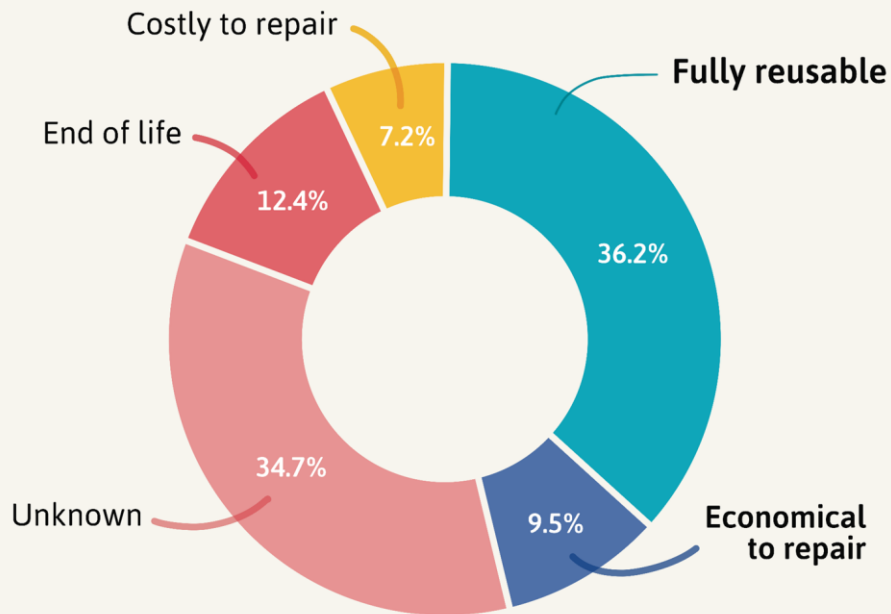




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Don't despair, just repair

WEEE bin study: $\frac{1}{3}$ products still working



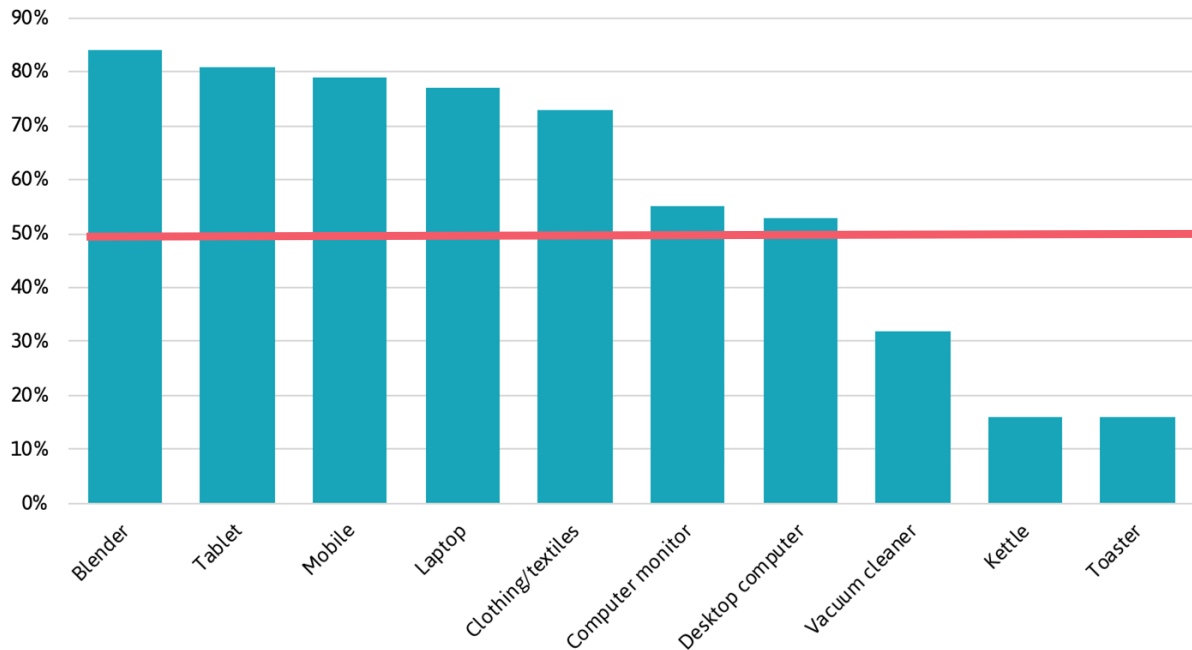
Source: analysis of 599 items brought to a West London Waste Authority Household Reuse and Recycling Centre, March 2023



Energy use in electricals

50%

For many small electrical products, more than half of the energy use in their lifetime happens before they get into the customer's hands.



Repair & Reuse

- **Repairing and reuse are win, win, win, win solutions:**
 - **Lower emissions and save resources by reducing demand**
 - **Create more jobs than recycling/ landfill**
 - **Help people through the cost of living crisis**
 - **Build communities**



Most people want longer lived products

- 72% British public regularly frustrated with short lifespan of products
- 69% say products are too difficult to get repaired when they break.

(Green Alliance, 2025)



..Few take action to support this

- 20% of us routinely get electrical items repaired
- 33% routinely buy second-hand

(Keep Britain Tidy, 2024)

**For repair and reuse to be the first thought
not an afterthought, they need to be:**

→ *Easier*

→ *Cheaper*

→ *Actively encouraged*

Local solutions to support repair



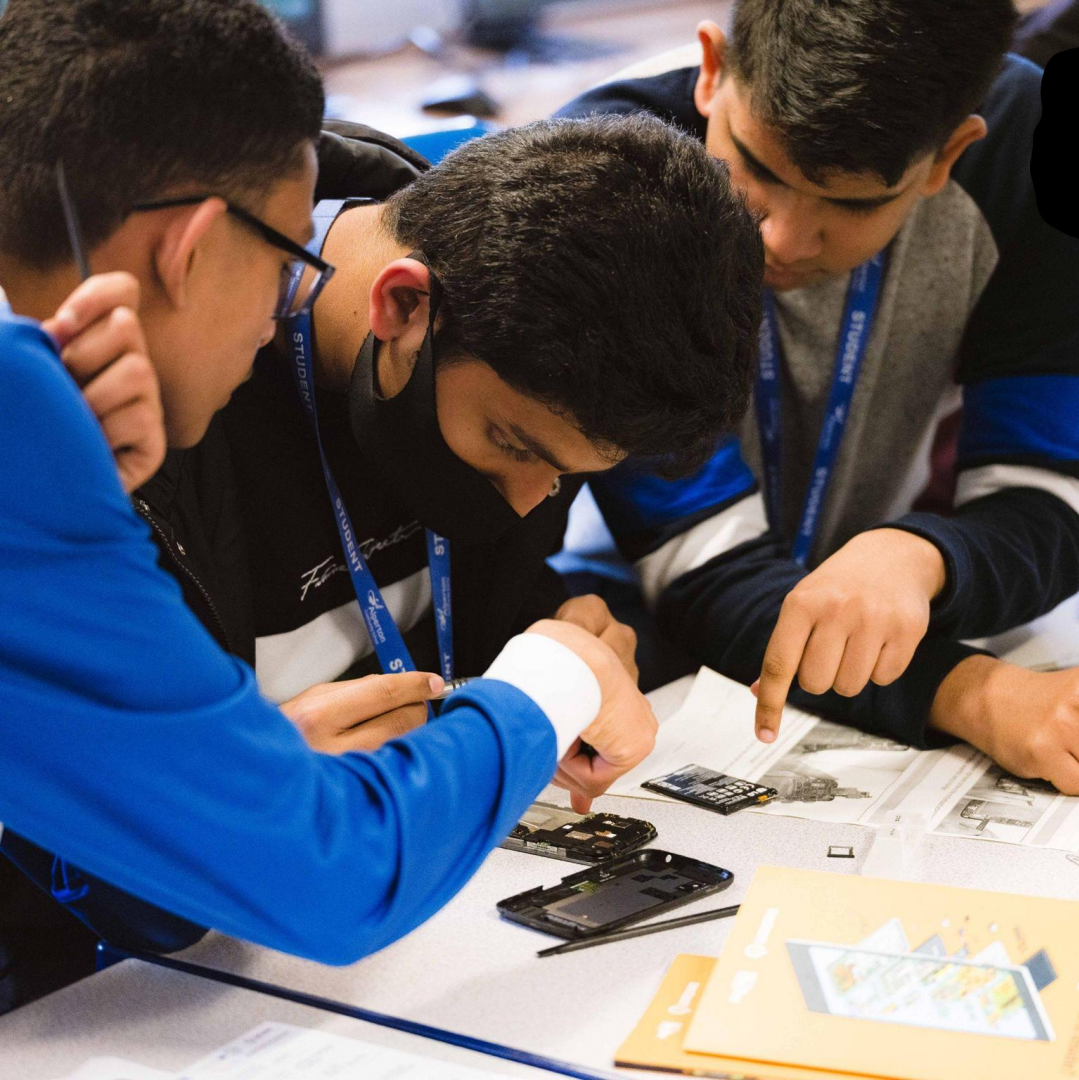
**Community
Repair**



**Fixing
Factories**



**Repair
Vouchers**



Community Repair

**Restart Parties/ repair
cafes** make repair social
and accessible and
...fascinating

We support repair groups
across the UK and beyond



Making fixing easier: UK's Repair cafes



750+

UK repair cafes



98,994

Things repaired
(last 12 months)



259,022 kg

Waste prevented
(last 12 months)



1,888,289 kg

CO₂ e prevented
(last 12 months)

communityrepairnetwork.org.uk/find

Why people repair

“I thought if I repair it, it would save me money as well as helping the environment”. Participant

“This heater was given to me 16 years ago. I adore it and was so upset when it stopped working two years ago”. Participant

“I am meeting new people, supporting my community, and engaging in something bigger than myself”. Volunteer

“I love the atmosphere in the room and the fact that it’s a completely diverse group from the community, who access the service.”. Volunteer





FIXING FACTORY

**A high-street hub
supporting people
to repair electrical
items**



As seen in...



ENVIRONMENT

'If we can fix it, we will': The Fixing Factory, where broken appliances get another chance

MICHELE THEIL | 27 Mar 2023



'Positive, hopeful, lovely places': how Britain's repair shops are cutting waste and giving devices a new lease of life

Boom in fixing rather than throwing away items creates jobs and cuts waste, emissions and costs



Five Factories and counting...

Brent, 2022-2024

Camden, 2022 (ongoing)

Hackney, 2025 (ongoing)

Haringey, 2025 (ongoing)

Victoria, 2026 (ongoing)

Barking, 2026 (ongoing)



Our activities



Free, weekly **repair drop-ins** for the community to get electronic items fixed

Free **training programme** for local people to become skilled fixers

Affordable **repair skills workshops** for the general public

Sales of low-cost refurbished tech rescued from e-waste

'Fix-for-a-fee' service for repairers to set up out of the Fixing Factory

Collaborations with other local repair and reuse groups



Why Fixing Factories?

Provide social value

155% Social Value

ROI at our Brent Fixing
Factory

**Offer local training
and job creation**

200+ people trained
in repair skills

**Reduce loneliness &
mental health issues**

800+ beneficiaries
from activities

**Address cost-of-
living challenges**

through free repairs
and low-cost goods

**Regenerate high
streets**

80% of attendees live
within walking
distance

**Promote reuse and
reduce waste to
landfill**

600+ free repairs
each year

A close-up photograph of two people working on a circuit board. One person is using a soldering iron to solder components, while the other points at the board. The scene is set on a white workbench with various tools and components visible.

“You’re a lifeline. I’d be lost without you.”

Fixing Factory Service User

Repair Voucher Scheme

12 month trial funded by North London Waste Authority, supported by boroughs

Gave North London residents 50% off the cost of repairs at participating businesses

4,000+ residents applied for a voucher, 1,250 items were repaired

londonrepairvouchers.co.uk



1. Apply for a repair voucher



Fill out an application form on londonrepairvouchers.co.uk

2. Check your inbox



A printable QR code will be emailed to you as soon as one becomes available.

3. Get repairing



Visit a participating shop and get 50% off the cost of electrical repair.

4. Share with friends and family



Let us know how it went via our short survey and keep on repairing!

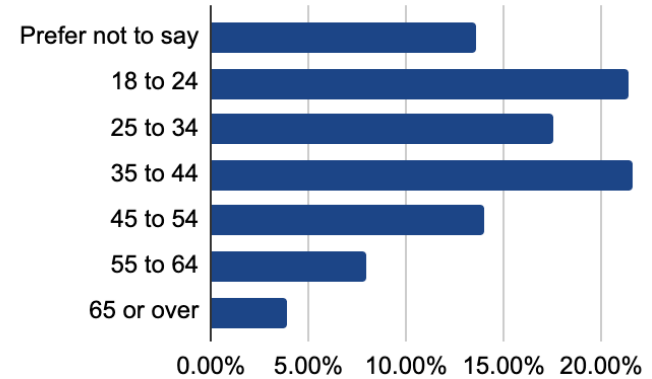
Repair Voucher Scheme: What we found

Repair vouchers were popular, appealing across demographics:

- 59% of participants earned less than £30,000 p.a.,
- Vouchers were used across age brackets, skewing towards younger audiences
- 50% voucher users identified as black, asian and minority ethnic backgrounds

***“I could not afford the repair without the voucher.
Great scheme, thanks!” – Beneficiary***

Age of voucher users



Repair Voucher Scheme

Repairs delivered immediate benefits for participants, + longer-term behavioural change:

- Participants saved av £54 on cost of repair and buying a new item - av voucher value was £44.
- 79% of participants likely to repair again.
- 86% would return to their chosen repair provider.
- NPS score of 96%: most users would recommend it to friends and family.

"I was so impressed with the service when I repaired my phone. The voucher scheme feels like a win-win for businesses, residents and the environment". Thank you!

Repair Voucher user

Repair Voucher Scheme

Consistent promotion was key to getting the word out

- The most important referral sources for applicants and voucher users were:
 - Applicants: local council channels (29%), social media (15%)
 - Voucher users: friends and family (29%), on street advertising (20%)
- Repair shops also played a role, promoting it to local partners and customers who couldn't afford a repair

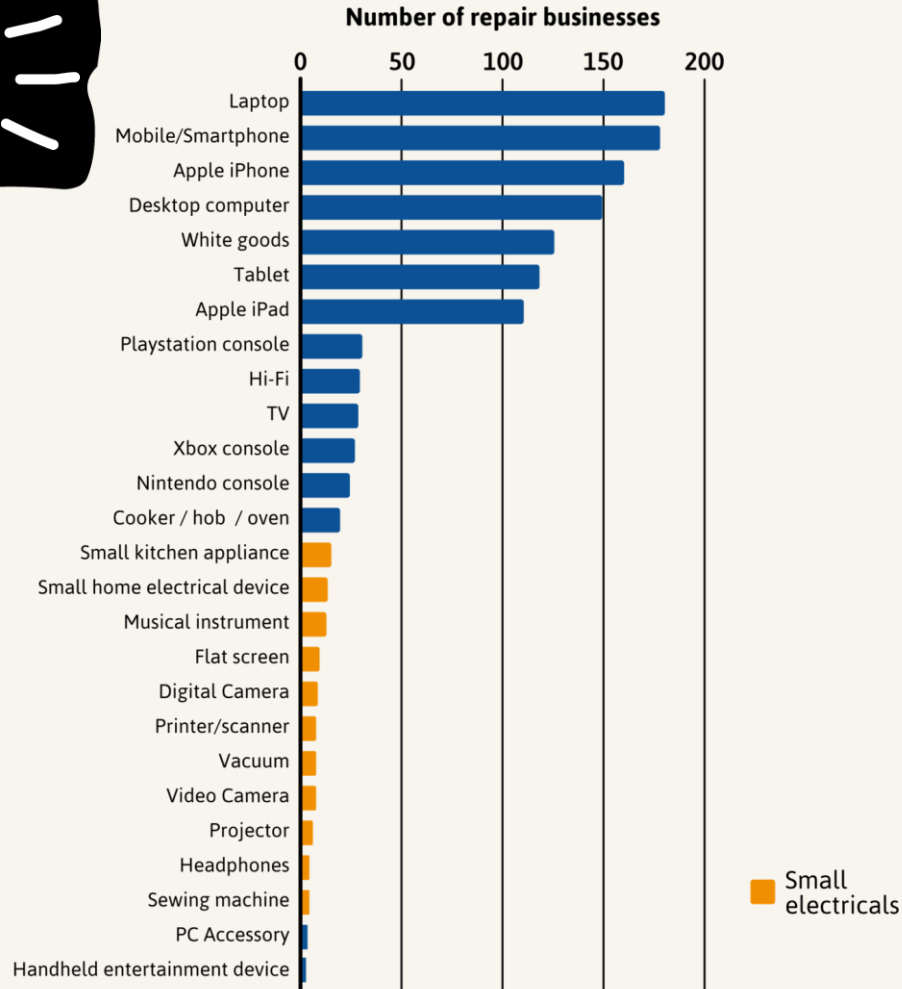


Repair Voucher Scheme: What we found

Repair shops need support

- 14 businesses actively participated: 10 tech, 4 other electricals
- Repair for non tech electricals was hard to find - and we may not have it for long
- Repair businesses are facing challenges:
 - High operating costs
 - Repair more difficult:
 - Lower quality products, product information unavailable
 - Spare parts hard to get, expensive and software locked
 - Hard to recruit new repairers

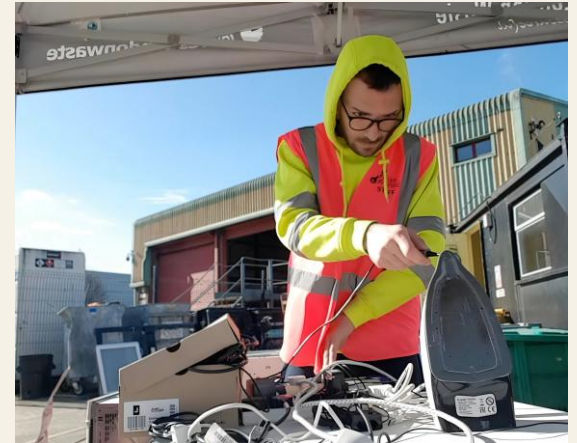
Product categories



Repair & Reuse Declaration

Calling for UK government to:

1. Make **repair more affordable** (tax reductions, repair vouchers).
2. Expand UK's **right to repair regulations**.
3. Help people choose more repairable products (**repair index**).
4. Introduce **reuse targets**, prioritised over recycling. *
5. Build a repair workforce (**repair training, accreditation and apprenticeships**).



How can councils support repair and reuse?

→ **Support repair businesses:**

- ◆ *Repair vouchers, promote businesses*
- ◆ *Business rate relief, rent support, promotion,*
- ◆ *Training support to encourage new repairers*

→ **Community repair initiatives:** *Support, promote, seed funding*

→ **Increase reuse:** *Include in waste contracts, consider a local reuse target*

→ **Encourage funding** *from large business: e.g. through contracts*

→ **Support Repair and Reuse Declaration**



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