



The Centre for Sustainable Design®

# Farnham Repair Café Survey of Visitors & Volunteers

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The Centre for Sustainable Design®

March 2016

Farnham Repair Cafe is;

A Collaborative Project between The Centre for Sustainable Design® at the University of the Creative Arts and Transition Town Farnham,

Part of the global repair café movement led by Repair Café International Foundation,

Supported by Farnham Town Council, Farnham United Reformed Church and University of the Creative Arts.

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## 1. Introduction

This report presents the results of a survey of Farnham Repair Café visitors (eg product owners) and volunteers (eg repairers and organisers). The survey was undertaken in February 2016 by The Centre for Sustainable Design® (CfSD) at the University for the Creative Arts (UCA) in Farnham in the UK.

Farnham Repair Café (FRC) is a collaborative project between CfSD at UCA and Transition Town Farnham (TTF). FRC is one of a global network of one thousand Repair Cafés in 24 countries ([Repair Cafe Foundation International](#) - accessed 8<sup>th</sup> March 2016) which are part of The Repair Café Foundation International, founded in the Netherlands in 2007 by Martine Postma as a way of actively promoting sustainability in local communities. Repair Cafés offer a free meeting place for people to bring products in need of repair and to work together with volunteer repairers from the local community, to fix broken products.

In 2014 CfSD undertook a global survey of volunteers at Repair Cafés and Hackerspaces ([Circular economy and grassroots innovation - Survey of Repair Cafes and Hackerspaces](#)). Over 80% of Repair Café volunteers from 144 Repair Cafés in nine countries stated that they volunteered their time and expertise at their Repair Café to:

- Encourage others to live more sustainably
- Provide a valuable service to the community
- Be a part of the movement to improve product reparability and longevity
- Encourage others to fix their own stuff

Following two trial sessions, FRC ([FRC on Facebook](#) and [FRC video](#)) was launched in February 2015. Farnham is a relatively affluent small market town in Surrey, UK, with a significant proportion of residents commuting to work in London. There have been thirteen sessions to date (8<sup>th</sup> March 2016) since the launch of FRC.

FRC sessions are held for two and half hours on the second Saturday of each month, excluding August. Repair volunteers (or fixers) are from the local community and at each session around twelve experienced fixers (from a pool of fifty-four repair volunteers) provide 'hands-on' repairs and repair advice. It is a key requirement of the FRC that visitors who bring products are present and participate in any repairs undertaken. Regular repair stations include: Electrical and Electronic, including laptops; Mechanical; Textiles and Clothing; Furniture; and a Bike repair station that operates less frequently.

Four hundred and twenty two visitors have signed in at FRC sessions since its launch. All products brought for repair by visitors are weighed and logged with details of fault, repair undertaken and any advice given to the product owner. One hundred and ninety one products have been examined and one hundred and twelve of these have been repaired by volunteers; a repair rate of 59%. Four hundred and ten kilograms of products have been repaired and diverted from the waste stream, which represents a potential saving of one hundred and eighty eight tonnes of carbon emissions from landfill (1 tonne of municipal waste disposed of to landfill leads to 0.459 tonnes of tonnes of CO<sub>2</sub> equivalent – UK government conversion factors 2015).

## 2. Methods

An email list of one hundred and eighty-eight FRC stakeholders was collated. Stakeholder email addresses were gathered from sign-in sheets at FRC sessions, where visitors (those that either bring their products to FRC for repair assistance or to find out more about FRC) and volunteers (FRC volunteers who provide assistance with repair and/or help to organise FRC sessions) are requested to provide contact email addresses. Although there are 422 sign-in records to FRC, the email address list is much reduced by the removal of duplicate addresses for those who have attended multiple times and the absence of email addresses for some signed-in visitors.

Stakeholders were invited to complete an online questionnaire (on [www.surveymoz.com](http://www.surveymoz.com) platform) between January 17<sup>th</sup> and February 7<sup>th</sup> 2016. Invitations were sent via email with an embedded link to the questionnaire and a free-prize draw was offered as an incentive to complete and submit the questionnaire (Appendix A).

## 3. Results

Thirty-seven people responded to the survey out of the one hundred and eighty-eight that were invited to participate; a 20% response rate. While the response rate is lower than was hoped, the authors experience from participating at all FRC sessions leads them to believe that the results are broadly indicative of the responses that would have been expected from a larger sample size.

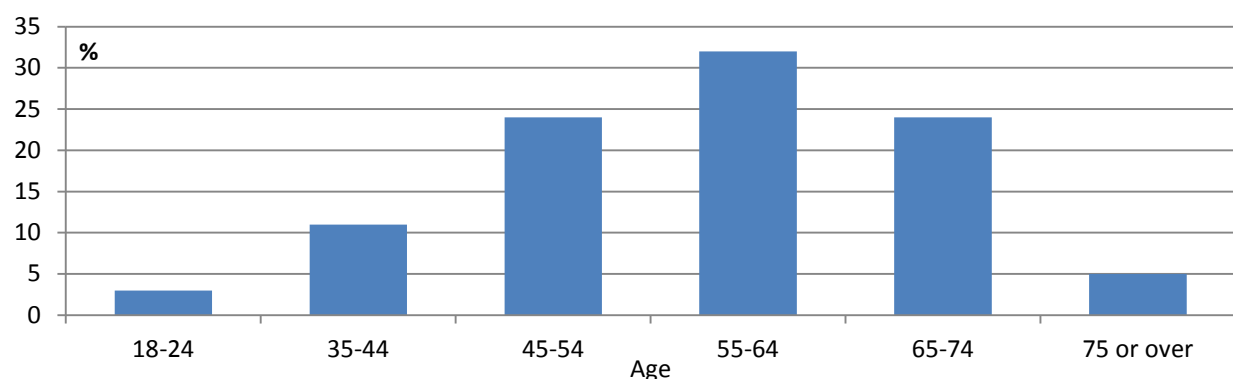
Twenty-five responses were from people who had visited FRC to either gain assistance in the repair of an item or for other reasons which are further explored in section 3.6. Twelve responses were from FRC volunteers.

There was a balanced response from male and female respondents; 54% and 46% respectively.

### 3.1 Age of respondents

The average age of all respondents was fifty-three (Figure 1.), with 86% of respondents aged over forty-five. Visitors had an average age of 51 and Repair Café volunteers were somewhat older on average at 58. This fits with findings of the 2014 global survey, where the most common age range for volunteers at 144 Repair Cafés around the world was between 55 and 65.

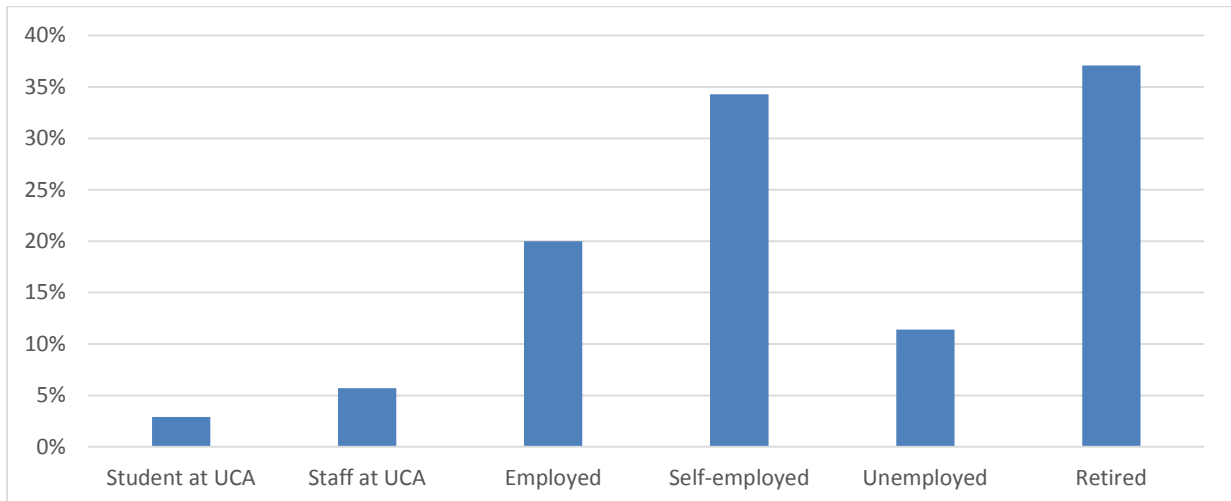
Figure 1. Age distribution as a percentage of respondents (all)



### 3.2 Employment status of respondents

Most respondents are retired (37%) or self-employed (31%), which may be explained by the skewed age distribution of respondents. Nine percent of respondents are either staff or students at UCA (Figure 2).

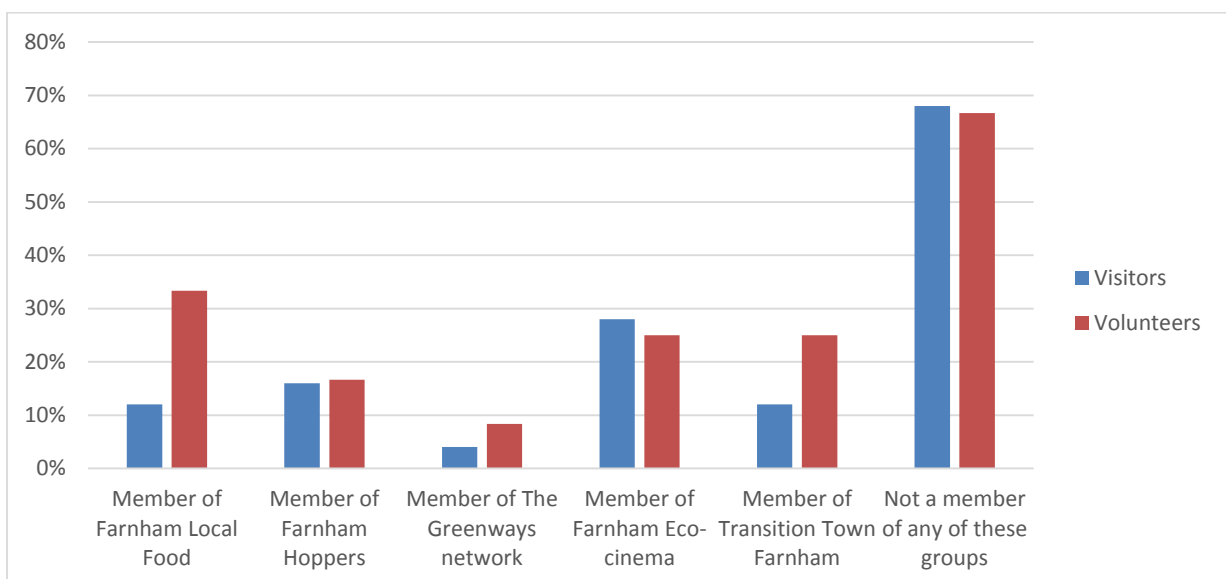
Figure 2. Respondents (all) employment and employment status. Respondents selected all applicable options



### 3.3 Membership of community organisations by respondents

Around 70% of both visitors and FRC volunteers are not associated with the local community groups, shown in Figure 3. There is however, some cross-over in the membership or association of both visitors and FRC volunteers with other local community initiatives. Thirty three percent of FRC volunteers are also members of Farnham Local Food; a community run local agriculture project which was established in 2008 and 28% of visitors are members of Farnham Eco-cinema, social and environmental film club founded in late 2015.

Figure 3. Percentage of respondents that are members of local community organisations, Visitors and FRC volunteers. Respondents selected all applicable options.



### 3.4 Respondent's environmental behaviours and appetite to do more to protect the environment

Around a third of visitors and volunteers to FRC are members of other local community 'green' groups. All respondents stated that their lifestyles were 'environmentally friendly' in quite a few or most of the things that they do (Figure 4). Furthermore, 62% of respondents stated that they would like to do more or a lot more to help protect the environment (Figure 5).

Figure 4. Environmental behaviours/lifestyle choices of respondents (all). No respondents chose either of the choices 'I am not environmentally friendly' or 'I am environmentally friendly in everything I do'

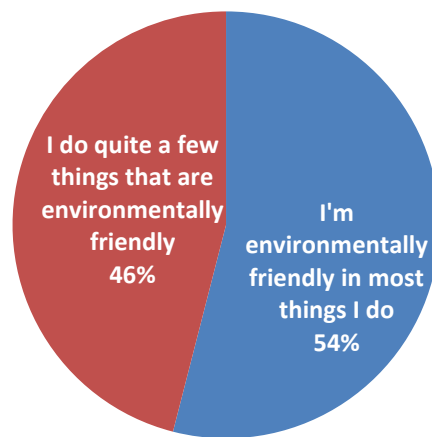
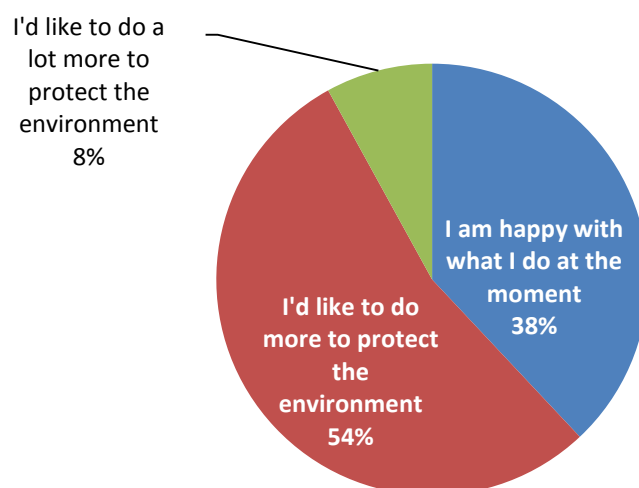


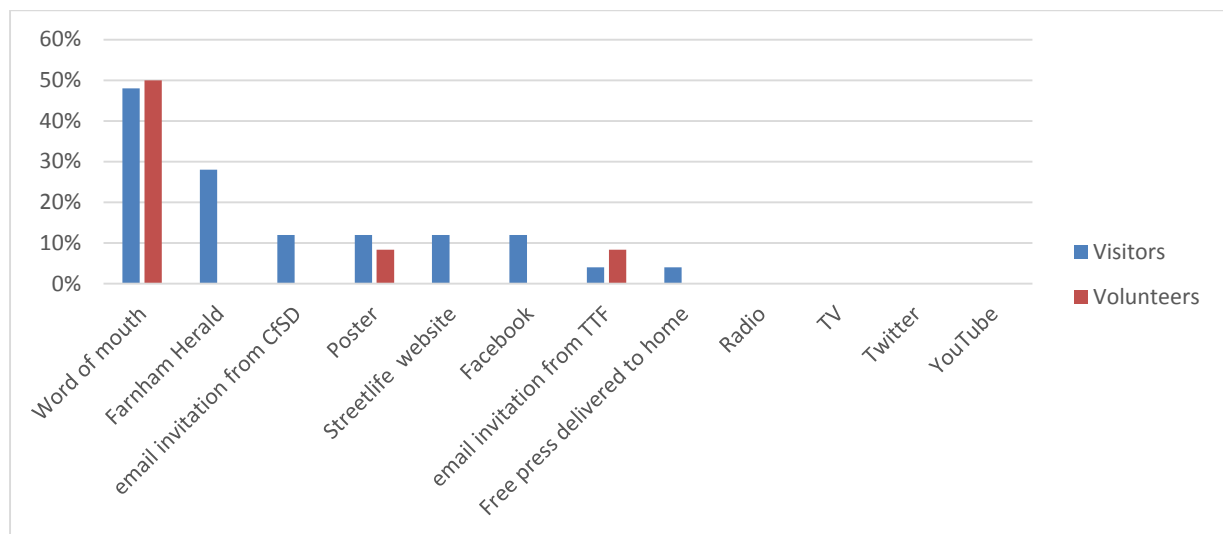
Figure 5. Respondents (all) appetite to do more to help the environment



### 3.5 Communications and marketing

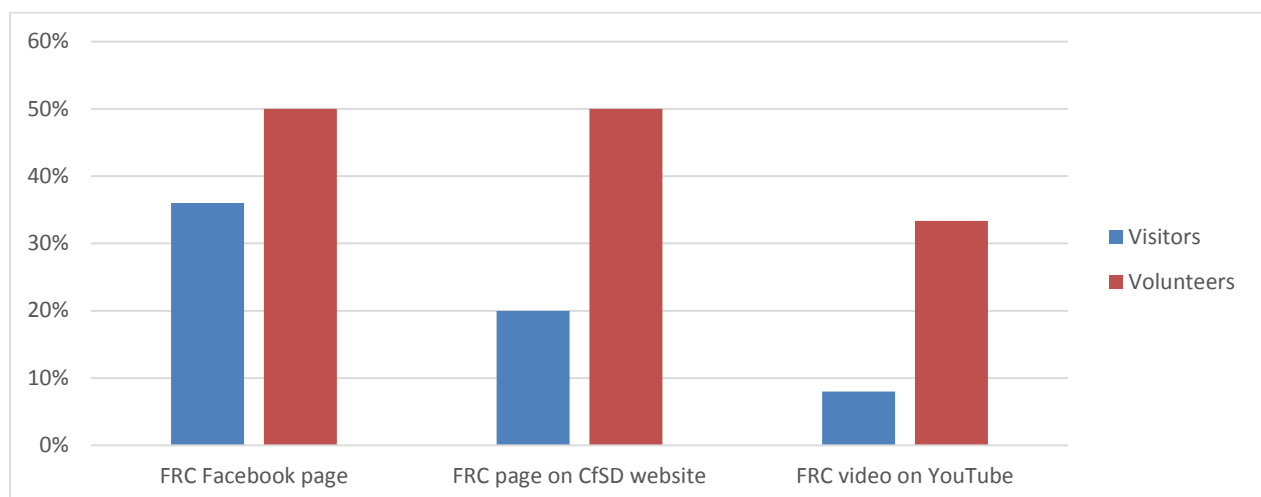
Three questions were asked in relation to FRC communications and marketing to examine the effectiveness of awareness raising activities in attracting visitors and new volunteers. For visitors and volunteers the most effective means of communication appears to be through word of mouth (Figure 6). Perhaps this might be explained by the findings in section 3.3 which shows that around a third of visitors and volunteers are members of other local community initiatives where the profile of FRC is likely to be high. The Farnham Herald is also an important channel for connecting with visitors, with 28% stating that they heard about FRC through the local weekly newspaper.

Figure 6. How did you hear about Farnham Repair Café? Respondents were asked to tick all that apply.



Thirty six percent of visitors have viewed the FRC Facebook pages (Figure 7) and 20% have viewed the FRC page on the CfSD website. Half of volunteers have viewed the Facebook and CfSD content and a third have viewed FRC content on YouTube. Volunteers are likely to have had more exposure to the existence of content on these sites.

Figure 7. Percentages of respondents who have viewed websites about FRC. Responses are shown for visitors and FRC volunteers. Respondents were asked to tick all that apply.

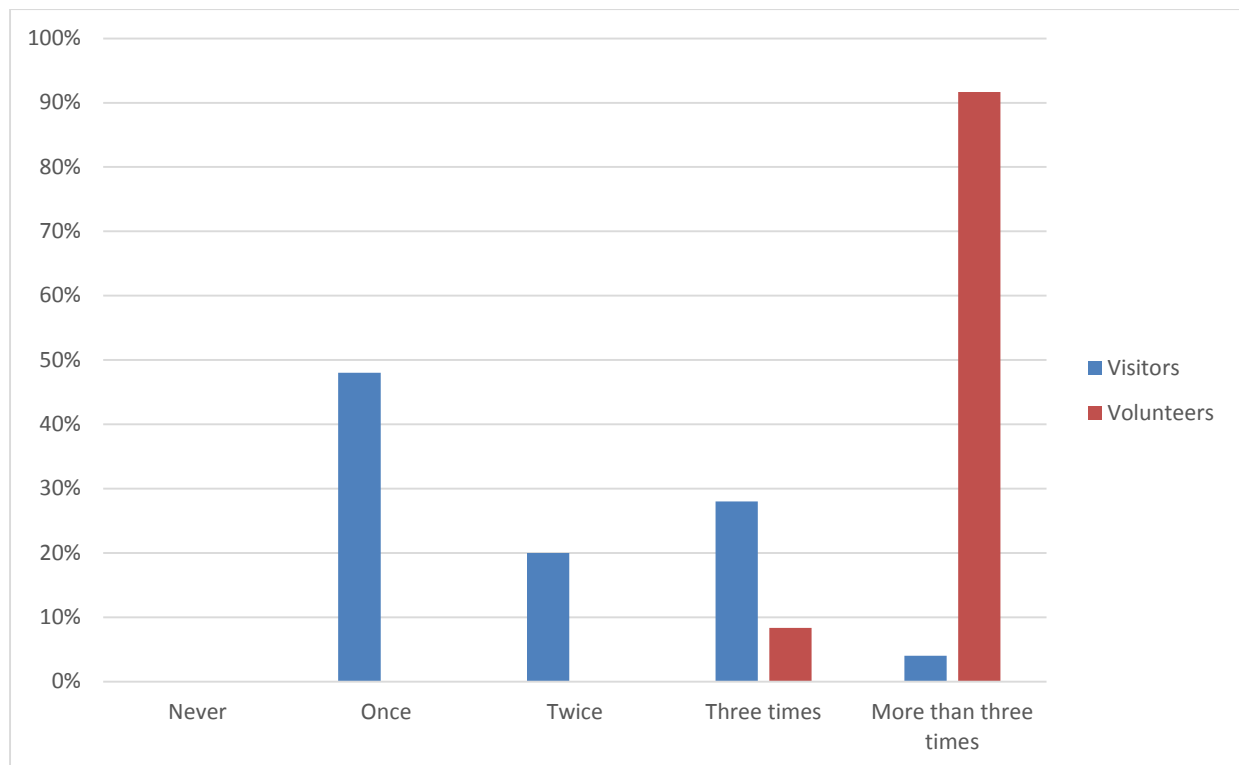


Respondents were asked for their open text suggestions on how FRC communications could be improved. Most of these suggestions related to acquiring more coverage in local media, more posters around town and greater use of social media. Responses are provided in Appendix B.

### 3.6 Attendance and reasons for attending Farnham Repair Café

Around half of visitors who responded have attended FRC once and half have attended more than once (Figure 8). As expected over 90% of volunteers have attended FRC more than three times.

Figure 8. Number of times respondents have attended FRC. Responses are shown as percentages of visitors and FRC volunteers.

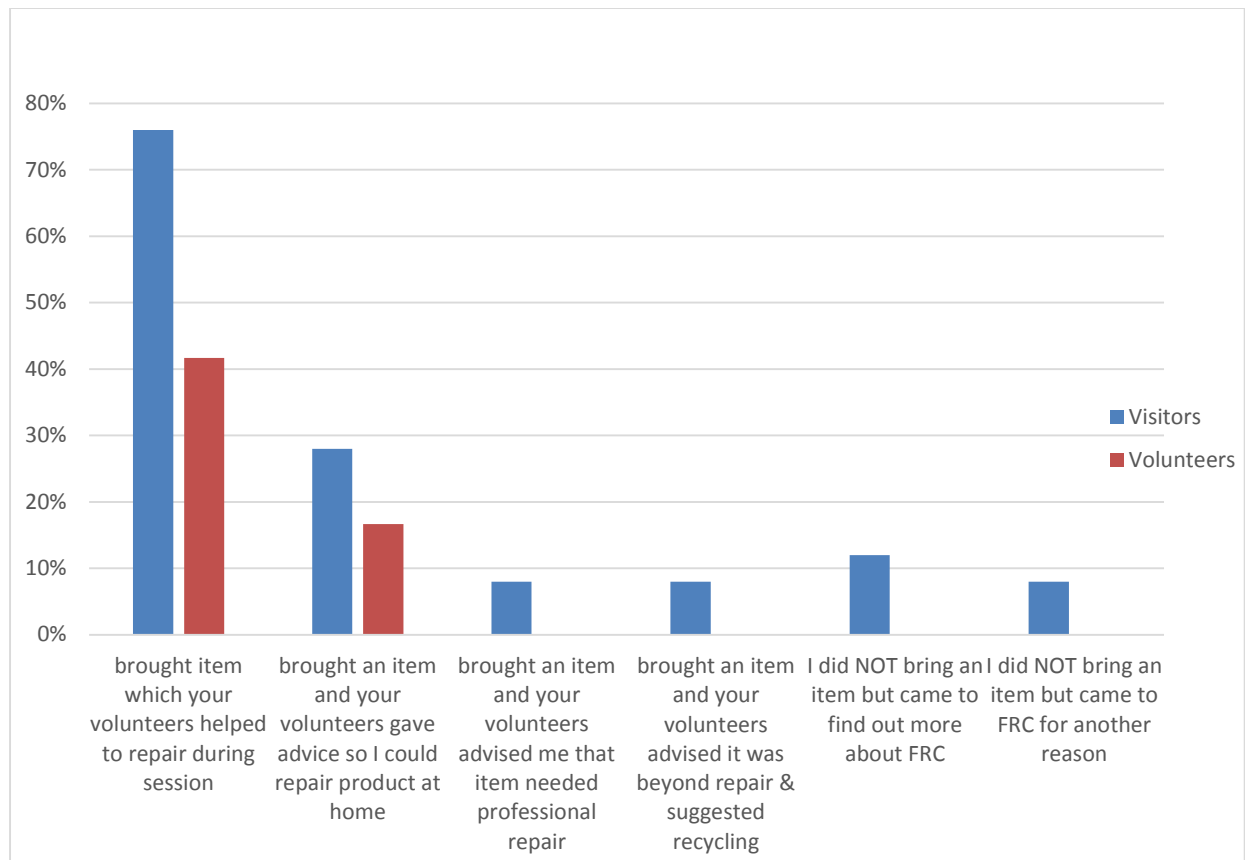


On attending FRC, 76% of visitors 'brought an item which volunteers helped to repair during the session' and 28% brought an item and 'volunteers gave advice so that the product could be repaired by the owner at home' (Figure 9), this may have been due, for example, to the need for a spare part or because of lack of time for full repair during the session.

FRC volunteers also brought items for repair, with 42% having items repaired at FRC and 17% gaining advice to repair the item at home. Twenty percent of visitors did not bring an item for repair but attended either to find out more about FRC or for other reasons; to network or for social reasons.

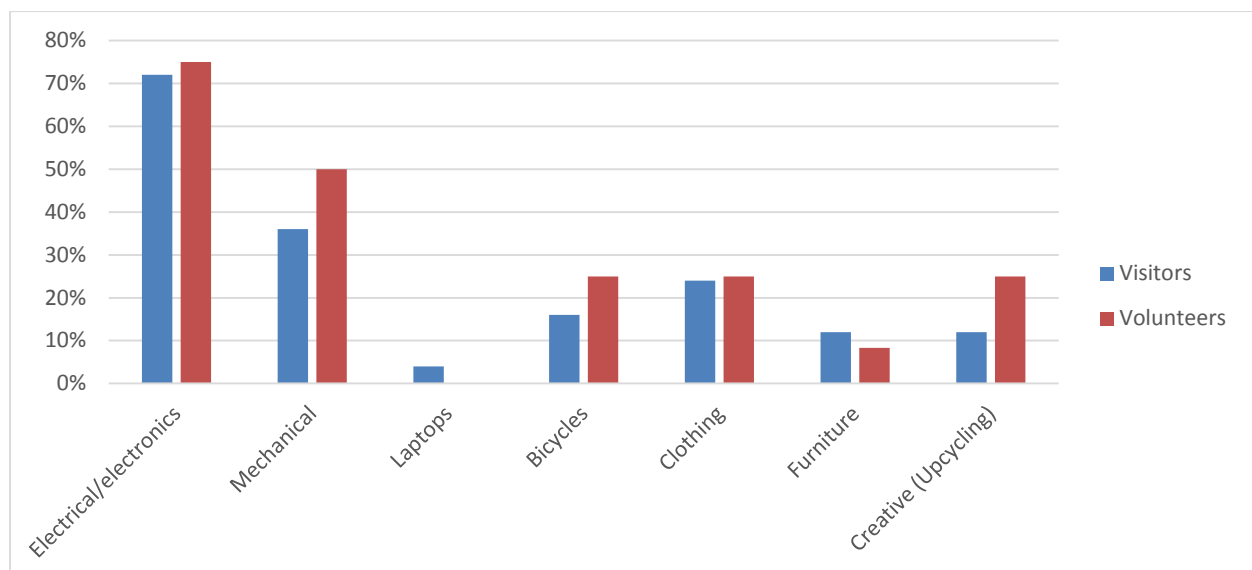


Figure 9. Responses to the question “When you attended Farnham Repair Café did you bring an item for repair or come for another reason? Please tick all that apply”



Repair stations for ‘electricals/electronics’ and ‘mechanical’ were the most commonly visited by both visitors and volunteers (Figure 10).

Figure 10. Repair stations visited by respondents (% of visitors and volunteers). Respondents were asked to tick all options that apply



Respondents were asked to rank from a pre-defined list, their motivations for bringing an item for repair to FRC (Table 1). The highest ranked motivation was that *'it seemed such a waste to dispose of their broken item'*. *'Demonstrating support for FRC'* and *'wanting to meet others who care about the local community'* were closely ranked together in second and third place. The top three motivations fit well with the environmental and social aims of FRC.

Table 1. Overall Ranking (1 – 8) by respondents (all) of their motivations for bringing an item for repair to FRC. Score is a weighted calculation. Items ranked first are valued higher than the following ranks, the score is the sum of all weighted rank counts.

Item	Score	Overall Rank
<b>It seemed such a waste to dispose of the broken item</b>	129	1
<b>I wanted to demonstrate my support for FRC</b>	99	2
<b>I wanted to meet with others who care about the local community</b>	92	3
<b>I wanted to meet with others who care about repair</b>	77	4
<b>I wanted to learn the skills to repair my own stuff</b>	72	5
<b>The cost of professional repair is prohibitive</b>	71	6
<b>I have an emotional attachment to the item</b>	66	7
<b>Accessing a professional repairer is too difficult</b>	58	8

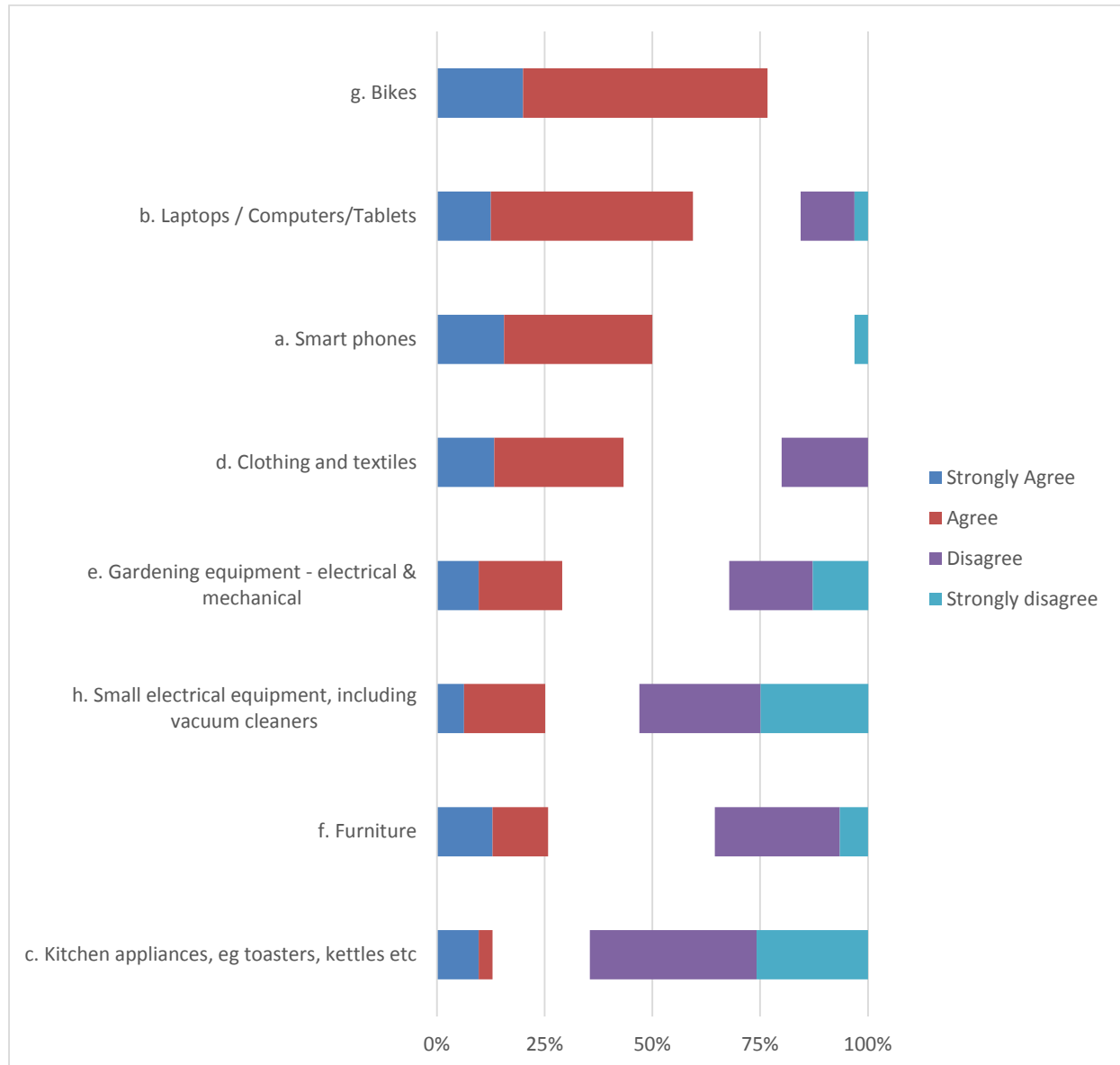
### 3.7 Professional Repair Services in Farnham

Respondents were asked whether they agreed that good local professional repair services are accessible to Farnham residents for a variety of product types. Farnham Repair Café (FRC) does not intend to compete with professional repairers and rather hopes that its aim to build a culture of repair will help to benefit those skilled professional repairers whose businesses provide services that go beyond what can be offered at FRC.

Most respondents agreed that Farnham was well served by professional repair services for bikes, laptops/computers/tablets, smart phones and clothing/textiles (Figure 11). However, most respondents disagreed that good services were accessible for gardening equipment, small electrical equipment, like vacuum cleaners and furniture. Sixty five percent of respondents disagreed that a good professional repair service was accessible for small kitchen appliances, like toasters and kettles. The majority of electrical items brought to FRC are small domestic appliances, like toasters, kettles and vacuum cleaners. The cost of replacement for these items is relatively low and most likely less than the cost that would be incurred through professional repair, when the cost of labour is factored in. Therefore, the business-case for professional repair of these items is relatively weak. However, as FRC is

able to demonstrate these items can often be repaired quite easily at no or very low cost by volunteers and product owners with the right skills and knowledge.

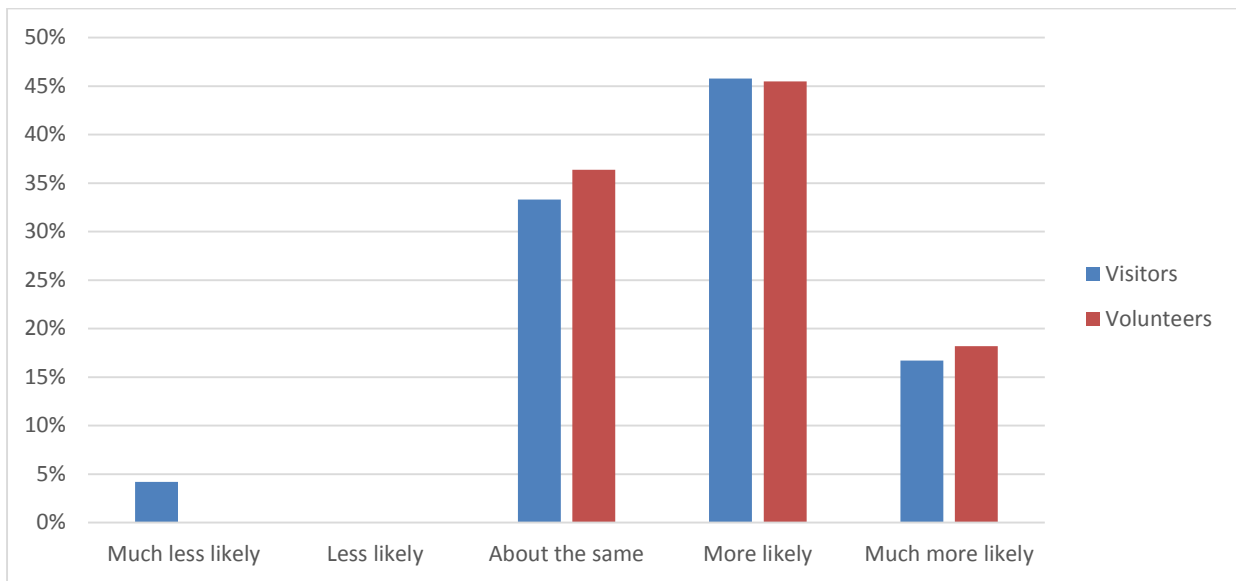
Figure 11. Do you agree that good local professional repair services are accessible to Farnham residents for the following product types?



### 3.8 Building a culture of repair

Over 60% of visitors and volunteers stated that attending FRC has made them more or much more likely to attempt to repair their own products (Figure 12). This is a very encouraging finding which demonstrates that FRC is helping to empower people to develop a more active relationship with their possessions by encouraging visitors to share in the repair experience, as encapsulated in the FRC twitter hashtag *#SharingRepair*. FRC is increasing the number of people who are likely to undertake their own repairs, thereby potentially extending the life of products and developing new skills.

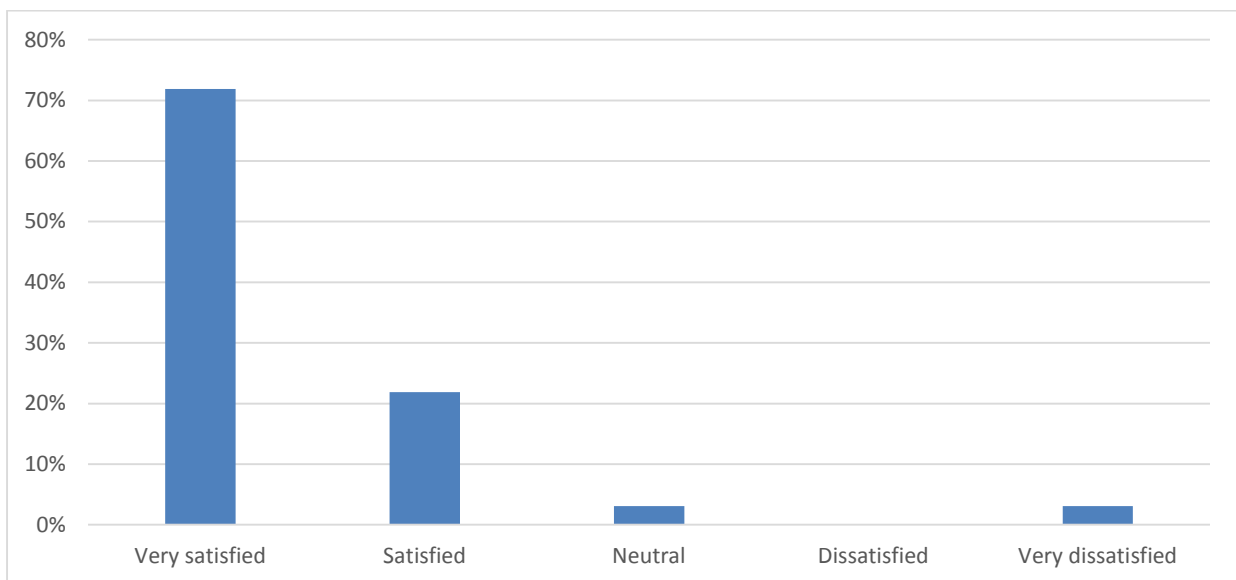
Figure 12. Responses to the question “Has attending FRC made you more or less likely to attempt to repair your own products/items?”



### 3.9 FRC service, strengths, weaknesses and opportunities for improvement

Ninety four percent of respondents who had visited FRC were very satisfied or satisfied with the service provided by FRC (Figure 13). This is a particularly encouraging result which is testament to the valuable contribution to the local community made by FRC volunteers.

Figure 13. How satisfied are respondents with the service provided by FRC?



Respondents were asked to provide typed responses in text boxes (unlimited characters) to two questions on what they thought were the Strengths and Weaknesses of FRC.

Free text responses on the strengths of FRC are displayed in summary below as a ‘word cloud’ (Figure 14), where the size of each word displayed is proportionate to its frequency of



Full responses to the questions on FRC weaknesses are given in Appendix D.

Respondents were asked to provide free text responses on how FRC could be improved. Full responses are provided in Appendix E. Opportunities for improvement included;

- Access to free parking
- Increase publicity and improve on-street signage
- Open once a fortnight rather than monthly
- Offer a mobile FRC service to reach people who find it challenging travelling in to Farnham
- Having a 'themed month' where repair is focused on a type of product/item
- Improving venue environment with more information/ decoration/art on the theme of community repair
- Better connection with younger demographic

Respondents were asked to provide any other comments in free text responses. Full responses are given in Appendix F. Many of the responses replicate previous comments on strengths, weaknesses and opportunities. However, one comment from a volunteer repairer emphasises one of the reasons that volunteers choose to give up their time and share their skills at FRC "*I get a great deal of pleasure on successfully repairing an item*".

#### **4. Discussion**

The results of the survey are believed to be broadly indicative of the views and experiences of both visitors and volunteers at Farnham Repair Café (FRC).

Like other Repair Cafés around the world ([Circular economy and grassroots innovation - Survey of Repair Cafes and Hackerspaces](#)), the age of volunteers at FRC is skewed towards older generations, with an average age of 57. Visitors are slightly younger on average at 51 years old. Some respondents highlighted that FRC has an opportunity to engage and attract additional younger people and this is something that FRC should consider in terms of developing its marketing and communication strategy to build a culture of repair and skills sharing across all demographics in the local community.

Around a third of visitors and volunteers are members or associated with other established and new local community organisations in Farnham, which demonstrates the interconnected nature of local community green groups. All visitors and volunteers, regardless of membership or association with other local organisations describe their lifestyles as environmentally friendly and 62% would like to do more to help protect the environment. It may be that other parts of the community that are currently less able to access the assistance provided by FRC could be more motivated by the cost-saving benefits of repair. One of the respondents suggested that operating a mobile Repair Café might benefit those who are less able to travel to Farnham. Perhaps a mobile service or the establishment of additional Repair Cafés in less affluent areas around Farnham could provide assistance and new skills to people who might be expected to be more motivated by opportunities to save money through extending the useful life of the products they own.

Over 60% of visitors and volunteers state that attending FRC has made them more or much more likely to attempt to repair their own products. This is a key finding for FRC and

demonstrates that FRC and its volunteers are increasing people's confidence in attempting to mend and maintain their own possessions. The growth of on-line 'how to repair' videos and repair guides through services like iFixit and the availability on-line of spare parts for electrical and electronics products is making repair by product owners a real and affordable possibility. However, many product repairs are technically demanding and require skills and equipment that most amateurs do not possess. According to respondents Farnham is well served by professional repair services for bikes, computers, smart phones and clothing and textiles, but most respondents agreed that Farnham was underserved by professional repairers for gardening equipment, furniture and small electrical/kitchen equipment. It seems likely that opportunities for new local business services do exist for gardening equipment and furniture. Small electrical equipment is the most common category of equipment brought for repair to FRC and also the category for which 65% of respondents felt that good professional repair services are not accessible in Farnham. The majority of small electrical equipment is cheaper to replace rather than repair professionally and therefore lends itself to amateur repair by those that have the right skills and knowledge.

Ninety four percent of respondents were either satisfied or very satisfied with the services provided by FRC and respondents emphasised the key strengths of FRC as being related to the friendly 'community-spirited' atmosphere and friendliness and approachability of the volunteers, who themselves gain a great deal of personal gratification from meeting and sharing skills with like-minded people.

## Appendix A: Farnham Repair Café Survey

### 1) About you

Name:

Postcode:

Email Address:

### 2) Are you? (Please tick all that apply)

- Student at UCA
- Staff at UCA
- Employed
- Self-employed
- Unemployed
- Retired
- Member of Farnham Local Food
- Member of Farnham Hoppers
- Member of The Greenways network
- Member of Farnham Eco-cinema
- Member of Transition Town Farnham
- Volunteer at Farnham Repair Café – repairer
- Volunteer at Farnham Repair Café - other

### 3) What is your gender?

- Male
- Female



4) *What is your age?*

- Under 18
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75 or over

5) *Which of these statements best describes your lifestyle and behaviours and helping to protect the environment?*

- I'm environmentally friendly in everything I do
- I'm environmentally friendly in most things I do
- I do quite a few things that are environmentally friendly
- I do one or two things that are environmentally friendly
- I don't really do anything that is environmentally friendly

6) *Which of these statements best describes how you feel about your lifestyle / behaviours and helping to protect the environment?*

- I am happy with what I do at the moment
- I'd like to do more to protect the environment
- I'd like to do a lot more to protect the environment
- Don't know

7) How did you hear about the Farnham Repair Café? Please tick all that apply

- Word of mouth
- Received an email invitation from The Centre for Sustainable Design
- Received an email invitation from Transition Town Farnham
- Farnham Herald
- Free press delivered to your home
- Radio
- TV
- Poster
- Streetlife website
- Twitter
- YouTube
- Facebook
- Other - Please specify:

8) Have you visited or viewed the following websites about Farnham Repair Café? please tick all those that apply

- FRC Facebook page
- FRC page on CfSD website
- FRC video on YouTube

9) How could we improve communication about FRC?



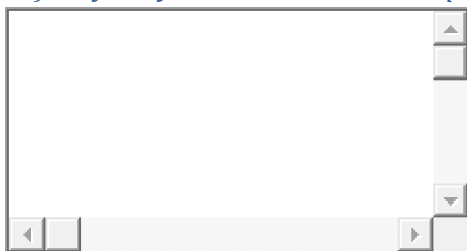
**10) Have you attended Farnham Repair Café? (an answer to this question is required)\***

- Never
- Once
- Twice
- Three times
- More than three times

**11) Which repair stations did you visit? (Please tick all that apply)**

- Electrical/electronics
- Mechanical
- Laptops
- Bicycles
- Clothing
- Furniture
- Creative (Upcycling)

**12) Why did you attend Farnham Repair Café ?**



13) When you attended Farnham Repair Café did you bring an item for repair or come for another reason? Please tick all that apply

- I brought an item which your volunteers helped to repair during the session
- I brought an item and your volunteers gave me advice so that I could subsequently repair the product at home
- I brought an item and your volunteers advised me that the item needed professional repair
- I brought an item and your volunteers advised that it was beyond repair and suggested recycling
- I am a volunteer at Farnham Repair Café
- I did NOT bring an item but came to find out more about FRC
- I did NOT bring an item but came to FRC for another reason - Please specify:

14) What were your motivations for bringing an item for repair to FRC? (Please rank the following in order of their importance to you, with 1 as the most important and 8 as the least important)

- I have an emotional attachment to the item
- The cost of professional repair is prohibitive
- Accessing a professional repairer is too difficult
- I wanted to learn the skills to repair my own stuff
- It seemed such a waste to dispose of the broken item
- I wanted to meet with others who care about repair
- I wanted to meet with others who care about the local community
- I wanted to demonstrate my support for FRC

15) *Has attending FRC made you more or less likely to attempt to repair your own products/items?*

- Much less likely
- Less likely
- About the same
- More likely
- Much more likely

16) *How satisfied are you with the service provided by FRC?*

- Very satisfied
- Satisfied
- Neutral
- Unsatisfied
- Very unsatisfied

17) *Do you have repair skills or a desire to volunteer at FRC? – if so please indicate below*

- I have repair skills and would like to find out about volunteering
- I would like to find out about other ways I can volunteer at FRC

18) Do you agree that good local professional repair services are accessible for Farnham residents for the following product types?

	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neither agree or disagree</b>	<b>Disagree</b>	<b>Strongly disagree</b>
a. Smart phones	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Laptops / Computers/Tablets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Kitchen appliances, eg toasters, kettles etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Clothing and textiles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Gardening equipment - electrical & mechanical	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Furniture	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Bikes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Small electrical equipment, including vacuum cleaners	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

19) What would you say are the strengths of Farnham Repair Café?

20) *What would you say are the weaknesses of Farnham Repair Café?*

An empty rectangular text box with a thin black border. On the right side, there are three small square buttons stacked vertically, each containing a small upward-pointing triangle. On the bottom side, there are three small square buttons: the leftmost contains a left-pointing triangle, the middle is empty, and the rightmost contains a right-pointing triangle.

21) *How could Farnham Repair Café be improved?*

An empty rectangular text box with a thin black border. On the right side, there are three small square buttons stacked vertically, each containing a small upward-pointing triangle. On the bottom side, there are three small square buttons: the leftmost contains a left-pointing triangle, the middle is empty, and the rightmost contains a right-pointing triangle.

22) *Any other comments?*

An empty rectangular text box with a thin black border. On the right side, there are three small square buttons stacked vertically, each containing a small upward-pointing triangle. On the bottom side, there are three small square buttons: the leftmost contains a left-pointing triangle, the middle is empty, and the rightmost contains a right-pointing triangle.

## Appendix B: How can FRC communications be improved? – Free-text responses

Adverts on lamp posts etc?
Big poster outside the church on south street
Farnham Herald, Farnham Diary Parish Magazines
Farnham Herald, and local community magazines.
List it in The Farnham Herald's what on column? Get mentioned on Streetwise
Put adverts in Round and About and their ilk. Advertise on local radio ie Eagle.
Routes need to be developed to expand the demographic
Talk about it at every opportunity
You do fine. Maybe an email with format that can add event alert to calendar at a click?
Cards in supermarkets - cross post via Greenpeace Greenwire - local papers?
Increase social marketing. Local radio and press
not sure
Posters around Farnham, announcement on Eagle, Farnham Herald article
Posters around town. Involvement in events like food fairs.
Good already to existing volunteers/ repairers. To attract new members how about linking up with some school Design, Tech and textile departments? And get some press too.
Advertise FRC at council refuse sites and have a link on Surrey CC website on their refuse site web page if possible?
I'm happy about the communication I get and I try and let other people know about the Repair Cafe as well.
Wordpress blog integrated with fb group and twitter. Membership structure/ local repair champions/monthly mailchimp newsletter/ regular presence in local press/quarterly outreach to other parts of Farnham, ie. Sandy Hill
My experience years ago with Farnham Friends of the Earth was that we got a lot of interest by having regular articles in the local press. Of course the topics often came from national FOE campaigns. But a steady drip feed, maybe a short article every couple of months, just talking about successful repairs, might be good? Local press would probably come and take the photos, we just need to provide a few words. If we are having the press round, it would be good if some of our "members" save up and bring in some photogenic items on the same day, either things which need repairing, or things which have already been repaired? One place to publicise the FRC might be at the local dump(s) in Farnham, Bordon etc. Would they let us put up posters there? Or hand out leaflets to cars as they come in. A lot of people feel a bit guilty about dumping stuff, so they might be receptive.
I think it's happening - have an idea for a Spring campaign "get your kit out" where we call all beneficiaries to show their hedgetrimmers and lawnmowers roaring into equinox action. It might also be good to tie in a bike workshop - like how to change out a spoke, as part of the cafe but a call-out to those whose stuff isn't broken yet
You advise those who have visited it before and I find that very helpful. I don't know otherwise if you advertise but if not it might bring other people to your notice
Times and ethos needs to be more visible around town When I have recommended you to friends in Farnham many haven't heard of you.
The notice in the URC each month now is good - perhaps an email reminder of dates at the beginning of the year and another half way through as well.
Integrate website and social media; write ups in freebies; create a webpage on TTF; create a group on FB.
Attend all village and town events (fetes, fayres, town council celebrations including food fayres) hopefully free of charge.



## Appendix C: What are the strengths of Farnham Repair Café? – Free text responses

Accessibility, monthly regularity of opening time, welcoming, collective knowledge of volunteers.
Commitment, accessibility, knowledge.
Community, skills sharing, raising awareness about repair, reuse and upcycling
Ethics Community
Friendly and well staff - always someone who will try
Friendly help
Friendly like-minded folk with a good range of repair skills
Friendly with like-minded people to meet as well as helping to repair equipment
Friendly, positive attitude. Nice to meet like-minded people.
Great group of helpers. Friendly. Enthusiastic.
It's friendly knowledgeable volunteers
The repairers who attend are excellent professional people
The skill and dedication of the volunteers who try their hardest to fix equipment.
The variety of repair services The voluntary pricing Provision of advice to visitors
Very friendly atmosphere and good relationship between repairers and "customers"
community and keeping things away from land fill
good approach, friendly and very co-operative
knowledge and helpful attitude
open, friendly, accessible ,motivated, focused.
variety and commitment of skilled volunteers; atmosphere; intention; location; cost to consumer
volunteers' willingness and enthusiasm
The clever people who volunteer, and their willingness and ability to stop stuff going to landfill.
Sense of community and sharing skills. Stopping items going to land-fill. Offering alternative solutions of repair/reuse.
demonstration of valid skills a community has, addresses excesses of consumerism reinforces ideas of repair and reuse
The diversity of what the repairers can do That repairers are willing to teach what they know The repairers will do what they can to help, guide and repair
Show people that things can be repaired or upcycled. I've never even thought there might be "local professional repair service for electronic goods.
It helps to build community resilience and provides a free service which is invaluable. There is often nowhere else you can take stuff that needs a small repair - too often these days there seems to be built in obsolescence. It enables people to learn from others who have good skills.
Community-led and fed project which offers a new kind of experience in social fabric of the town. A fixed regular presence in the urban space of the town. Exemplifies a culture of repair and resilience in context of wide spread sense of disablement/frustration. Promotes sharing of skills and experience by elders. Raises awareness of recycling and waste issues. Builds social capital for successor projects. Opens up ecologically sustainable possibilities for local economy, etc.
Instilling the attitude that items can be repaired and have a second life. Helping to stop this throw-away society.
Community self-reliance, a chance to meet people of sound ideology and attitudes - mostly! -but with a grounded practical and problem-solving approach. Part of a universal grassroots realisation that the political leaders cannot imagine beyond dysfunctional

dystopian and already discredited courses of action to save our global lemming-like charge to humankind's self-destruction. As Jung realised way back, the era of great leaders is ended, that any new global paradigm, if that's the right word, must be a grassroots swelling of a new consciousness and action. Lobbying our political leaders is a waste of energy. We the people must be and do the work for change - from bottom upward and outward! And I for one need to heed the words of that great medieval European game-changer and lover of all Creation St Francis about following the radical message of Jesus the Jew - "Preach the Gospel, and only talk about it if you have to!"

fab all round - wonderful to have skilled people donate their time, nice atmosphere and really useful to prevent waste

Offers people opportunity to engage in a transaction that is not monetized. The strength of FRC is the "intrinsic value" of the social experience it offers. Skills sharing and knowledge exchange happen in a way that prioritizes personal engagement and involvement. The practice of voluntary contributions strengthens this sense of value.

## Appendix D: What are the weaknesses of Farnham Repair Café? Free text responses

A struggle to get enough people bringing items for repair.
Accessibility especially if wanting to bring along largish items.
Awareness in the local population
Being seen as a service
Great for individuals but is it a drop in the ocean for society? I hope not.
I really haven't found any
Inconvenient time (for me personally)
It ends too early! A bit chaotic at front desk, signing forms etc.
It only meets once a month, maybe there should be mid-week workshops as well.
Letting the local community know of the existence of FRC. Spreading the word.
Marketing & demographic reach
None that I know of!
Only monthly
Possibly that it is only open once a month
The difficulty of matching the number of repairers to the number of customers.
cold for sitting around not very welcoming
don't know
early start for weekend, sometimes very cold
poor advertising/ visibility
probably need to advertise more
Still getting off the ground. Would not dream of identifying a weakness on 1 visit, especially when I applaud the initiative.
Maybe it needs to be more visible on its mornings? If weather permits, out the front and side of the URC, or negotiate a space at the Farmer's market, or somewhere with more footfall like the Maltings foyer? Though no doubt pesky H & S considerations in general public space. If those with time and energy could take a small operation into schools, or at least ask to do a wee presentation at school assemblies or like? Have you hit a glass ceiling of usual suspect attenders? I confess that I haven't been for a while through simple disorganisation. So I'm hardly justified in these essays of mine!
From my point of view the fact that we have the doors open and it is freezing cold!! Not very conducive for sitting sewing!!
Anything which undermines the quality of social experience and the capacity of people to enjoy the repair transaction; this could be a drab environment, too much processing hassle, waiting around to get attention, etc.
i don't have much stuff that's broken - but a workshop type format might work well for bikes, electrical
Unpredictability of set-up with volunteer fixers; lack of a rota to ensure regular attendance. Lack of market research to pitch the project attractively for users in local community. Poor signage; lack of festive atmosphere: bunting, pull-up banners etc to jazz up hall. Lack of digital presentations and wifi connectivity.
Understandable lack of spare parts to repair many items or need for repeated visits. Lack of some basic diagnostic equipment such as an oscilloscope on electronic/electrical.
Reaching a younger audience with different mind-set. Younger volunteers on the creative table. Bridging the gap between generations.
I find that because the repair cafe is only held monthly and at the weekend, I am often unable to come. I would use it more if I was able to just drop in somewhere more often.

## Appendix E: How could Farnham Repair Café be improved? Free text responses

More publicity
Advertise more - appear at local events? More leaflets with dates and times.
Increase publicity
It works extremely well as it is
More marketing, but that needs money....
Open once a fortnight?
Think I have suggested in previous survey
table too busy to be able to watch how things are being fixed.
Hard to put into words. I think the concept is good and there is a good throughput of repairs. There doesn't seem long enough sometimes to clear all that is bought in on a particular day, but paradoxically a longer day would also be counterproductive. I enjoy the camaraderie and friendliness of my colleagues, and I enjoy the buzz of trying to repair things. Maybe a permanent place could be developed where repairers and customers could meet on an ad hoc basis?
I've written enough! Do you keep profile up in Herald regularly with letters, stories, and satisfied customer tales?? And other freebie mags, council publications? Maybe I should volunteer to help there?!
Maybe better publicity before the event. More eye-catching display (though I recognise the constraints). Maybe a display of what the UCA is doing on the upcycling front now and again
Better street side presence: signage, exterior stall/gazebo, outside arts display, etc. Internally, lots of bunting, pull up banners, display boards about TTF, CfSD, RCF, etc. More educational, awareness raising material; perhaps videos, short films, etc.
make the refreshments available in the same room, warm it up a bit and make sure that volunteers talk to visitors and introduce them around, i.e. so that it becomes a more community building event.
First - greater publicity Second - mobile services - go to customer locations such as Farnham College (like Dr Bike sessions) Possibly introduce 'drop-off' & pick-up' points for repair items - to help clients who cannot readily make the Repair Café times
not sure as it is voluntary, perhaps some heating for winter, in summer could do some of it out doors.
Could there be some 'themed' months or times when a common product item with a well-known problem is promoted/advertised, and FRC has a repair station prepared and dedicated with supply of appropriate spare to 'fix rather than bin' the item?
My lawn mower was a real struggle to get there and back - I wonder if there are older people at home or those without cars who'd benefit from a car share or vehicle assistance
Less organisation demands on just a few enthusiasts, spread the load, share out roles. Make a better gateway for volunteers and beneficiaries to become active stakeholders in project. Strengthen sense of community ownership. Reduce complicated registration process at entrance. Make visible presentation of what a Repair Cafe is about; why it is there; who is involved and why. Add more value to the repair cafe experience with educational, awareness activities/displays.
Attracting younger participation (how?!...) Connection with other UK Repair Cafes to learn what works for them. More engagement with attendees at entry and exit to explain ethos.
Perhaps having a drop off point for repairs although I realise that the idea is partly to get involved in repairing items yourself.
More publicity. A big banner outside on the day? Leafleting people walking past - there are plenty of people walking past Sainsbury's opposite.

## Appendix F: Any other comments? – Free text Responses

Every time I have visited I have found very friendly faces eager to help
I get a great deal of pleasure on successfully repairing an item.
I think it is a very good thing and will continue to use it.
If demand increases we will need a booking system to avoid client disappointment
Keep on doing what you are doing!
Not yet, but must commend patience and skill of those who helped us
Question 17 left blank I already volunteer
Self help repair videos on FRC website?
Sent previous.
Thanks for mending my item. No problems since -touch wood!!
great idea : good luck in the future.
thank you for what you have done so far.
thank you for your commitment
wish we had a more friendly tip with a resale area
I will continue to come when I have things to repair and recommend it to others but attending was a disappointing experience for me.
More outreach is essential to extend social inclusion. Pop-up Repair Cafe sessions around the town, St Mark's at Upper Hale/Sandy Hill have offered venue, for instance.
Invite users to make comments on stick-it board. Invite users to join fb groups page and comment there too. Gather stories/photos of peoples experience to share via newsletter etc. Stabilise the governance and of FRC asap; open bank account. Support development of Transition Farnham Hub to build synergy between other projects and future initiative towards a re-economy of our local community.
A well thought-out survey, I'd say. Thank you for frc - it's a great initiative, to which I have contributed nought, but received a couple of v pleasing repairs.
Keep going. Mighty oaks from little acorns grow! Recognise how far we've come as well as how far we have to go
i do a lot of DIY and my own repairs, plus sewing functional stuff - but probably not good enough to teach others
A great first year ironing out teething problems and dips in attendance. Good commitment from volunteers and support for CfSD. A burgeoning community/uni project.
At the end of the day, most "stuff" is not very repairable, so the whole UK and western culture is moving away from repair. Also, people replace things for fashion reasons (latest gadget...). Our activities won't change that trend, unfortunately.