

Farnham Repair Café Visitor Survey

Repair Cafés Conference

12th March 2020

UCA

Farnham

Surrey



SUSTAINABLE DEVELOPMENT GOALS

17 GOALS TO TRANSFORM OUR WORLD

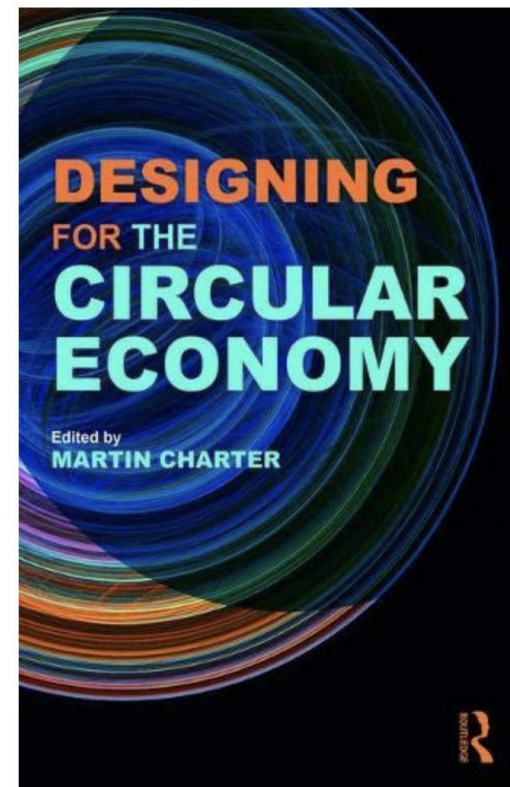
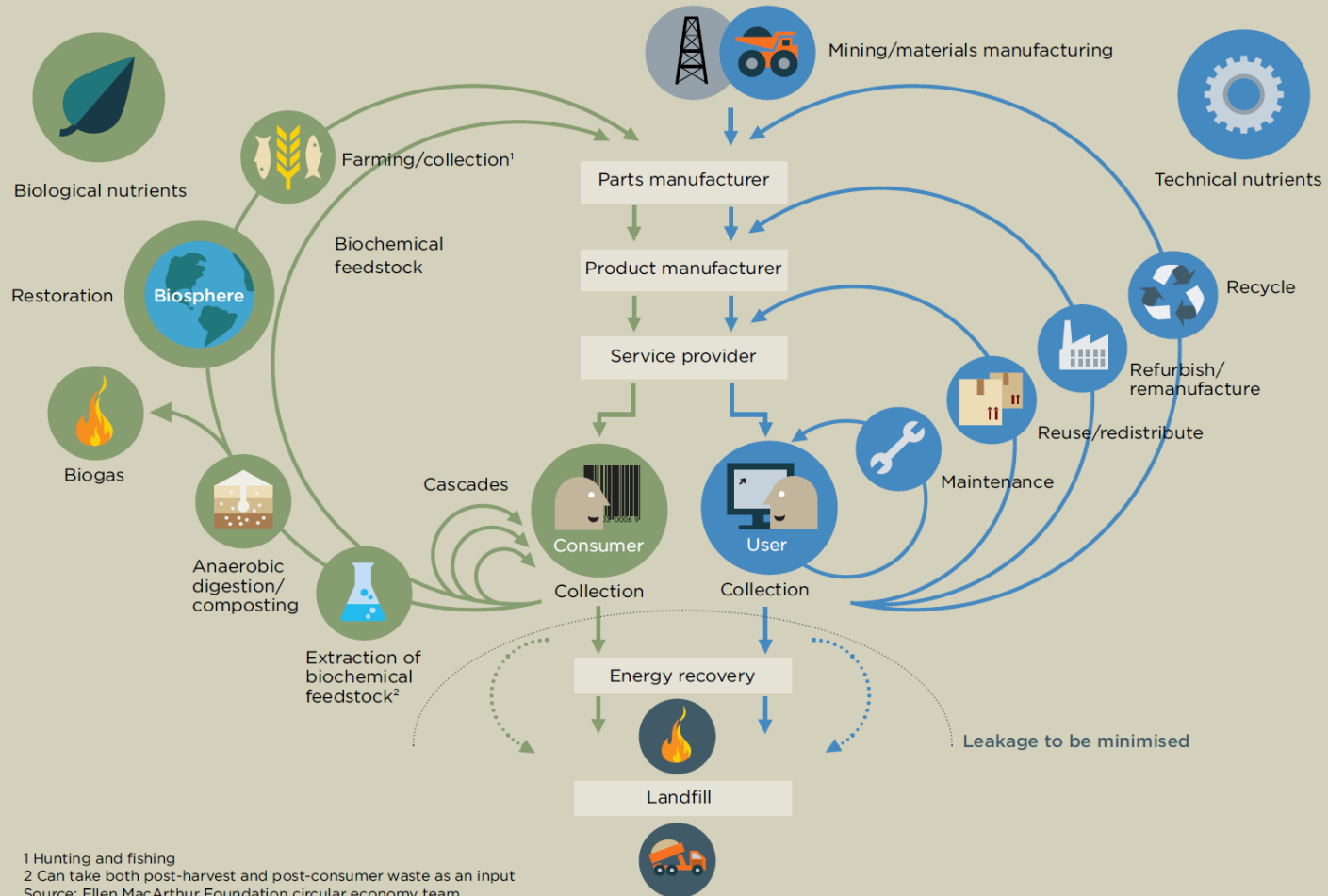


FIGURE 6 The circular economy—an industrial system that is restorative by design





Farnham Repair Café

Farnham Repair Café
10am – 12:30pm
14th March 2020
Farnham The Spire Church
South Street
Farnham
Surrey
GU9 7QU


Events:	58
Visitors to FRC:	2977
Repairs completed:	1287
Repair rate:	65%
CO ² reduction:	32.44 tonnes
Landfill diversion:	3.67 tonnes
Satisfaction:	98%
Citizen savings:	£91,812

Farnham Repair Café

The objects of Farnham Repair Café are:
To protect and safeguard the environment for the public benefit through the promotion of repair and re-use of products as a means of preventing and minimising waste disposal.

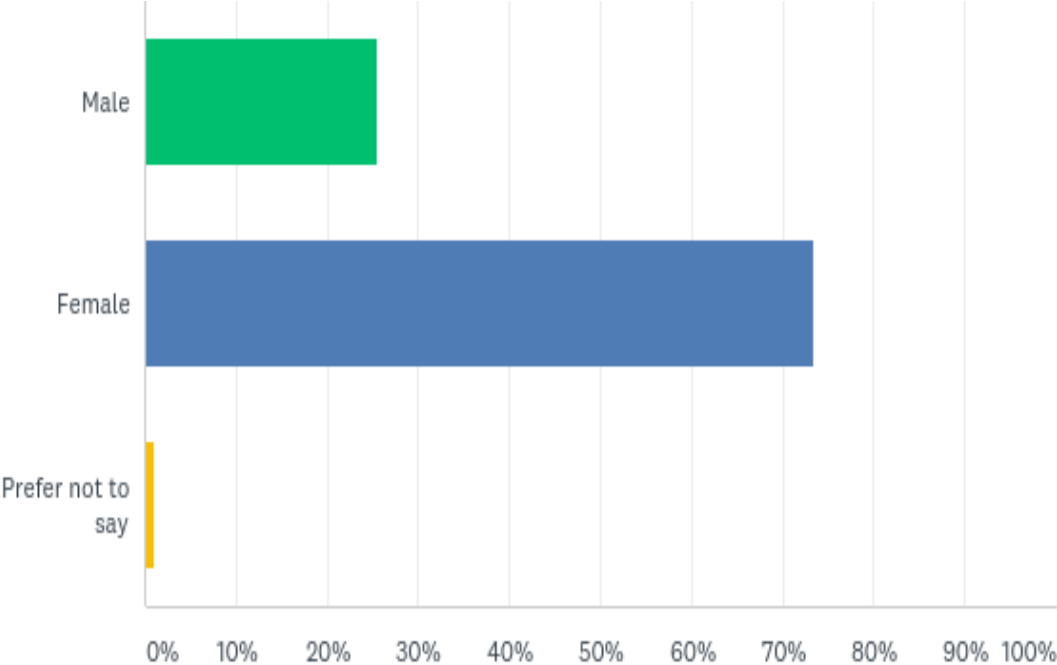
Farnham Repair Café is a collaborative project between The Centre for Sustainable Design® at the University for the Creative Arts, Farnham Town Council and The Spire Church.

Farnham Repair Café is a part of the global repair café movement led by Repair Café International Foundation.

Farnham Repair Café is a [Registered Charity Number 1172613](#) 

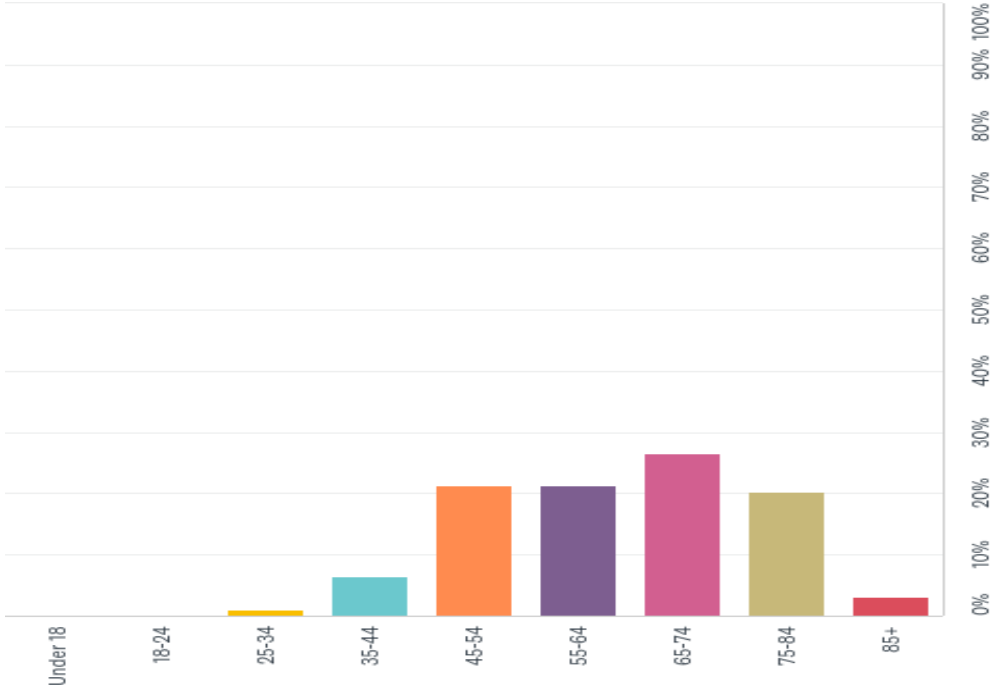
Q3: What is your gender?

Answered: 94 Skipped: 0



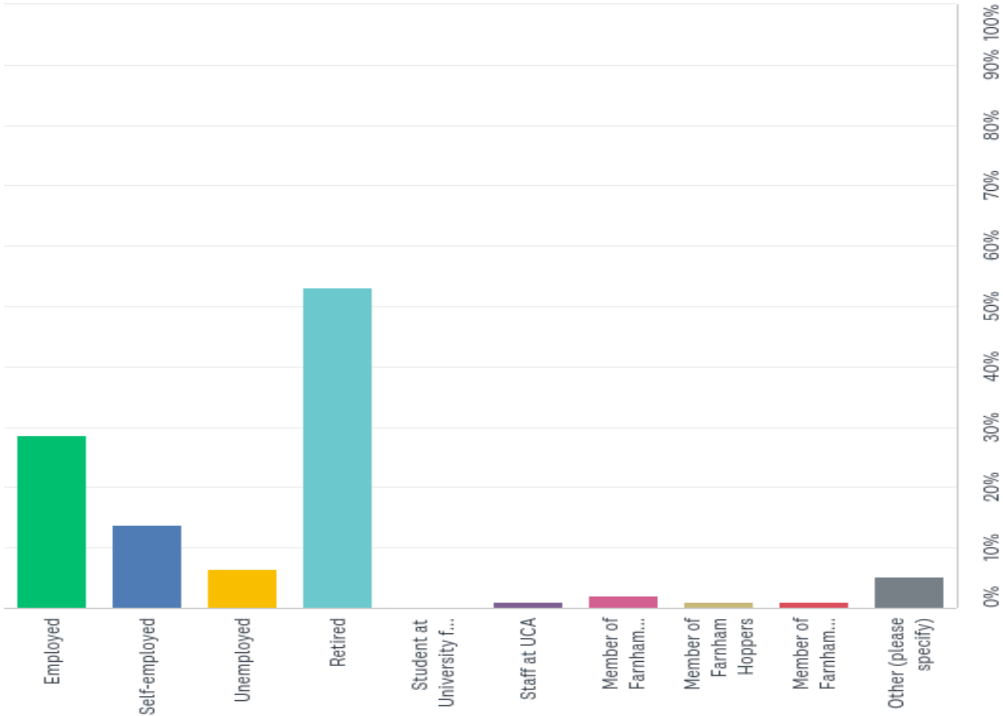
Q4: What is your age?

Answered: 94 Skipped: 0



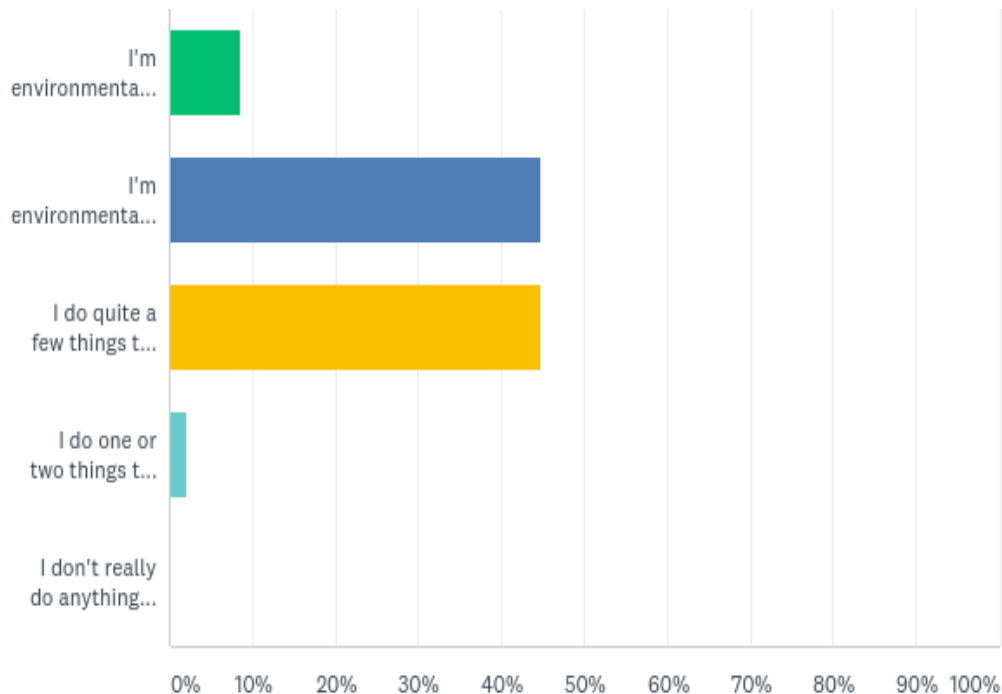
Q2: Are you? (Please tick all that apply)

Answered: 94 Skipped: 0



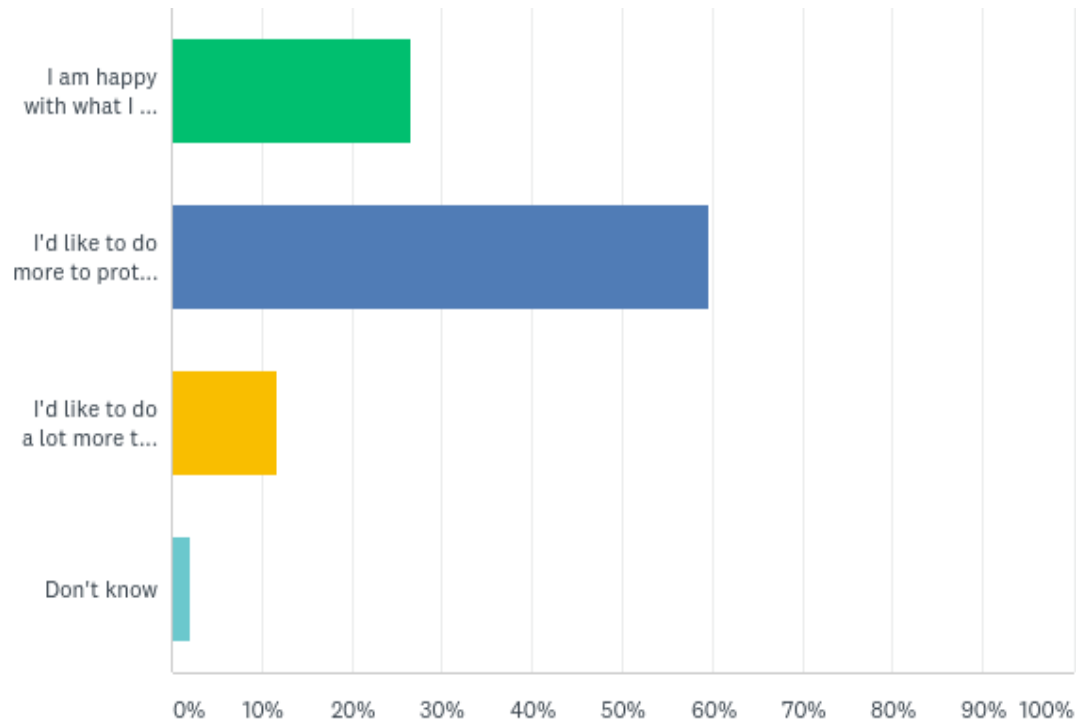
Q5: Which of these statements best describes your lifestyle and behaviours in relation to helping to protect the environment?

Answered: 94 Skipped: 0



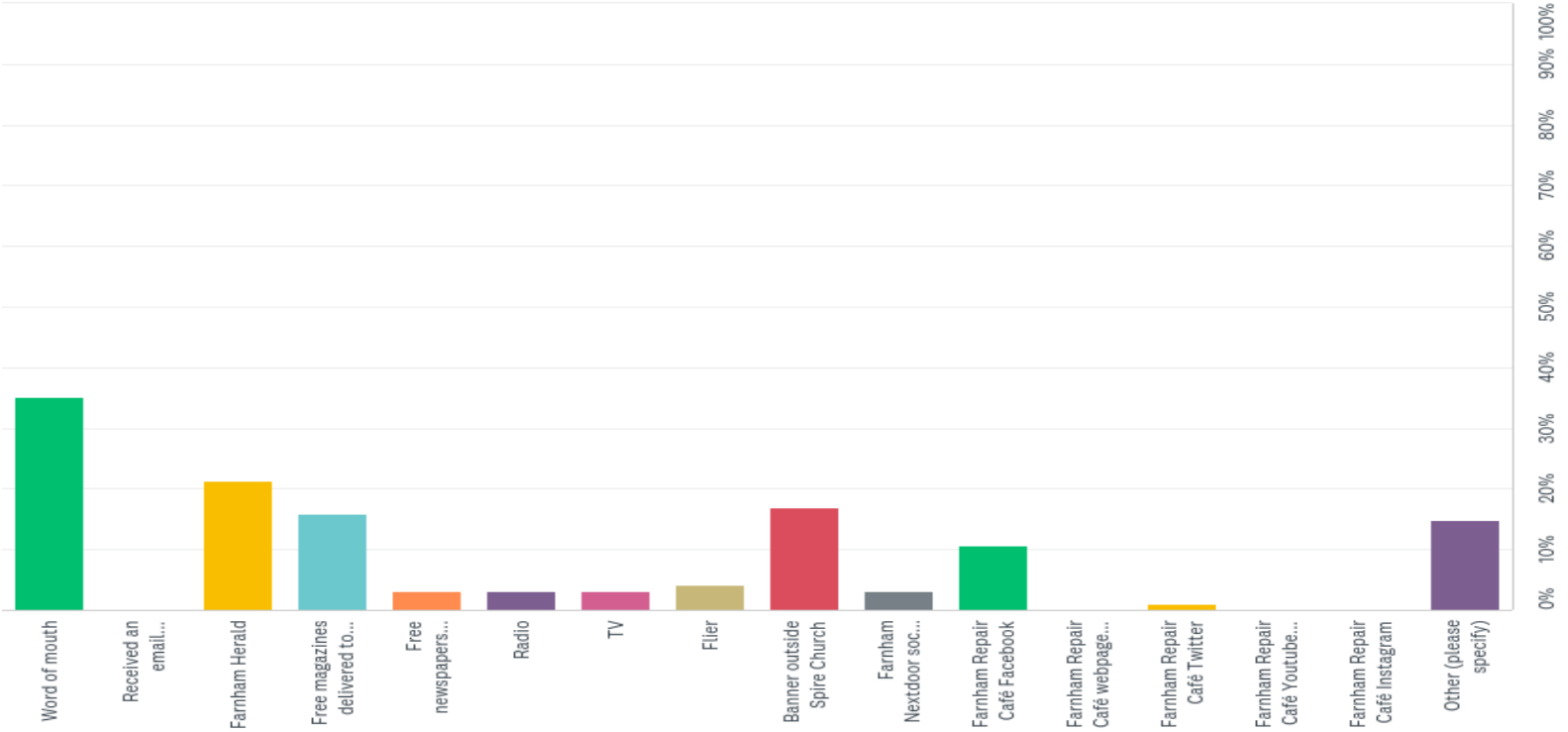
Q6: Which of these statements best describes how you feel about your lifestyle/behaviours and helping to protect the environment?

Answered: 94 Skipped: 0



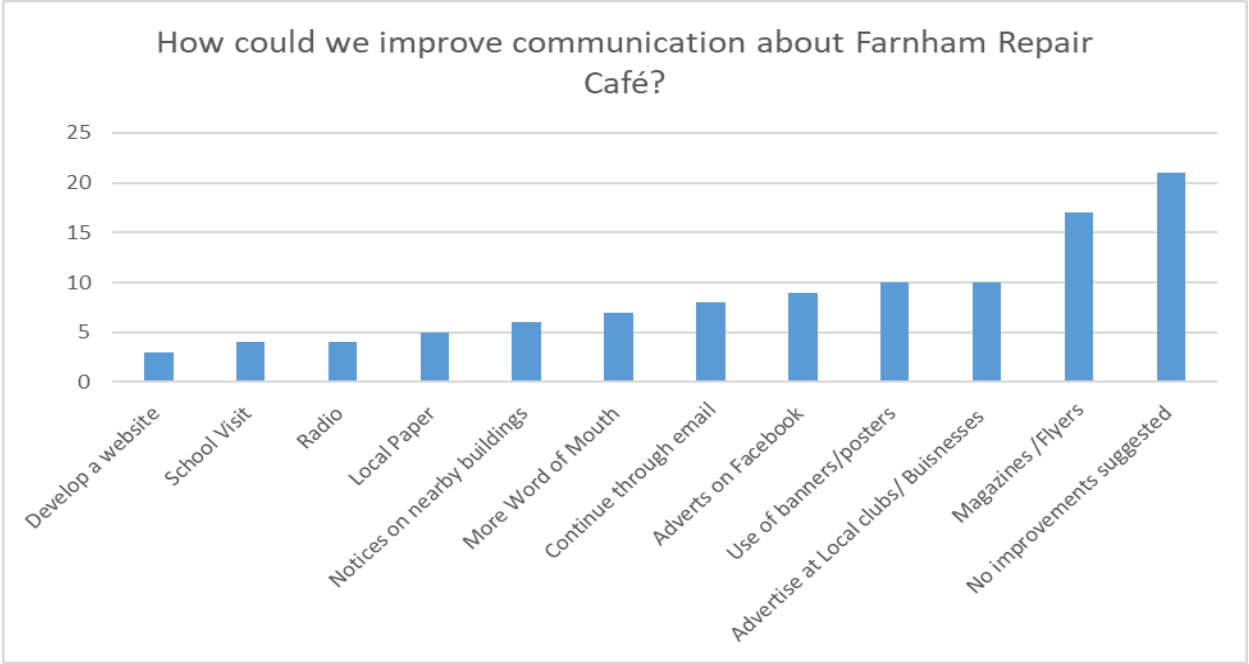
Q7: How did you hear about Farnham Repair Café? (Please tick all that apply)

Answered: 94 Skipped: 0



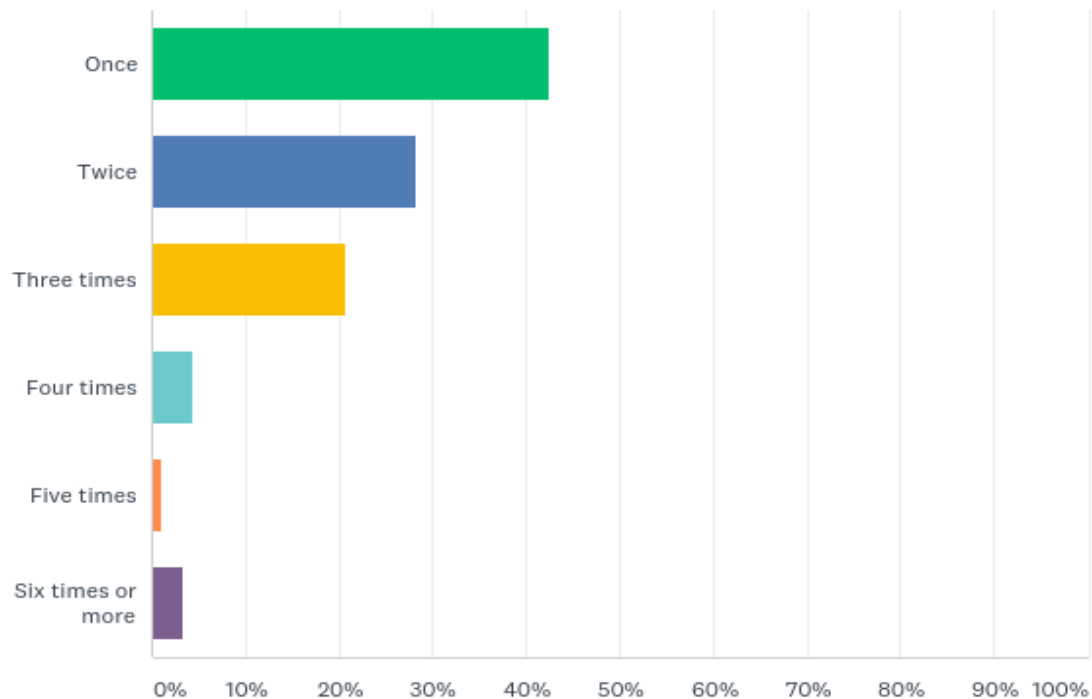
Q8: How could we improve communication about Farnham Repair Café?

Answered: 73 Skipped: 24



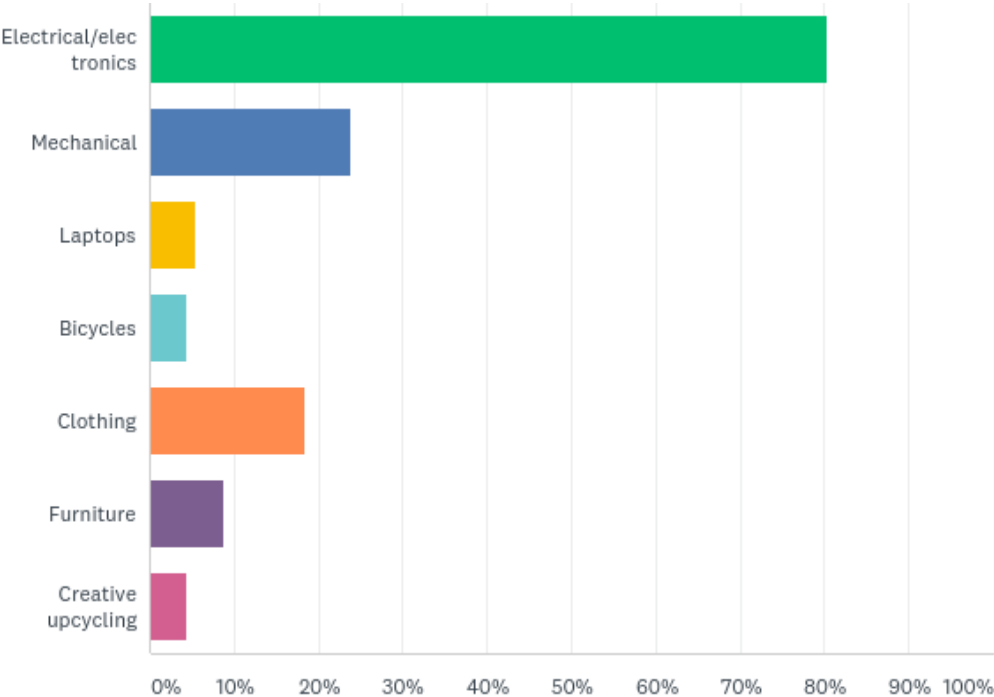
Q9: How many times have you attended Farnham Repair Café?

Answered: 92 Skipped: 2



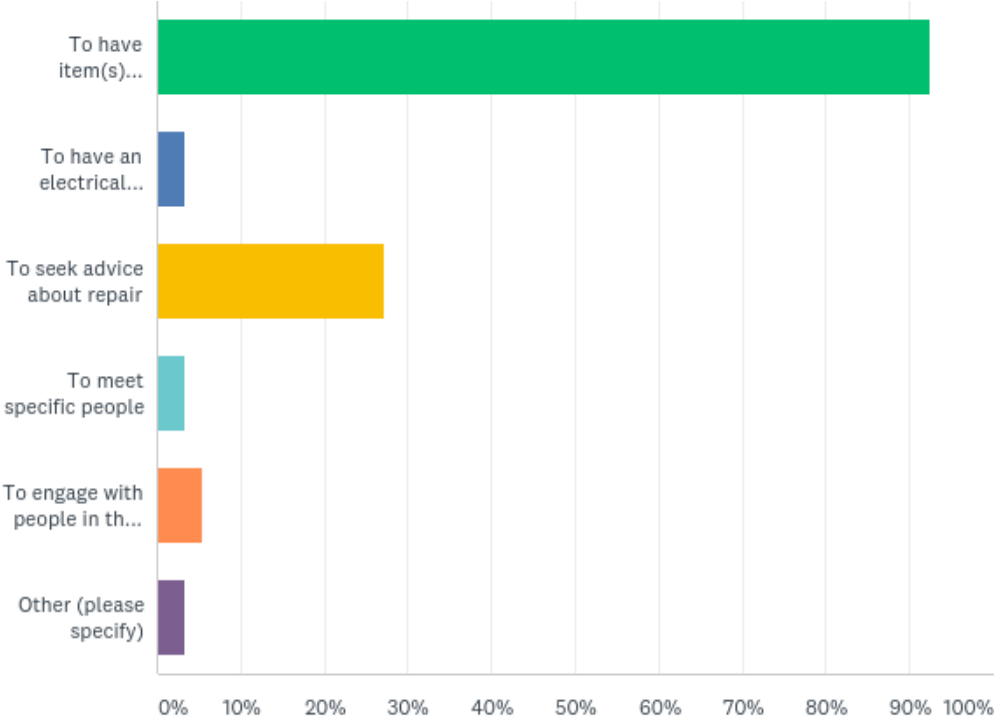
Q10: Which repair stations have you visited? (Please tick all that apply)

Answered: 92 Skipped: 2



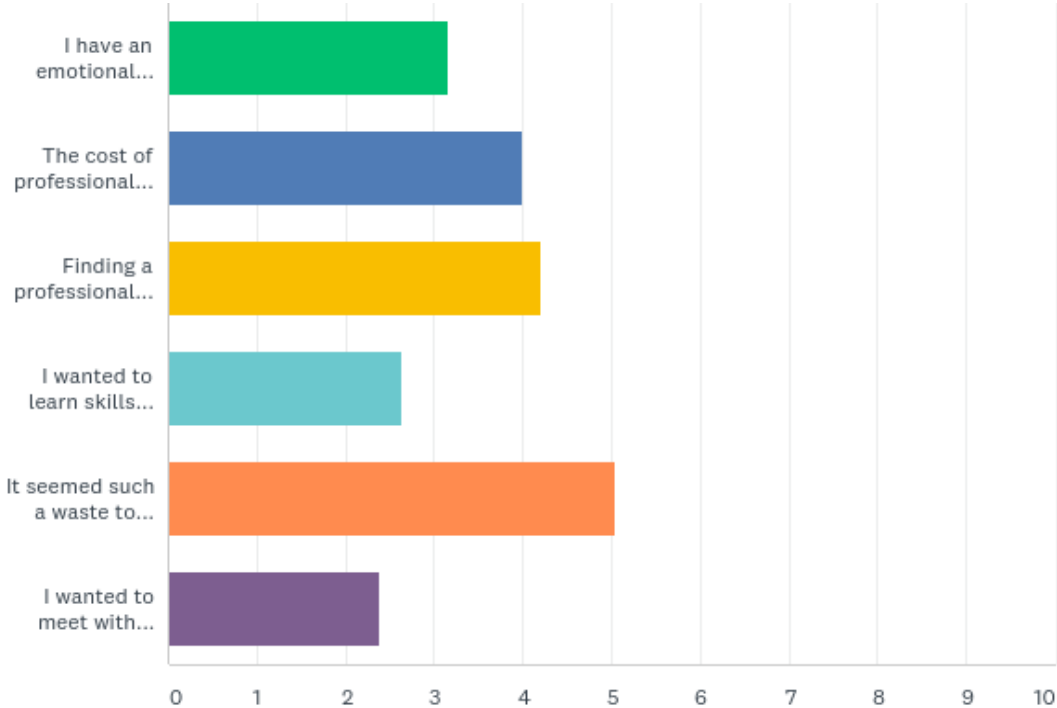
Q11: Why did you attend Farnham Repair Café? (Please tick all that apply)

Answered: 92 Skipped: 2



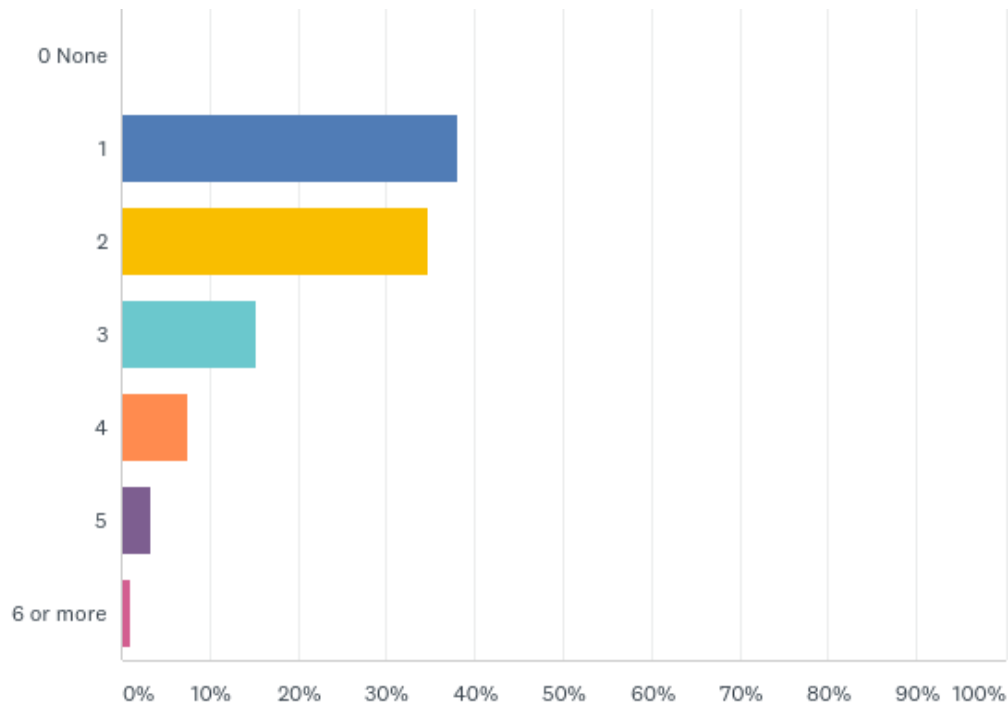
Q12: What were your motivations for bringing an item for repair to Farnham Repair Café? - Please use the drop downs in each row to rank the following with 1 as the most important to 6 as the least important.

Answered: 91 Skipped: 3



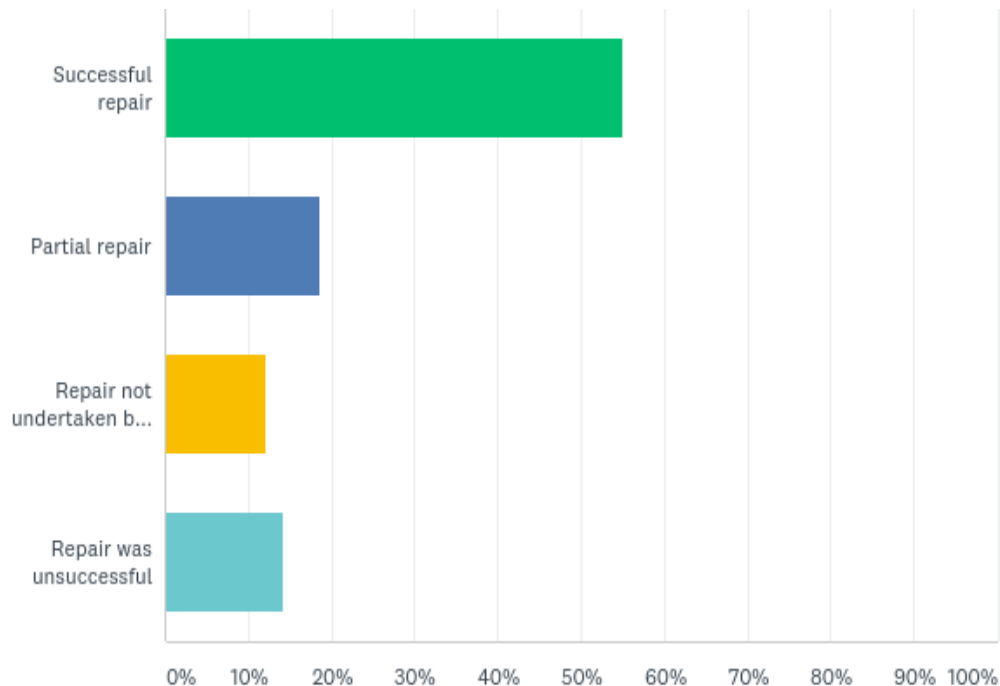
Q13: How many items have you brought to Farnham Repair Café for repair?

Answered: 92 Skipped: 2



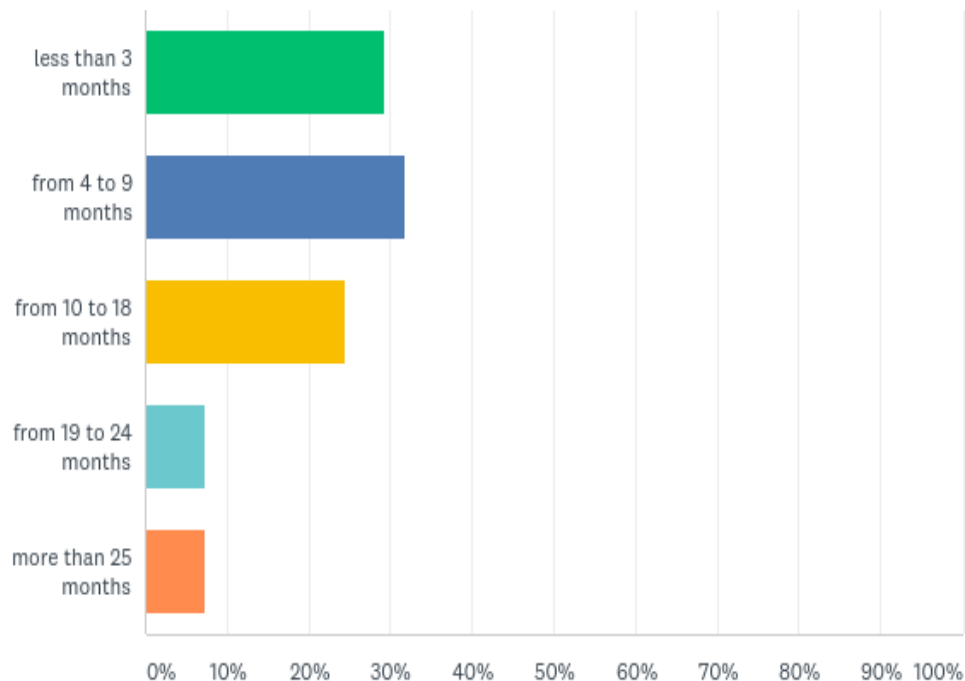
Q14: Thinking about the last item you brought to Farnham Repair Café - what was the repair outcome?

Answered: 91 Skipped: 3



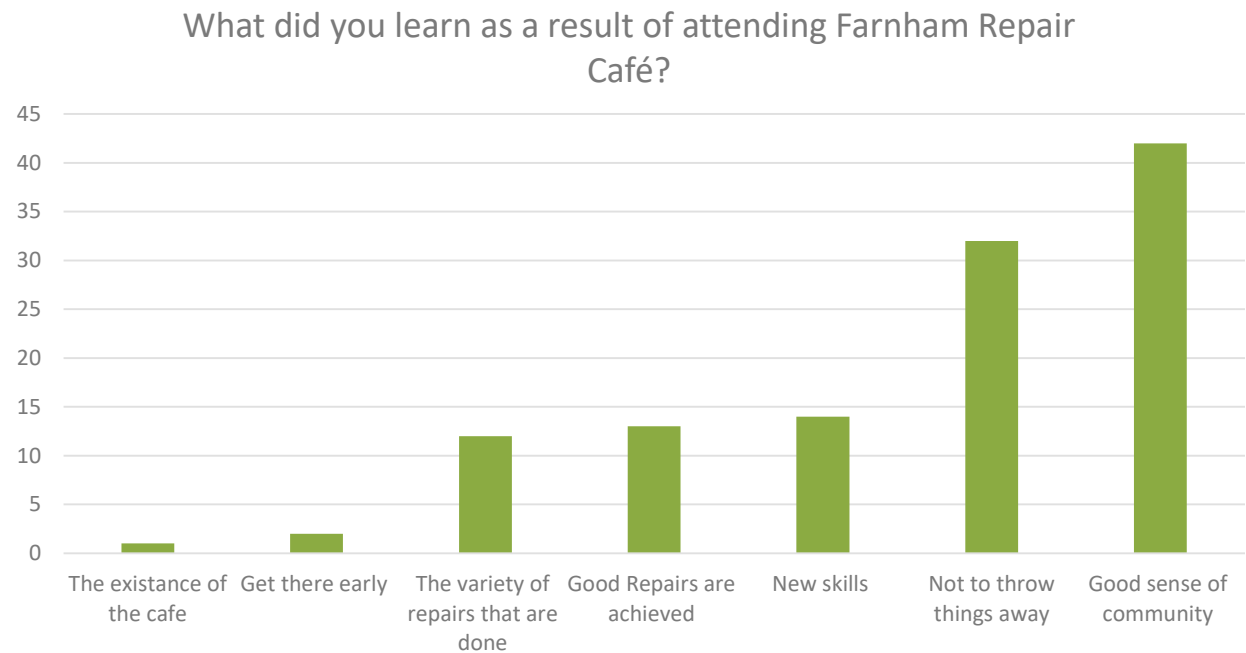
Q15: Thinking about the last item that you had repaired by Farnham Repair Café - approximately how many months has the item continued to be usable or continued to work?

Answered: 82 Skipped: 12



Q16: What did you learn as a result of attending Farnham Repair Café?

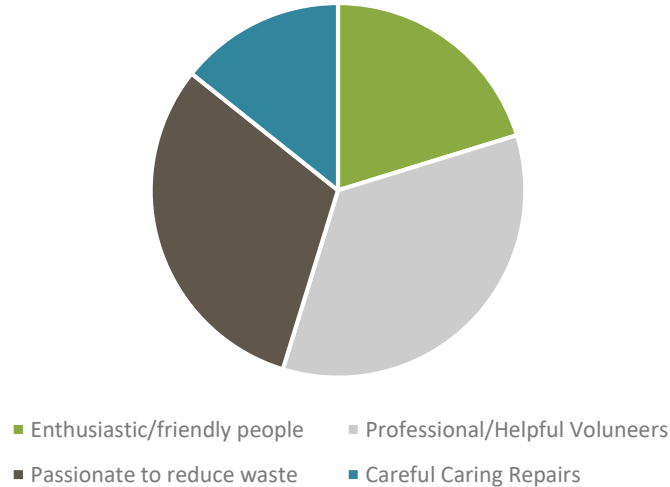
Answered: 83 Skipped: 11



Q16: What did you learn as a result of attending Farnham Repair Café? Breakdown of Good Sense of Community

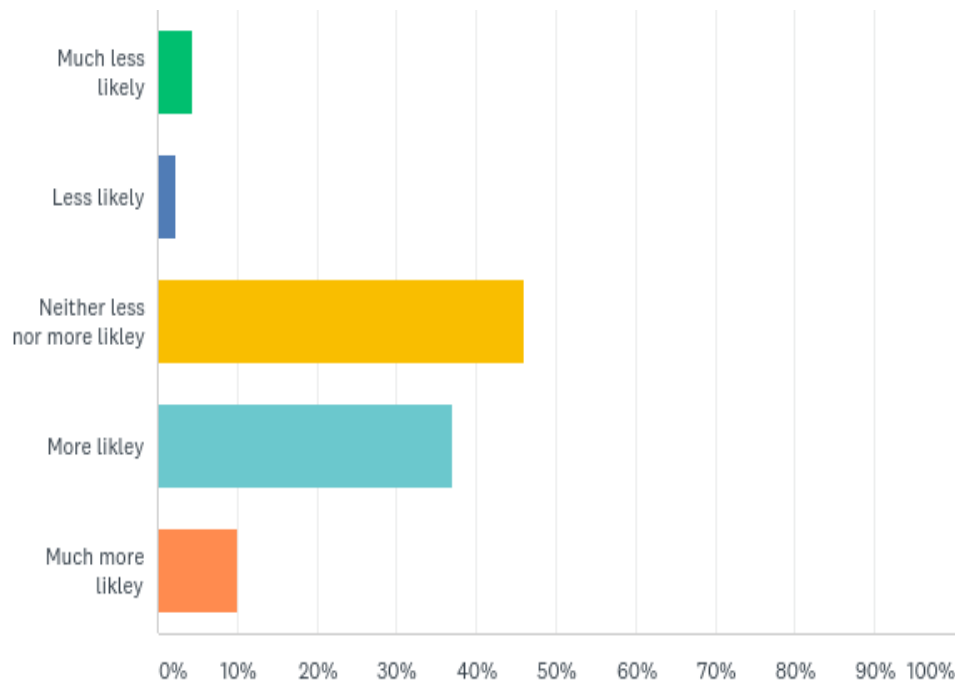
Answered: 42 Skipped: 0

What did you learn as a result of attending Farnham
Repair Café?
Break down of Good Sense of Community



Q17: Has attending Farnham Repair Café made you more or less likely to attempt to repair your own possession?

Answered: 89 Skipped: 5



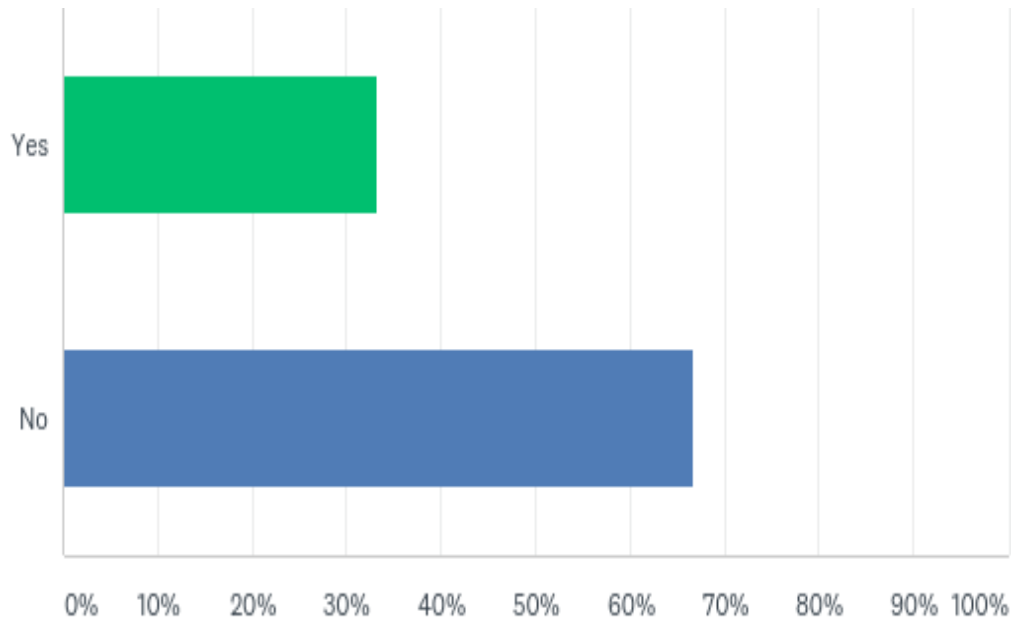
Q18: What actions, if any have you taken as a result of visiting Farnham Repair Café?

Answered: 78 Skipped: 16



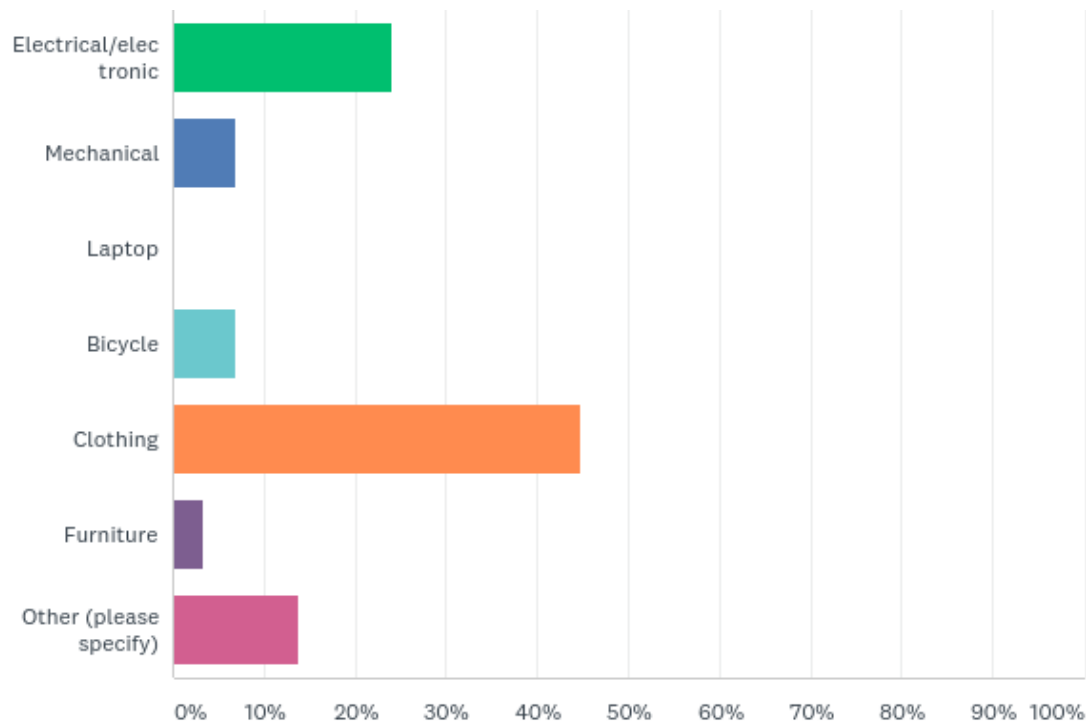
Q19: As a result of visiting Farnham Repair Café have you personally completed a successful repair?

Answered: 87 Skipped: 7



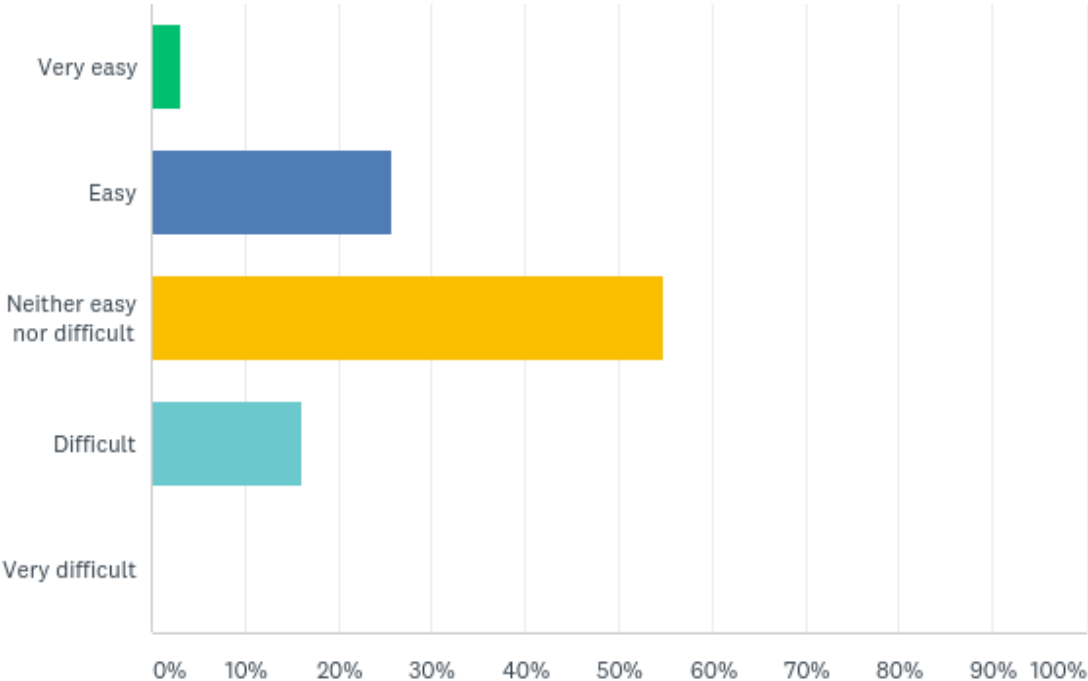
Q20: What type of item have you most recently repaired as a result of visiting the Repair Café?

Answered: 29 Skipped: 65



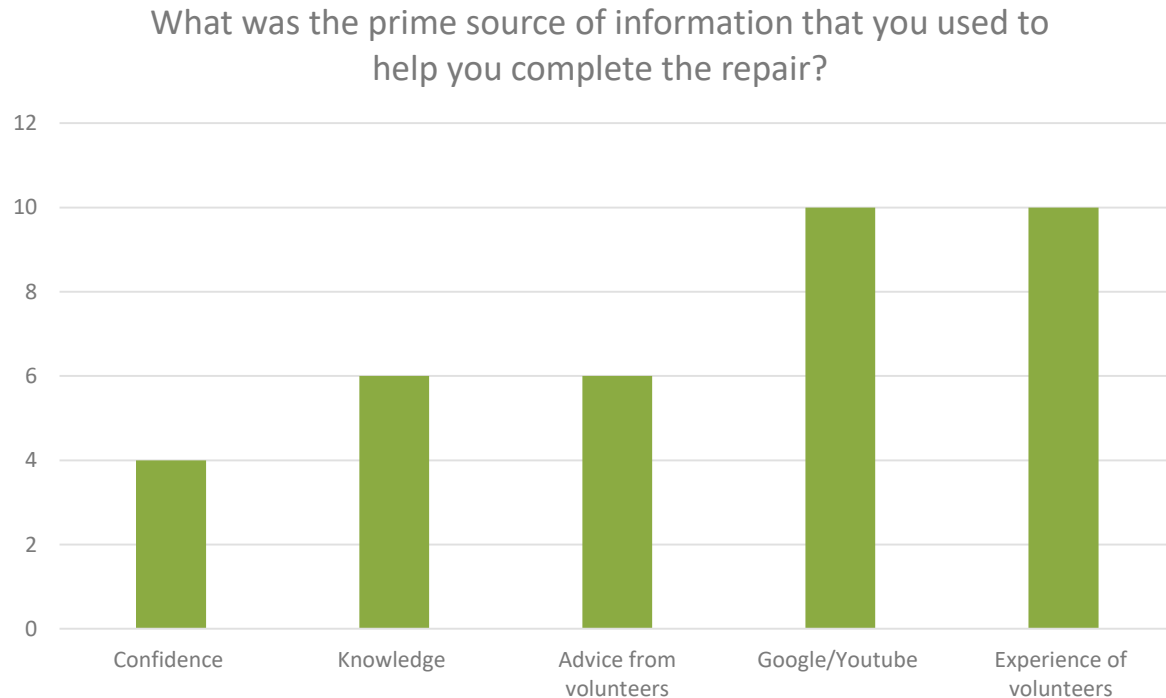
Q21: How easy was item for you to repair?

Answered: 31 Skipped: 63



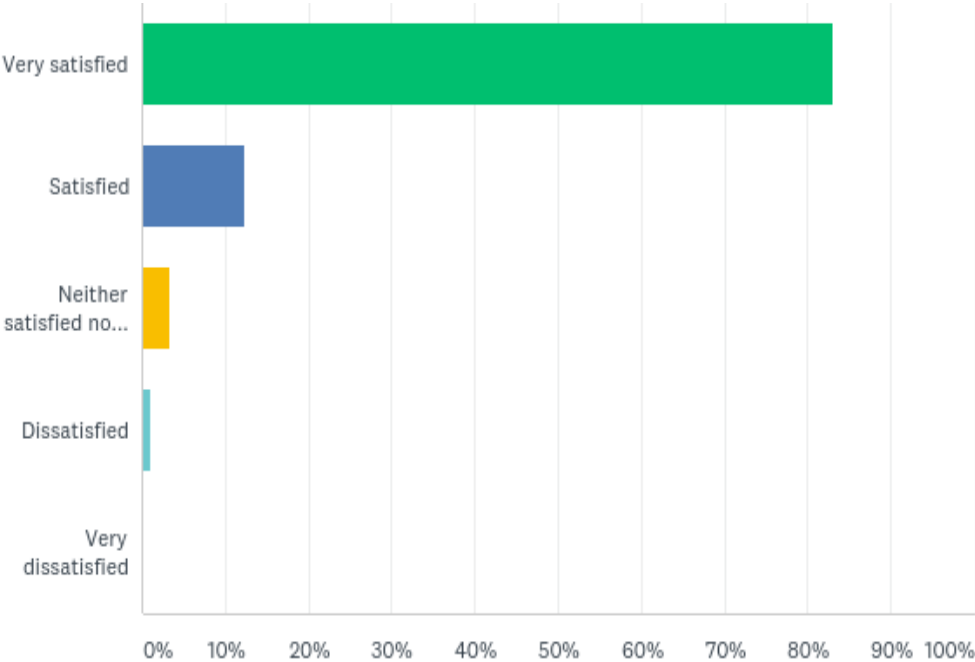
Q22: What was the prime source of information that you used to help you complete the repair?

Answered: 28 Skipped: 66



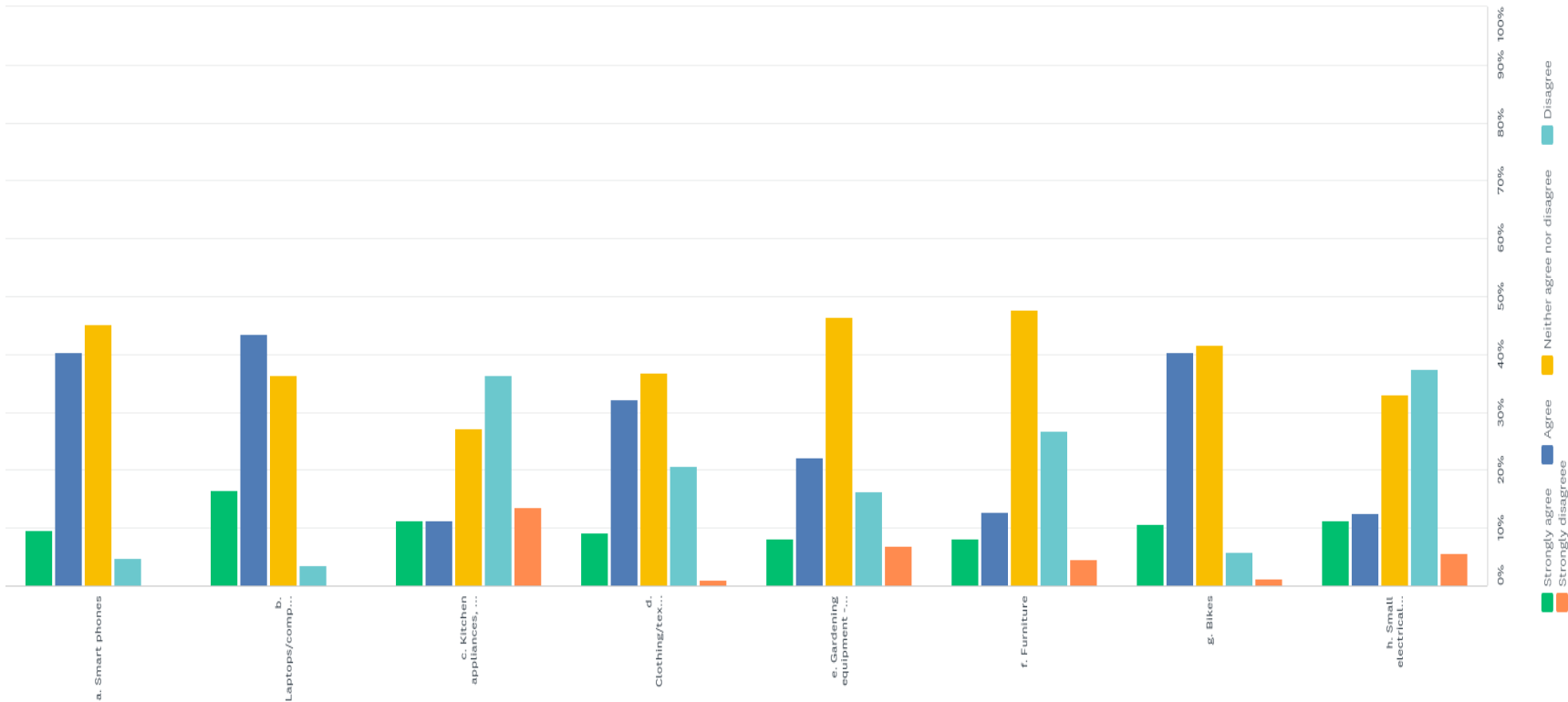
Q23: How satisfied are you with the service provided by Farnham Repair Café?

Answered: 89 Skipped: 5



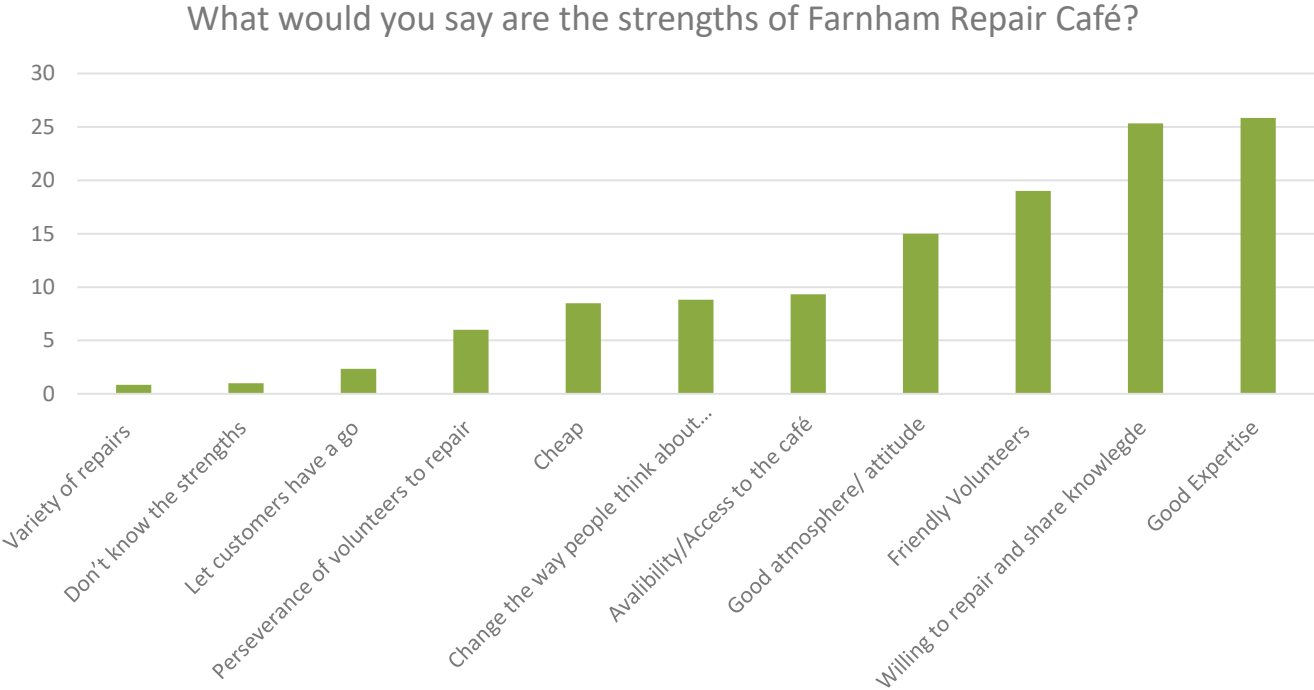
Q24: Do you agree that good local professional repair services are accessible for Farnham residents for the following products/items?

Answered: 89 Skipped: 5



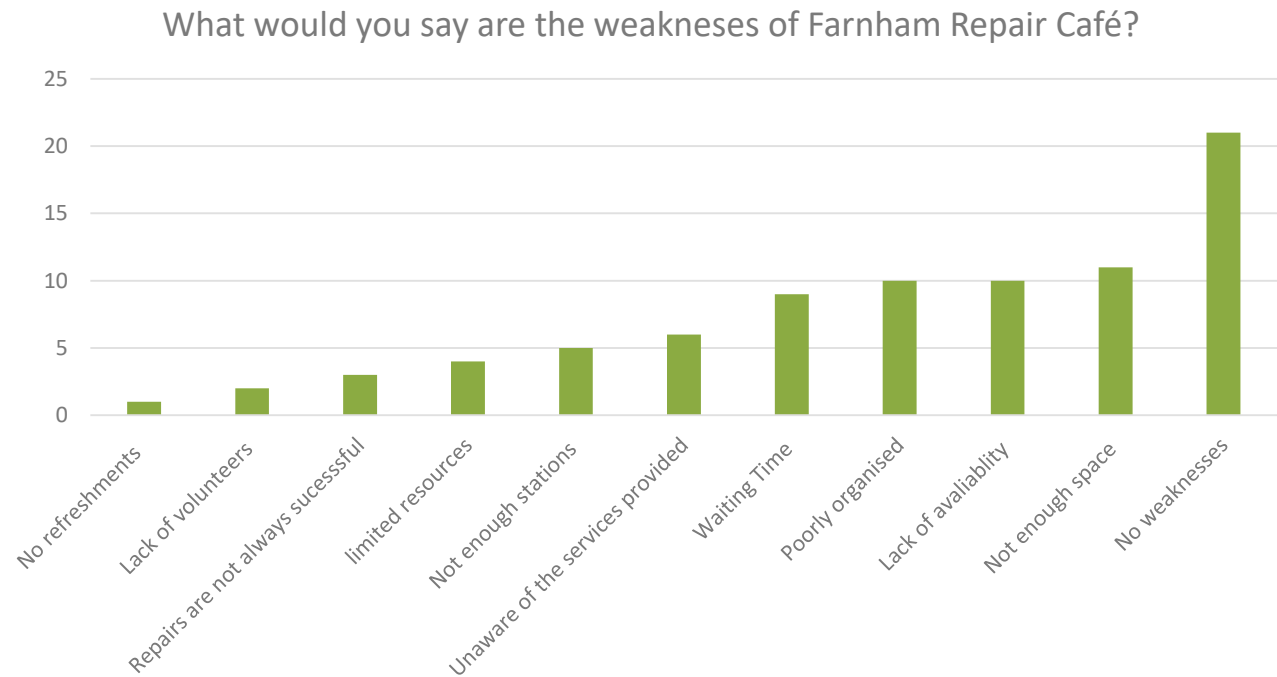
Q25: What would you say are the strengths of Farnham Repair Café??

Answered: 86 Skipped: 8



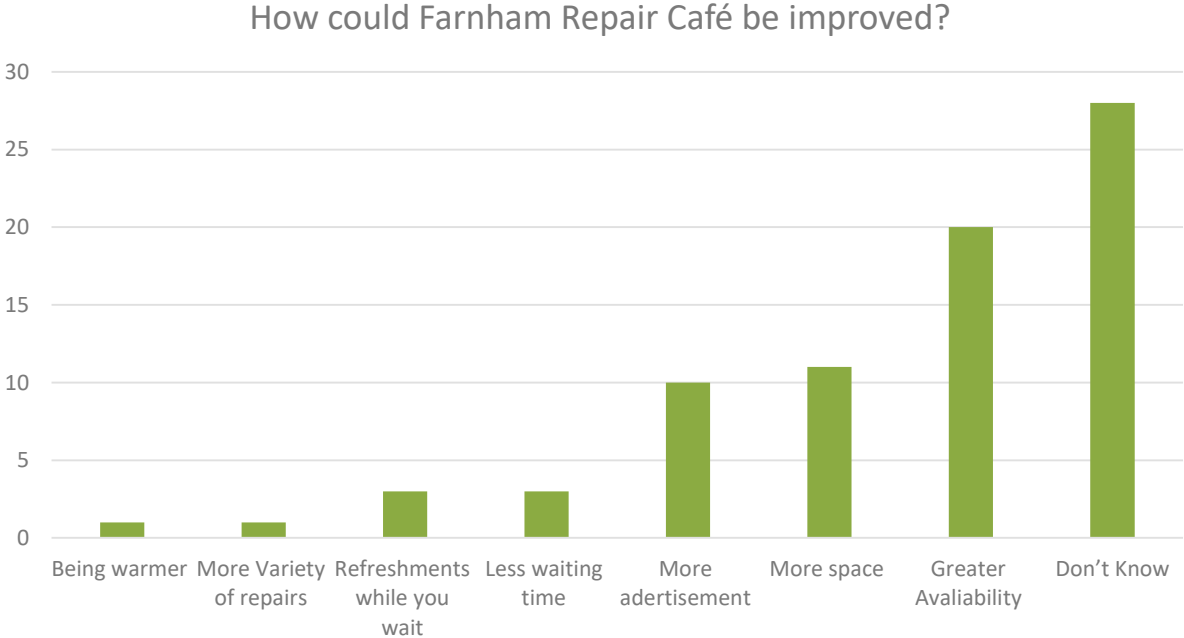
Q26: What would you say are the weaknesses of Farnham Repair Café??

Answered: 83 Skipped: 11



Q27: What could Farnham Repair Café be improved?

Answered: 77 Skipped: 17



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