

THIS YEAR...

Time & Talents

Impact Report
2016 – 2017



WE **SUPPORTED**
65 ORGANISATIONS

WITH
790
VOLUNTEERS

OVER
2,983
HOURS

ACROSS
168
PROJECTS

FOR
7,015
BENEFICIARIES

A word from the CEO...

“**Time & Talents** has continued to deliver employer-supported volunteering in Westminster throughout the year 2016–17. Working with a wide range of organisations, from UK government departments and businesses to international corporations, we have enabled skilled employees to provide invaluable expertise and resources to 65 Westminster charities. Together we have positively impacted on the lives of many people who needed support in the borough.

We are delighted to note that 98% of employee volunteers surveyed gained valuable experience through volunteering and the majority reported a greater understanding of issues and challenges facing the local community. Many thought volunteering had contributed to their professional skills and everyone said they would volunteer again. Each charity receiving corporate support reported that their employee volunteering project had made a high or very high impact on the individuals and communities served.

Time & Talents' focus is to create the right partnerships where business goals support community need and where both parties understand what they will be achieving from their engagement, whether a one-off event or a long-term collaboration. Congratulations to all employees who have contributed their working days to volunteer in the community and a big thank you to the Time & Talents team for making it happen.”

Jackie Rosenberg, Chief Executive of One Westminster



About us

This has been **Time & Talents** 20th year of corporate community engagement in Westminster. Established in 1996, **Time & Talents** has built successful sustainable partnerships between businesses and charities in Westminster.



Time & Talents has built strong ties with One Westminster's extensive network of more than 100 local community organisations that make a huge difference to the lives of disadvantaged people living in the borough. With a pool of skilled employees from business partners, **Time & Talents** is in a unique position to support local organisations, developing long-standing relationships that benefit all involved.

How Time & Talents help us

“The *Time & Talents* programme enables our employees to reach out to specific needs in the community and support local charities at all levels from gardening help to marketing training — and gives our Partners a range of opportunities and activities to get involved with to make a difference in our business community.”

Anne Folan, Community Liaison Coordinator,
John Lewis Partnership



Our partners include:



P I M C O

John Lewis Partnership



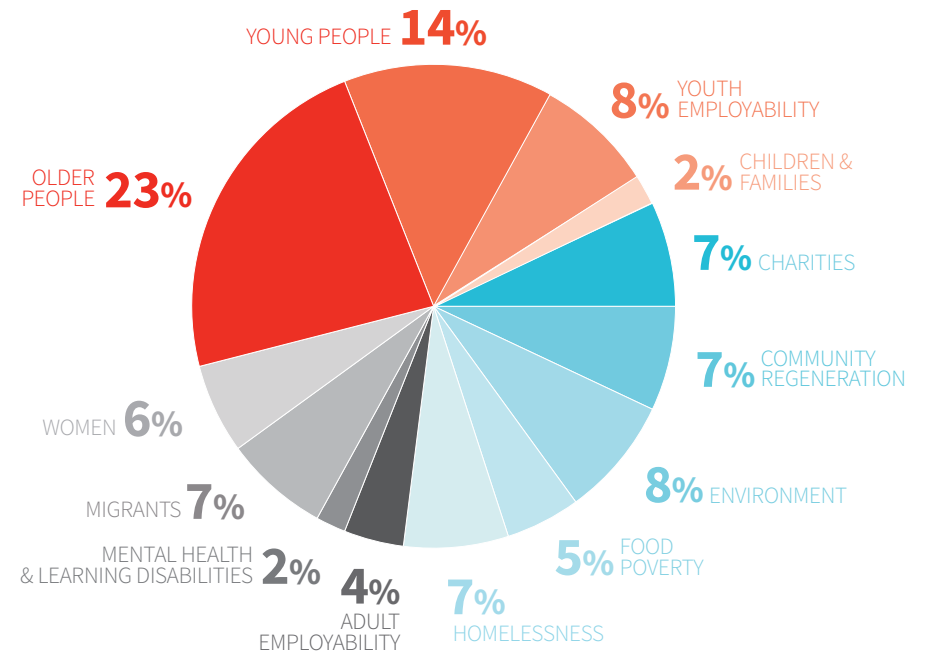
UNIVERSITY OF WESTMINSTER



Our impact

Time & Talents works with charities, schools and community groups from across Westminster, tackling a broad range of social issues. We like to ensure our impact is widespread and varied.

IMPACT DISTRIBUTION 2016 – 2017



The percentages have been calculated from the total number of completed projects in 2016–2017

Our programmes

Each **Time & Talents** programme is designed to match our volunteer pool with different areas of community need.

Skillshare

Whether volunteering as an individual or part of a team, employees use the skills developed through their careers to effect change in the community. In this way, we have provided key support for charity staff, such as peer mentors, training workshops and trusteeships. Our volunteers also worked directly with disadvantaged members of the community on issues such as unemployment, isolation or literacy.



This year we delivered 56 skill-based volunteering activities, including mentoring relationships and workshops.

Practical



Supporting charities with manual tasks, such as painting and decorating, cleaning and clearing, or gardening and environmental regeneration, improves communities where there is limited capacity and resource; an active, teambuilding approach to volunteering.

This year we engaged 577 volunteers in practical volunteering activities.

Skills for Schools

Our local network of schools and colleges benefitted from employee-led workshops and employability sessions focused on providing insights into various career options such as languages at work and money skills workshops. We ensured strong outcomes by tailoring projects to the interests and experiences of the volunteers and the learning objectives of the school.

This year we placed 50 volunteers across six different schools and colleges.



Organisational support

Employee volunteers provide professional skills by sharing their expertise to train charity staff and volunteers. Through topical workshops and training sessions employees can provide crucial support that small local organisations would otherwise be unable to access.

This year we facilitated one-to-one peer mentoring, professional workshops in marketing, project management, trusteeships and advisory roles, business management, book-keeping, IT and web support.

Trusteeship programme

Time & Talents has run its first trustee placement programme for one year now, working in partnership with Pacific Investment Management Company (PIMCO), a global financial services organisation. We recruit and train their employees to act as trustees for local charities, community groups and schools.

“ Thank you so much for finding us a trustee, I can’t say how happy we are to have someone of his calibre on board! ”

Nikki Kerr, Head of Fundraising, Kidscape

Case study: Reading Mentoring scheme

The Reading Mentoring programme is a partnership organised by **Time & Talents** with Westminster City School to support their year 7 pupils (aged 11 to 12) by providing reading mentors from our corporate partners. Employee volunteers from John Lewis, Westminster City Council, Department for Business, Energy & Industrial Strategy and DPWorld have given an hour a week over a term to help pupils to improve their literacy and reach the level of their peers.



City of Westminster

John Lewis Partnership



Department for
Business, Energy
& Industrial Strategy

DP WORLD

Such support at the earliest stage of a student's secondary school career has a proven impact on later academic development. Among developed nations, the UK shows the clearest link between poor literacy and unemployment. The help that employee volunteers have given the school will directly influence and contribute to the students' future achievements for many years to come.



“ I enjoyed my reading sessions because I developed hugely and I was always encouraged. My favourite book is *How to Ride a Dragon*, which influenced my writing and imagery.”

Imran, student at Westminster City School

“ I have thoroughly enjoyed working with my mentee and I can see an improvement in his understanding of language. I do hope this is reflected in his assessment report, it is a shame we weren't able to start earlier in the school year and achieve more.”

Katherine Todd, reading mentor volunteer from John Lewis

“ The Reading Mentoring programme was a great success. Our pupils enjoyed reading and discussing their books with the engaging and friendly mentors. I saw them improve their comprehension, and grow in confidence reading aloud. I look forward to the start of this year's programme.”

Chris Chapman, Library Manager at Westminster City School

Case study: PIMCO Project Management

As in previous years, this bespoke workshop was delivered by Eddie Lang, senior executive at PIMCO with the support of five PIMCO employees.

Eddie returned once more to offer his skills and expertise to Westminster community groups and delivered an introductory Project Management Institute training for 13 representatives from 11 local charities.

These included Royal Philharmonic Orchestra, Cardinal Hume Centre, West London Day Centre and Pursuing Independent Paths.

Interest in this workshop continues to grow and in 2016 we were oversubscribed for the first time, as well as having the biggest range of charities attend. The feedback revealed that 75% of participants said they gained a new understanding from the workshop.

Business outcomes

- Professional skills development, including presentation and leadership
- 100% of volunteers enjoyed the experience
- Increased their understanding of the charity sector

Community impact

- Provision of expertise otherwise unavailable to attendees
- All charity staff gained new tools to help run projects
- Estimated training cost savings of £250 per person

“ I was able to take my practical experience and understand it in a more structured way, as well as learning new concepts. I definitely feel more comfortable delivering my work when using this new approach. ”

Westminster charity staff member, 2016

Case study: Kering Solidarity Day

In December, **Time & Talents** organised Kering Solidarity Day 2016 for this global luxury brand group. Some 15 Kering employees took part in volunteering activities that supported three local charities. Each activity was designed to create maximum community impact while aligning with the skills and abilities of the volunteers.

Employee volunteers held a CV surgery at the Woman's Trust, helped organise crafts and games at the Portman Early Childhood Centre and ran one-to-one sessions helping older people with their mobile phones and other devices at Penfold Hub.

Business outcomes

- 100% of Kering volunteers increased their knowledge of the local community
- Kering volunteers said that the experience had contributed to their personal development and improved their skills, especially listening, communication, appreciation of diversity, teamwork, mentoring and coaching

Community impact

- 39 people from the local community directly benefitted from the support of Kering volunteers
- 3 workshops were delivered that would not have been available without the volunteers' expertise

“ Our clients seem to have found it very helpful. They came out buzzing! ”

*Maya Gagni, Service Manager,
Woman's Trust*

“ It was incredibly rewarding and really put me in a different environment with people I wouldn't normally deal with. ”

Kering Employee, Volunteer

Employer benefits

Through **Time & Talents'** our employer partners establish strong links with a wide network of third-sector organisations. Our unique position within parent charity One Westminster allows us to reach a broad range of small- to medium-sized charities – organisations that stand to gain the most from corporate volunteer support, but might otherwise be unable to access it.

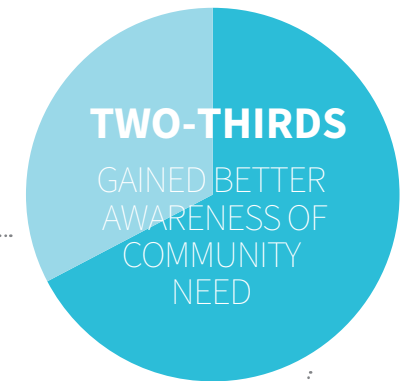
As well as providing on-going support to those in need in the community, **Time & Talents'** volunteering programmes also help to nurture and develop the skills of our volunteers. By running workshops, planning projects, problem solving and teambuilding, employees can take on a wide range of responsibilities beyond their day-to-day roles.

Giving something back to the community also improves staff morale, while recognition for high quality and high impact volunteering gives employees a strong sense of fulfilment that can help retain talent in your organisation.



Employee volunteering survey results

Of **208** respondents:



Testimonials

“For many years *Time & Talents* has been a trusted advisor and partner as we’ve built our hands-on and skills-based volunteer opportunities, plus ongoing strategic corporate citizenship programming. Since our partnership with *Time & Talents* began, PIMCO has maintained strong volunteer engagement in our London office; our colleagues are keen to share their time and skills to benefit the local community.”

Sarah Middleton, Senior Vice President, Global Corporate Citizenship and the PIMCO Foundation



“I have really enjoyed being part of the *Time & Talents* employee volunteering scheme so far. I have had the chance to participate in a Reading Mentoring Scheme at Westminster City School and most recently I have been a Reading Mentor at the Burdett-Coutts Townsend Primary School. This scheme allows you to encourage children to read on a one-to-one basis. Reading with the same child each week enables you to see significant changes in reading ability and to inspire each other on an ongoing basis!”

Georgina Merry, Place Shaping Officer, Westminster City Council



Aims for 2015 – 2016

“*Time & Talents* has continued to develop the breadth and depth of expertise of its corporate volunteer pool resulting in increasingly ambitious projects that have had a wide-ranging impact on the Westminster community.

In partnership with Westminster City Council, having secured a contract in October 2017, we aim to be the ‘place to go’ for employee volunteering in Westminster. We will ensure we develop our impact to grow the capacity of small charities and reach more people in need by:

- Significantly improving business and community sector awareness and the delivery of social value
- Working alongside the council to support the delivery of Westminster’s ‘City for All’ vision
- Strengthening partnerships with key community organisations, ensuring we are fully aware of the community’s changing needs.

By playing a leading role in facilitating round table exchanges and networking, we will encourage collaboration across all business networks and together make real headway in addressing key social issues across the City of Westminster.”

Paola Pagliarin, Corporate Partnerships Manager, Time & Talents



The *Time & Talents* team (from left) Paola Pagliarin, Dan Fuller and Alexandra Hernandez.