



4TH GLOBAL REPAIR CAFÉ SURVEY

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PhD students at the University for the Creative Arts

29th May 2026

Research supervised by Professor Martin Charter, Director of the Centre for Sustainable Design and in association with Joanna van der Zanden, Chair of the Repair Café International Foundation

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Introduction

Background

The fourth global Repair Café survey was conducted in November and December 2025 and managed by Peter Counter and Beth Quinton, PhD students at the University for the Creative Arts. Their PhDs are researching distinct aspects of Repair Cafés. The new survey provides continuity with previous Repair Café surveys conducted in 2014, 2016, and 2020.

Method

The Repair Café International Foundation (RCIF) supported the sending of invitations to their list of 3834 Repair Cafés around the world, as well as to a separate list of 393 Repair Cafés not registered with RCIF, provided by the researchers – a total of 4227. 946 replies were received, a response rate of 22.4%.

The survey, built using the JISC Survey tool, was available in English, French and German, and opened on 7th November 2025 and closed on 7th December. There were 89 questions, with many only being asked dependent on previous answers, grouped into 12 topics. The answers were classified for analysis as:

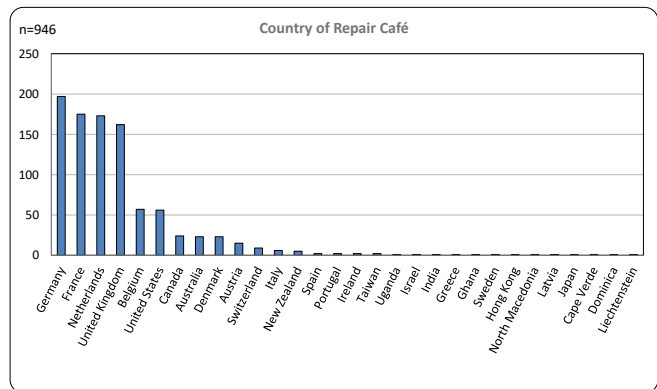
- **Null** – The question has no answer itself but introduces a grid of answers. Just used as titles
- **Choice** – The answer is selected from a list. These were counted and totalled.
- **Multi-Choice** – Multiple answers are selected from a list. These were also counted and totalled.
- **Language** – A free text answer, or an answer to an 'Other (please specify)' question. These were allowed to be in any language, and all such answers were translated to English.
- **Literal** – Answers taken without change, eg Repair Café name

ABOUT YOUR REPAIR CAFÉ

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8. Country

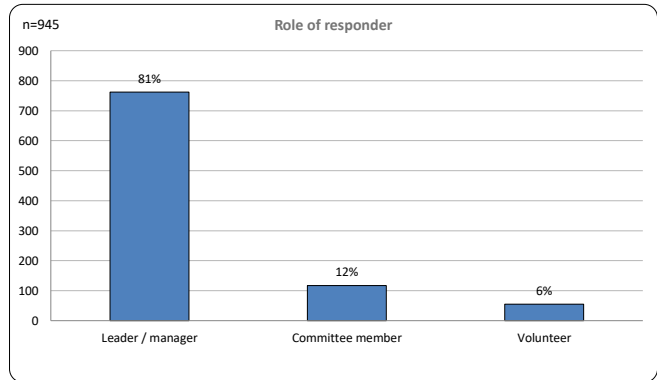
- We received 946 responses from 30 countries
- Germany had the highest number of respondents at 21%,
- France and the Netherlands both at 18%, and the UK at 17%.
- 87% of responses were from Europe



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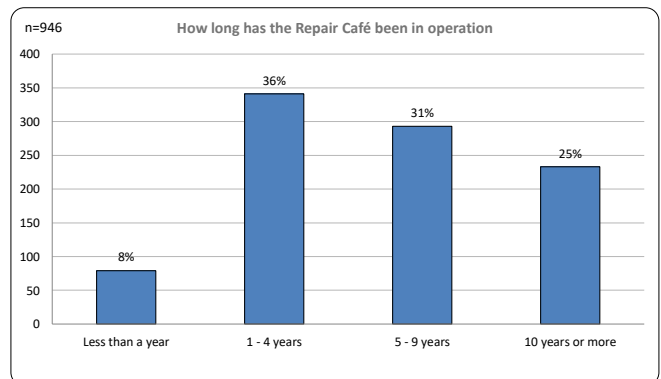
9. Your Role in the Repair Café

- The leaders of the Repair Café were most likely to be the person completing the survey, expected as most went to the Repair Café main email
- There were a few other titles including Founder, Treasurer, Secretary



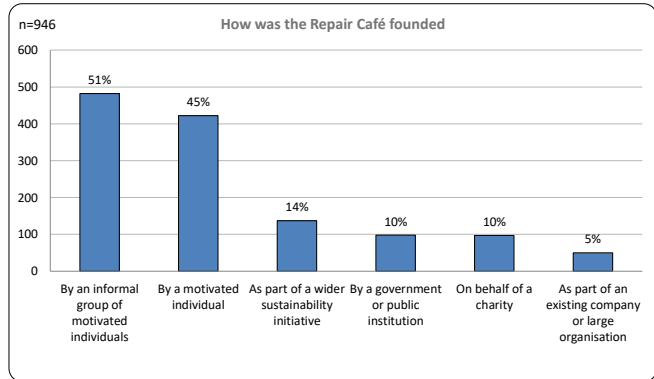
10. Approximately how long has the Repair Café been in operation?

- The most common amount of time for Repair Cafés to have been operating was 1-4 years
 - All these were started since the last survey in 2020
- Only 8% of Repair Cafés who responded have been operational less than a year
 - But several newer Repair Cafés said that they have enough information or experience to respond



11. How was the Repair Café founded?

- The great majority (96%) of Repair Cafés were set up by informal groups of motivated individuals or a single motivated individual
- Other origins included as part of wider sustainability initiatives, by governments or public institutions, on behalf of a charity, or by a large organisation or company
- Small numbers of Repair Cafés report being set up by local community projects, associations, and religious groups
- The responses indicated only the main driving force for the setup, but many have a variety of partners providing venues and other services – see Qs 73 and 74



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VENUES AND VOLUNTEERS

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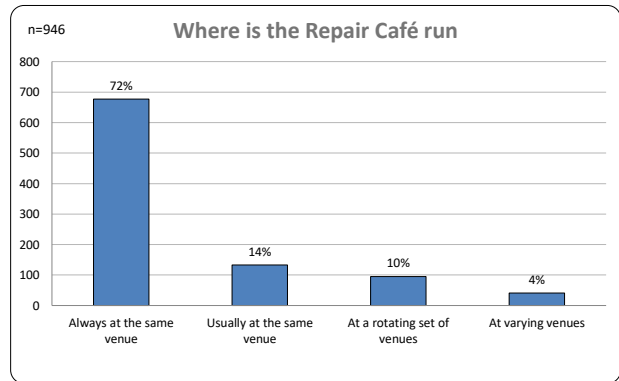
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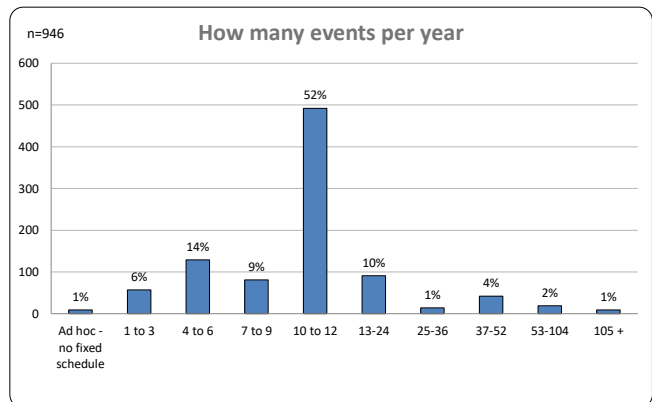
12. Where is the Repair Café run?

- Most Repair Cafés are held (or usually held) at the same venue each time they run
- Only 4% do not use a set venue and have varying spaces they use
- Of the Repair Cafés running at a rotating set of venues, 95 meet more than once per month
- 4 Repair Cafés reported meeting at varying venues with no fixed schedule



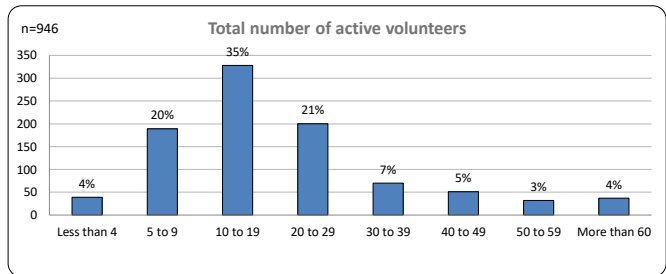
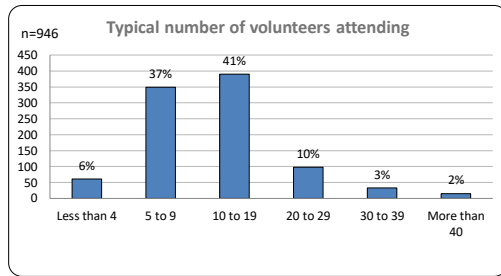
13. How many Repair Café events do you hold each year?

- Most Repair Cafés meet once per month, with many not meeting in August or December
- The average frequency is 14 events per year
- Holding 4-6 events a year (every 2 – 3 months) was the second most common frequency
- 11% of respondents say they hold 2 or 3 events per month
- 7% run weekly or daily
- Mid-point analysis shows that the responding Repair Cafés (943) run approximately 13,300 events per year
- Scaling up to all Repair Cafés:
 - **Repair Cafés hold about 60,000 events per year**

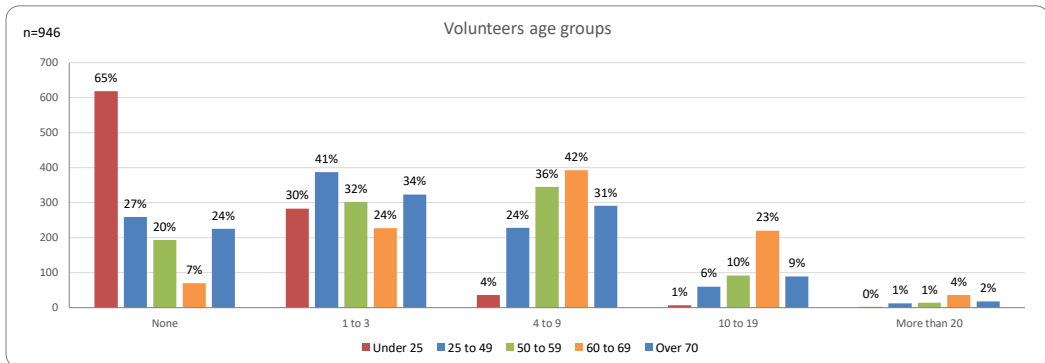


- 14. How many volunteers usually attend the Repair Café?
- 15. How many active volunteers do you have on your list altogether?

- Most common for Repair Cafés to have between 5 and 19 volunteers at each event
- Volunteers usually attending
 - 12,500 in 946 Cafés
 - Average 13
 - Over 55,000 in all Cafés
- Total number of volunteers
 - 20,000 in 946 Cafés
 - Average 21
 - **89,000 in all Cafés**
- The average proportion of volunteers attending each week is about 62%, but the proportion is lower for the larger Repair Cafés

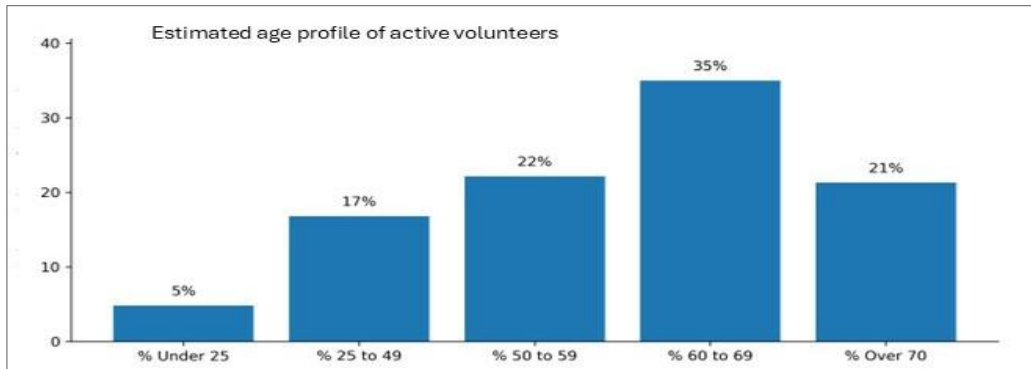


- 16. How many active volunteers do you have in each age category?



- Most expressed having no volunteers under the age of 25 (65%) and just under a third had 1 – 3 volunteers in this age range (30%)
- Only 0.2% of Repair Cafés indicated having more than 20 volunteers under the age of 25.
- 25-49 age range - most common for Repair Cafés to have 1-3 volunteers (41%) 27% further expressed having no volunteers of this age group.
- 60-69 age range was the most common for Repair Cafés to have over 20 volunteers .
- Around a third of Repair Cafés had 1-3 volunteers aged 70+ ,
- A quarter of Repair Cafés had zero volunteers aged 70+

16. How many active volunteers do you have in each age category?



- Most common for Repair Cafés to have volunteers within the 60-69 age group.
- Young people more concise range of data
- Under 25's outliers

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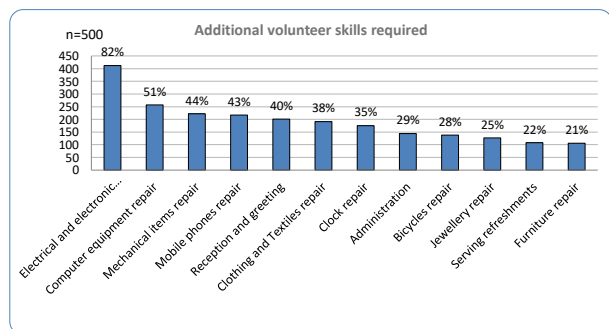
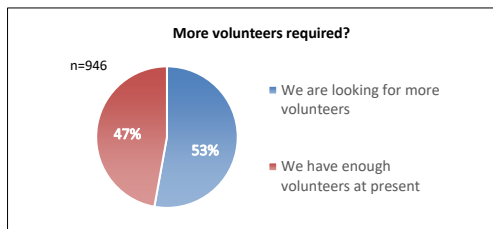
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17. Are you looking for more volunteers, or do you have enough at present? 18. What kinds of volunteer skills are you looking for?

- Slightly more common for Repair Cafés to be looking for more volunteers
- Electrical skills required most by Repair Cafés
- Reception and greeting were the 5th most requested skills
- Clothing repairer's 6th most required skill



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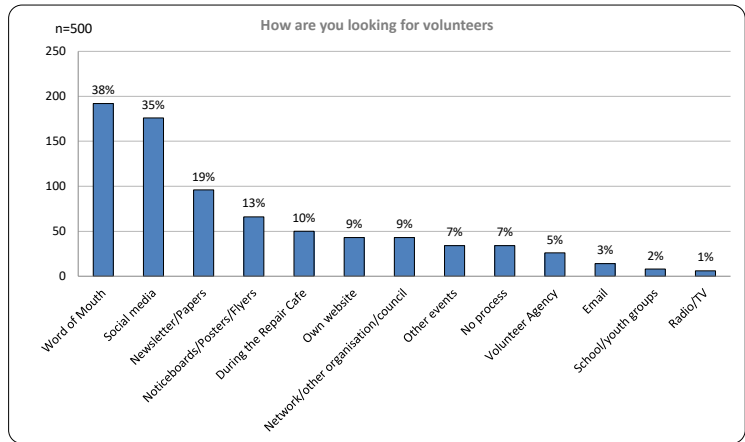
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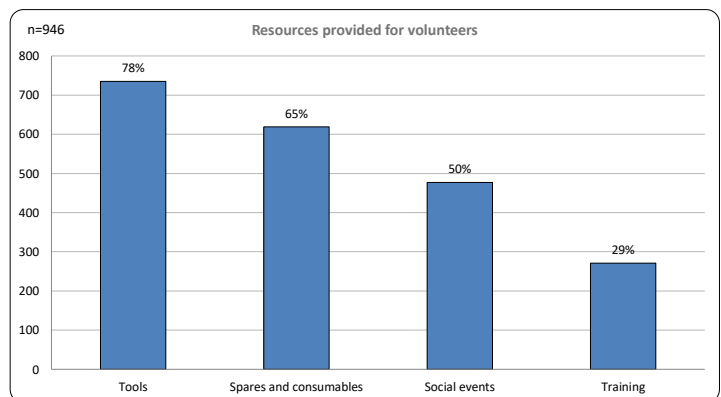
19. In what ways are you looking for additional volunteers?

- Word of mouth and social media the most common methods for recruiting volunteers
- Some recruiting through repair networks and volunteer agencies
- 8 Repair Cafés recruiting through schools or youth groups



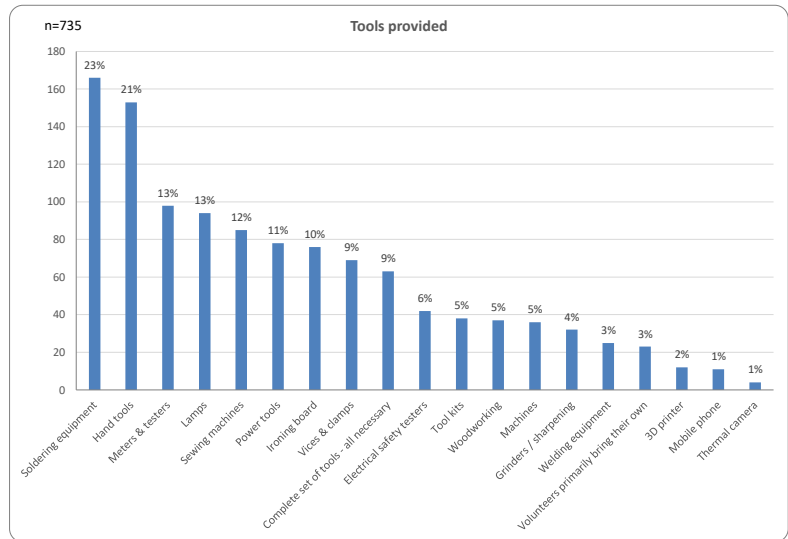
20. What resources does your Repair Café provide for volunteers?

- Repair Cafés generally supplied volunteers with tools, spares and consumables
- Around half provided some form of social events for their volunteers
- Just under a third provide training



21. What tools and spares does the Repair Café provide?

- Most common included soldering equipment, hand tools, lamps, sewing machines, and meters and testing equipment
- Less commonly included 3D printers, mobile phones, and thermal cameras



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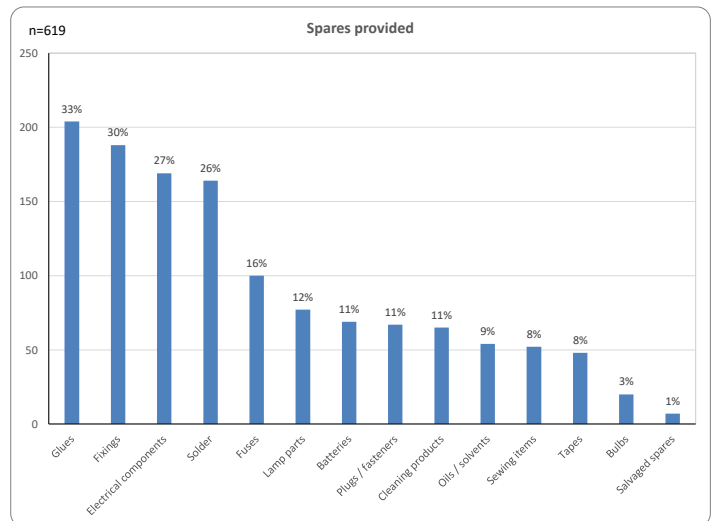
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21. What tools and spares does the Repair Café provide?

- Most common to provide glues, fixings, electrical components, and solder were often provided
- Some Repair Cafés will provide lamp parts, batteries, plugs and cleaning products
- Around 7 Repair Cafés also provided salvaged spares



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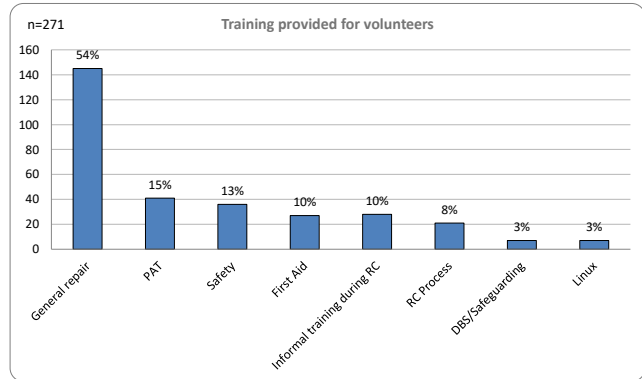
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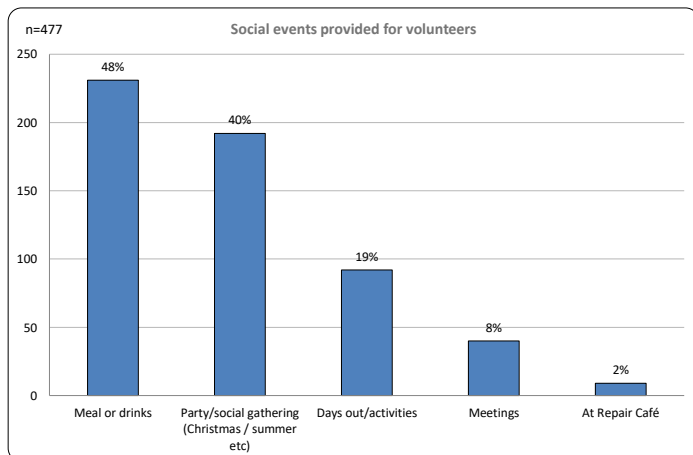
22. What training does the Repair Café provide?

- General repair training was the most common Repair Cafés provided
- Followed by more specific training commonly including PAT testing, safety training, and first aid



23. What social events does the Repair Café run for the volunteers?

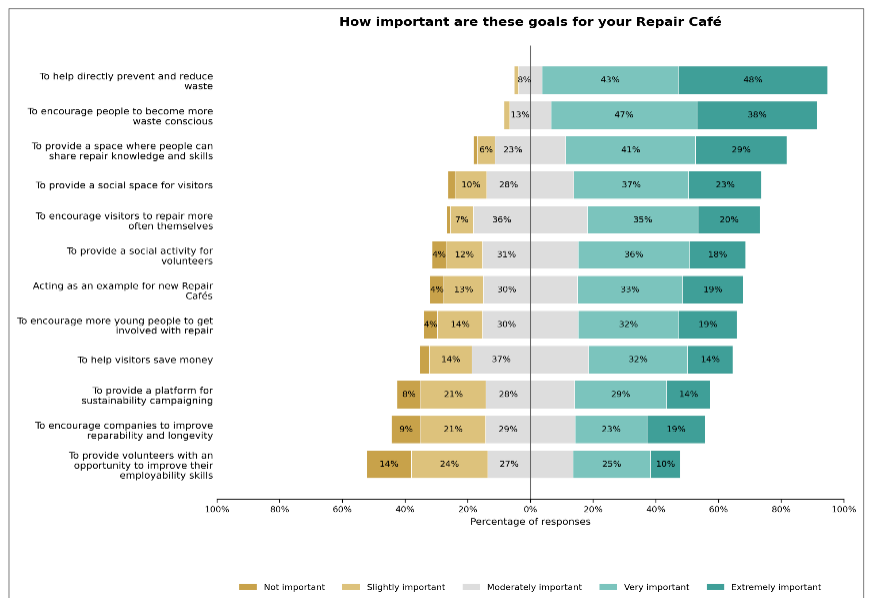
- Of those Repair Cafés providing social events for volunteers, a meal or drinks was the most common option
- Alongside, hosting seasonal parties such as summer BBQs or Christmas parties
- Some opt for days out to or organised activities for volunteers
- 9 Repair Cafés identified the socialisation at the Repair Café to be a social event for volunteers



GOALS AND OBJECTIVES

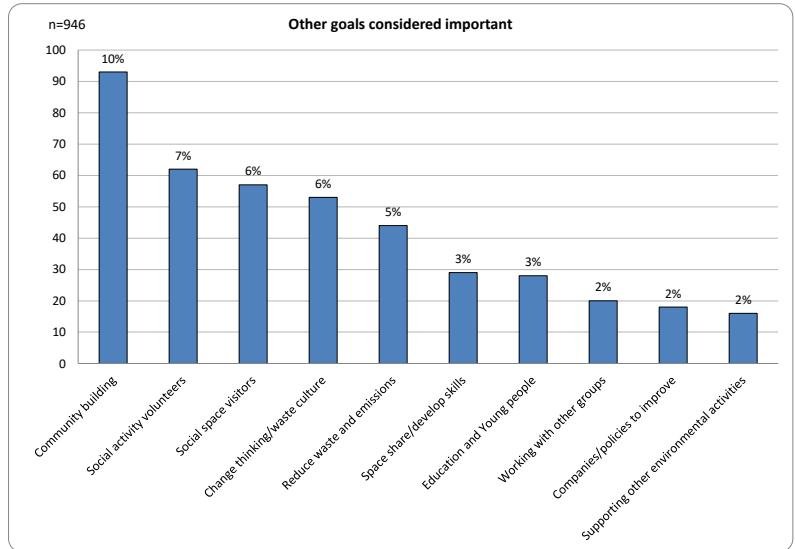
24. Please indicate how important the following goals are for your Repair Café:

- Reducing waste and encouraging people to become more waste conscious considered most important
- This follows the results from the third global survey
- Improving volunteers' employability skills considered least important goal



25. What other goals do you consider important?

- Other goals considered important very overlapping of previous question
 - Community building
 - Social activity for volunteers
 - Social space for visitors



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ORGANISATIONAL STRUCTURE

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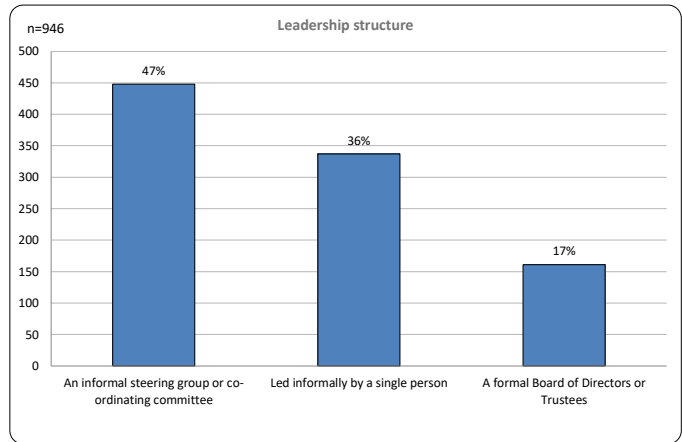
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26. What is the current leadership structure for your Repair Café?

- Almost half have a steering group or committee
- But more than a third are led informally by a single person
 - Common advice (Q 62) is to have a leadership group, for workload and to protect against accident or illness
- A board of formal directors or trustees were the structure for 17% of Repair Cafés
 - Typically for those with some form of legal status



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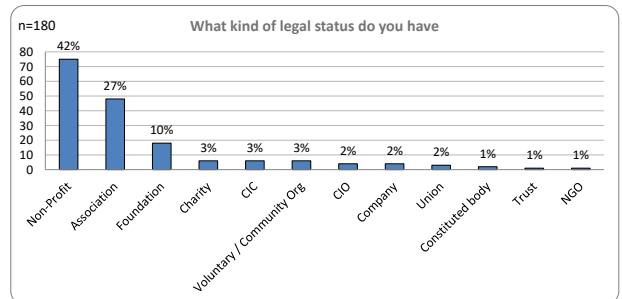
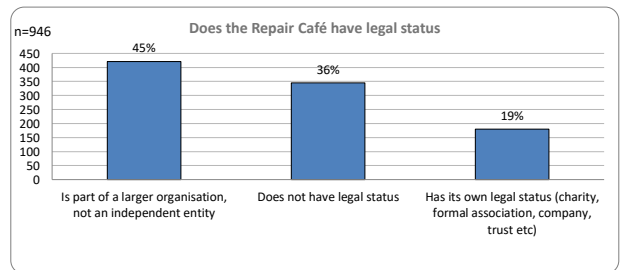
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27. Does the Repair Café have legal status?

29. What kind of legal status does the Repair Café have?

- Legal status
 - Limits liability for leaders
 - Makes it easier to get bank accounts and insurance
- 45% are part of a larger organisation, and not an independent entity
 - Some report starting this way, but later establishing independence
- More than one third have no legal status
- 180 Repair Cafés (19%) have their own legal status
 - Exact form depends on arrangements in different countries



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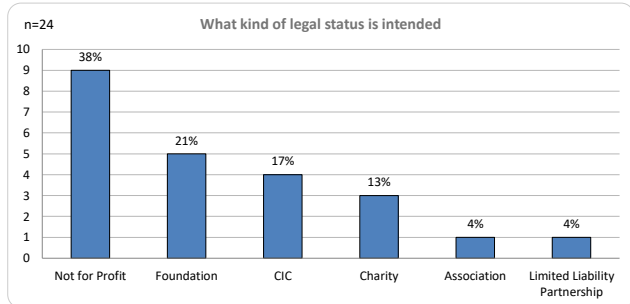
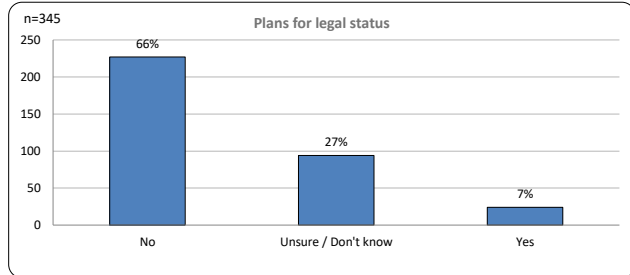
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30. Do you have plans to obtain legal status in future?

- Of those without legal status, most are not planning to obtain it in future
 - Many are comfortable with being part of a larger organisation



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VISITORS

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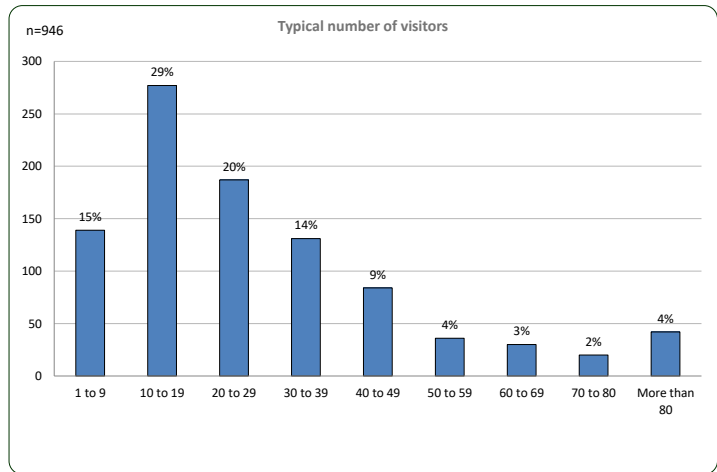
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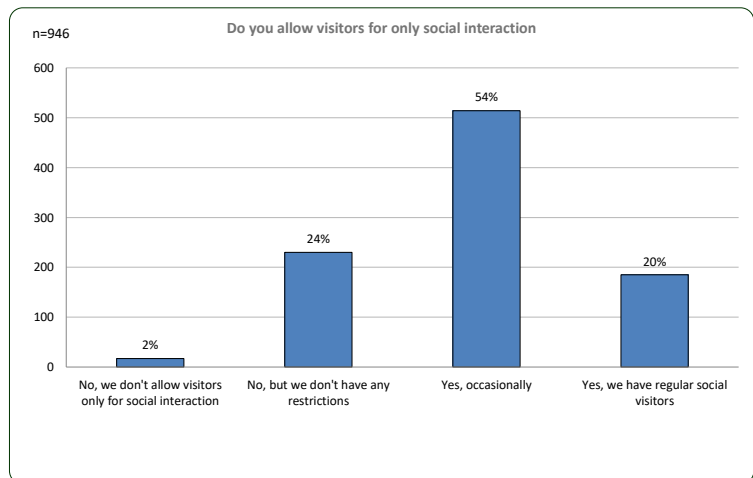
32. Approximately how many visitors attend a typical Repair Café session?

- Analysis shows about 27,000 visitors per event total in 946 Repair Cafés, on average 28 per event
- Scaling up to all RCs gives over 120,000 per event
- **Approximately 1.5 million Repair Café visits per year**



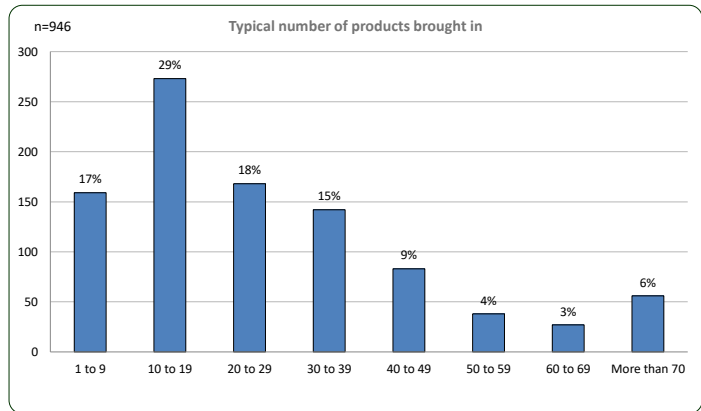
33. Do you have visitors who come only for the social interaction?

- Over half occasionally have visitors who only attend for the social aspect
- Further quarter don't have any restrictions stopping social visitors



34. Approximately how many products in need of repair are processed in a typical Repair Café session?

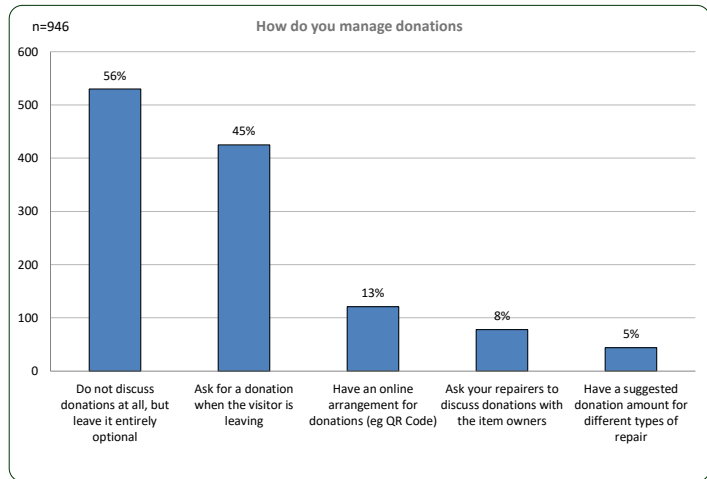
- Average 27 products per RC event
- Estimated 60,000 RC events per year (Q 13)
- **Over 1.6 million items brought to RCs per year**



DONATIONS AND CHARGES

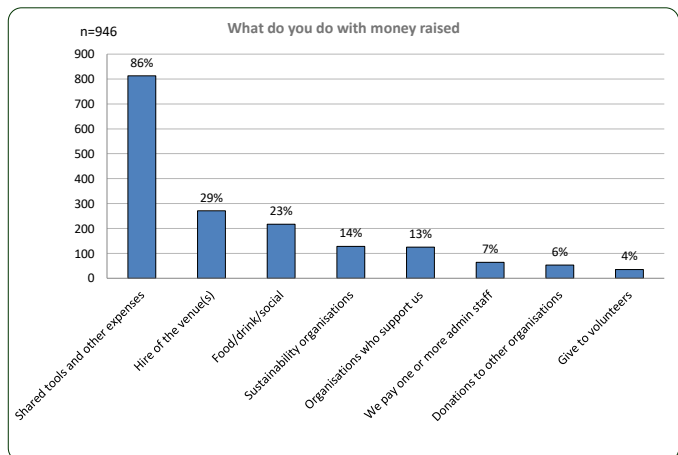
35. For donations, do you do any of the following?

- Over half don't discuss donations with visitors at all
- Those asking for donations most likely to do so as the visitor is leaving
- Less common for Repair Cafés to have suggested donation amounts



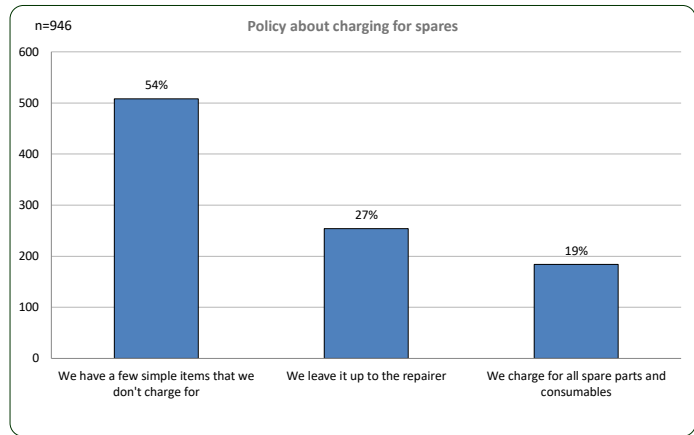
36. What do you do with the money raised through donations?

- Most donations used within the Repair Café for tools and other expenses
- Paying for the hire of the venue was another popular use for donations
- Some Repair Cafés choose to use the money to donate to other charitable or sustainability organisations, or the larger organisation that supports them
- Suggests some receive more donations than necessary for the running events
- Desire to further contribute to the community



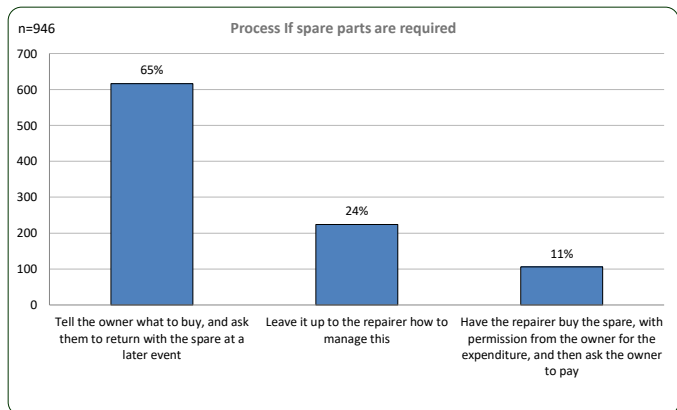
37. What is your policy about charging for spare parts and consumables (eg batteries)?

- When products require a spare part at the Repair Café, the around half have a few simple items they don't charge for
 - Expected items such as batteries, screws etc.
- Other choose to leave it up to the repairer
- Around a fifth of Repair Cafés charge for all spares and consumables.



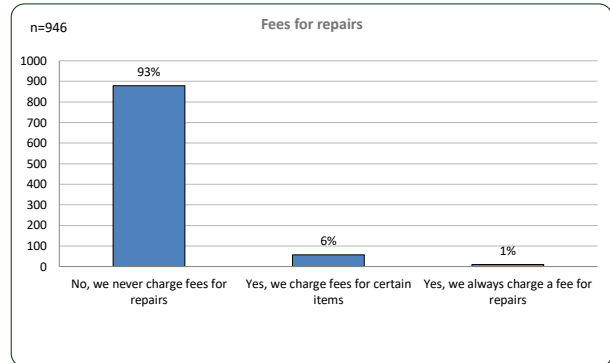
38. If a repair needs spare parts do you:

- Most Repair Cafés instruct the visitor on what to purchase and ask them to return to a later event
 - Expected this reduces time constraints and additional workload for volunteers.
- Around a quarter Repair Cafés leave it up to the repairer to decide how to approach getting spare parts
- Others have the repairers purchase and install the spare part to be reimbursed by the visitor



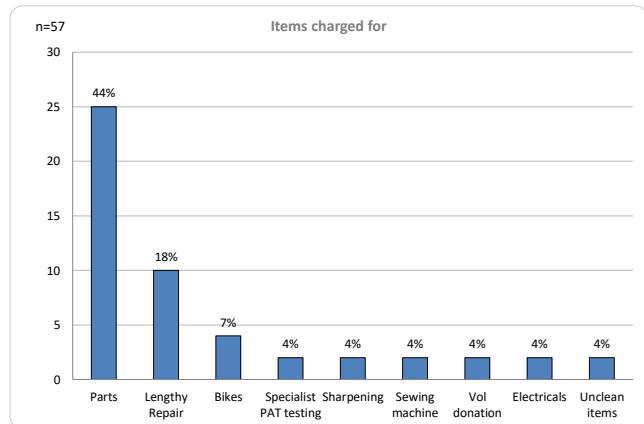
39. Are there any kinds of repair for which you charge a fee?

- A large proportion of Repair Cafés never charge fees for repairs
- A small number choose to charge a fee for certain items
- Others will charge for all repairs, but this is much less common – 10 Repair Cafés



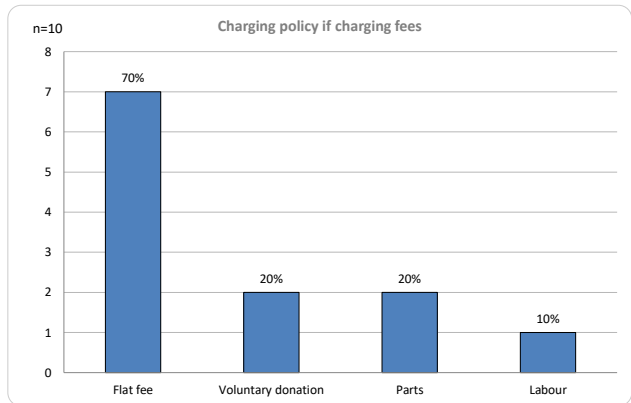
40. Which items do you charge a fee for a repair, and how much do you charge?

- Parts most common fee charged
 - Different understandings/translations of 'fee'
- For those Repair Cafés that do charge fees for certain repairs, these include items such as lengthy repairs, bikes, specialist PAT testing, tool sharpening, sewing machine repairs.
- 2 Repair Cafés charge for unclean items



41. Please briefly describe your charging policy.

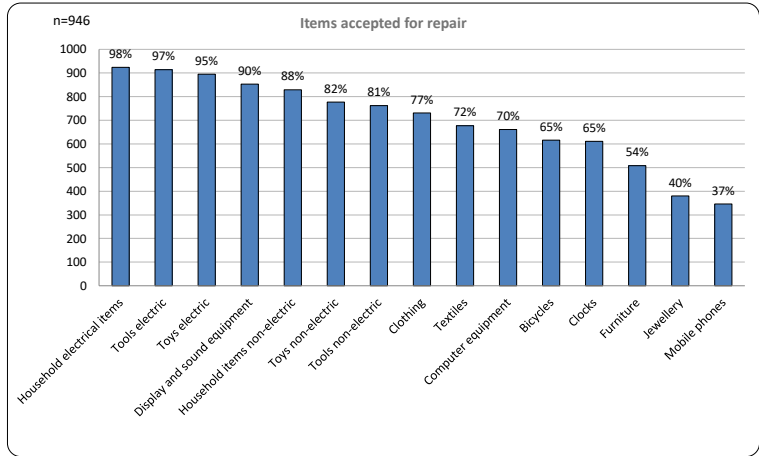
- Of the Repair Cafés that charge for all repairs, 70% charge a flat fee for all repairs.
- Of those that charge for unclean items seems more like a 'fine' than a general fee
 - Accounts for the inconvenience to the repairer
- Those stating a voluntary donation – does this differ from a charge?



SCOPE OF ACTIVITIES

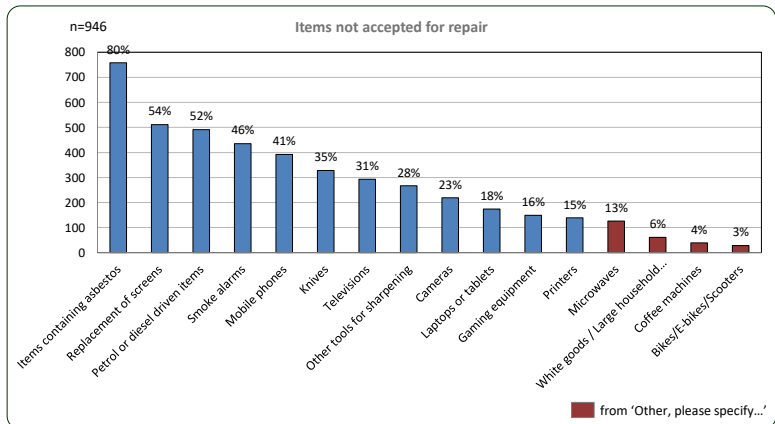
42. Which of the following item categories do you normally accept for repair?

- Most Repair Cafés accept most portable household items
- But no widespread alignment
- Survey accuracy limitations clear here
 - Mobile phones

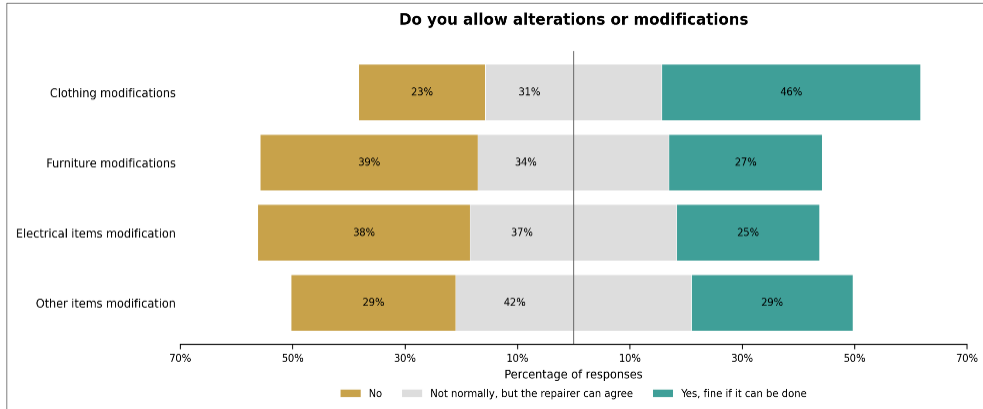


43. What items do you NOT repair at your Repair Café?

- Why exclude items?
 - For future research...
 - Reasons likely to include safety, skills, space and protection for local businesses
- Also mentioned were:
 - Medical / safety equipment
 - Weapons
 - Clocks
 - Power tools
 - Sewing machines
 - Zips



44. Do you allow modifications or alterations to items?



- Modifications may not be accepted by some Repair Cafés either because they are not deemed ‘repairs’, or to prevent competition with local businesses
- Clothing modifications may be quicker or more ambiguous than modifications than that of furniture or electrical items, resulting in more Repair Cafés being happy to complete them

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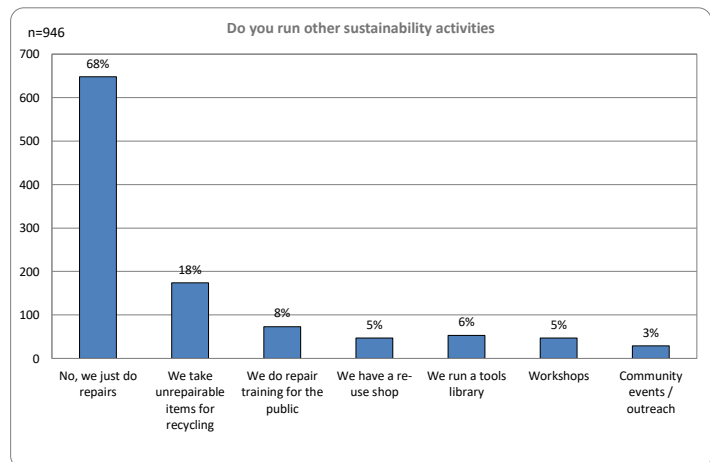
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45. As well as repairs, does your Repair Café run any other sustainability activities?

- The majority of Repair Cafés focus solely on repairs
- A significant number do undertake other sustainability activities
- Other activities mentioned include:
 - Collaboration with other groups
 - Providing advice
 - Activities relating to local ecology, wildlife or composting
 - Upcycling
 - IT / Tech support



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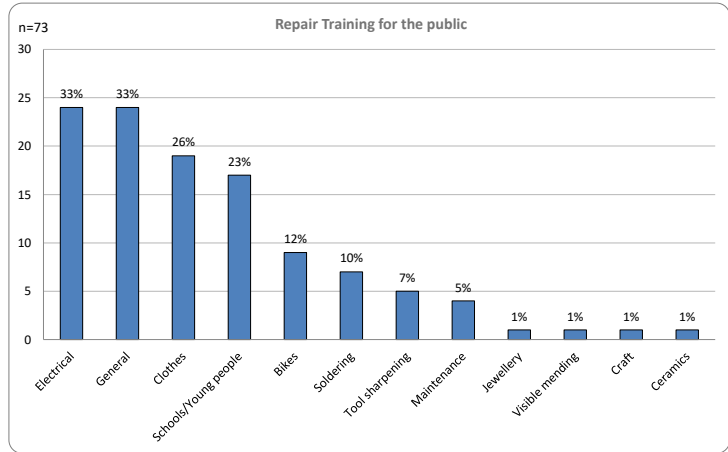
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46. What repair training does your Repair Café offer to the public?

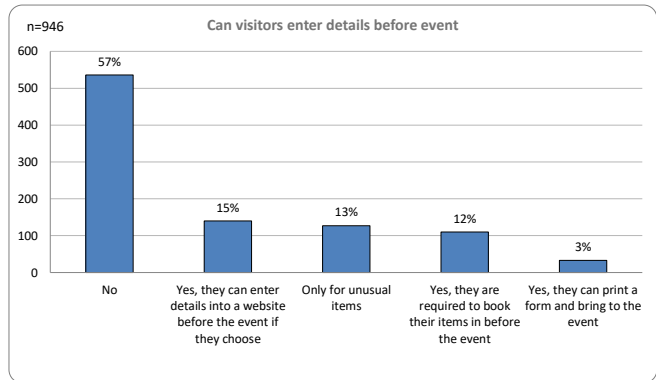
- Of the Repair Cafés stating they run repair training for the public, the most common are electrical training, general repair skills and clothes repair



REPAIR PROCESS AND DATA COLLECTION

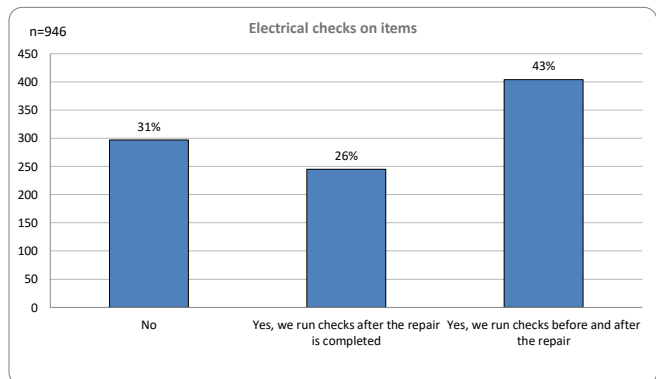
47. Can owners provide details about themselves and their items for repair before the Repair Café event - for example pre-registering items, or booking a slot for repair?

- Just over half of responding Repair Cafés do not provide visitors with the opportunity to submit details about their items prior to the event
- But 43% do, in some way
 - Respondents say this allows them to ensure that they have the right repairers and tools available
 - 12% require this pre-booking
Research question: do they have higher repair success rates?
- Very large Repair Cafés (over 40 volunteers at events) are more likely to have a website available, but less likely to require its use



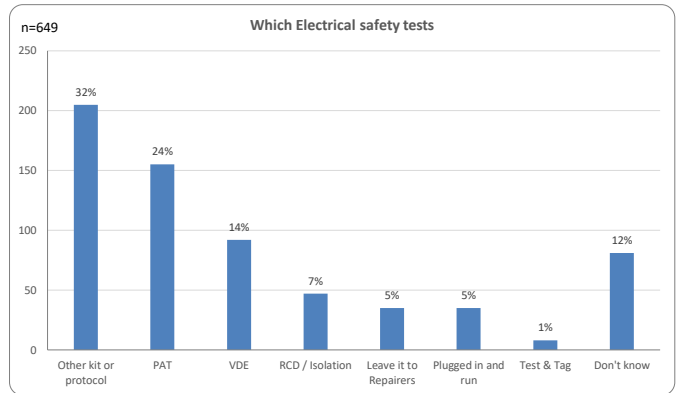
48. Do you run electrical safety checks for electrical items which are brought in for repair?

- Typically a visual check on the external wiring, and some earthing tests
- Checks before the repair are to safeguard the repairers
- Checks after the repair are to safeguard the owners
- 31% of Repair Cafés do not require electrical safety checks to be conducted at all



49. Which tests, equipment or protocols do you use for electrical safety testing?

- Safety tests have different requirements and standards in different countries
- PAT (Portable Appliance Testing) is used in UK, but is not mandatory for Repair Cafés
- VDE is the German standard
- Test & Tag is Australian
- One quarter of RC leaders don't know about electrical safety testing in their RC
 - RCD (not a safety test)
 - Leave it to repairers
 - Don't know
- Plus the one third who don't do it



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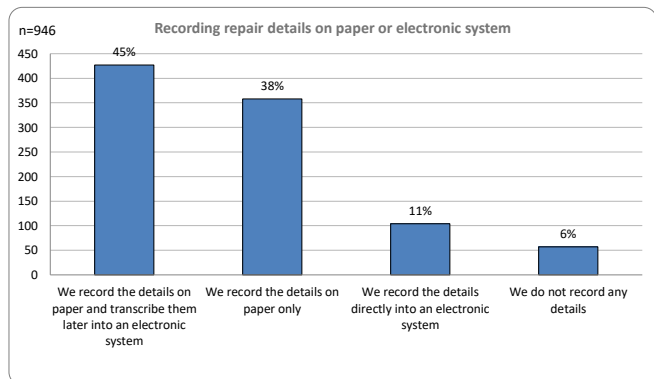
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51

51

50. Do you use a paper system or an electronic system for recording repair details during the Repair Café?

- 44% of Repair Cafés have no electronic record of their repairs
 - Paper only
 - No details
- 56% of Repair Cafés do have an electronic record of their repairs
- Differing views on the effectiveness of electronic systems for use in the Repair Café itself



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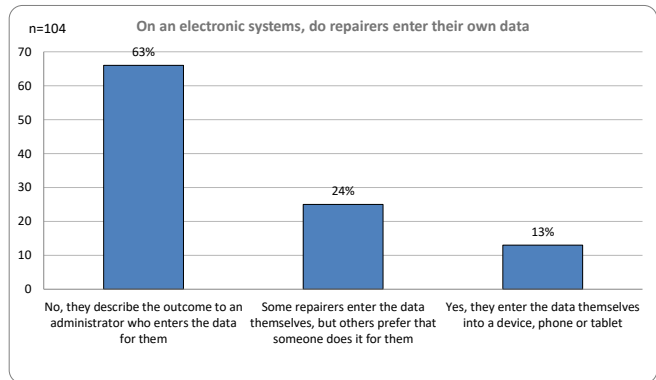
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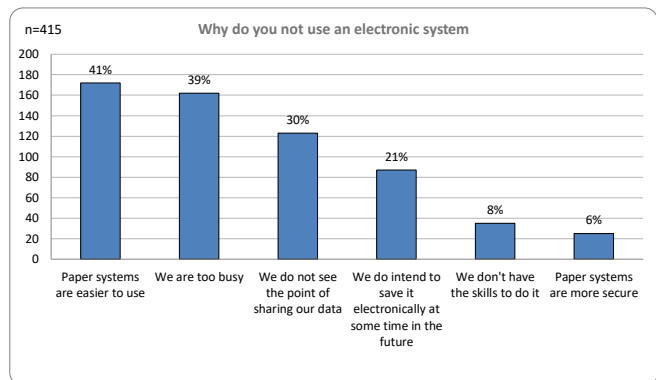
51. Do the repairers themselves enter the data about the repair directly into an electronic system?

- Very few responding Repair Cafés have the repairers entering data into a system
 - Only 13 Repair Cafés
 - Plus a few from RCs that allow a choice



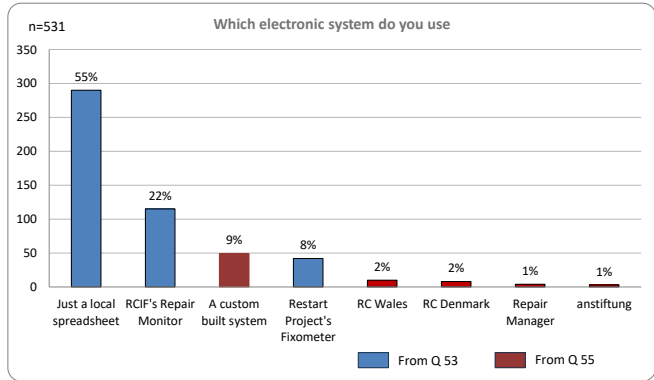
52. Why do you not save your data in electronic form?

- 415 Repair Cafés do not use an electronic system
 - Paper only
 - No details kept at all
- To for analysis, or to be shared, repair data needs to be in electronic form



53. Which electronic system do you use?
 55. Please provide a few details about the system you use

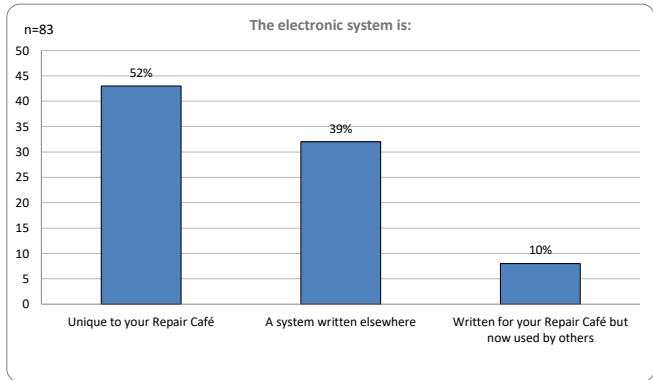
- 49 respondents reported they had developed a custom system for their own use, using a variety of technologies:
 - Forms-based systems using Google forms, MS Forms, Excel, Word, Zoho forms, LibreOffice
 - Full-scale custom Repair Café management and data written in Python with SQL databases
 - Web applications using Wordpress, Budibase, Caspio
- Some have automated part of the RC process using:
 - Doliasso or Framaspace (for association management)
 - Hesk (help desk, ticketing)
 - Trello (workflow management)



- Repair Monitor and Fixometer repair data is published
- 157 Repair Cafés send their data to these

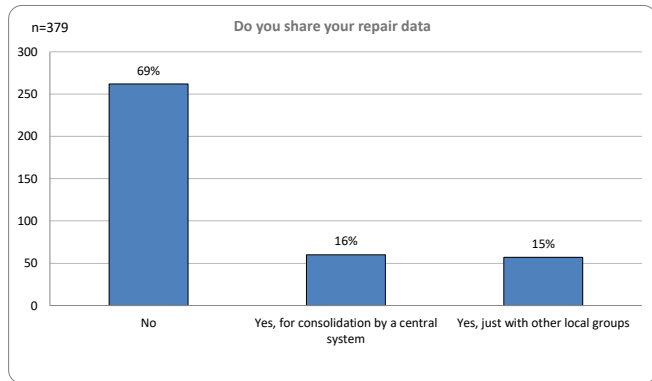
54. The system you use is:

- 83 Repair Cafés choosing to use an alternative system (not RM or Fixometer) for recording data electronically
 - 43 use a system unique to their Repair Café, with another 8 using their system now used by others
 - Aligns closely with 49 custom systems from Q55
- Assuming this proportion is replicated across all Repair Cafés, scaling up from 946 to 4227:
 - **There are over 220 custom systems written for Repair Café management**



56. Do you share your repair data with any other system or group?

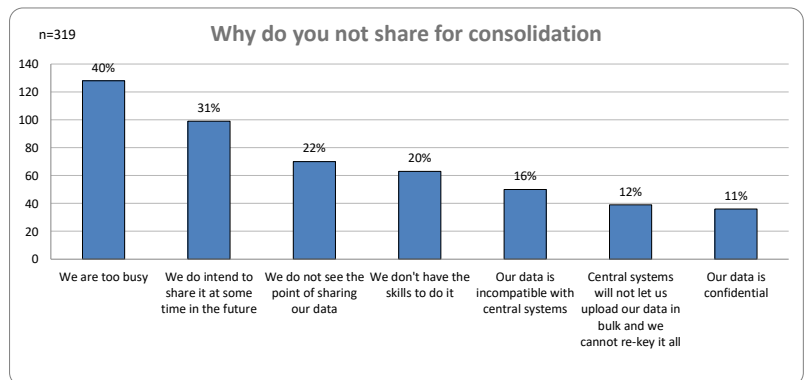
- 157 Repair Cafés have their data published by Repair Monitor or Fixometer (Q 53)
- 379 Repair Cafés use just a spreadsheet or Another system (Q53)
 - Of these, 60 do upload their data for aggregation (16%)
- The total number of Repair Cafés who aggregate and publish their data is therefore 157+60=217 out of 946
- **23% of RCs publish their repair data**



- Compare 1.6 million items per year (Q 34), with
- ORA's published totals
 - 305,000 electrical repairs and 135,000 'unpowered' repairs
 - But 440,000 is over 15 years!

57. Why do you not share your data for consolidation?

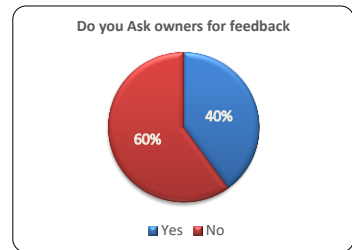
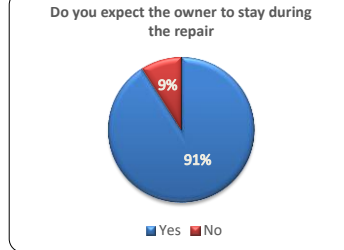
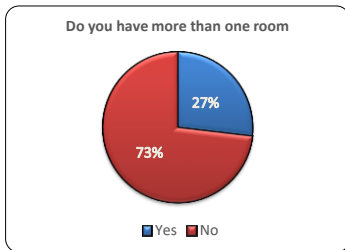
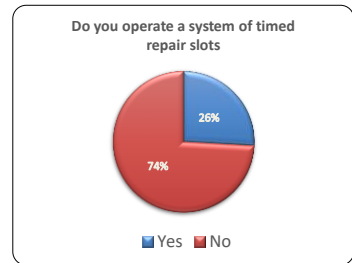
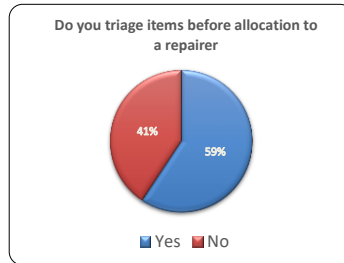
- Mismatch between
 - The effort (by the Repair Café)
 - The benefit (to others)
- But the overall benefits to Circular Economy (that we all consider important) are great
- Benefits to
 - Legislators
 - Eco campaigners
 - Media
 - Manufacturers



58. Do you do the following things when running your Repair Café?

N=946

- Some issues where Repair Cafés have different practices
- In triage. Items are assessed and checked before being allocated to a repairer
- Timed slots are a response to managing large numbers of repairs
- Multiple rooms is sometimes unavoidable at a venue but increases admin time and decreases interaction between repairers
- A large majority of Repair Cafés want to involve the owner in a item's repair
- A surprise that so few ask product owners to complete a feedback form as they leave



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PROBLEMS IN RUNNING THE REPAIR CAFÉ

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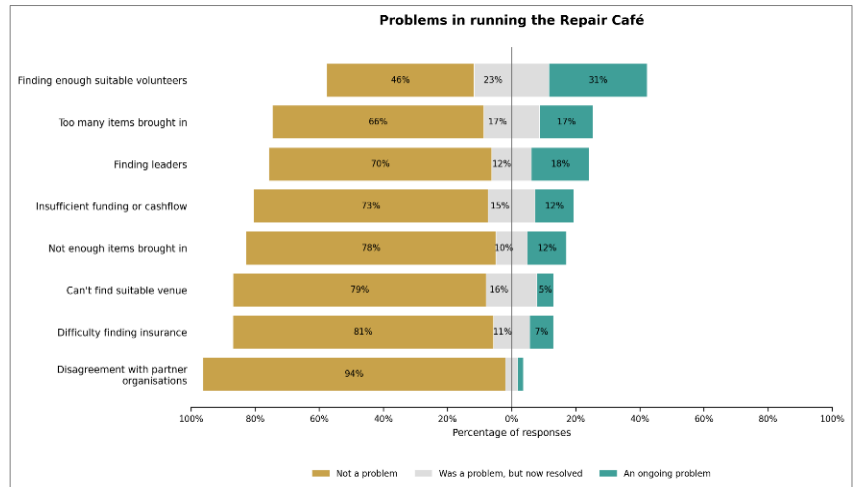
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59. Please indicate whether these are problems you have faced in setting up and running your Repair Café

- Most Repair Cafés are running without major problems
- Even the most common problem, finding volunteers, is experienced by less than one third
- The second most common is one of success with too many items



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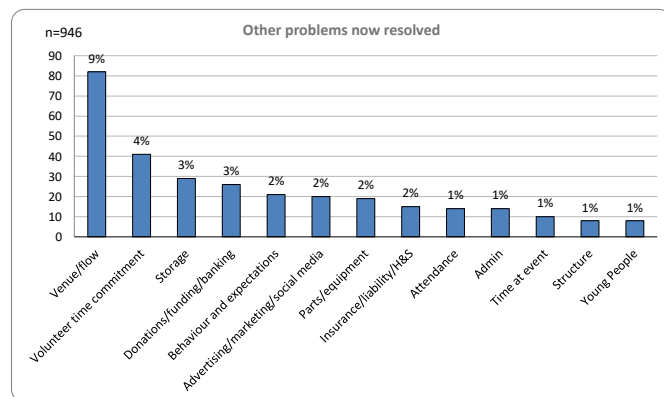
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60. What other problems or issues have you faced, but now resolved?

- A range of problems faced by Repair Cafés have been solved by others
- Although the questions asked about *other* problems, many respondents still wanted to talk about issues with their venue
 - Frequently described as too small for their traffic flow, or for their continuing expansion



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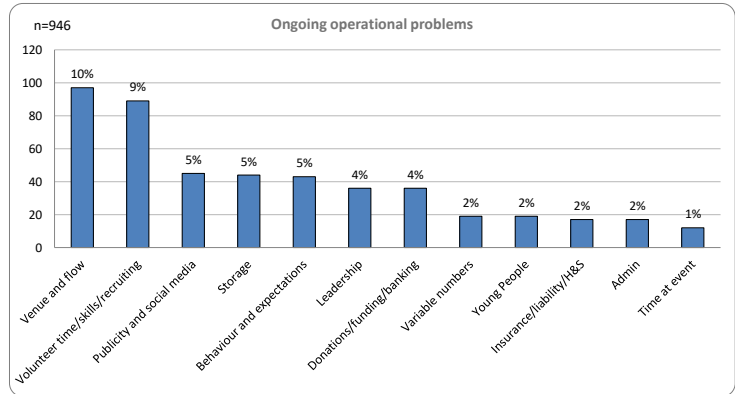
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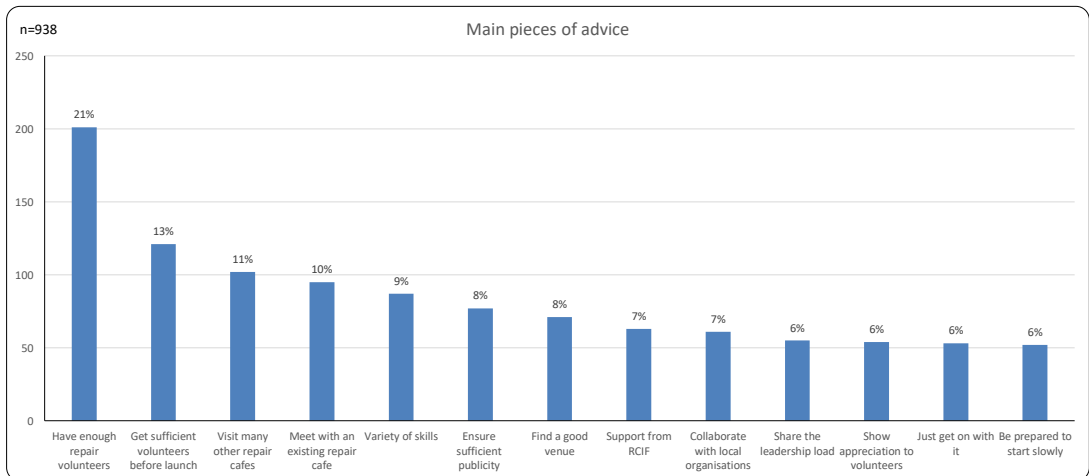
62

61. What other problems are you still having in the running of your Repair Café?

- Venue and volunteer issues still dominate, even though this question too was about 'other' issues
- Behaviour and expectations also figure here, as it did in the previous 'now resolved' question
 - Most commonly cited was when visitors bring several items and expect them all to be fixed
- A few report that frequent visitors buy broken items, get them repaired at the RC and then sell as working
 - Is this a problem?



62. If you were helping someone set up a new Repair Café, what would be your main pieces of advice?



62. If you were helping someone set up a new Repair Café, what would be your main pieces of advice?

All items are shown, sorted by frequency within Heading

- **Documentation**
 - Intake form
 - House rules
 - Disclaimers
 - Point out that not everything can be fixed
 - Risk assessments
 - Exit survey
 - GDPR paperwork
 - Volunteer application form
 - **Ethos**
 - Just get on with it
 - Plan very carefully
 - Keep it simple
 - Focus on environment and community
 - Assume trust and avoid rules
 - Teach others how to repair
 - **Leadership**
 - Share the leadership load
 - Have a committee
 - Get a mentor
 - Need a good leader to drive RC forward
 - Patience and resilience
 - Involve volunteers in decision-making
 - Organiser should handle issues in the Café
 - Plan use for revenue
 - Plan for no show repairs
 - **Organisation**
 - Have enough repair volunteers
 - Consistent venue and times
 - Get insurance
 - Join a local Repair Café network
 - Have a booking system
 - Get legal status
 - Volunteers for PR
 - Get young people involved
 - Suitable bank account
 - Don't get legal status
 - Avoid subsidies for independence
 - Make a deal with a local hardware store to get tools
 - Meet weekly
 - Try different times and venues
- **Partnership**
 - Collaborate with local organisations for support
 - Approach local businesses for donations or equipment
 - Collaborate with local businesses to avoid competition
 - **Process**
 - Organise tools
 - Have a triage system
 - Keep records
 - Repair together with the customer
 - Ask for donations
 - Insist owners stay with their items during repairs
 - Organise pat test training
 - Set time limit for items
 - Don't publish price list
 - Organise manuals to be available
 - Publish results
 - Develop an electronic booking in system
 - Get a PAT testing machine
 - be prepared to say no to an item
 - Do pick up and drop off
 - Enter data into repair monitor
 - One item per person at a time
 - Organise spare parts suppliers
 - Table for kids
 - Do not start dismantling until fully characterised the problem
 - Have a repair tracking system
- **Publicity**
 - Ensure sufficient
 - Use social media to publicise
 - Promote in local press
 - Use posters, banners, flyers
 - Advertise every month
 - Get involved with local events
 - Promote in local communities and schools
 - Document history of some repaired items
 - Make friends with local politicians
 - Signage outside
 - **Startup**
 - Get sufficient volunteers before launch
 - Visit many other repair cafes
 - Meet with an existing repair cafe
 - Be prepared to start slowly
 - Funding from local organisations or government
 - Seek support from local government
 - Run a pilot
 - Read "repair revolution" book by Wackman and Knight
 - Recruit volunteers using Facebook groups
 - **Support**
 - From Repair Café International Foundation
 - From Reparatur-initiativen.de
 - From Repair Café Denmark
 - From the Restart Project
- From Repair Café Wales
 - From anstiftung
 - From The New Zealand handbook
- **Venue**
 - Find a good venue
 - Size large enough
 - Ensure sufficient and safe electrical supply
 - Find a free location
 - Storage available
 - Easy access for elderly no stairs
 - Have a fixed location
 - Good lighting
 - In a busy area
 - Good car parking
 - With a kitchen
 - Possibly local library
 - Set up must be easy
 - **Volunteers**
 - Variety of skills
 - Show appreciation, treat well
 - Coffee and biscuits
 - Good communication
 - Have enough welcome desk and runners
 - Share with other repair cafes
 - Induction meeting
 - Minimise obligations
 - Repairers in pairs
 - Conduct rules
 - T-shirts, aprons, badges
 - Appoint a first aider
 - Screening

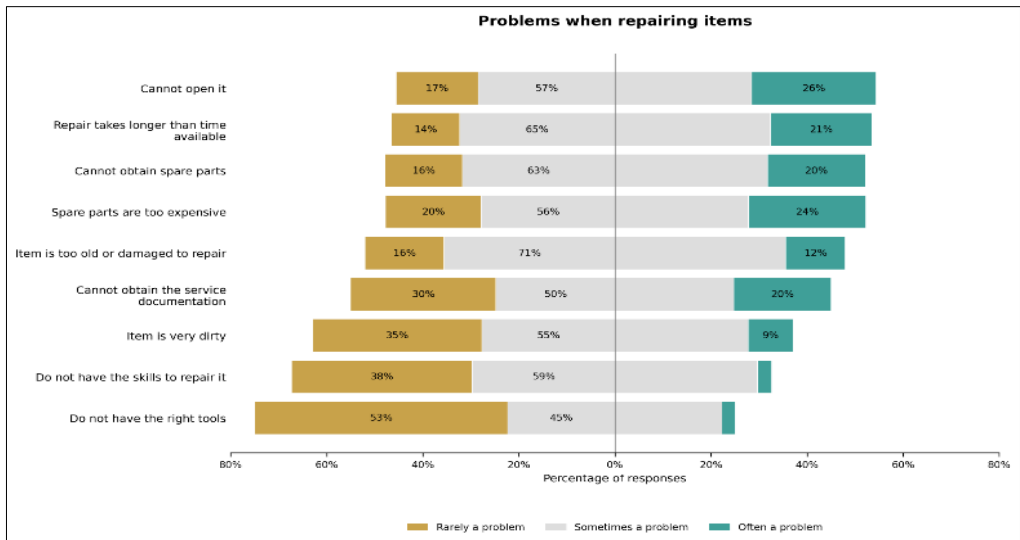
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63. Please indicate how often each of these are problems you face when trying to repair items:



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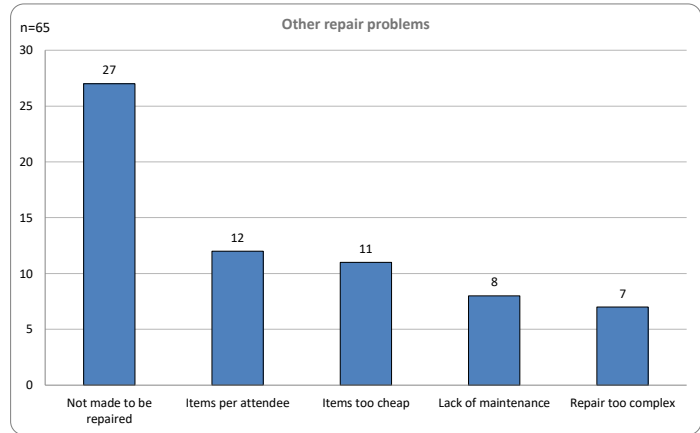
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64. What other significant repair problems do you face?

- Relatively few 'other' repair problems were noted
 - These are total Repair Cafés reporting, not %
- 3% of Repair Cafés (27) said that many items are not made to be repaired
 - Likely to be a much higher % if we had listed this as an option in the main question
- Items also reported giving frequent problems included:
 - Coffee machines
 - Vacuum cleaners
 - Phones
 - Clocks
 - Circuit boards
 - TV
 - Zips



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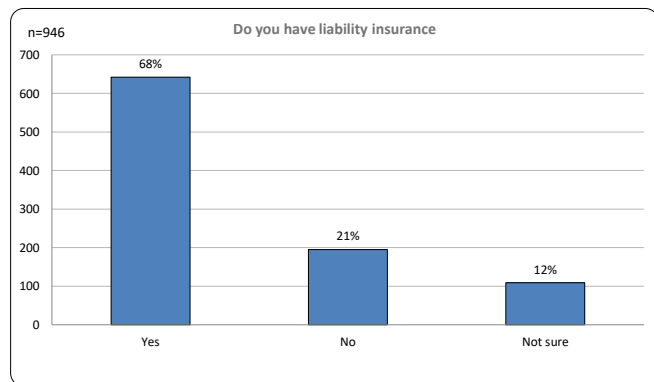
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65. Do you have liability insurance for your Repair Café?

- Many consider insurance to be a key requirement to protect leaders and volunteers from personal liability
- 109 respondents (81 were the RC leader) answered that they were not sure whether they had insurance



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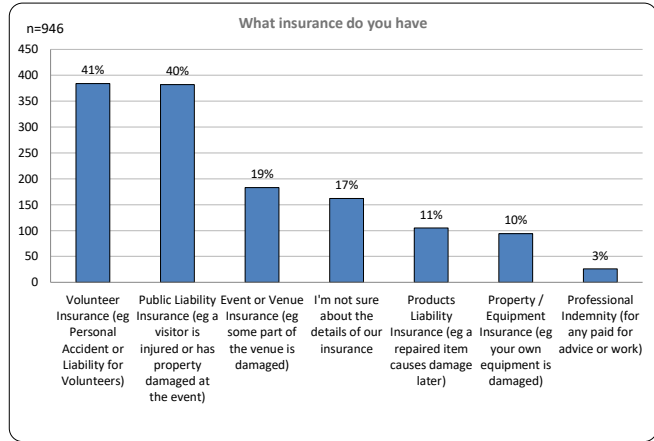
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66. What insurance do you have?

- There are several things which insurance may or may not cover
- 162 of those with insurance were not sure about the details



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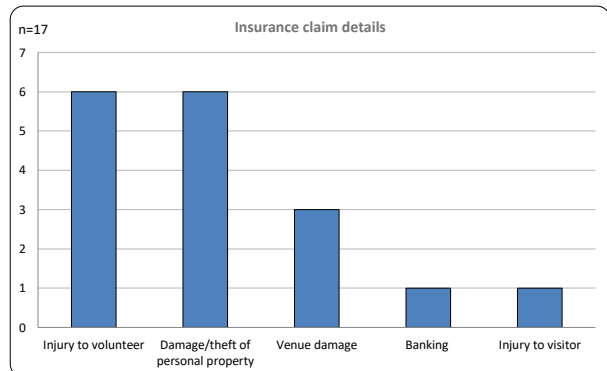
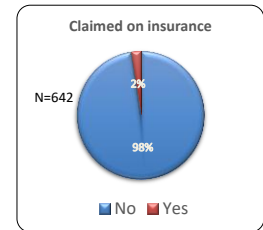
69

67. Have you ever had to make an insurance claim?

68. Please briefly describe why you had to claim, and the outcome

1. Once the glasses of a volunteers were on the table and broke because it was close to a soldering iron => the insurance did not agree to reimburse that. Another time, a window was broken by a volunteer while opening it => the insurance reimbursed the cost.
2. On volunteer got burned during coffee machine repair. Just one incident in 10 years
3. Fingers in mixer, fully reimbursed
4. One of the repairman's glasses was damaged by a spring springing out when opening a product
5. Broken shutter in the premises. The insurance covered the repair of the shutter.
6. Broken display window. Repairs and compensation in progress
7. Broken TV screen... partial refund Credit card scam.... partial refund from the bank
8. Theft of an employee's mobile phone
9. A volunteer helper stumbled down the stairs at an event... was handled through [personal] insurance
10. A volunteer had a traffic accident on the way to the event venue.
11. A volunteer staff member at the Repair Café fell and their glasses were damaged. The insurance then covered it.
12. The screen of a television was damaged during the repair.
13. A visitor injured themselves on the cutting blade while testing their repaired hedge trimmer. The course of the accident could only be reconstructed by the repair technician involved and the visitor. Otherwise, no one had witnessed the accident. Our insurance rejected the health insurance fund's recourse claim. So far, the only accident in almost 10 years!
14. Water damage to a helper's notebook
15. A repairer received an electric shock because there was still voltage on a capacitor. Although he proceeded according to regulations, this can happen. He went to the doctor and had himself examined, as would also be the case in a professional environment. Nothing happened to him, but we considered it advisable to exercise caution in the Repair Café as well.

17 Incidents, 15 Repair Cafés
But none for problems caused by unsafely repaired items



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RELATIONSHIPS WITH OTHER ORGANISATIONS

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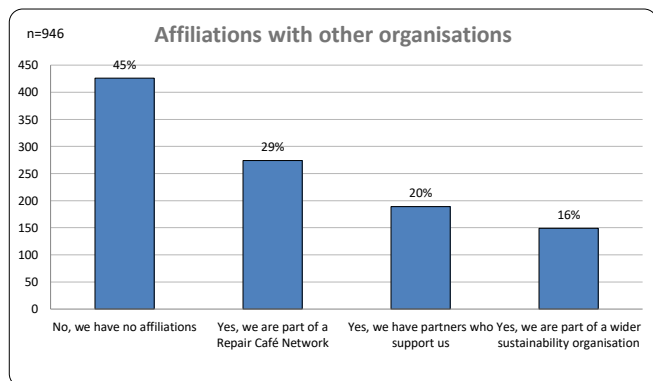
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69. Are you registered on the Repair Café International Foundation website?
70. Are you affiliated or associated with any other organisations?

- 848 RCs (90%) reported registration with Repair Café International Foundation (Q 69)
 - Expected as 92% of invitations to the survey were from RCIF's list
- Apart from registration with RCIF, almost one third were members of a Repair Café network
- Networks, partnerships and sustainability organisations were the subject of following questions



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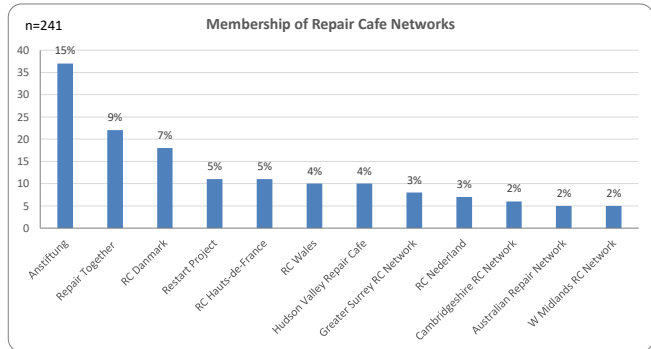
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73. Please provide the name of the Repair Café Network of which you are part

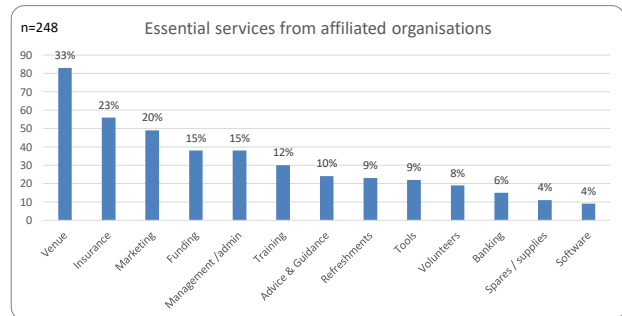
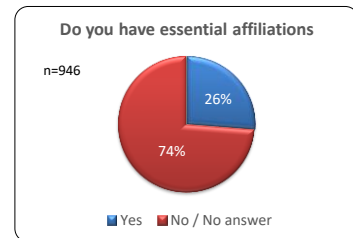
- These twelve networks accounted for 150 network memberships
- There were 101 other memberships of smaller networks
- Anstiftung is the German organisation that runs the Netzwerk Reparatur-Initiativen
- Repair Together is a Belgian network
- Repair Café Wales is under-represented here as only 10 of their 130 members responded to the survey



74. Do any of your affiliated or associated organisations provide services which are essential for running your Repair Café?

75. Please describe what services they provide for you

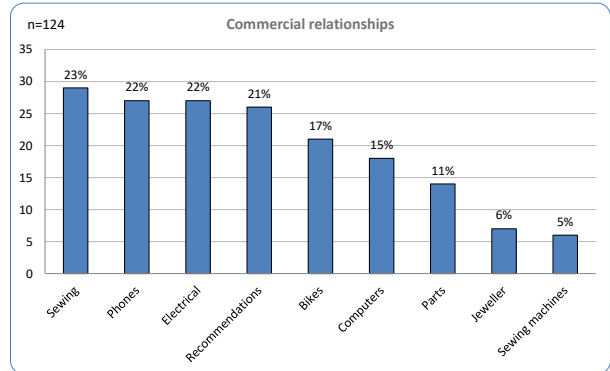
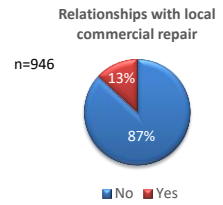
- 248 Repair Cafés (26%) reported that at least one of their affiliated organisations provide services that are essential to the running of the RC (Q74)
- Venue provision is the key essential service
- Insurance, funding, and support for management or admin are also important
- Other items listed are helpful, but mostly not essential



76. Do you have a relationship with any local commercial repair shops?

77. Which commercial repairers do you have a relationship with?

- Only 13% of Repair Cafés reported a relationship with their local commercial repairers
- Small numbers reported relationships with repairers of
 - Leather
 - Outdoor gear
 - Welding
 - Woodwork
 - Lamps
 - Vacuums
 - Tool sharpening



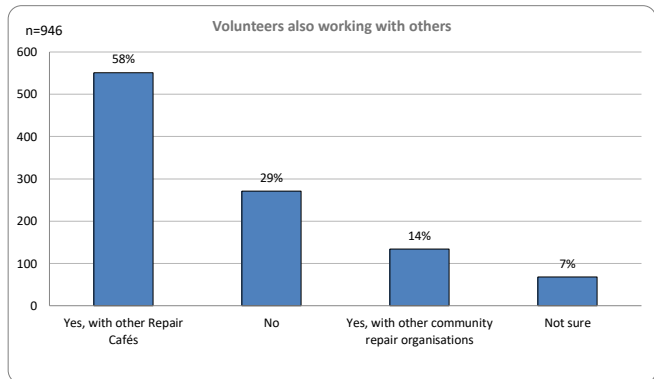
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78. Do any of your volunteers also participate on a regular basis with other Repair Cafés or community repair organisations?

- It is common for Repair Cafés to share volunteers
- 608 (64%) of Repair Cafés report that they have volunteers working with other RCs or community repair organisations



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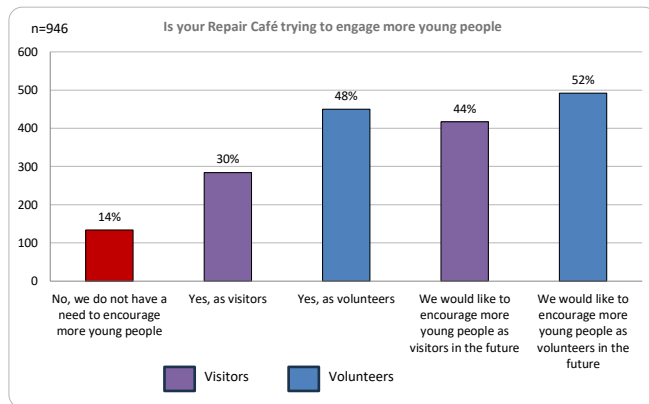
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YOUNG PEOPLE

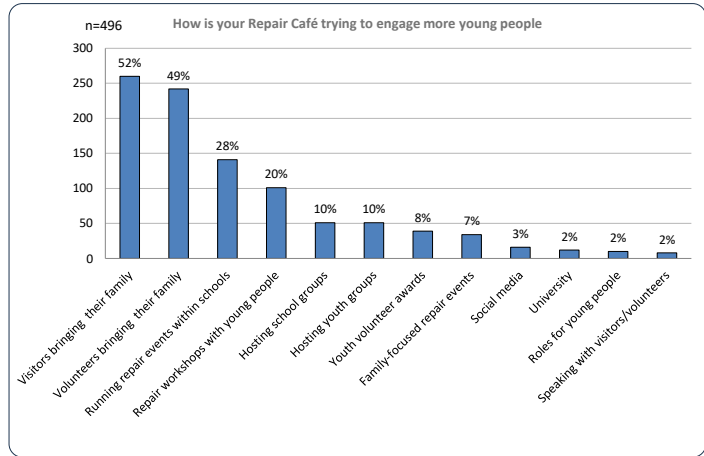
79. Is your Repair Café trying to engage more young people?

- 86% Want to engage more young people now or in future
- 52% Currently trying to engage more young people
- 64% Would like support and suggestions to engage more young people (Q 84)
- 77% Want to engage more young people as volunteers now or in future
- 60% Want to engage more young people as visitors now or in future



80. How is your Repair Café trying to engage more young people?

- Encouraging volunteers and visitors to bring young people with them were the most common methods
- Followed by running repair events within schools
 - Expected as requires less arranging with different groups and reduces need for external supervision for the young people.



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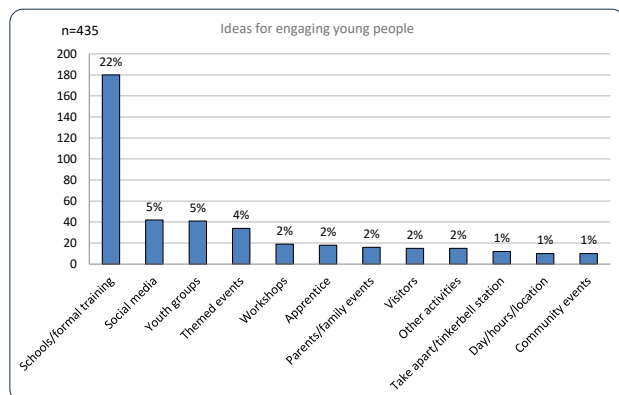
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81. What ideas do you have to engage more young people in Repair Cafés?

- Repair Cafés had a wide variety of ideas for engaging young people
 - including engaging with schools and formal education
 - creating a take-apart table for young people to experiment with repair without risk of damaging items
 - better use of social media to market the Repair Café to young people



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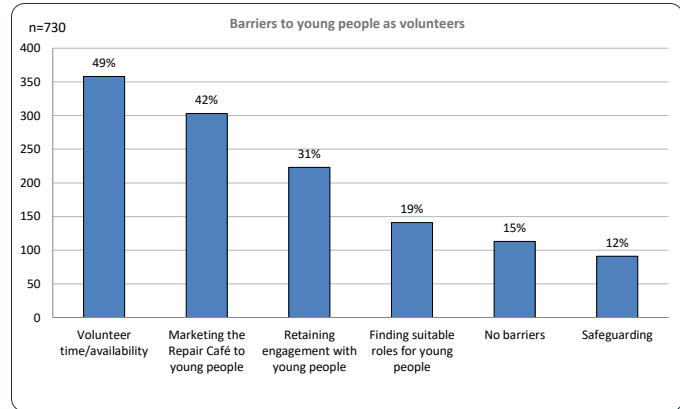
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82. Have you experienced any barriers whilst trying to engage more young people as volunteers?

- Expected that volunteer availability and time would be a barrier
- Some want to focus on repairing
- Around 15% said they had not experienced any barriers
- Safeguarding much lower as a barrier than expected
- Marketing and retaining young people a common issue
 - The marketing methods or the content?



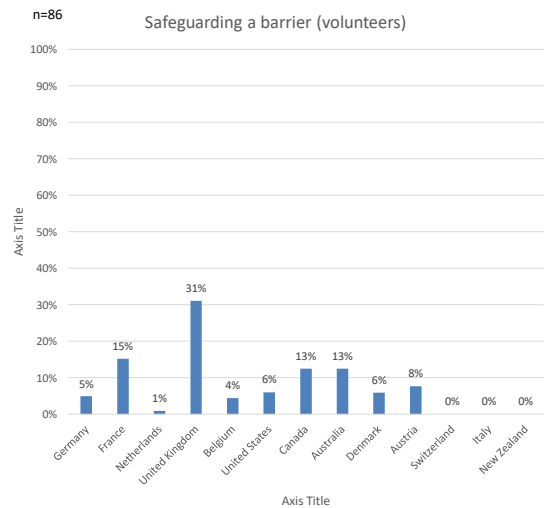
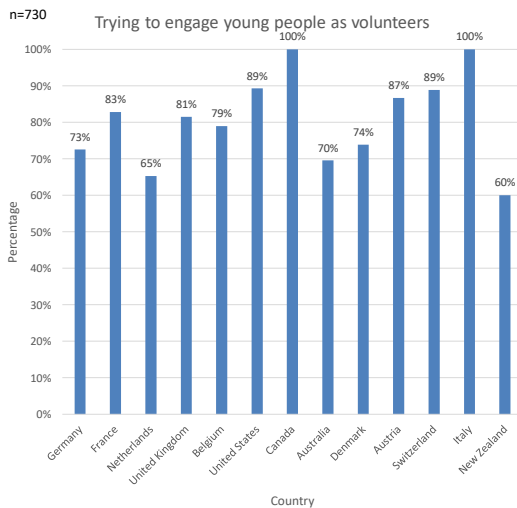
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82. Have you experienced any barriers whilst trying to engage more young people as volunteers?



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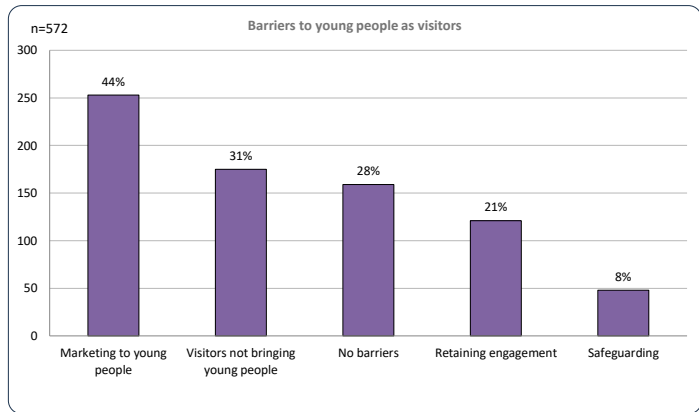
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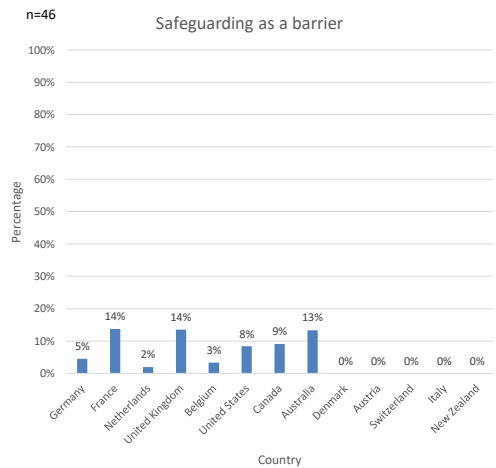
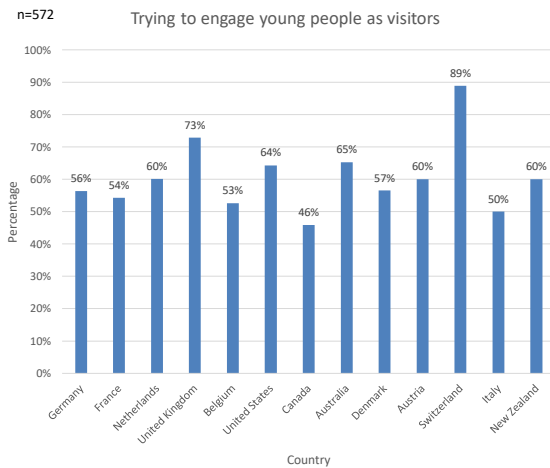
82

83. Have you experienced any barriers whilst trying to engage more young people as visitors?

- Marketing and retaining also a barrier for engaging younger visitors
- More Repair Cafés highlighted having no barriers in engaging young visitors than as volunteers
- Only 8% considered safeguarding an issue for visitors
- Just under a third highlight visitors don't bring young people with them



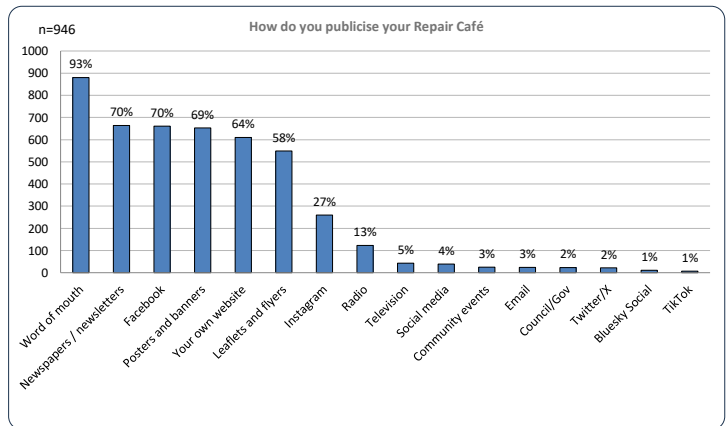
83. Have you experienced any barriers whilst trying to engage more young people as visitors?



COMMUNITY AND OUTREACH

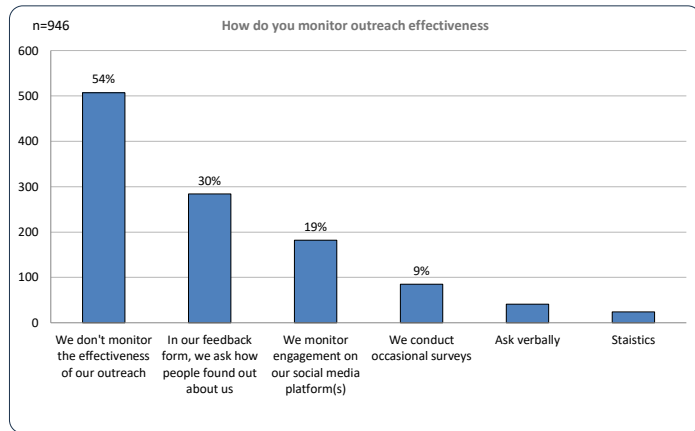
85. How do you reach out to the community to publicise the Repair Café?

- To publicise the Repair Café to the community, word of mouth was used by most Repair Cafés
 - Expected as Repair Cafés are community focused events.
- Newspapers and newsletters were the next most common option.
- Of social media platforms, Facebook was most popular followed by Instagram.
- Only 7 Repair Cafés used TikTok to reach the community



86. How do you monitor the effectiveness of your outreach activities?

- Over half of Repair Cafés do not monitor their outreach.
- Other Repair Cafés that did monitor, mainly did so through feedback forms, and social media
 - Feedback forms allow visitors to complete during the event
- 41 Repair Cafés monitored effectiveness through asking verbally
 - Connecting with visitors



ADDITIONAL INFORMATION REQUEST

87. Would you be willing to help the research and the wider repair community by providing information about your Repair Café?

88. Please provide a few words about why you are unable participate in further research?

- A wonderfully helpful response
- I will be in touch soon!

