Shoulder Online project in Scotland, funded by the Forces in Mind Trust, which allowed us both before and during the pandemic to test the effectiveness of online video mentoring to support ex-Services personnel. This completed last December with an independent evaluation by The Lines Between showing that it had a significant positive impact on the lives of veterans, helping them establish stability and routine and improving their emotional wellbeing.

We were also delighted to receive a further three months funding from the Forces in Mind Trust to disseminate and share our learning from Shoulder to Shoulder Online with the armed forces charity SSAFA.

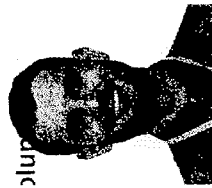
Thanks to funding from a number of sources including The Big Lottery we were able to run Talking Together Online and TimeBank Tell Us in London and Birmingham using our existing volunteers to provide key messages about Covid-19. Funding from Barrow Cadbury allowed us to run Time Together Birmingham Covid-19, working with volunteers from our Time Together

project to support 30 refugees and asylum seekers in Birmingham during the pandemic. We hope to continue this project with further funding and to expand it to London.

Our Employee Volunteering offer had to change significantly and we quickly established an online model using Zoom. In this way we ran a number of Techy Tea Parties matching corporate volunteers with older people to help alleviate their social isolation through the use of technology. In addition, we have launched an online mentoring project with financial services company Oldfield Partners to support young people aged 18-25 through a three month mentoring project.

It may have begun as a rapid response to a crisis, but these new ways of working have been an opportunity for us to change our approach and delivery models, learn how we can use technology to better serve our beneficiaries and become more resilient. We are grateful to our funders over the last 12 months including the Forces in Mind Trust, Barrow Cadbury, Adint Charitable Trust, Big Lottery, Catalyst, Garfield Weston, #will Fund and the National Lottery Heritage Fund for recognising the importance of our work.

TimeBank continues to transform the lives of our volunteers and beneficiaries who take part in our projects, thanks to our dedicated supporters, funders, partners, volunteers, corporates, beneficiaries, trustees and our incredibly hard-working and dedicated staff team, so a huge thank you to you all!



## Shoulder to Shoulder Online

There are approximately 230,000 Service veterans living in Scotland. Some struggle to move on from the military and settle into civilian life. They may have complex problems including social isolation, financial hardship, alcohol dependency and health issues.

TimeBank has delivered face-to-face mentoring for ex-Servicemen, women and families in Scotland for more than six years – supporting those who are struggling to adjust to civilian life and reducing their social and economic isolation.

We wanted to test the effectiveness of online mentoring and thanks to funding from Forces in Mind Trust (FIMT), were able to develop and evaluate an 18-month pilot. The project began before the Covid-19 pandemic but was able to continue throughout the period.

Shoulder to Shoulder Online matched vulnerable veterans with a volunteer mentor. Once paired, mentors and mentees met regularly on a video conferencing platform to talk and develop and implement a plan to achieve lasting change. During the project, 23 mentees worked with their mentors, with volunteers delivering a total of 284 sessions to set and achieve goals.

78% of the veterans we mentored experienced depression, 39% had issues with alcohol or drugs, 65% had experienced suicidal thoughts in the past and 52% had issues with crowds, noise and transport.

In December we published an external evaluation of the Shoulder to Shoulder Online project. It found

that online mentoring helped veterans establish stability and routine and achieve positive change, with 80% of participants reporting an improvement in their emotional wellbeing. Mentoring sessions were found to be vital in reducing isolation during lockdown, when much face-to-face support was unavailable. Participants agreed that online mentoring should be particularly useful for those who have poor mobility, are anxious about meeting in a public place or who live in remote areas.

*"Richard (my mentor) has pushed me to do things that have been out of my comfort zone ... I'm at the point now where if there's something I'm not sure about, I'll give it a go whereas before I'd have said no way."*

### Who participated in the programme?





Volunteer mentors on the project reported a sense of satisfaction and increased confidence and said they had gained valuable skills and knowledge.

One volunteer, Maisie, said:

*"It's just been such a positive experience. I think the project is really valuable."*

The evaluation also noted widespread support for rolling out online mentoring, with its potential to increase engagement and make veteran support services more inclusive and accessible. Referral partners welcomed the additional support they could signpost veterans to.

The evaluation also tested the viability of the online platform developed by video technology company Ocro, which allowed beneficiaries to talk to their mentors in real time as well as exchanging messages. It found it was an effective platform which both mentors and mentees felt comfortable and confident using.

### John's story

John had severe alcohol issues and a chaotic lifestyle, which was further impacted by the pandemic and his inability to see his family. He was supported over a four month period by an online mentor, initially to set goals to seek support with finances, focus and routine, as well as to improve his physical and mental health. This led to him sorting out his benefits so he now receives money each week, and he was also signposted to SSAFA which provided a bed so he didn't have to sleep on his sofa. His mentor also passed on information on the Mental Health Foundation's Looking After Your Wellbeing at Home and encouraged him to take part in online recovery meetings to help with his increased alcohol consumption. Setting small goals ensured he got up in the morning, went for walks and visited the shops to buy food.

John was comfortable using the video platform and gained confidence in using video calls to keep

touch with his family while separated from them during lockdown. That has delighted his family because they are able to see him and check on his welfare.

### Alan's story

Alan was socially isolated and found life difficult, especially through the Covid-19 lockdown. His online mentor encouraged him to introduce routine into his days and source affordable internet access to help him stay connected and reduce the boredom of monotonous days. Over six months, Alan tried out new activities including online arts and crafts classes and improved his health and wellbeing by going for walks and trying out new foods and cookery ideas.

### Working with SSAFA to share our learning

In January, TimeBank received a grant of £21,283 from FIMT to work with SSAFA, the Armed Forces charity, to explore how the learning and practice from Shoulder to Shoulder Online could be incorporated into the SSAFA mentoring programme.

We believe the huge success of Shoulder to Shoulder has demonstrated the tremendous contribution that volunteers can make and that now, it's time to share our expertise to take the project to the next level and consolidate it into wider veterans' support services in Scotland. Learning from Shoulder to Shoulder Online will help SSAFA ensure that its mentoring service is the best it can be to support those who have recently left the forces, and their families, understand and prosper during the transition to civilian life.

## TimeBank Tell-Us/Talking Together



The Tell Us project was designed to provide follow on support from our extensive Talking Together project that offered informal, functional English teaching to marginalised UK residents with little or no knowledge of the language – mostly women.

Tell Us was funded by two grants from The Big Lottery Fund as a response to Covid-19 and took place in London and Birmingham.

It gave us the opportunity to continue the close relationships with grassroots organisations and volunteers we'd developed during Talking Together. They told us that in addition to learning English, participants had enjoyed the sense of community they found with their classroom peers. There were also concerns that Government Covid-19 guidance was not always reaching those with limited English.

In London we trained our former Talking Together volunteers to use Zoom and devised a short programme of workshops for them to deliver 61 participants took part in eight courses of workshops, each three weeks long. They focused on health and wellbeing with sessions looking at the benefits of exercise, connecting with others, learning, taking notice of the world around you, and giving back. Volunteers and participants shared tips - from the couch to 5K app and favourite bubble baths to YouTube yoga videos.

In Birmingham we used WhatsApp as a tool for chatting and learning, and 40 women took part in sessions.

As well as offering participants the chance to practice their English in a relaxed and informal environment, what many found beneficial from both projects was having a space to discuss the impact of the pandemic and their fears around the virus, the vaccine, and the future. Participants also told us how it relieved their social isolation to feel part of an online community.

Volunteers also ran through Government Covid guidelines, with participants offering to share information with friends and family who had limited English, so the impact of the project went well beyond those who attended.

*"It brightened my day and gave me energy to go on with the rest of my day. You are all uplifting my mood."*





## The challenges of delivering online support

When the pandemic hit, we moved quickly to move as many of our volunteer projects as possible online. We were helped tremendously in this transition by funding from Catalyst and the National Lottery Community Fund to help us understand the needs and behaviours of beneficiaries and how digital, data and design could best support them.

For the last five years we have recruited, trained and supported volunteers to deliver conversational English language classes to Asian women with little or no English. In its final year 1,800 learners attended our classes and we delivered over 7,000 hours of volunteering.

All those classes were delivered face-to-face so with the onset of Covid-19 we took the decision to stop classes to protect volunteers, learners and delivery partners. Yet we knew that the women were still desperate to learn and we felt that the most obvious way to do this was to move the learning online.

However, after a small pilot we found that while there was a tremendous appetite for our classes, very few learners were able to participate online.

We started working with 'tech for good' digital agency Ayup to understand this reluctance and what emerged

was a complex and interlinked set of personal, cultural and systemic challenges. Many of our learners simply wanted to sit and learn with their peers. Participating online was never going to replace that for them.

There were a significant number who either didn't have the technology or understanding of the technology to participate. Where they did have access to get online, some felt that they had no personal private space in their homes to take part. Others were reluctant to allow people from outside their family into their homes digitally.

The four week project was primarily focussed on the charity's beneficiaries in South Asian communities in the West Midlands but the learning it gains has enabled TimeBank to ensure that online delivery of its volunteering projects better meets the needs of all its beneficiaries.



## Time Together Covid – 19 Birmingham

Following on from the success of our Time Together project supporting refugees and asylum seekers in Birmingham, we gained funding from the National Lottery Community Fund in partnership with Barrow Cadbury Trust to deliver a new volunteer mentoring project offering remote support.

Many refugees and asylum seekers in the city experienced social isolation prior to the pandemic. During lockdown, that isolation increased, particularly for those who could longer access their support networks or usual face to face support.

Time Together Covid-19 is matching 30 participants with 10 volunteers who provide support by phone, text or online video call. They contact the participants they are matched with

once a week to check on their wellbeing and share Covid-19 advice and guidance.

*"I think this project can help refugees and asylum seekers be more confident in integrating with their community by talking to volunteers. It will also help with feelings of isolation and not having someone to talk to."*

Esther, TimeBank volunteer





## Looking Forward

We are delighted to be working with Action for Stammering Children (ASC) on a new project for young people that will see them plan, design and deliver a social action project to benefit their community in Islington.

The Looking Forward project offers an opportunity for 10 young people from the ASC Youth Panel who are living with a stammer to combine their entrepreneurial skills with TimeBank's volunteering expertise. The team has a budget of £1,000 to plan, design and deliver their campaign.

Looking Forward has been funded by a grant from the #iwill Fund which is made possible thanks to £40 million joint investment from The National Lottery Community Fund and the Department for Digital, Culture, Media and Sport to support young people to access high quality social action opportunities.

Young people on the Looking Forward project are supported by a TimeBank Project Co-ordinator, who has been running sessions to develop the young people's skills in project planning and budgeting,

marketing and communications, project delivery and evaluation.

The team has chosen to work on a campaign to tackle misconceptions about stammering. This will be targeted at other young people through social media and the group has worked with a graphic designer to develop a series of posts. They also plan to get their messages across to local schools by preparing videos, a lesson plan and resource pack with more information about stammering.



## TimeBank Voices

TimeBank has worked with thousands of amazing volunteers and beneficiaries on our social action projects, which have supported many of the UK's most diverse and marginalised communities.

Now, our TimeBank Voices project is bringing those experiences to life through oral history recordings to be held in the London Metropolitan Archives.

TimeBank Voices highlights the rich and varied lives of our volunteers and beneficiaries. We hope the recordings will help future generations understand how, despite facing prejudice and misconception, people from different communities contribute significantly to society and add to the rich tapestry of life in the UK.

TimeBank was awarded a grant of £9,900 by the National Lottery Heritage Fund to make these historic recordings, which can be heard on our website.

This year we were particularly keen to hear about people's experiences of the pandemic and how it had affected their lives, so we have added some extra recordings to reflect this.

Helen, a volunteer on our Tell Us project, told us how the workshops gave women an opportunity to

continue their English learning, chat about the impact of the pandemic and share their experiences of coping during lockdown:

*"I was moved to see how some of the students gave each other ideas of what they could do ... one told us she was watching yoga videos and whereas previously she would have watched them in her own language, she had decided to watch them in English instead, which was helping her improve her English while doing her yoga. Other students came up with ideas which translated into actions that we could discuss the following week. It made me feel like I was really making a difference."*





## Employee Volunteering - engaging businesses with their local communities

TimeBank's established Employee Volunteering programme has had to adapt significantly over the last 12 months in light of the Covid-19 pandemic. Unfortunately, we had to reduce our face to face work and move to an online video model of delivery. We are proud that we have still been able to work with six key corporates to engage their staff in volunteering:

### Looking Ahead- working with Oldfield Partners

In London 13.3% of young people aged 16-24 are not in education, employment or training (Labour Force Survey, 2018). Studies have shown that this can have a detrimental effect on their physical and mental health and increase the likelihood of long-term unemployment or low wages later in life.

Looking Ahead is a new corporate online video mentoring project to support young people aged 18-25 who are not in education, employment or training.

By matching young people with volunteer mentors, the project aims to improve their employability and help them make informed decisions about their future

education and careers. This work builds on a previous TimeBank project, The Switch, which supported young people in face-to-face mentoring relationships.

We were delighted to work with Oldfield Partners to support seven young people over a three month period with an emphasis on reaching young people from the BAME community. TimeBank provided online volunteer training, support and guidance, as well as suggested topics for each session, including applications for apprenticeships, courses and job roles, interview preparation and goal setting.

*"Being online is how I stay in contact with people so it makes sense to talk to a mentor that way too."*

## Techy Tea Parties



Techy Tea Parties are a great way to make a difference to older people's confidence in using the internet and technology that many of us take for granted.

Clare-Marie, Fidelity Investments

*"What a great thing to be part of! Everyone that dialled in to the Techy Tea Party had a great time and found the opportunity invaluable. We could all switch off and think about others experiencing a more challenging situation during the lockdown than we were. Hopefully they had as much fun as we did."*

Techy Tea Parties are designed for volunteers to help older people get the most out of technology and ease their social isolation by helping them use devices, apps and websites they may struggle with. Sessions are usually delivered in person over a cup of tea but since the pandemic we've turned to Zoom, using breakout rooms to have 1:1 or small group conversations.

## Companies we work with:

Fidelity	Mayar Capital	G2
Mimocast	Wellcome Trust	Oldfield Partners

## Impact of our work:

Number of companies 6

Number of volunteers 123

Number of volunteering hours 156





# Looking ahead to 2021 – 2022

As we move into 2021 it is clear that the challenges we face due to the Covid-19 pandemic mean we must continue to change and adapt to meet the needs of our beneficiaries, with an ever growing demand for charity services but unfortunately less funding available to support them. As a charity we will continue to strengthen our partnerships across the private, public and voluntary sector, from local community organisations to large multi-nationals as part of our Employee Volunteering offer and look at innovative ways to work remotely using video technology.

Here are some of the projects and initiatives we are planning over the next 12 months – and as lockdown restrictions hopefully ease, we're looking forward to being able to resume our face-to-face mentoring, community engagement and team volunteering days.

## Mentoring Projects

- Secure further funding for our Time Together Covid-19 mentoring project with asylum seekers and refugees in Birmingham and look to expand it to London.
- Complete our Looking Forward project in partnership with Action for Stammering Children.
- Look for funding and partners to expand our Looking Ahead pilot project for young people not in education, employment or training, using online video technology to offer remote mentoring.
- Explore new projects and areas to develop our mentoring model, building on our flagship Talking Together and Tell Us projects and explore innovative ways of remote delivery to support the communities hardest hit during the Covid-19 outbreak.

## Fundraising

TimeBank is hugely grateful to all our supporters and funders over the last 12 months. Without your support we would not be able to help the many beneficiaries who rely on our services.

- Forces in Mind Trust for Shoulder to Shoulder Online
- Big Lottery for TimeBank Tell-Us
- Barrow Cadbury – Time Together Birmingham – Covid-19
- Catalyst fund – digital engagement
- #iwill Fund – Looking Forward
- The National Lottery Heritage Fund for TimeBank Voices
- Garfield Weston – core costs
- Adint Charitable Trust – core costs

TimeBank had a successful fundraising year, securing income from both new and committed funders who value the quality and impact of our projects:

## We Volunteer too!

At TimeBank we advocate volunteering throughout the charity – our trustees are all volunteers, and we offer staff five volunteering days each year. They use this in a variety of different ways, from acting as

charity trustees to working with local community organisations and mentoring young people to help them gain employment.

## Employee Volunteering

- Continue to increase the reach of our Employee Volunteering offer remotely during the pandemic, driving in more revenue and build on the number of impactful and skills-based volunteering opportunities that we offer including:
  - One-off volunteering opportunities through remote delivery over Zoom.
  - Corporate involvement in our existing volunteer mentoring projects
  - Further expand our Looking Ahead project with other corporates and partners.

## Communications

- Continue to promote awareness of TimeBank's projects by increasing our range of communications to our supporters, volunteers and beneficiaries.





## Our organisation

The Board of Trustees (the Board) is the governing body of the charity. The Trustees approve the strategic plans, annual budget, new areas of work, policies and procedures but delegates day-to-day running of TimeBank to the Chief Executive.

To enable the Board to review the charity's progress, it meets regularly and during 2020-2021, the Trustees met four times.

Trustees have the power to appoint new Trustees at any time by passing an ordinary resolution at a meeting or by written resolution. This year we continued to develop our succession planning and appointed two new trustees.

All the Trustees are trained in their legal and financial responsibilities and are actively involved in TimeBank's work, including attending events and assisting with recruitment of senior staff. Separate finance and fundraising committees meet between Board meetings and report to the Board.

All Trustees give their time voluntarily and receive no benefits from the charity. Any expenses reclaimed from the charity are set out in note 4 and 5 to the accounts.

All staff are encouraged to contribute their ideas to develop projects and the views of our employees are incorporated into both operational and strategic level decision-making processes. Good internal communications are maintained through regular staff meetings and team briefings.

**Status:** The organisation is a charitable company limited by guarantee, incorporated on 14 January 1999 and registered as a charity on 4 February 1999.

**Governing document:** The company was established under a memorandum of association which established the objects and power of the charitable company and is governed under its articles of association.

**Trustees:** Peter Beeby (Chair until 20 January 2021)  
Stuart Crotaz (Chair from 20 January 2021)  
Chris Weavers (Treasurer)  
Charlotte Beckett  
Camelia Ram  
Matt Plen  
Susan Crichton  
Diana Robertson (resigned 13 December 2021)  
Emma Mathurine (appointed 10 April 2021)

**Ambassador:** Lady Andree Deane Barron

**Company number:** 3695114

**Charity number:** 1073831

**Scottish charity number:** SC042413

**Registered office and operational address:** OneKX  
120 Gromer Street  
London  
WC1H 8BS

**Key Management:** Phil Pyatt, Chief Executive  
Andy Forster, Programme Director  
John Rudkin, Finance Director

**Bankers:** The Co-operative Bank plc  
1 Balloon Street  
Manchester M60 4EP

**Independent Examiners:** Mr J Howard FCA  
Azets Audit Services  
Chartered Accountants  
2nd Floor, Regis House  
London, EC4R 9AN



## Our purpose

TimeBank's charitable purposes, as set out in our memorandum of association, are:

"For the public benefit in the United Kingdom and anywhere in the world to provide and assist in the provision and development of opportunities and resources to enable members of the public to undertake voluntary work for charitable purposes in connection with the relief of poverty, sickness and distress and the advancement of education and such other charitable purposes as the charity may decide."

### Public Benefit

All TimeBank's charitable activities focus on volunteers and are undertaken to further our charitable purposes for the public benefit. Our activities are open to all members of the community, including the most marginalised. We have a particular focus on supporting traditionally 'hard to reach' groups and to tackle deep-seated social problems.

The Trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning its future activities. In particular, the Trustees consider how planned activities will contribute to the aims and objectives that have been set.

### Our commitment to equal opportunities

The charity is committed to the principle and practice of diversity and equality in its activities and aims to be an equal opportunities employer. Our equal opportunities policy applies to job applicants, Trustees and volunteers as well as TimeBank staff. We will not discriminate on any grounds that are unjustifiable in terms of equality of opportunities for all.

### Internal control and risk management

The Board has overall responsibility for ensuring the charity has an appropriate system of controls, financial and otherwise. The Board has developed a risk register which ranks risk by likelihood and impact. Following the changes to our funding structure and reduced staffing levels, the Board has reviewed the risks involved at each meeting. The Board has identified the following as high risks:

- Loss of key staff or failure to fill posts – the charity uses external consultants where appropriate and there is a succession plan in place if the Chief Executive resigns.
- Insufficient support available for the Chief Executive due to reductions in the senior management team – the situation is to be monitored regularly by the Board and additional resources brought in if necessary.

The safeguards in place include accounting procedures, a financial reporting system that compares results with the budget on a monthly basis, an annual planning and budgeting system, and Board approval of an annual budget. In addition, policies and procedures are in place for whistle blowing, complaints and health and safety and the Board monitors any referral to these policies.

## Income and expenditure

Income for the year was £155,314 of which 93% was funded through grants and donations.

Expenditure during the year was £250,424. Direct charitable expenditure represented 98% of the total expenditure. TimeBank usually works with a large number of volunteers, however, due to the pandemic this was reduced in the year. Our employed staff costs were £202,896 which represents 81% of our expenditure.

## Funds

TimeBank maintains both restricted and unrestricted funds. Restricted funds are those funds given for specific purposes, which cannot be spent on the general costs of the Charity. At the end of the year TimeBank had restricted reserves of £2,000 (2020: £30,787). These funds have decreased by £28,787. The unrestricted funds are available for the Trustees to spend on the charitable activities. At 31 March 2021 £92,694 (2020: £159,017) of general funds held. These funds have decreased by £66,323 as TimeBank has used Reserves to protect the charity during the pandemic.

## Reserves Policy

The charity's activities are based around mentoring projects, the majority of which are funded for between one and three years. All projects and contracts contribute to the central costs of the charity.

The Trustees consider that we need sufficient reserves to enable the charity to develop further sources of funding to replace projects as they come to a conclusion. The Trustees consider free reserves based on three months budgeted core costs sufficient for this purpose. In addition, the Trustees set aside an amount equal to the wind-up costs of the charity to ensure that all future liabilities can be met. In light of the uncertainty as a result of the Covid-19 pandemic, the Trustees believe that all additional free reserves should be allocated to facilitate the ongoing survival of the charity. At 31 March 2021, taking these elements in to account, the Trustees preferred and current level of free reserves is £80,000.



## The Trustees

Trustees, who are also directors under company law, who served during the year and up to the date of this report were as follows:

- Peter Beeby (Chair until 20 January 2021)
- Camelia Ram
- Stuart Croftaz (Chair from 20 January 2021)
- Matt Pien
- Chris Weavers (Treasurer)
- Susan Crichton
- Charlotte Beckett
- Diana Robertson (resigned 13 December 2021)
- Emma Mathurine (appointed 10 April 2021)

Members of the charity guarantee to contribute an amount not exceeding £1 to the assets of the charity in the event of winding up. The total number of such guarantees at 31 March 2021 was 8 (2020: 10). The Trustees are members of the charity but this entitles them only to voting rights. The Trustees have no beneficial interest in the charity.

## Trustees' responsibilities statement

The trustees (who are also directors of One 20 (trading as TimeBank) for the purposes of company law) are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP 2015 (FRS 102);
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006 (as amended). They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Approved by the trustees on 13 December 2021 and signed on their behalf by:



Chris Weavers (Treasurer)



## Statement of Financial Activities for the Year Ended March 31, 2021

## Responsibilities and basis of report

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination,<sup>1</sup> report in respect of my examination of your company's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

- In connection with the examination I draw your attention to accounting policy 1b in the notes to these financial statements in terms of going concern.

Date: 25 January 2022

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 11 to the financial statements.

On 26 January 2017, I received a letter from the author, dated March 20, 2015.



## Balance Sheet

### for the Year Ended 31 March 2021

	Note	£	2021 £	2020 £
<b>Fixed assets</b>				
Tangible fixed assets	7	-	-	-
<b>Current assets</b>				
Debtors	8	407		12,649
Short-term deposit		20,807		80,807
Cash at bank and in hand		80,258		126,854
		<b>101,472</b>		<b>220,310</b>
<b>Liabilities</b>				
Creditors: amounts due within one year	9	6,778		30,506
<b>Net current assets</b>			<b>94,694</b>	<b>189,804</b>
<b>Net assets</b>	10		<b>94,694</b>	<b>189,804</b>
<b>Funds</b>				
Restricted funds	11			
In surplus			<b>2,000</b>	<b>30,787</b>
Unrestricted funds			<b>92,694</b>	<b>159,017</b>
General funds			<b>94,694</b>	<b>189,804</b>
<b>Total funds</b>				

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2021.

The members have not required the charitable company to obtain an audit of its financial statements for the year ended 31 March 2021 in accordance with Section 476 of the Companies Act 2006.

The Trustees acknowledge their responsibilities for:

- ensuring that the company keeps accounting records which comply with Sections 386 and 387 of the Companies Act 2006 and
- preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of each financial year and of its profit or loss for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the company.

The financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small charitable companies.

The financial statements were approved by the Board on the 13 December 2021 and signed on its behalf by:



Chris Weavers (Treasurer)

The notes on pages 34 to 43 form part of the financial statements.

## Cashflow Statement

### for the Year Ended March 31, 2021

	2021 £	2020 £
<b>Cashflows from operating activities</b>		
Net cash provided by (used in) operating activities	(106,596)	50,580
Change in cash in and cash equivalents in the reporting period	(106,596)	50,580
Cash and cash equivalents at the beginning of the reporting period	207,661	157,081
Cash and cash equivalents at the end of the reporting period	101,065	207,661

Net income/(expenditure) for the reporting period (as per the statement of financial activities)

(95,110)

43,364

Adjustments for:

Depreciation

Purchase of fixed assets

(Increase)/decrease in debtors

Increase/(decrease) in creditors

**Net cash provided by (used in) operating activities**

(106,596)

50,580

**Analysis of cash and cash equivalents:**

Cash in hand

80,258

126,854

Short-term deposit

20,807

80,807

**Total cash and cash equivalents**

101,065

207,661

The notes on pages 34 to 43 form part of the financial statements.



# Notes to the Financial Statements for the Year Ended 31 March 2021

## 1. Accounting policies

- a. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The charity constitutes a public benefit entity as defined by FRS 102.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

The financial statements are prepared in sterling which is the functional currency of the charity.

### b. Going Concern with the following:

Although the Trustees have prepared and ratified a five year business plan which is supported by a two year operational business plan, the ongoing impact of the Covid 19 pandemic has required the trustees to review the overall operations of TimeBank. As a result of the ongoing impact, the trustees have taken the decision to wind up the charity in an orderly way with an expected closure date of 31 January 2022. The trustees have identified an organisation that will receive any remaining funds at that date.

- c. Income is recognised in the period in which TimeBank is legally entitled

- any performance conditions have been met,
- it is probable that the income will be received and

- the amount can be quantified with reasonable accuracy.

- d. Expenditure is recognised in the period in which it is incurred. Resources expended include attributable VAT which cannot be recovered. Certain expenditure is directly attributable to specific activities and has been allocated to those cost categories. Where these costs are attributable to more than one activity, they have been apportioned to the individual activities on the basis of the time spent by staff on matters relating to those activities. Support costs have been allocated on the basis direct costs and have been apportioned to the cost centres of fundraising and publicity and individual projects within charitable expenditure in accordance with the requirements of the Statement of Recommended Practice.

Basis of allocation:

Fundraising	-
Mentoring	82.4%
Employee volunteering	17.6%

Support costs are those costs incurred indirectly in support of expenditure on the objects of the charity and include organisational management and administration of the charity.

- e. Donated gifts and services are recognised as income when the charity has control over the item and the economic benefit can be measured reliably. Such goods and services are recognised on the basis of the value that the charity would have been willing to pay to obtain such services or facilities on the open market.

- f. Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

Equipment	33 1/3% per annum
Furniture and fittings	20% per annum

Items of equipment are capitalised where the purchase price exceeds £1,000.

### g. Debtors

Debtors include amounts owed to the charity for the provision of services or amounts the charity has paid in advance of services it will receive. Debtors are measured at their recoverable amount.

Other debtors are recognised at the settlement amount due. Prepayments are valued at the amount prepaid. Accrued income is measured at the amount due to be received.

### h. Cash at hand and in bank

Cash at bank and in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

### i. Creditors

Creditors are recognised when there is present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can measured or estimated reliably.

Other creditors and accruals are recognised at their settlement amount due.

### j. Financial instruments

The Charity only has financial assets and liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at settlement value.

- k. The charity makes payments to a defined contribution scheme on behalf of its employees. The pension cost charge in the income and expenditure account represents contributions payable by the charity in the period. The charity has no liabilities with regards to schemes other than for payment of these contributions.

- l. Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund together with a fair allocation of management and support costs.

- m. Unrestricted funds are donations and other incoming resources receivable or generated for the objects of the charity.

- n. Designated funds are unrestricted funds earmarked by the Trustees for particular purposes.

- o. Transfers from unrestricted funds to restricted funds are made to compensate for shortfalls on activities not fully covered by specific funds.

- p. Rentals payable under operating leases, where substantially all the risks and rewards of ownership remain with the lessor, are charged to the statement of financial activities in the year in which they fall due.

### q. Taxation

One20 (trading as TimeBank) is a registered charity and therefore is not liable to income tax or corporation tax on income or gains derived from its charitable activities, as they fall within the various exemptions available to registered charities.

- r. Judgement and key source of estimation uncertainty



# Notes to the Financial Statements for the Year Ended 31 March 2021

The preparation of financial statements requires management to make judgements, estimates and assumptions about the carrying value of assets and liabilities that are not readily apparent from other sources. The estimates and underlying assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on a continuing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period, or in the period of the revision and future periods in the revision affects both current and future periods.

## 2. Incoming resources

### a. Voluntary income

	2021	2020
	Total	Total
	Restricted	Unrestricted
	£	£
Google Adwords Grant (note 2c)	-	1,195
Grants:	-	-
BMET	2,517	-
Forces in Mind Trust	80,929	-
Ministry for Housing, Communities & Local Government	-	-
Souther Charitable Trust	-	-
Adint Charitable Trust	-	-
Heritage Lottery Fund	-	-
W0 Street Charitable Trust	-	-
Renaiss	-	-
Birmingham City Council	900	-
Stafford Trust	-	-
Big Lottery Fund	18,373	-
London Community Support	9,966	-
Garfield Weston Charitable Trust	-	-
Centre for Discovery	5,000	-
Barrow Cadbury Trust	14,760	-
Donations	-	620
	132,445	11,815
	774,056	13,435
	144,260	787,491

### b. Employee volunteering

	2021	2020
	Total	Total
	Restricted	Unrestricted
	£	£
Fees and contracts	-	7,740
	-	7,740
	43,238	43,238

### c. Gifts in Kind

Google has provided access to Adwords of up to \$10,000 a month. This has been included as voluntary income and as expenditure within volunteer support. A total of £1,195 (2020: £6,183) was used during the year.

## 3. Expenditure

	Mentoring	Employee volunteering	Volunteer Support	Support costs	Fundraising	2021 Total	2020 Total
	£	£	£	£	£	£	£
Staff costs (note 5)	109,408	28,341	-	65,147	-	202,896	393,556
Payments to project partners	9,960	-	-	2,640	-	12,600	236,722
Consultancy and agency costs	3,175	330	-	1,611	-	5,116	11,338
Website maintenance and IT costs	2,593	90	-	3,972	-	6,655	30,959
Legal and professional fees	-	-	-	3,298	-	3,298	15,448
Communication costs	645	-	1,195	981	-	2,821	7,032
Volunteer expenses	496	-	-	450	-	946	22,171
Other staff costs	-	58	-	131	-	189	16,675
Premises	-	-	-	625	-	625	22,148
Postage, stationery, telephone	40	73	-	421	-	534	3,185



# Notes to the Financial Statements for the Year Ended 31 March 2021

## 3. Expenditure (continued)

	Mentoring	Employee volunteering	Volunteer Support	Support costs	Fundraising	2021 Total	2020 Total
	£	£	£	£	£	£	£
Training Course Costs	-	-	-	-	-	-	6,362
Monitoring & evaluation	7,000	-	-	-	-	7,000	7,774
Insurance	-	-	-	1,703	-	1,703	2,020
Marketing and publicity	-	-	-	-	-	-	1,187
Materials and resources	-	-	-	-	-	-	7,389
Other costs	1,957	53	-	4,035	-	6,040	3,915
	135,269	28,495	1,195	85,015	-	250,424	787,880
Support costs	70,030	14,985	-	85,015	-	-	-
Total	205,299	43,930	1,195	-	-	250,424	787,880

In 2020, £730,063 of the expenditure was attributable to mentoring, £34,463 was attributable to Employee Volunteering, £6,183 was attributable to Volunteer Support, and £17,171 was attributable to Fundraising.

## 4. Net expenditure for the year

Net expenditure for the year	2021	2020
	£	£
This is stated after charging / crediting:		
Depreciation	-	-
Key management cost	112,945	134,683
Operating Lease costs	-	-
Auditors' remuneration (net of VAT):	-	-
• audit	-	-

## 5. Staff and Trustee costs and numbers

### Staff costs were as follows:

	2021	2020
	£	£
Salaries and wages	185,271	350,640
Social security costs	12,772	33,244
Pension contributions	4,853	9,672
	202,896	393,556

No employee earned between £60,000 and £69,999 during the year (2020: no employee earned between £60,000 and £69,999). Employer's pension contributions of £1,884 were paid in 2019 relating to this staff member.

The key management of the charitable company comprise the trustees, the Chief Executive, the Programme Director and the Finance Director. The trustees do not receive any remuneration for this role. The total employee benefits of the key management personnel of the charitable company were £112,945 (2020: £134,683)

During 2021, no trustees were paid or received any other benefits from employment with the charitable company. No trustees received a reimbursement of travel expenses. (2020 Two Trustees £184)

The average weekly number of employees (full-time equivalent) during the year was as follows:

	2021	2020
	No.	No.
Cost of generating funds	0.5	1.0
Charitable activities	3.6	10.0
Support costs	0.7	1.5
	4.8	12.5

## 6. Taxation

The charitable company is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.



# Notes to the Financial Statements for the Year Ended 31 March 2021

## 7. Tangible fixed assets

	Equipment £	Furniture & Fittings £	Total £
<b>Cost</b>			
At the start of the year	6,687	560	<b>7,247</b>
Disposals in the year	(6,687)	(560)	<b>(7,247)</b>
At the end of the year	-	-	-
<b>Depreciation</b>			
At the start of the year	6,687	560	<b>7,247</b>
Charge for the year	-	-	-
Disposals in the year	(6,687)	(560)	<b>(7,247)</b>
At the end of the year	-	-	-

## Net book value

<b>At the end of the year</b>	-	-	-
At the start of the year	-	-	-

## 8. Debtors

	2021 £	2020 £
Trade debtors	240	8,902
Other debtors	167	3,747
Prepayments & accrued income	-	-
	<b>407</b>	<b>12,649</b>

## 9. Creditors: amounts due within 1 year

	2021 £	2020 £
Trade creditors	1,222	24,084
Taxation and social security	1,796	968
Accruals	2,880	2,880
Other creditors	880	2,574
	<b>6,778</b>	<b>30,506</b>

## 10. Analysis of net assets between funds

	Restricted funds £	Unrestricted funds £	Total funds £
Tangible fixed assets	-	-	-
Cash at bank and in hand	2,000	99,065	101,065
Net current assets/ (liabilities)	-	(6,371)	(6,371)
Creditors more than one year	-	-	-
<b>Net assets at the end of the year</b>	<b>2,000</b>	<b>92,694</b>	<b>94,694</b>

## Prior Year

	Restricted funds £	Unrestricted funds £	Total funds £
Tangible fixed assets	-	-	-
Cash at bank and in hand	30,787	176,874	207,661
Net current assets/ (liabilities)	-	(17,857)	(17,857)
Creditors more than one year	-	-	-
<b>Net assets at the end of the year</b>	<b>30,787</b>	<b>159,017</b>	<b>189,804</b>



# Notes to the Financial Statements for the Year Ended 31 March 2021

## 11. Movements in funds

### 11. Movement in funds (continued)

Restricted funds:	At the start of the year	Incoming resources	Outgoing resources	Transfers	At the end of the year	Restricted funds: Prior Year	At the start of the year	Incoming resources	Outgoing resources	Transfers	At the end of the year
	£	£	£	£	£		£	£	£	£	£
Shoulder to Shoulder	22,514	80,929	(88,588)	(14,855)	-	Shoulder to Shoulder Online	-	95,893	(73,379)	-	22,514
Talking Together Covid 19 Birmingham	-	14,760	(11,546)	(2,214)	1,000	Talking Together	-	629,203	(522,608)	(106,595)	-
Talking Together - Covid 19 London	-	18,373	(15,617)	(2,756)	-	Time Together	23,644	-	(14,956)	(8,688)	-
Talking Together for All	-	2,517	-	(2,517)	-	Talking Together for All	-	14,211	(4,038)	(10,173)	-
TimeBank Voices	6,923	-	(5,885)	(1,038)	-	RISE	3,438	23,499	(20,800)	(6,137)	-
Share my Language	1,350	900	(1,912)	(338)	-	TimeBank Voices	-	9,900	(1,977)	(1,000)	6,923
#Willi	-	9,966	(7,471)	(1,495)	1,000	Share my Language	-	1,350	-	-	1,350
Catalyst	-	5,000	(4,250)	(750)	-						
	-	-	-	-	-						
<b>Total restricted</b>	<b>30,787</b>	<b>132,445</b>	<b>(135,269)</b>	<b>(25,963)</b>	<b>2,000</b>	<b>Total restricted</b>	<b>27,082</b>	<b>774,056</b>	<b>(637,758)</b>	<b>(132,593)</b>	<b>30,787</b>
<b>Unrestricted funds:</b>						<b>General funds</b>	<b>119,358</b>	<b>57,118</b>	<b>(150,122)</b>	<b>132,592</b>	<b>159,017</b>
<b>General funds</b>	<b>159,017</b>	<b>22,869</b>	<b>(115,115)</b>	<b>25,963</b>	<b>92,694</b>	<b>Total unrestricted</b>	<b>119,358</b>	<b>57,118</b>	<b>(150,122)</b>	<b>132,592</b>	<b>159,017</b>
<b>Total unrestricted</b>	<b>150,017</b>	<b>22,869</b>	<b>(115,115)</b>	<b>26,963</b>	<b>92,694</b>	<b>Total funds</b>	<b>146,440</b>	<b>831,244</b>	<b>(787,880)</b>	<b>-</b>	<b>189,804</b>
<b>Total funds</b>	<b>189,804</b>	<b>155,314</b>	<b>(250,424)</b>	<b>-</b>	<b>94,694</b>	The transfers between funds represents the contribution to overheads from projects.					



# Notes to the Financial Statements for the Year Ended 31 March 2021

## 11. Movements in funds (continued)

### Purposes of restricted funds (continued)

<b>Talking Together</b>	Talking Together is our extensive volunteer-led project offering informal, functional English teaching to marginalised UK residents with little or no knowledge of the language – mostly women from Somali, Pakistani and Bangladeshi communities. It is funded by the Ministry for Housing, Communities and Local Government (MHCLG) and works with community partners to deliver classes in London, Birmingham, Coventry and Leicester.
<b>Catalyst and the National Lottery</b>	With funding from Catalyst and the National Lottery Community Fund we were able to allocate staff time to research into potential learners for our community-based English language classes. Over four weeks in October 2020 digital consultancy Ayup supported us to explore and how digital data and design could best support them. This helped us understand our potential users' experiences and expectations before developing better digital engagement models.
<b>Time Together Birmingham Covid-19</b>	With funding from the Barrow Cadbury Trust we were able to develop and deliver a six-month volunteer mentoring project providing support to isolated refugees and asylum seekers during the Covid-19 pandemic. The project recruited, trained and supported volunteers who offered support by phone, text and video call to refugees and asylum seekers isolated during lockdown who could not access their support networks or usual face to face support.
<b>Shoulder to Shoulder Online</b>	Shoulder to Shoulder Online is our online video version of our volunteer mentoring project that supports Scottish soldiers and their families who are struggling to adjust to civilian life, and helps to reduce their risk of social and economic isolation. Shoulder to Shoulder started in London in 2010 and was later extended to Birmingham and Scotland, where it is run in partnership with leading Scottish veterans' charity Erskine with funding from the Forces in Mind Trust.
<b>TimeBank Voices</b>	TimeBank Voices is our innovative oral history project which captures the experience of our asylum seeker/refugee beneficiaries and our volunteers in London and Birmingham who work closely with them. The project is funded by the Heritage Fund and works in partnership with the London Metropolitan Archives.
<b>TimeBank Tell Us - London/Birmingham</b>	Funded by the Big Lottery Fund to deliver key Covid-19 messages through volunteers to communities in London and Birmingham.



## 12. Related party transactions

There were no related party transaction during the year (2020: none)

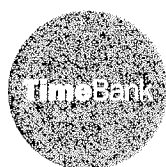


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[www.timebank.org.uk](http://www.timebank.org.uk)

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**Be a volunteer**



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