The Second Global Survey of Repair Cafés:

A Summary of Findings

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1. Background

Consumer culture fuelled by cheap credit and low cost products is driving the consumption of materials by Western Economies. The prevailing Linear Industrial Model of 'take, make, and waste' is unsustainable. Indeed, in Europe alone, of the 16 tonnes of material used by each person in a year, 6 tonnes becomes waste (European Commission, 2014). There is a growing acceptance of the need to move toward a more Circular Economy, which is focused on 'closing (materials) loops' through the more efficient use of resources, in part through extending the lifetime of products. Recent research from the Oko-Insitute in Germany demonstrates that the product life spans of consumer electronics are getting progressively shorter due to faster replacement cycles and built-in product obsolescence (Ala-Kurikka, 2015).

The move towards a more Circular Economy is firmly on the policy agenda of the European Commission, with its adoption in December 2015 of a new Circular Economy Package to help businesses and consumers to make the transition to a more Circular Economy, where resources are used in a more sustainable way. Perhaps even more significantly over the last decade, in particular, there has been rapid development of grassroots, citizen-driven innovation to develop solutions to product repair which challenge the widely-held perception of a 'throw-away' society.

The 'Fixer Movement' (part of a broader 'Maker, Modifier and Fixer' movement) is very diverse and includes a wide range of social enterprises and community-centred organisations. Examples include:

- Online fixing sites: For example, IFixit (www.ifixit.com) an innovative WIKI based website that provides free online repair guides, solutions and 'how to' videos for a wide range of consumer electronics and other products, including clothing.

- Social Enterprises: For example, The Restart Project (www.restartproject.org); a London-based social enterprise that encourages and empowers people to use their electronics longer, by sharing repair and maintenance skills, through Restart events in communities and with companies in the UK.

- Repair Cafés: "*Repair Cafés are free 'community-centred workshops' for people to bring consumer products in need of repair where they can work together with volunteer fixers, to repair and maintain their broken or faulty products. In addition to repair, many Repair Cafés provide assistance with product modification, particularly to clothing to improve fit and appearance*" Charter & Keiller, 2016a ([The Repair Cafe WIKI](#))

The Repair Café Foundation (now [Repair Cafe International](#)), was founded by Martine Postma in the Netherlands in 2011 to enable people to come together to provide a free service to their community to help repair and therefore, extend the life of products that would otherwise end up as waste (Repair Café Foundation, 2015). Repair Café International (RCI) provides support to a global network of 1,040 registered Repair Cafés in 25 countries ([Repair Cafe International](#) - accessed 6th May 2016). While the number of Repair Cafés has been growing rapidly, there has also been growth in community based repair organisations that are outside of the RCI network. For example, there are two Repair Cafés in Ireland listed on the RCI website, however, the Repair Café Ireland website lists eight active Repair

Cafés (http://www.repaircafe.ie/index.php/location/ - Accessed 6th May 2016). Similarly, while the RCI website lists 318 registered Repair Cafés in Germany, the Repair Initiatives website (https://www.reparatur-initiativen.de/ - Accessed May 6th 2016) lists 404 initiatives in Germany including Repair Cafés and very similar initiatives with diverse names like, for example, Repair Boutiques.

2. Introduction

In 2014 The Centre for Sustainable Design® (CfSD) at the University for the Creative Arts (UCA) in Farnham in the UK undertook the first global survey of volunteers at Repair Cafés, in collaboration with The Repair Café Foundation (Charter & Keiller, 2014 - Circular Economy and Grassroots Innovation – A Global Survey of Repair Cafes and Hackerspaces). Particular emphasis was placed throughout the work on understanding the importance of environmental, social and economic drivers as motivations for participation and of the activities undertaken.

Since the first survey two years ago, the number of Repair Cafés around the world has more than doubled. This report presents a summary of the findings of a second global survey of Repair Café volunteers, undertaken in February and March 2016 by CfSD in collaboration with Repair Café International (RCI).

This work aims to understand whether there have been any changes in volunteer attitudes, motivations and activities undertaken at Repair Cafés and also introduces new questions that explore issues including risk management, community engagement, data collection and barriers to success.

The additional questions have been inspired by CfSD's experience as a co-founder with Transition Town Farnham of Farnham Repair Café, UK which was launched in February 2015.

It is important to note that this research is based on survey responses from Repair Cafés that are registered as part of the RCI global network and listed on their website. To eliminate the risk of bias, Farnham Repair Café (co-founded by CfSD) did not participate in the survey. However, some references are made in this report to a CfSD survey in February 2016, of visitors and volunteers to Farnham Repair Café (Farnham Repair Cafe, A Survey of Visitors & Volunteers, Charter & Keiller, 2016b).

The objective of this report is to provide a summary of the results of CfSD's research. More detailed analyses and discussion of results will be provided in a future publication.

3. Methodology

Members of Repair Cafés around the world were invited to complete a questionnaire (Appendix A) developed and hosted on the www.surveygizmo.com on-line platform. The questionnaire was open to responses between 24th February and 20th March 2016.

The registered contact at each Repair Café was invited to participate via email direct from Repair Café International. Access to the survey was provided in an embedded link in the body of the email.

The exploratory data analysis presented in this report is for all complete responses to the survey.

4. Results

Responses were received from 317 named Repair Cafés from 10 countries, which represents around 30% of the Repair Cafés, registered with Repair Café International.

Country	Number of named Repair Cafés that submitted a response
Netherlands	122
Germany	87
Belgium	44
France	25
United Kingdom	12
United States	9
Austria	9
Canada	4
Switzerland	3
Australia	2

4.1 About Respondents

There are very few differences in key demographics of respondents compared to the 2014 Survey.

- 90% describe themselves as founders and/or organisers
- 58% male, 42% female, there are a slightly greater proportion of women compared with the 2014 Survey, where women accounted for 40% of responses
- Most, 34% aged between 56 and 65 with 20% aged over 65 years
- 75% of respondents are educated to at least Bachelor's degree level, with 40% holding Masters and 4% Doctorates

4.2 Reasons for participation at the Repair Café

Respondents were asked about their motivations for participation. The top four reasons (more than 90% strongly agree or agree) why respondents volunteer/participate at Repair Cafés (Graph 1) were:

- To encourage others to live more sustainably
- To encourage others to repair
- To provide a valuable service to the community
- To be a part of the movement to improve product reparability and longevity

Graph 1. Responses to question 14, *Why do you participate in the Repair Café?* Responses were given to a list of statements on a five-point Likert scale from *Strongly agree* to *Strongly disagree.*
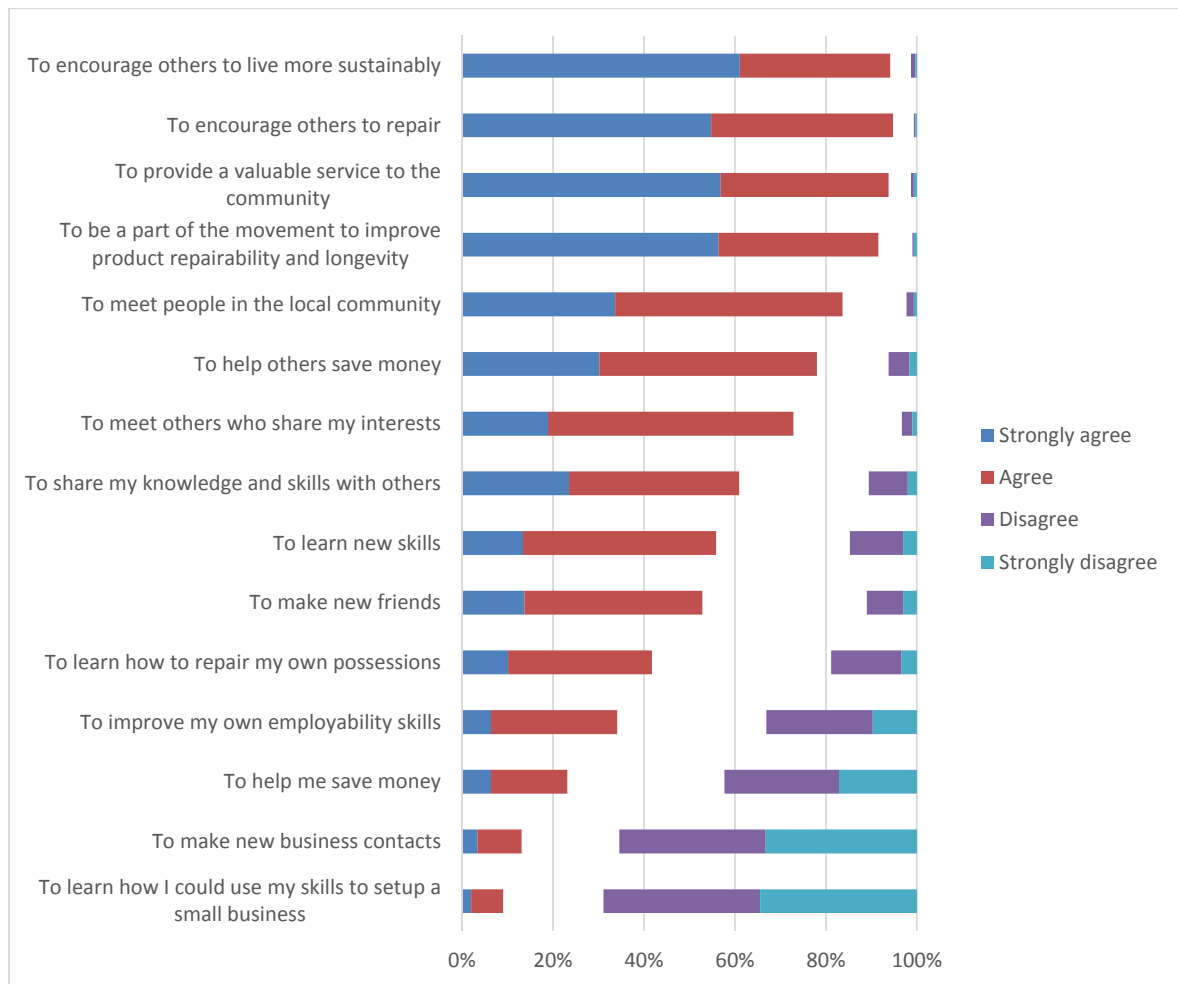
In agreement with 2014 survey, the most common motivations for participation continue to be altruistic and supportive of sustainability and repair in the community. Indeed there have been increases in the proportions of those that participate to encourage others to live more sustainably (+4%) and to provide a valuable service to the community (+7%). Furthermore, an additional 7% of respondents strongly agree or agree that they participate to be part of the movement to improve product reparability and longevity.

4.3   About respondent's Repair Cafés

- 75% always hold sessions at the same venue, this is exactly the same proportion as in the 2014 Survey
- 62% of hold sessions once a month
- An average of 10 Repair Café volunteers attend each session, compared with 9 volunteers in the 2014 Survey
- Repair Café sessions have an average 29 visitors that bring an average of 19 products in need of repair. These questions were not asked in the 2014 Survey

- 72% of Repair Cafés have operated for two years or less compared with 95% in the 2014 Survey, which demonstrates that a large proportion of Repair Cafés have continued to operate while the movement still continues to grow rapidly

4.4   How the Repair Café was founded

Most Repair Cafés (over 40%) were founded by an informal group of motivated individuals or an individual (Graph 2). Government or public institutions were involved in the founding of 12% of Repair Cafés, businesses were involved in 7% and Transition Town organisations were involved in the founding of 9% of Repair Cafés. The results serve to demonstrate that Repair Cafés are predominantly founded by citizens, typically without the intervention of government, business or NGOs. They are an example of citizen-led social innovation.

Graph 2. Responses to question 7 (not asked in the 2014 Survey), How was the Repair Cafe founded? Respondents were asked to tick all options that applied
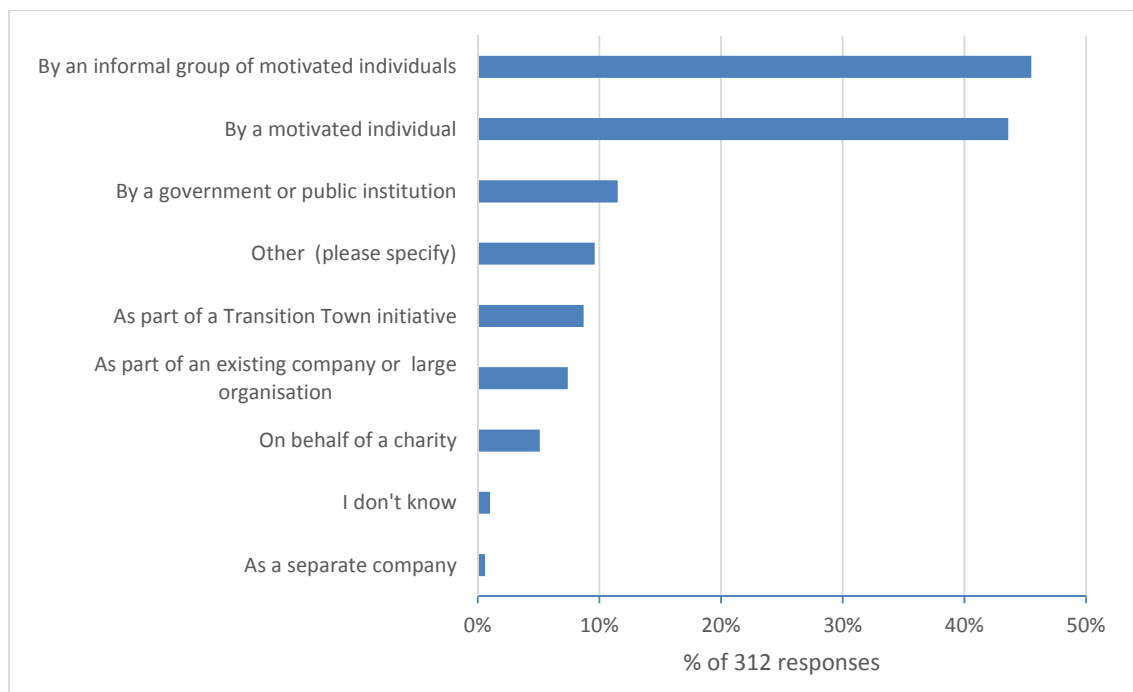

4.5   How the Repair Café communicates with the local community

Repair Cafés are community-centred workshops with significant cross-over of volunteers with other community organisations (see Section 4.6) and so it is perhaps unsurprising that 'word of mouth' was the most frequently employed means of reaching out and broadcasting the message of Repair Cafés and local logistical details including venue, date, time and the sorts of services that are offered.

Over 70% of respondents chose 'Word of mouth', Social media (Twitter, FaceBook and Instagram etc.) and websites as ways in which their Repair Cafés reached out to the local community (Graph 3).

Graph 3. Responses to question 4 (not asked in the 2014 Survey), By what means does the Repair Cafe attempt to reach out to the local community? Respondents were asked to select all options that apply
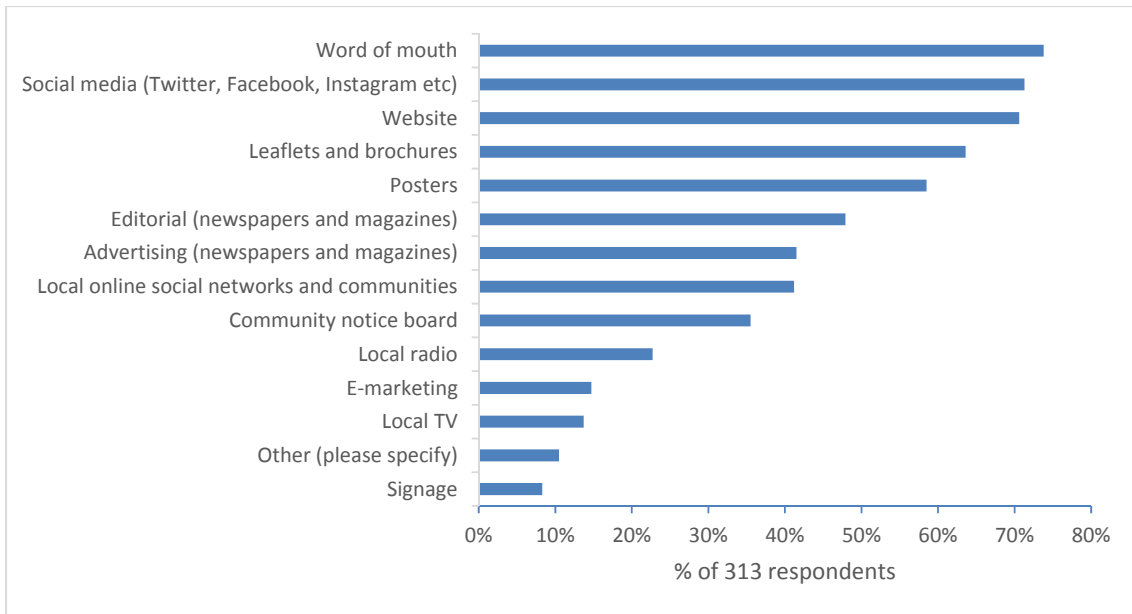
4.6 How the Repair Café interacts with other local organisations

There is significant cross-over of Repair Café volunteers with a wide range of other local community groups (Graph 4).

Graph 4. Responses to question 16, How does the Repair Café interact with other local organisations? Respondents were asked to tick all options that apply
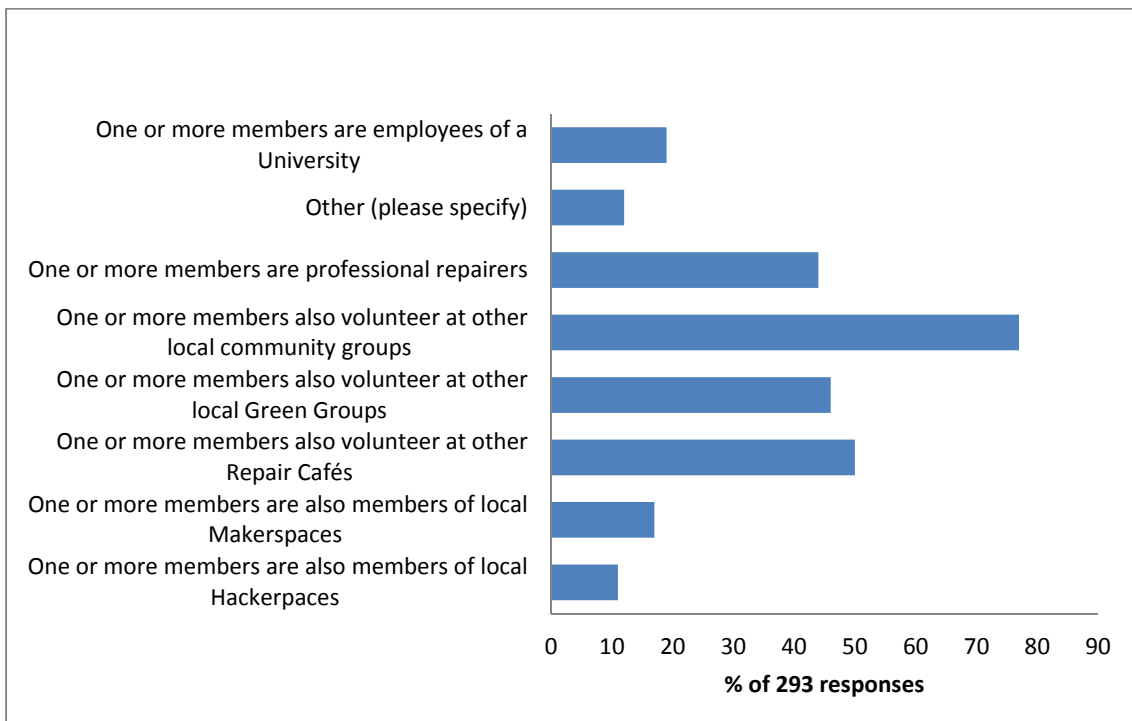
Seventy-seven per cent of Repair Cafés have members that also volunteer with other local community groups, around half have volunteers that also volunteer at other Repair Cafés and a fifth have members that are University employees.

4.7   Activities undertaken at the Repair Café

The five categories of items most frequently brought (Always or Often) to the Repair Cafés for repair (Graph 5) include Small Kitchen Appliances (94% of respondents, compared to 86% in the 2014 Survey), Household Appliances eg Vacuum Cleaners (81%, category was not included in the 2014 Survey) Lighting (78%, compared to 76% in the 2014 Survey), DVD/CD Players (70%, compared to 59% in the 2014 Survey) and Clothing (62%, compared to 69% in the 2104 Survey). There has been a significant reduction in the proportion of Repair Cafes Cafés that frequently receive bikes for repair; 51% compared with 65% in 2014. In general the data suggest that the proportion of electrical products has increased, while non-electrical items have reduced since the 2014 Survey.

Graph 5, Reponses to question 15. How regularly are the following items brought for repair to the Repair Café?
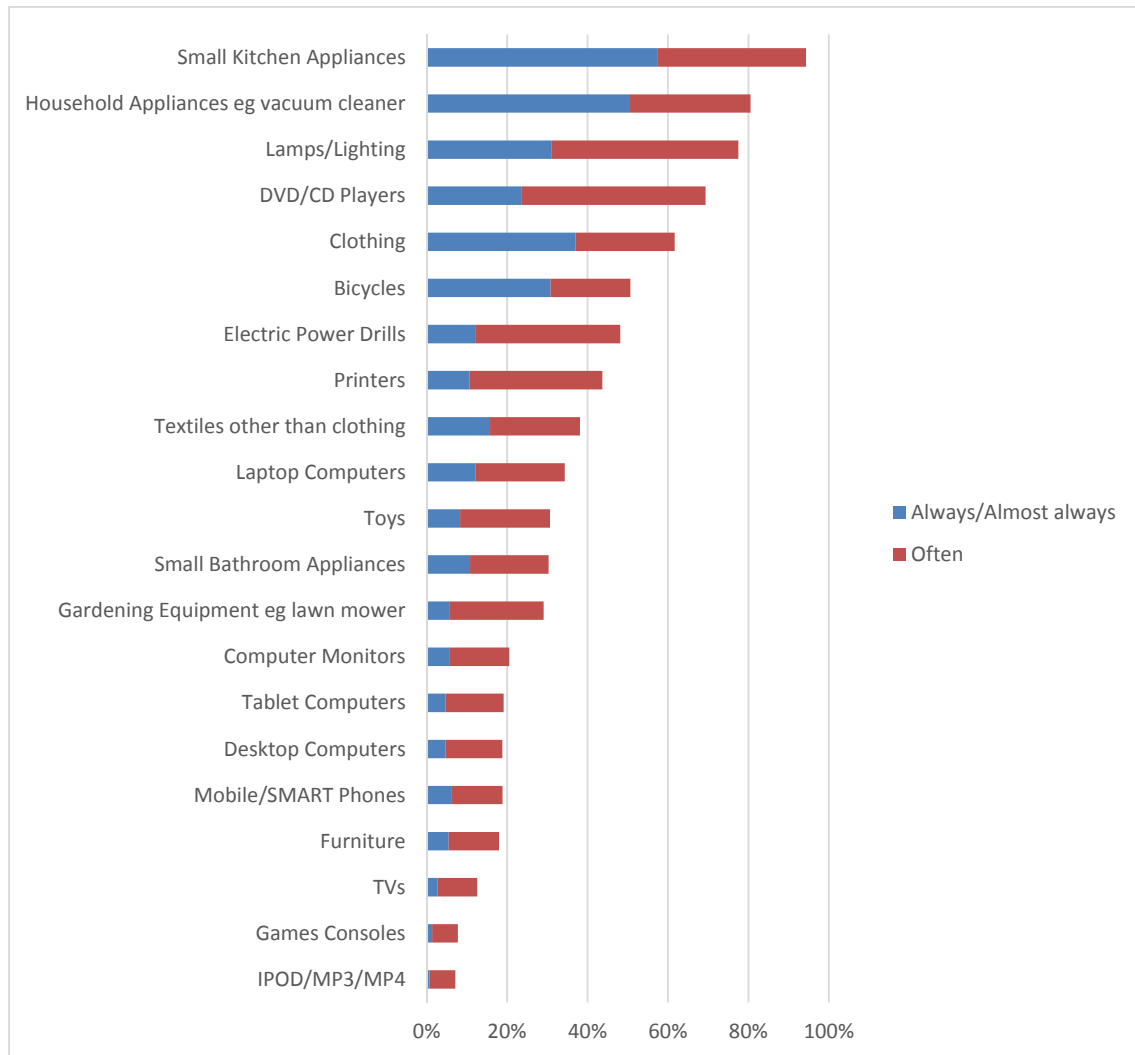
Compared with the 2014 survey, there has been a significant increase of over 8% in the proportion of Repair Cafés that always/often receive higher end micro-electronic products, including Tablets, Desktop and Laptop computers. Perhaps this reflects an increased offer of repair for micro-electronics at some Repair Cafés and/or a growing willingness amongst the public to submit these types of products for non-professional repair.

Respondents were given the option to specify 'other' items that were brought to their Repair Café. Of the forty-nine respondents that specified 'other' items, Coffee machines were the most frequently mentioned with nine responses including one specific response regarding the *Senseo* brand and one response mentioning *Nespresso*. Jewellery was the second most common 'other' type of item with six responses.

4.8   The proportion of items repaired at the Repair Café

Repair Cafés claim that an average of 63% of the products brought to them are successfully repaired (Graph 6). This figure is broadly similar to the 59% repair rate recorded at Farnham Repair Café, where detailed data collection is undertaken by CfSD. This is a significant finding that demonstrates the very real contribution that Repair Cafés can make in extending the useful life of consumer products and helping communities to reduce waste. Around 30% of Repair Cafés have a repair rate in excess of 71%.

Graph 6, Responses to question 19 (not asked in the 2014 Survey). Approximately what proportion of the products brought into the Repair Café are successfully repaired?
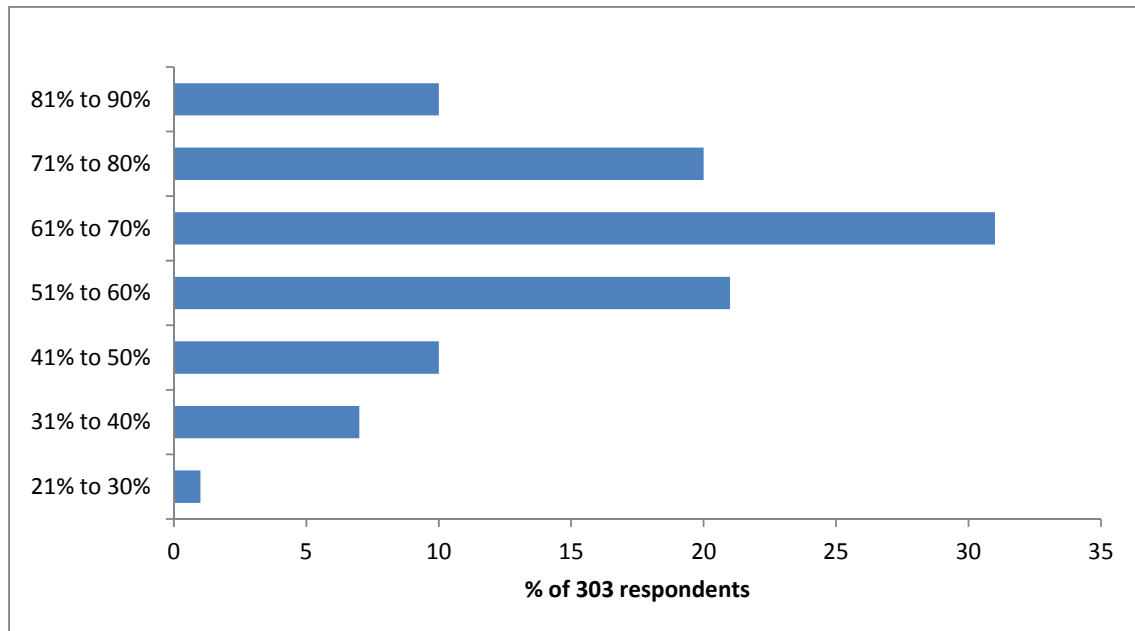

4.9   The types of repair records maintained by Repair Cafés

Although 9% of Repair Cafés keep no repair records, the majority keep records on the overall number of repairs undertaken, repairs by item category and the types of fault or repair carried out (Graph 7).

These data are of use to Repair Cafés to monitor their effectiveness and impact and as a source of information to help with planning for future sessions.
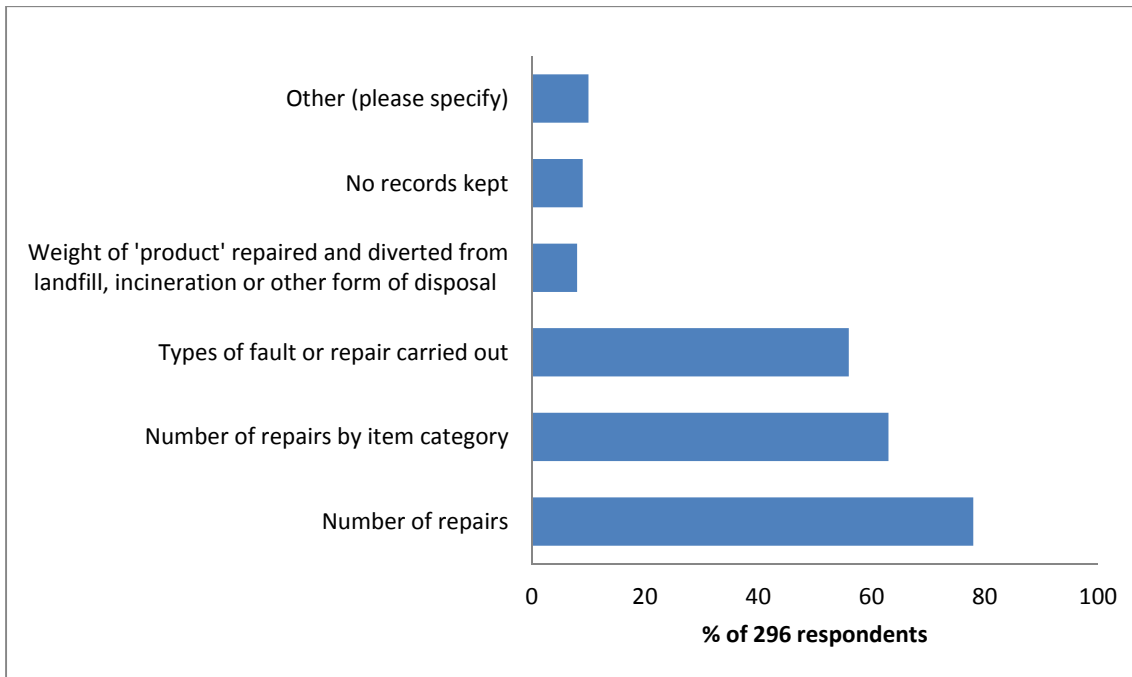
A small proportion (8%) of Repair Cafés record the weight of products repaired, as a means of estimating the weight of products that have potentially been diverted from the waste stream as a result of their interventions. As an example Farnham Repair Café in the UK weighs all products repaired and estimates that in its first year of operation four hundred and ten kilograms of products have been repaired and diverted from the waste stream. This metric is one that might be worthy of wider application.

4.10   Sources of information used at Repair Café sessions to help guide repair

Access to information to guide repair is particularly relevant for many electrical and electro-mechanical products, where circuit diagrams and repair manuals are frequently essential. In addition for many repairs online access is required to search for availability and purchase of spare parts.

Seventy-seven per cent of Repair Cafés, access product manufacturer's websites during sessions and 71% search websites for the purchase of spare parts. However, most manufacturers do not provide access to repair guides or sell spare parts direct and so repairers frequently access information provided by others, for example IFixit, an organisation that produces and provides free step by step repair guides and videos. Half of Repair Cafés access online repair videos and 45% access online repair forums, where the public share knowledge and tips on product repair.

Graph 8, Responses to question 21 (not asked in 2014 Survey). At a typical Repair Café
session, do your volunteers access any of the following sources of information to help with
repair? Respondents were asked to select all applicable options

% of 274 responses
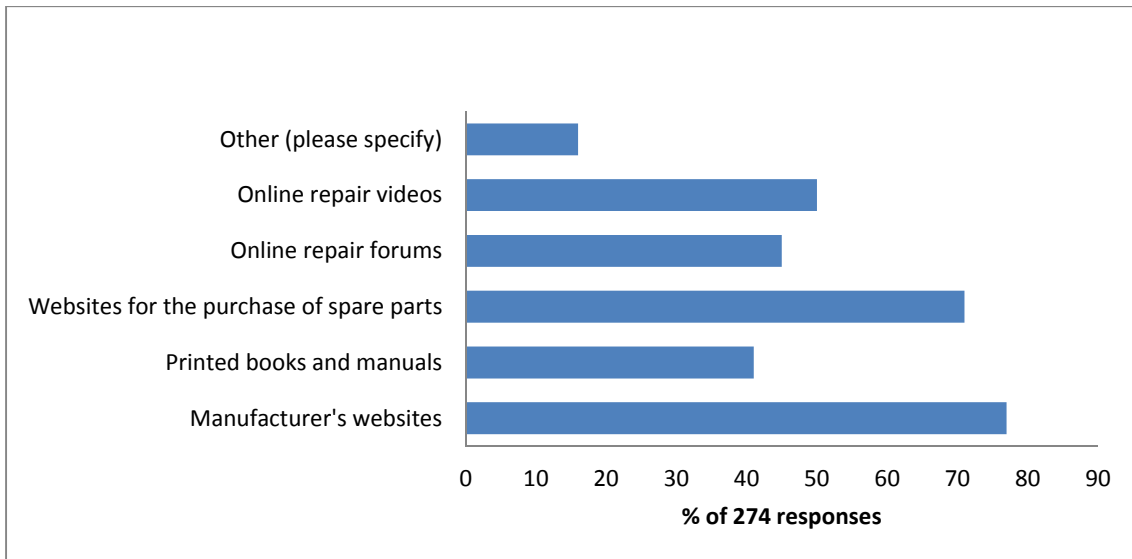
4.11 Modification and upcycling activities at Repair Cafés

Product modification and upcycling are undertaken at Repair Cafés (Graph 7). This is most
common for clothing, where 34% of Repair Cafés (always or often) modify clothing to
improve fit and 15% modify clothing to change its appearance, by for example adding
decoration.

Graph 7, Responses to question 20. How often at the Repair Café are people helped to
modify or upcycle their possessions?
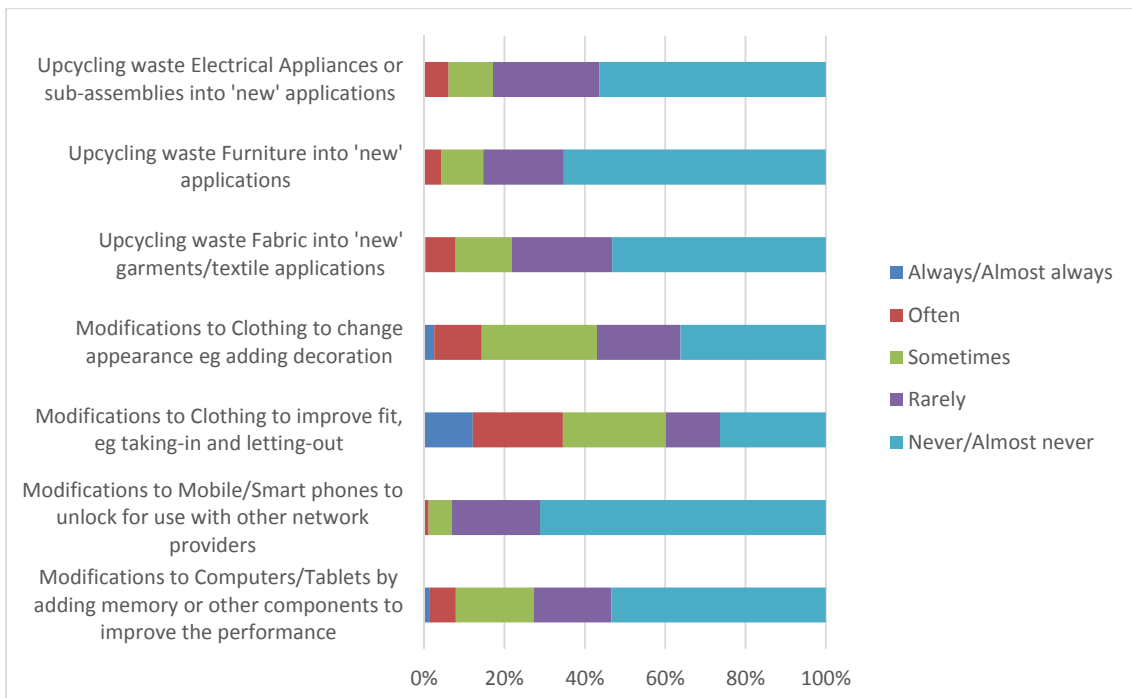
4.12   Respondents views on planned or in-built obsolescence

Of the electrical/electronic items brought to Repair Cafés, Printers and Electrical tools are considered to be the most frequently in need of repair, because of what respondents believe to be 'planned or in-built obsolescence' (Graph 8).

Graph 8, Responses to question 23. In your opinion what proportion of electrical / electronic items are brought to the Repair Café because of what you believe to be planned or built-in obsolescence?
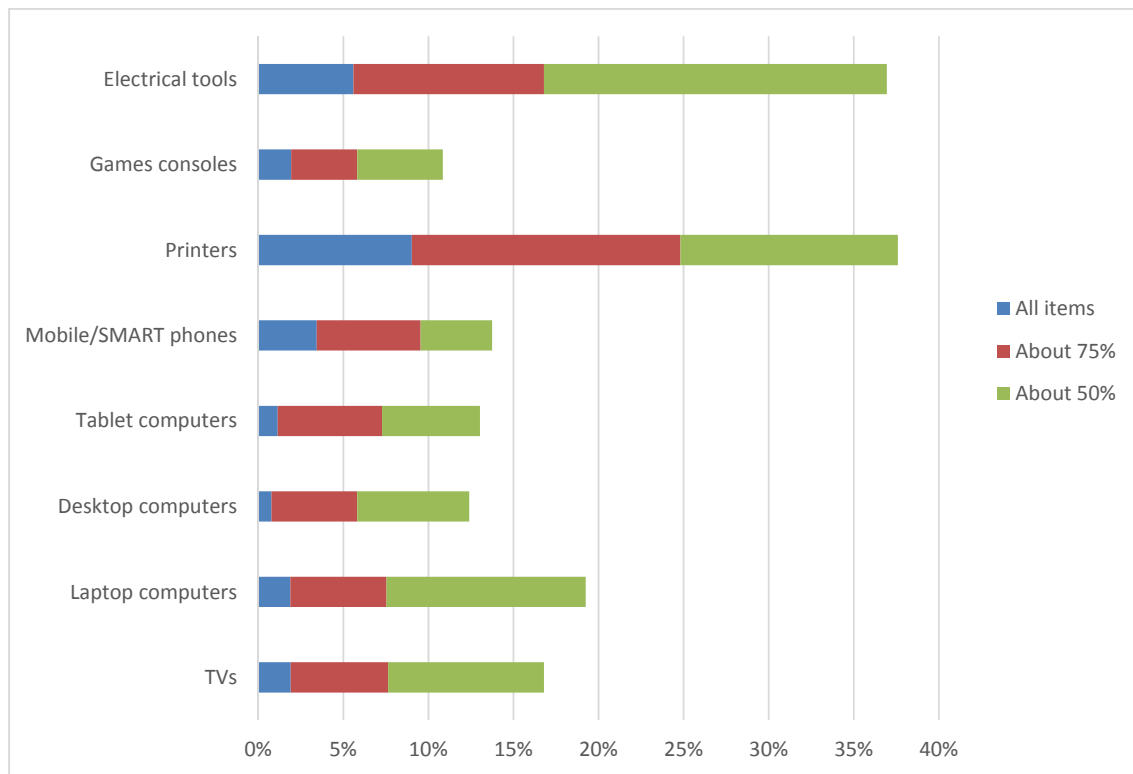
Compared to the 2014 survey there are small decreases in the proportion of respondents that believe more than half of printers and electrical tools are designed with in-built obsolescence, while there have been small increases in all of the other categories shown in Graph 8.

4.13   Barriers to the successful operation of Repair Cafés

It is noteworthy that a maximum of just 8% of respondents considered anything to be a major barrier. The most frequently cited barriers to success relate to marketing (Graph 9), with over a half of respondents stating that marketing to attract repair volunteers and visitors as well as raising awareness levels in the local community were 'somewhat of a barrier'. Every community is different and requires a somewhat different marketing approach, but perhaps there is an opportunity for Repair Café International to provide further general guidance on ideas and techniques to raise awareness and recruitment, based on successful examples from its network of Repair Cafés.
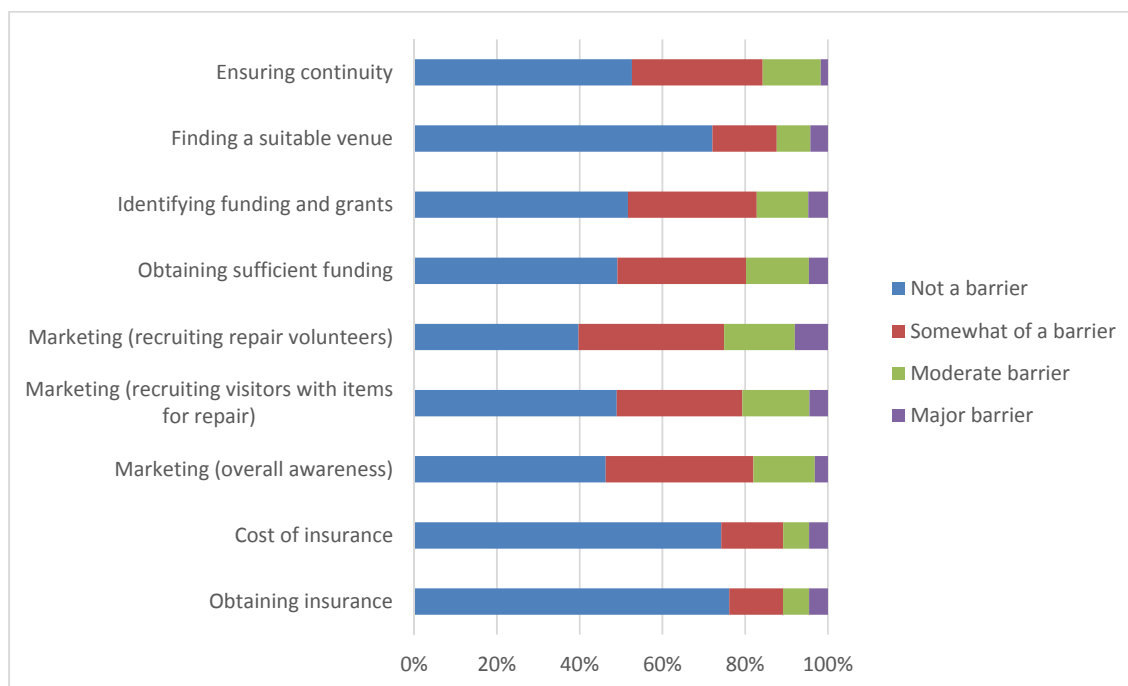
Obtaining insurance and the cost of insurance are the least frequently cited as a barrier, with around one fifth of respondents stating that these were 'somewhat of a barrier'. Only 39% of Repair Cafés have insurance (Graph 10) as a means of protecting against potential liabilities and this may partly explain why it is seen by most as not being a barrier to success.

4.14   The management of risk and liability by Repair Cafés

Repair Cafés are open to the public and volunteers to undertake repair activities that could potentially pose a risk to the public and the volunteers in attendance. It is imperative, therefore that Repair Cafés effectively manage any potential risks. Repair Café International provides guidance on liability and the safe and responsible running of Repair Cafés as part of the starter kit provided to all newly registered Repair Cafés. However, the way in which an individual Repair Café chooses to manage potential risks and liability is solely the responsibility of the individual Repair Café.

Eighty-eight percent of Repair Cafés require visitors to read and sign 'House Rules' which explain points on safety at the Repair Café and that repairs and repair advice are provided by unpaid volunteers, not experts (Graph 10). Repair Café International provides a guidance template for a form like the 'House Rules' approach that is intended to act as a waiver of liability.

Thirty-nine percent of Repair Cafés have public liability insurance, generally as further protection against liabilities during Repair Café sessions and 4% have product liability insurance to provide a level of protection for liabilities related to the products they have repaired.

PAT Testing (Portable Appliance Testing) to help ensure the safety of repaired electrical appliances is undertaken at 17% of Repair Cafés.

Volunteers are asked to provide details of their experience or qualifications relevant to repair at 33% of Repair Cafés.

Graph 10, Responses to question 9 (not asked in 2014 Survey). How does your Repair Café manage the risks that could be associated with providing repairs and repair advice to visitors? Respondents were asked to select all that apply
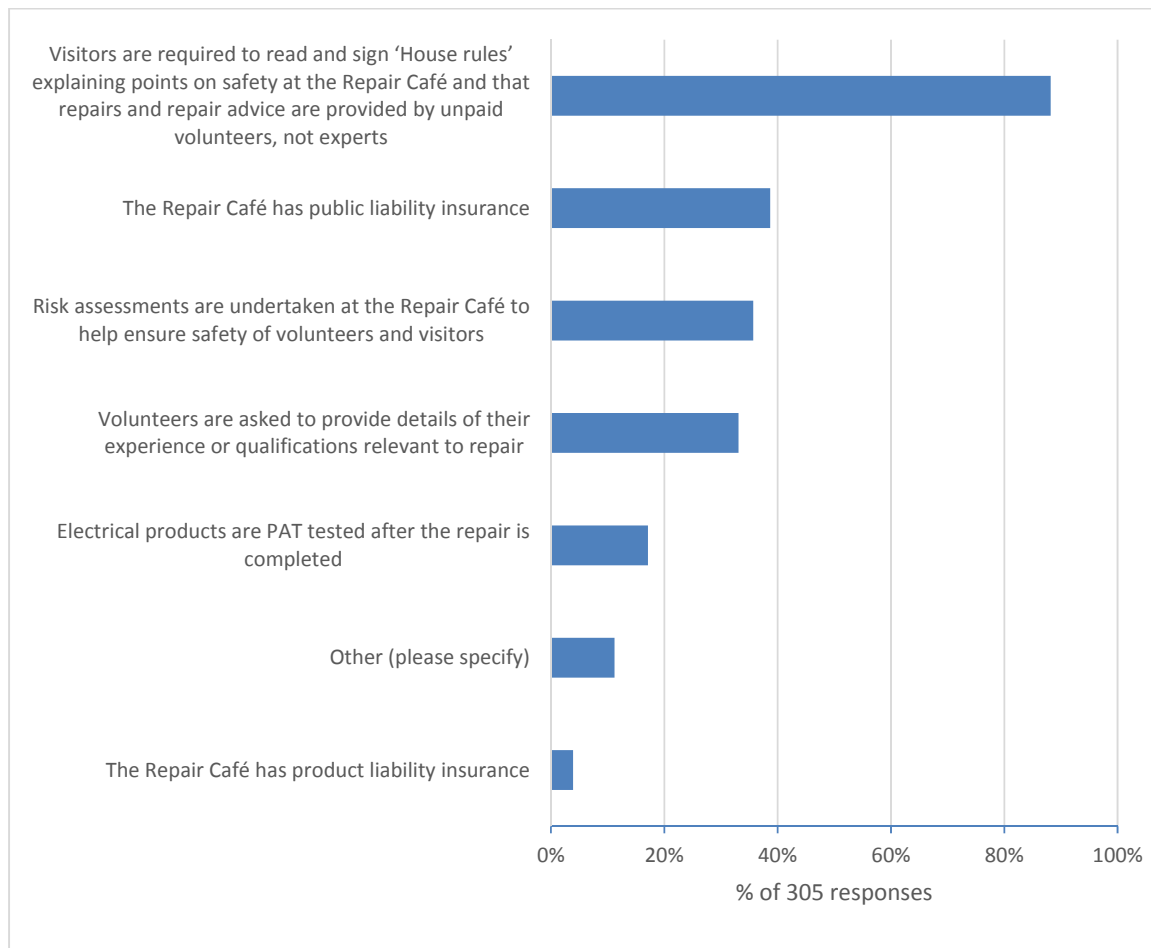

Risk assessments to ensure the safety of volunteers and visitors are undertaken at 36% of Repair Cafés. A risk assessment could include for example, checking and removing trip hazards at sessions, ensuring that electrical repair on mains powered equipment is undertaken in a safe manner, etc. It is expected that the sorts of checks that are undertaken as part of a formal risk assessment are in fact undertaken informally at most if not all Repair Cafés, as volunteers will exercise their common sense to minimise risks. However, the authors believe that all Repair Cafés should undertake more formal regular risk assessments and keep records to demonstrate due diligence.

4.15 Expectations for the future of Repair Cafés
In agreement with the 2014 survey the top three expectations (more than 60% strongly agree or agree) of how Repair Cafés might change over the next five years (Graph 11) were:

- Greater links with other Repair Cafés to form more effective local Repair Networks
- Greater involvement with campaigning to improve product reparability/longevity
- More involvement with wider sustainability issues.
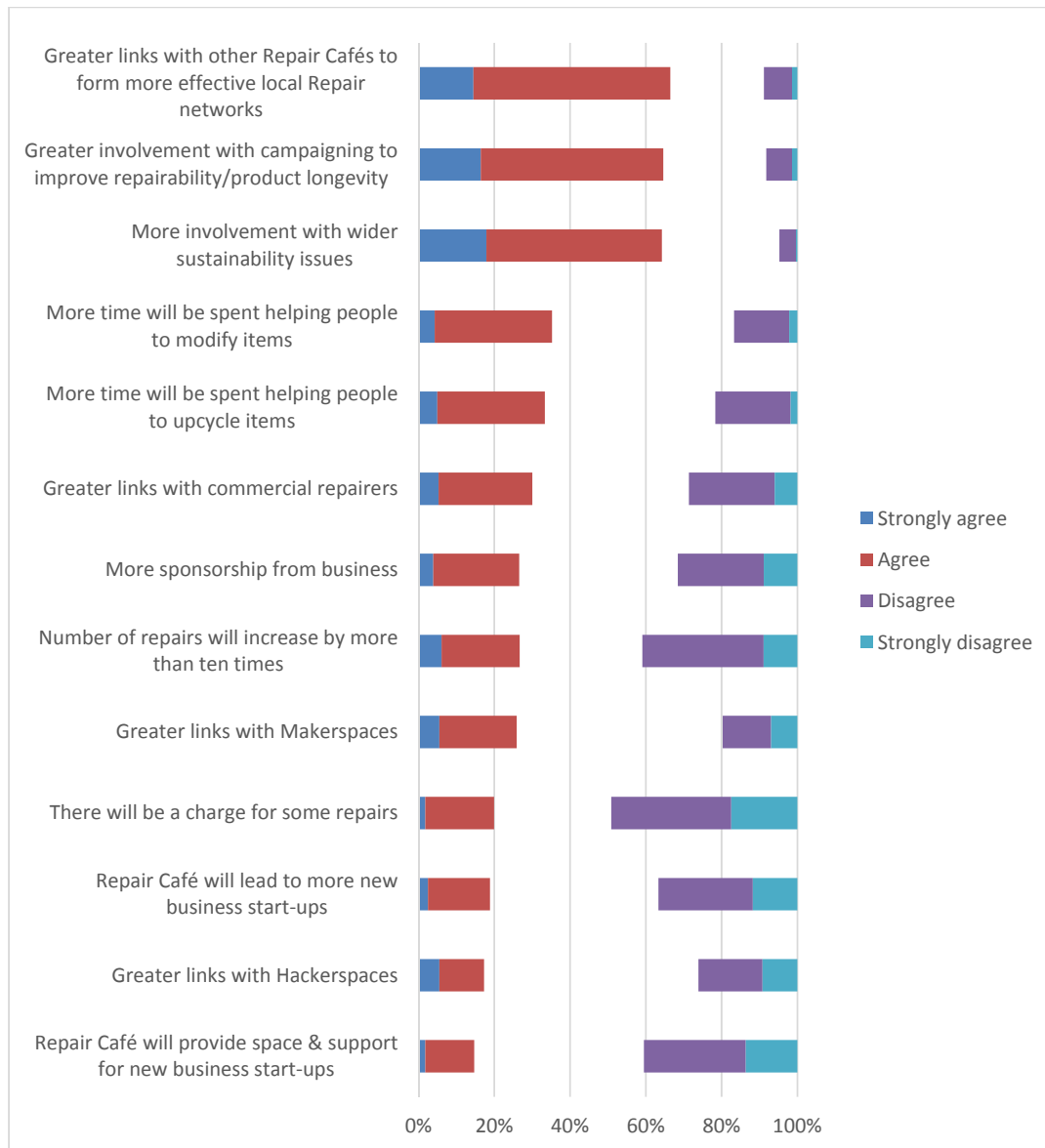
Compared to the 2014 survey, there is a 10% increase in the proportion of respondents that disagree that Repair Cafés may introduce a charge for some repairs. This is of particular interest as it serves to confirm the Repair Café principle of free repair and advice. It is however, noteworthy that there have in the last two years been a number of new 'community-repair' business start-ups in the United States, like *Pop-Up Repair* and *Repair Revolution*, which charge for repairs but do claim to be motivated by sustainability and community.

5. Discussion

The majority of the three hundred and seventeen Repair Cafés in the survey were founded by informal groups or motivated individuals, with just 12% founded by government or public institutions. This finding emphasises the grassroots citizen-led nature of Repair Cafés. Since the first survey (Charter & Keiller, 2014) in 2014, Repair Cafés have more than doubled in number from c. 500 in June 2014 to 1,040 in May 2016. Indeed seventy-two per cent of Repair Cafés in the present survey have operated for two years or less.

Despite the rapid growth of Repair Cafés, the key demographics of volunteers and their personal motivations for participation remain largely unchanged. Repair Cafés still appear to attract slightly more men than women, although now with 42% of women as opposed to 40% in 2014. Volunteer age continues to be skewed toward older generations with the majority aged between 56 and 65 with 20% aged over 65 years. Volunteers are well educated with 75% holding at least a first degree. In agreement the 2014 survey, the most frequently held motivations for participation are overwhelmingly altruistic; *encouraging others to live more sustainably, encourages others to repair, to provide a valuable service to the community* and *to be part of the movement to improve product reparability and longevity.* Indeed Repair Cafés appear to offer a place for people with a lifetime of repair skills and experience to work with other like-minded people to make a difference and give something back to their community. According to a survey of visitors, bringing products for repair to Farnham Repair Café, UK (Charter & Keiller, 2016b) 94% were satisfied or very satisfied with the services provided by FRC and over 60% stated that attending FRC and being engaged in the process of repair had made them more or much more likely to attempt to repair their own products in the future. Taking part in repair and seeing others repair products gives people the confidence to 'have a go' themselves. Repair Cafés are starting to spread a culture of repair by helping to empower people to develop a more active relationship with their possessions, which challenges the received wisdom that we live in a 'Throw Away Society'.

It is noteworthy that compared to the 2014 Survey an additional 7% of respondents strongly agree or agree that being part of the movement to improve product reparability and longevity is a motivation for participation in their Repair Café. This is reflected in the finding that over 35% of respondents believe that at least half of the power tools and electronic printers that are brought to their Repair Cafés, have developed faults because of what they perceive to be 'in-built obsolescence'. Since 2014, Repair Café International (RCI) has become noticeably more engaged in lobbying the European Commission (EC) on these points. As part of a united effort to inform the development of the EC's new Circular Economy Package, in early 2015 Repair Café International together with IFixit and other European environmental advocacy organisations were signatories to a *Joint Mission Statement; Sustainable consumption and production: improving product durability and reparability* (Repair Café International 2015, and discussed in Keiller & Charter, 2015).

According to the present survey, there is a great deal of cross-over of volunteers between Repair Cafés and other local community organisations, with 77% of Repair Café volunteers also volunteering with a range of other local groups, including other Repair Cafés.

The majority of Repair Cafés in the survey meet once a month at a fixed venue. There are an average of ten volunteers at each session; a slight increase from nine in the 2014 survey. Each Repair Café session is attended by an average of twenty-nine visitors who typically

bring nineteen products for repair. On average 63% of products are repaired at each session and around 30% of Repair Cafés have a repair rate in excess of 71%.

While Small Household Appliances continue to be the items most frequently brought to Repair Cafés, there have been some notable changes in the frequency that some product categories are brought for repair. There has been an increase compared to the 2014 survey, in the proportion of Repair Cafés where electronic (DVD/CD players and Desktop, laptop and tablet computing) are always/often brought for repair while there have been decreases in non-electricals, like bikes and clothing. This warrants further analysis, and could reflect changes in the repair offering at Repair Cafés, for example an increase in volunteers with electrical repair skills or conversely a decrease in those with the skills to repair bikes and clothing. The increase in micro-electronics could also reflect an increased willingness amongst the public for non-professional repair of these items.

Repair Café volunteers access a range of predominantly online information during Repair Café sessions to guide repair. Seventy-one percent access manufacturers' websites, 50% view on-line repair videos and step-by step repair guides, like those provided by IFixit and 45% access online repair forums. The majority of manufacturers of electrical and electronics manufacturers do not provide repair manuals openly to the general public and without sites like IFixit and online repair forums, many electronics repairs could not realistically be attempted at Repair Cafés (Keiller & Charter, 2015).

As a co-founder and organiser of Farnham Repair Café (FRC) since February 2015, CfSD and the FRC advisory board have encountered and overcome various operational and administrative challenges, including the acquisition of funding and insurance, the recruitment of volunteers, marketing and the development of processes for risk management. Building on FRC's experience over the last year, additional questions were added to the present survey to explore how other Repair Cafés are addressing operational and administrative challenges.

It is encouraging that over 90% of respondents considered none of the options in Question 8 (section 4.13) to be a major barrier to the operation and success of their Repair Cafés. Issues relating to funding and marketing for recruitment of volunteers, visitors and overall awareness, were the most commonly cited as at least 'somewhat of a barrier' by around a fifth of respondents. It is suggested that additional guidance on funding and marketing might be provided to registered Repair Cafés by Repair Café International (RCI), using examples of successful practice from Repair Cafés in its global network or perhaps by initiating discussion forums for the sharing of ideas and best practice.

Thirty-nine percent of Repair Cafés have public liability insurance, generally as further protection against liabilities during Repair Café sessions and 4% have product liability insurance to provide a level of protection for liabilities related to the products they have repaired. The cost or acquisition of insurance were the least likely to be considered a barrier to growth and success.

Eighty-eight percent of Repair Cafés require visitors to read and sign 'House Rules' which explain points on safety at the Repair Café and that repairs and repair advice are provided by unpaid volunteers, not experts. Repair Café International provides a guidance template for a form like the 'House Rules' approach that is intended to act as a waiver of liability.

Risk assessments to ensure the safety of volunteers and visitors are undertaken at 36% of Repair Cafés. The sorts of checks that are undertaken as part of a formal risk assessment are expected to be undertaken informally at most if not all Repair Cafés, as volunteers will exercise their common sense to minimise risks. The authors would advise however, that all Repair Cafés should undertake more formal regular risk assessments and keep records to demonstrate due diligence.

In agreement with 2014 Survey, the top three expectations for Repair Cafés over the next five years (more than 60% of respondents strongly agree or agree) were that there will greater links between Repair Cafés to form repair networks, there will be greater involvement with campaigning to improve product reparability and longevity and that Repair Cafés will become more involved with wider sustainability issues. Respondents appear to expect that the impact and influence of Repair Cafés will continue to grow both in product repair and broader issues related to sustainability. If the number of Repair Cafés continues to grow at its current rate, roughly a doubling every two years, by 2021 there will be 5,000 Repair Cafés around the world, and applying the averages presented Section 4.3, with 50,000 volunteers, and 145 thousand visitors to Repair Cafés each month. It seems very plausible, therefore, that Repair Cafés will have an increasingly significant impact and influence over the coming years.

6. Key Conclusions

- The number of Repair Cafés has more than doubled in number since May 2014 to over 1,000. Repair Cafés present a real example of citizen-led grassroots social innovation that has developed predominantly without the involvement of mainstream business, government or institutions.
- Most Repair Cafés run sessions once a month at a fixed venue, with an average of ten volunteers and twenty-nine visitors who bring nineteen products for repair.
- Repair Café volunteers continue to be motivated to participate through their desire to encourage others to live more sustainably, to encourage other to repair rather than discard of broken or faulty products and to be a part of the movement to improve the reparability and longevity of consumer products.
- Many Repair Café volunteers continue to hold the belief that some electrical products are designed with in-built obsolescence.
- Since 2014, there has been an increase in the proportion of Repair Cafés that frequently receive microelectronic products for repair, including; DVD/CD players and desktop, laptop and tablet computing while there has been a decrease in non-electrical items like bicycles and clothing.
- On average, 63% of the broken or faulty products brought to Repair Cafés are repaired.
- Seventy-seven percent of Repair café volunteers also volunteer with other local community groups.
- Over 90% of Repair Cafés see no major barriers to their operation and success. However, issues related to Repair Café funding and marketing are considered by around a fifth of Repair Cafés to be 'somewhat of a barrier'.
- Approaches to managing liabilities and risk vary considerably between Repair Cafés. Eighty-eight percent of Repair Cafés, use a 'House Rules' liability-waiver approach that must be read and signed by all visitors. Thirty-nine percent have public liability insurance

and 4% have additional product liability insurance to provide some protection for repairs undertaken. Further analysis of the findings related to liability is required.

- Thirty-six percent of Repair Cafés undertake formal risk assessments. The authors suggest that all Repair Cafés should adopt a formal process for risk assessment.
- In agreement with the 2014 Survey, over sixty percent of respondents expect that over the next five years, their Repair Café will develop stronger links with other Repair Cafés to form repair networks, there will be greater involvement with campaigning to improve product reparability and longevity and that there Repair Café will more involved with wider sustainability issues.

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Appendix A: Repair Café Global Survey, 2016

Introductory page

Dear Repair Cafés,

The Centre for Sustainable Design at the University for the Creative Arts in the UK (www.cfsd.org.uk) in cooperation with the Repair Café International Foundation (http://repaircafe.org/en/) is undertaking its 2nd survey on Repair Cafes around the world. This will build upon previous research carried out in 2014 that explored the valuable role of Repair Cafés, the motivations of the people involved, the types of activities undertaken, views on product related issues and expectations of how your Repair Café might change in the future.

We would be very grateful if you could complete the following questionnaire and submit (by clicking the submit button at the end of the survey) by 18th March 2016. Questions should be answered giving your best guess or gut feel, rather than requiring you to check through records or consult with others. All respondents providing an email contact address will receive a summary of the results of the survey and results will be shared with Repair Café International Foundation. In respect of your privacy you can be confident that any personally identifiable information that you share with us will be used only for the purpose of conducting this study and will not be shared with third parties, nor be used to send unsolicited emails.

WIN a free ticket to Sustainable Innovation 2016! We will be drawing one lucky questionnaire respondent (who has provided an email address) at random after the survey has closed. The conference is now in its 21st year and promises to be an inspiring event exploring 'Circular Economy Innovation and Design'. (Please note that the prize covers one free place at the conference, valued at £360, only. All other costs, such as travel and accommodation, will be at your own expense). For further information, please visit www.cfsd.org.uk

We apologise that the survey is only available in English - we do not have the resources to translate into other languages.

The survey should take about ten minutes to complete.

Thank you for helping with this important research.

Please click NEXT to start the survey.
Professor Martin Charter
Director
The Centre for Sustainable Design
UK

Martine Postma
Director
Repair Café International Foundation
The Netherlands

About your Repair Café

This page asks questions about your Repair Café

1. Please enter the name and address of your Repair Café. Please also provide your email address if you would like to receive a summary of the survey results when available.

Name of Repair Café

Address 1

Address 2

City/Town

State/County/Province

Zip/Postal Code

Country

Email Address

2. Where is the Repair Café hosted?

☐ Always at same venue

☐ Usually at same venue

☐ Usually at different venues

☐ Always at different venues

3. How many volunteers usually attend the Repair Café?

☐ Less than 4

☐ 4-6

☐ 7 to 10

☐ 11 to 20

☐ 21 and over

4. By what means does the Repair Cafe attempt to reach out to the local community? (Select all that apply)

☐ Website

☐ Social media (Twitter, Facebook, Instagram etc)

☐ E-marketing

☐ Local online social networks and communities

☐ Leaflets and brochures

☐ Advertising (newspapers and magazines)

☐ Editorial (newspapers and magazines)

☐ Community notice board

☐ Posters

☐ Signage

☐ Local radio

☐ Local TV

☐ Word of mouth

☐ Other (please specify)

5. How often does the Repair Café take place?

☐ All or most days (excluding holidays)

☐ Once a week

☐ Twice a week

☐ Once a month

☐ Twice a month

☐ Once every two months

☐ Four times a year

☐ Twice a year

☐ Once a year

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

☐ 3 months

☐ 6 months

☐ 1 year

☐ 2 years

☐ 3 years

☐ 4 years

☐ 5 years or more

7. How was the Repair Cafe founded? (Select all that apply)

☐ By a motivated individual

☐ By an informal group of motivated individuals

☐ On behalf of a charity

☐ By a government or public institution

☐ As part of a Transition Town initiative

☐ As part of an existing company or large organisation

☐ As a separate company

☐ I don't know

☐ Other (please specify) [_____]

8. Which of the following do you consider to be a major barrier to your Repair Cafe?

	Not a barrier	Somewhat of a barrier	Moderate barrier	Major barrier
Obtaining insurance	☐	☐	☐	☐
Cost of insurance	☐	☐	☐	☐
Marketing (overall awareness)	☐	☐	☐	☐
Marketing (recruiting visitors with items for repair)	☐	☐	☐	☐
Marketing (recruiting repair volunteers)	☐	☐	☐	☐
Obtaining sufficient funding	☐	☐	☐	☐
Identifying funding and grants	☐	☐	☐	☐
Finding a suitable venue	☐	☐	☐	☐
Ensuring continuity	☐	☐	☐	☐
[_____]	☐	☐	☐	☐

9. How does your Repair Café manage the risks that could be associated with providing repairs and repair advice to visitors? (Select all that apply)

☐ Visitors are required to read and sign 'House rules' explaining points on safety at the Repair Café and that repairs and repair advice are provided by unpaid volunteers, not experts

☐ Risk assessments are undertaken at the Repair Café to help ensure safety of volunteers and visitors

☐ Electrical products are PAT tested after the repair is completed

☐ Volunteers are asked to provide details of their experience or qualifications relevant to repair

☐ The Repair Café has public liability insurance

☐ The Repair Café has product liability insurance

☐ Other (please specify) [_____]

Page 3: About you

10. What is your role in the Repair Café?

○ Founder & Organiser

○ Organiser

○ Volunteer repairer

○ Host / Hostess

○ Other (please specify) [_____]

11. What is your gender?

○ Male

○ Female

12. What is your age?

☐ Under 18

☐ 18-24

☐ 25-34

☐ 35-44

☐ 45-55

☐ 56-65

☐ Over 65

13. What is your highest level of education?

☐ School/College

☐ Bachelor's Degree

☐ Master's Degree

☐ Doctorate

☐ Other (please specify).

Page 4: Your motivations

14. Why do you participate in the Repair Café?

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
To encourage others to live more sustainably	☐	☐	☐	☐	☐
To encourage others to repair	☐	☐	☐	☐	☐
To meet others who share my interests	☐	☐	☐	☐	☐
To learn how to repair my own possessions	☐	☐	☐	☐	☐

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
To share my knowledge and skills with others	☐	☐	☐	☐	☐
To improve my own employability skills	☐	☐	☐	☐	☐
To learn how I could use my skills to setup a small business	☐	☐	☐	☐	☐
To make new business contacts	☐	☐	☐	☐	☐
To provide a valuable service to the community	☐	☐	☐	☐	☐
To learn new skills	☐	☐	☐	☐	☐
To meet people in the local community	☐	☐	☐	☐	☐
To be a part of the movement to improve product reparability and longevity	☐	☐	☐	☐	☐
To help others save money	☐	☐	☐	☐	☐
To help me save money	☐	☐	☐	☐	☐
To make new friends	☐	☐	☐	☐	☐

Page 5: Activities at the Repair Café

15. How regularly are the following items brought for repair to the Repair Café?

	Always/ Almost always	Often	Sometimes	Rarely	Never/ Almost never
TVs	☐	☐	☐	☐	☐
Computer Monitors	☐	☐	☐	☐	☐
Small Kitchen Appliances	☐	☐	☐	☐	☐
Small Bathroom Appliances	☐	☐	☐	☐	☐
Mobile/SMART Phones	☐	☐	☐	☐	☐

	Always/ Almost always	Often	Sometimes	Rarely	Never/ Almost never
Tablet Computers	☐	☐	☐	☐	☐
Desktop Computers	☐	☐	☐	☐	☐
Laptop Computers	☐	☐	☐	☐	☐
Games Consoles	☐	☐	☐	☐	☐
DVD/CD Players	☐	☐	☐	☐	☐
IPOD/MP3/MP4	☐	☐	☐	☐	☐
Printers	☐	☐	☐	☐	☐
Lamps/Lighting	☐	☐	☐	☐	☐
Bicycles	☐	☐	☐	☐	☐
Toys	☐	☐	☐	☐	☐
Clothing	☐	☐	☐	☐	☐
Textiles other than clothing	☐	☐	☐	☐	☐
Furniture	☐	☐	☐	☐	☐
Household Appliances eg vacuum cleaner	☐	☐	☐	☐	☐
Electric Power Drills	☐	☐	☐	☐	☐
Gardening Equipment eg lawn mower	☐	☐	☐	☐	☐
	☐	☐	☐	☐	☐

16. How does the Repair Café interact with other local organisations? (Select all that apply)

☐ One or more members are also members of local Hackerspaces

☐ One or more members are also members of local Makerspaces

☐ One or more members also volunteer at other Repair Cafés

☐ One or more members also volunteer at other local Green Groups

☐ One or more members also volunteer at other local community groups

☐ One or more members are professional repairers

☐ One or more members are employees of a University

☐ Other (please specify) [   ]

17. Approximately how many visitors attend a typical Repair Cafe session?

◌ 1 to 10

◌ 11 to 20

◌ 21 to 30

◌ 31 to 40

◌ 41 to 50

◌ More than 50

18. Approximately how many products in need of repair are brought to a typical Repair Cafe session?

◌ 1 to 5

◌ 6 to 10

◌ 11 to 15

☐ 16 to 20

☐ 21 to 25

☐ More than 25

19. Approximately what proportion of the products brought into the Repair Cafe are successfully repaired?

☐ 1% to 10%

☐ 11% to 20%

☐ 21% to 30%

☐ 31% to 40%

☐ 41% to 50%

☐ 51% to 60%

☐ 61% to 70%

☐ 71% to 80%

☐ 81% to 90%

☐ More than 90%

20. How often at the Repair Café are people helped to modify or upcycle their possessions?

Notes:
By 'modify' we mean changing the function or appearance of an item to better suit the needs of the owner/user.
By 'upcycle' we mean converting unwanted, unused or waste items into 'new' useful items usually with a different function.

	Always/ Almost always	Often	Some- times	Rarely	Never/ Almost never
Modifications to Computers/Tablets by adding memory or other components to improve the performance	☐	☐	☐	☐	☐
Modifications to Mobile/Smart phones to unlock for use with other network providers	☐	☐	☐	☐	☐
Modifications to Clothing to improve fit, eg taking-in and letting-out	☐	☐	☐	☐	☐
Modifications to Clothing to change appearance eg adding decoration	☐	☐	☐	☐	☐
Upcycling waste Fabric into 'new' garments/textile applications	☐	☐	☐	☐	☐
Upcycling waste Furniture into 'new' applications	☐	☐	☐	☐	☐
Upcycling waste Electrical Appliances or sub-assemblies into 'new' applications	☐	☐	☐	☐	☐

21. At a typical Repair Café session, do your volunteers access any of the following sources of information to help with repair? (Select all that apply)

☐ Manufacturer's websites

☐ Printed books and manuals

☐ Websites for the purchase of spare parts

☐ Online repair forums

☐ Online repair videos

☐ Other (please specify)

22. Does the Repair Cafe keep any record of the repairs carried out? (Select all that apply)

☐ Number of repairs

☐ Number of repairs by item category

☐ Types of fault or repair carried out

☐ Weight of 'product' repaired and diverted from landfill, incineration or other form of disposal

☐ No records kept

☐ Other (please specify) ⬚

Page 6: Your opinions

This page asks questions about your opinions and expectations

23. In your opinion what proportion of electrical / electronic items are brought to the Repair Café because of what you believe to be 'planned or built-in obsolescence'? Note: if you do not believe this to be an issue please tick 'Not an issue'

	All items	About 75%	About 50%	About 25%	About 10%	Less than 10%	Don't Know	Not an issue
TVs	◉	◉	◉	◉	◉	◉	◉	◉
Laptop computers	◉	◉	◉	◉	◉	◉	◉	◉
Desktop computers	◉	◉	◉	◉	◉	◉	◉	◉
Tablet computers	◉	◉	◉	◉	◉	◉	◉	◉
Mobile/SMART phones	◉	◉	◉	◉	◉	◉	◉	◉
Printers	◉	◉	◉	◉	◉	◉	◉	◉
Games consoles	◉	◉	◉	◉	◉	◉	◉	◉
Electrical tools	◉	◉	◉	◉	◉	◉	◉	◉
⬚	◉	◉	◉	◉	◉	◉	◉	◉

24. Do you agree or disagree with the following statements about how you might expect your Repair Café to change over the next five years?

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Number of repairs will increase by more than ten times	☐	☐	☐	☐	☐
More time will be spent helping people to modify items	☐	☐	☐	☐	☐
More time will be spent helping people to upcycle items	☐	☐	☐	☐	☐
Greater links with other Repair Cafés to form more effective local Repair networks	☐	☐	☐	☐	☐
More sponsorship from business	☐	☐	☐	☐	☐
Greater links with commercial repairers	☐	☐	☐	☐	☐
Greater involvement with campaigning to improve reparability/product longevity	☐	☐	☐	☐	☐
More involvement with wider sustainability issues	☐	☐	☐	☐	☐
Greater links with Hackerspaces	☐	☐	☐	☐	☐
Greater links with Makerspaces	☐	☐	☐	☐	☐
There will be a charge for some repairs	☐	☐	☐	☐	☐
Repair Café will lead to more new business start-ups	☐	☐	☐	☐	☐
Repair Café will provide space & support for new business start-ups	☐	☐	☐	☐	☐
I, personally will continue to volunteer at the Repair Café	☐	☐	☐	☐	☐
I, personally will continue to volunteer at a different Repair Café	☐	☐	☐	☐	☐

25. Any other points to add?

Thank you for taking our survey. Your response is very important to us. If you have provided an email address in response to Question 1, we will provide a summary of results when available.

Professor Martin Charter
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