



# REPAIR CAFE PROJECT REPORT

2023 - 2026



Supported by:  
Scottish Government Investing in Communities Fund  
Glencairn Community Council Windfarm Fund  
D&G Communities Mental Health & Wellbeing Fund

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# ABOUT US

Now in its third year, the Moniaive Repair Café has become a much-loved part of village life, bringing people together to fix things, share skills, and reduce waste.

It plays an important role in helping Moniaive and Glencairn move towards a more circular, sustainable way of living.

As a community organisation, Moniaive Initiative supports a wide range of climate-focused projects, always looking for ways to reduce carbon, support local people, and care for our environment.



## The beginning of Moniaive Repair Café

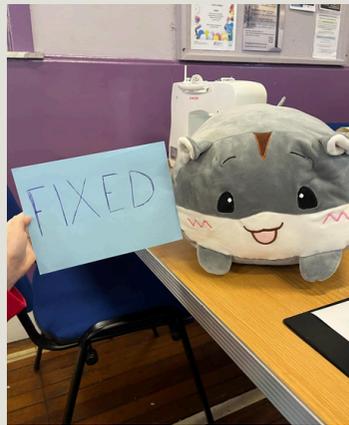
The Moniaive Repair Café has grown into something truly special. What began with a simple community meeting — where more than 20 people turned up and 12 immediately volunteered their skills — has blossomed into a thriving, joyful project powered by local talent and generosity. From bicycles and electricals to PCs, leatherwork and textiles, our volunteers have brought an incredible range of expertise, proving just how resourceful and skilled our community is.

Those early hopes for a welcoming team of greeters, sign-ins and kitchen helpers have become a well-oiled, friendly crew who make every session run smoothly. Many of our original volunteers are still with us, and new faces continue to join, bringing fresh energy and ideas.

The Glencairn & Moniaive Memorial Institute has remained the perfect home for the Repair Café — a warm, accessible space with a fully equipped kitchen and room for everyone to gather, chat, learn and repair. It's become more than a venue; it's part of the Repair Café's identity and success.

Three years later, we're proud of how far we've come — and excited for everything still ahead.

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## ABOUT OUR PROJECT

We have delivered 30 Repair Café sessions — a fantastic achievement that shows just how committed our volunteers and community have been. That consistency has helped build trust, routine and a real sense of belonging around our monthly gatherings.



## EVENTS

- In the first three years, our volunteers have contributed an incredible 900+ hours to the Repair Café. It's a remarkable testament to the commitment, generosity and community spirit that keep this project thriving.



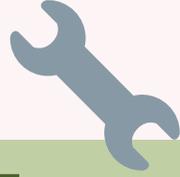
## OVERVIEW

In the early days, we expected that more people might use the Repair Café straight away, but we quickly realised that changing long-held 'throw-away' habits takes time. What mattered most was planting the seed and showing the community what was possible.

Our volunteers were never discouraged. Instead, they kept the momentum going, sharing the Repair Café story through conversations, neighbours, and local networks. Word of mouth soon became our most powerful form of promotion, helping the Repair Café grow steadily and naturally over the years.



## ATTENDANCE AT THE REPAIR CAFE OVER THE 3 YEARS



# PROGRESS OF OUR PROJECT

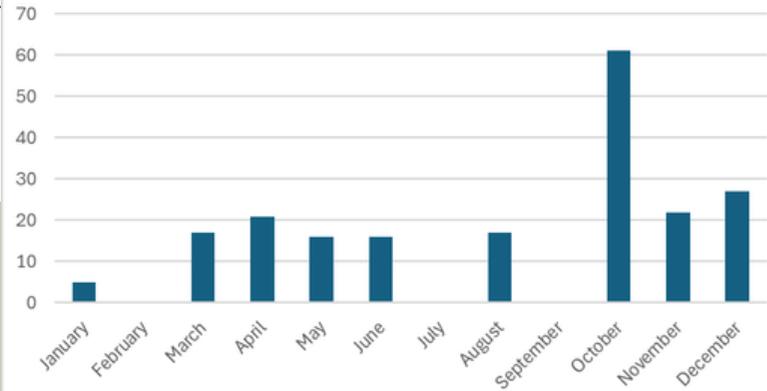
Attendance has grown steadily through word-of-mouth promotion, which remains our most effective outreach tool. This consistent activity has helped shift attitudes away from a throw-away culture and towards repair, reuse and shared skills.

The Repair Café has become a trusted monthly fixture, strengthening community connections while reducing waste and supporting a more circular local economy. Our qualitative feedback has remained consistently strong throughout the three years of running the Repair Café. Every client who provided feedback reported being happy with the service and would return, highlighting the friendly atmosphere, helpful volunteers and the value of having a local place to repair and learn.

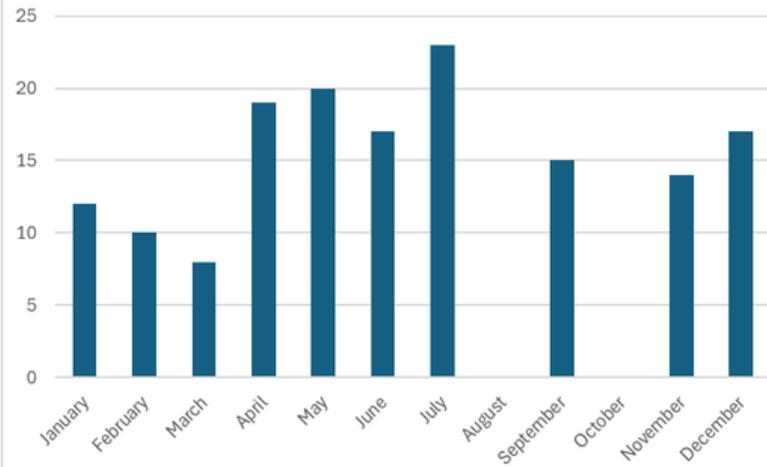
This continued 100% satisfaction rate shows that the project is meeting community needs and delivering a service people genuinely appreciate.



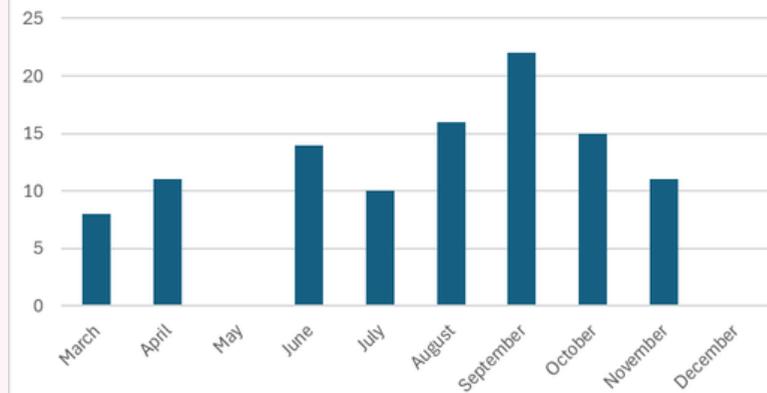
### Attendance per month 2025 Attendance



### Attendance per month 2024 Attendance



### Attendance per month 2023 Attendance

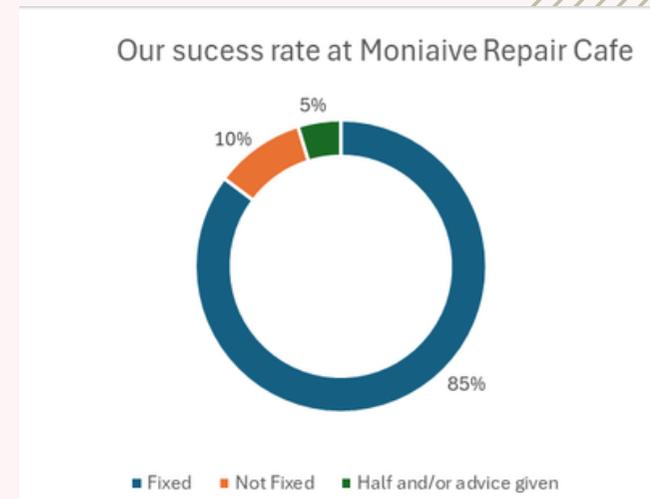
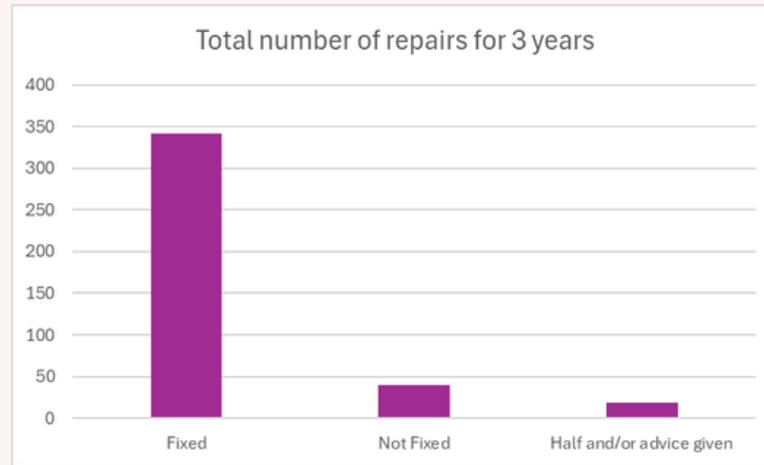




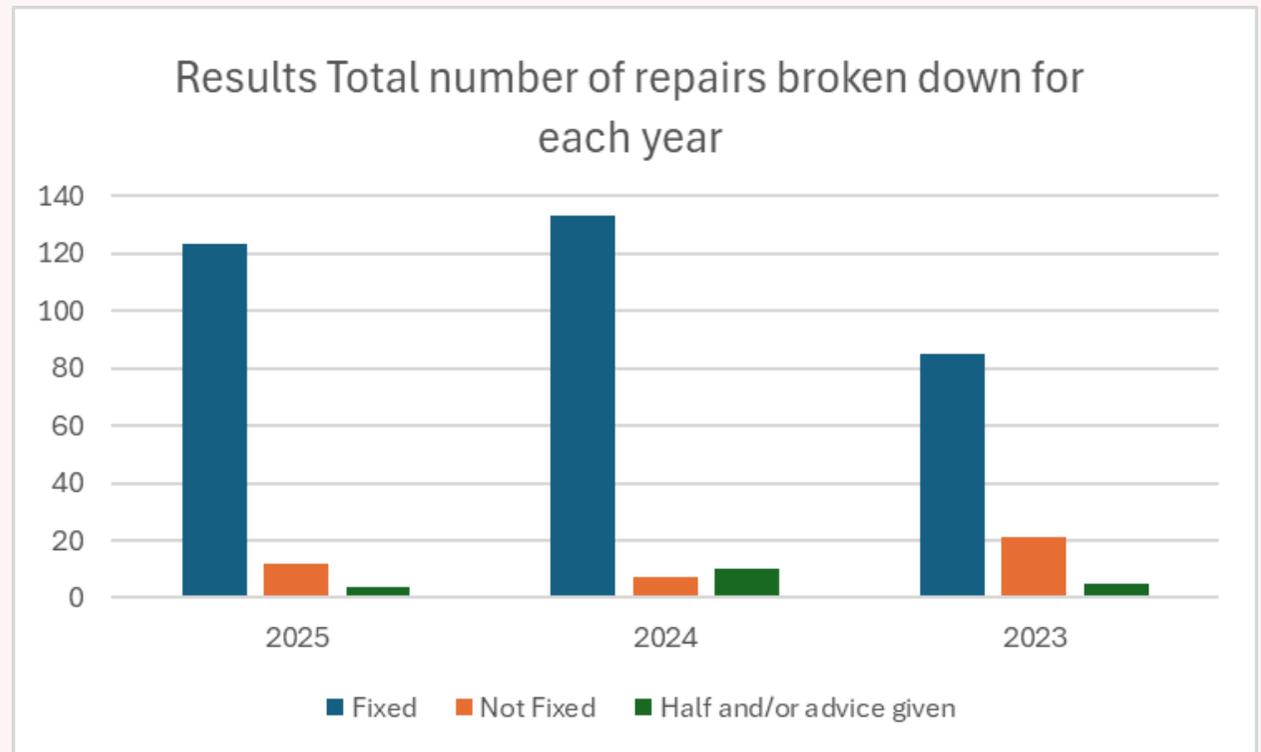
## Measuring success

As the Repair Café has grown, so has the way we capture the brilliant stories and feedback that come through our doors. Our old visitors' book quickly became a thing of the past — and our recent move to a digital check-in system will hopefully transform how we record and celebrate our impact. Now, every participant completes a simple digital form when they arrive, covering our disclaimer, photo permissions and details about their repair.

This digital approach will make our monitoring smoother, more consistent and far more insightful. It will help us gather the real voices of our community — the thank-yous, the success stories, the “I can't believe you fixed this!” moments — many of which we've proudly shared on our community Facebook group. It's a joyful way to show the heart of the Repair Café and celebrate the people who make it special.

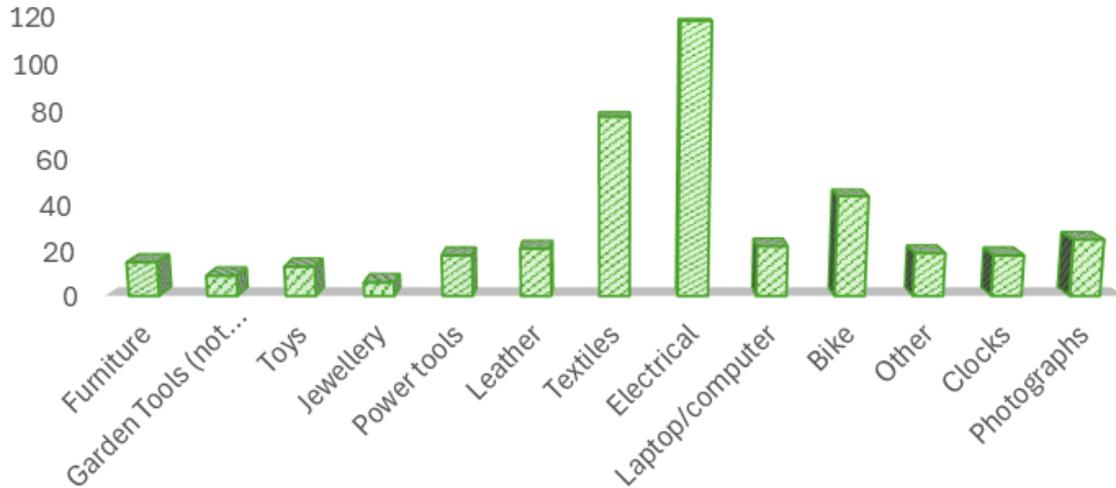


Nationally the success rate is 66% fixed, 21% not fixed and 14% half repaired



## Most presented item 23-26

### MOST PRESENTED ITEMS IN TOTAL FOR 23-25



### MOST PRESENTED ITEMS AT A REPAIR CAFÉ



**1,530**  
ITEMS LOGGED

#### PRUNING SHEARS / GARDEN TOOLS



Vacuum cleaners 1,441



Clocks 1,147



Table lamps 939



Trousers/pants 913



Knives/scissors 834



Radios 710



Toasters 634



Sewing machines 611



Coats/jackets 536

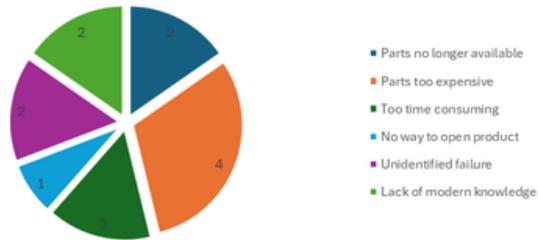
The most presented items at Repair Cafés in the UK are garden tools and small household appliances, with pruning shears/garden tools at the very top.

This comes from aggregated RepairMonitor data, which tracks what people bring in across participating cafés.

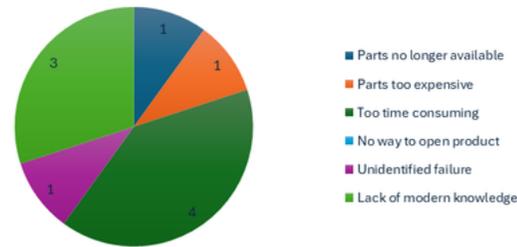


# Reasons for failure to fix

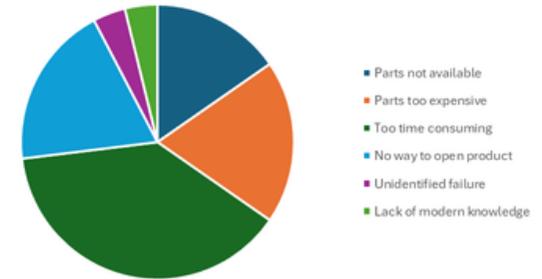
Reason for failure to fix 2025 Total



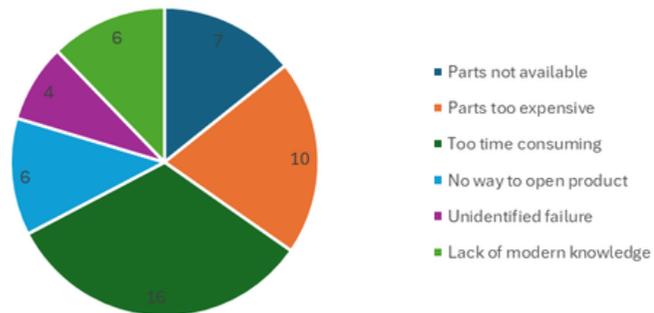
Reason for failure to fix 2024 Total



Reason for failure to fix 2023 Total



Overall reasons for failure to fix over the past 3 years



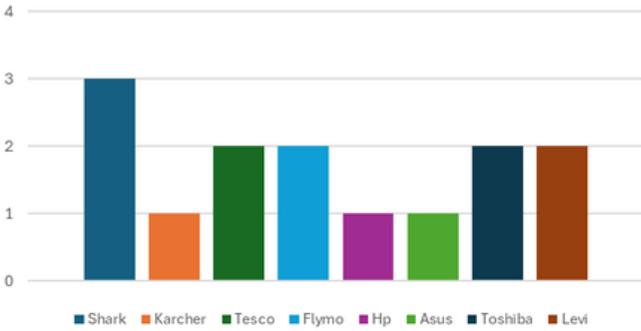
We saw a whole wave of clocks arrive after word spread that our volunteers were brilliant at bringing them back to life. It became a running joke at the café; once one person had a success story, half the village seemed to check their mantelpieces and cupboards. It was a perfect example of how word of mouth keeps the Repair Café buzzing and brings in the most unexpected treasures.



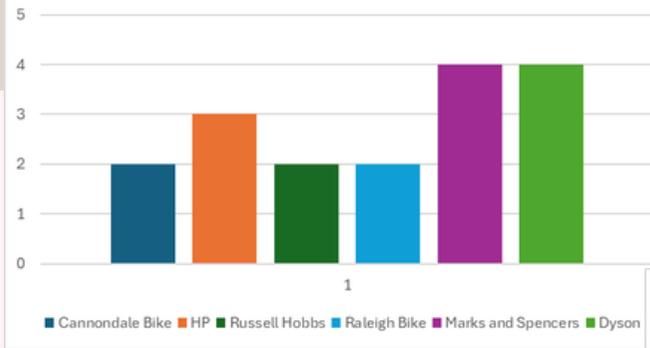
# Most presented brands

Over the past three years, we've noticed that certain brands and product types appear again and again at the Repair Café. This isn't unusual – it reflects wider trends in how everyday items are designed, used and maintained. Some products are simply more prone to wear and tear, while others are built in ways that make small faults more common. In many cases, these brands are also the most widely purchased in our community, so naturally they show up more often when something goes wrong.

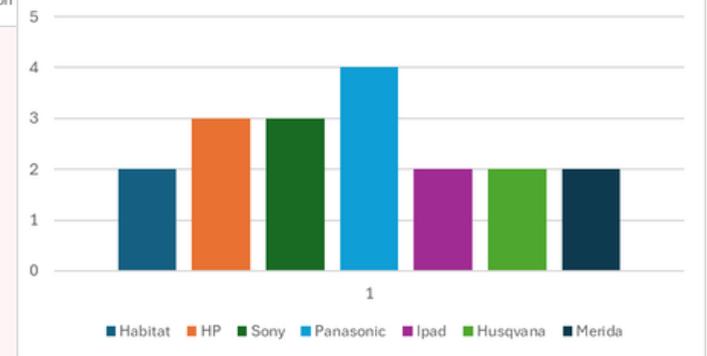
Most presented brand 2025



Most presented brand 2024

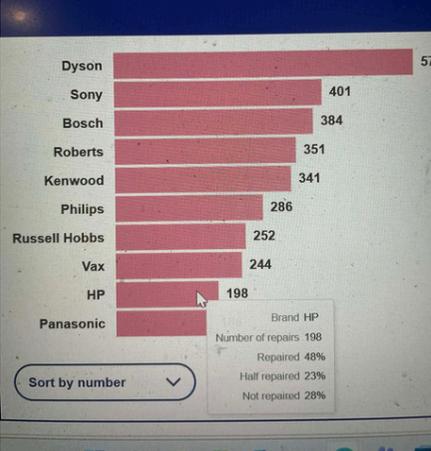


Most presented brands 2023



Across three years of data, HP is the most frequently presented brand at the Repair Café. This reflects how widely HP devices are used locally and the types of everyday repairs our volunteers have become highly skilled at supporting.

Most presented brands in United Kingdom



This is the most presented brands from the Repair monitor, as you can see HP is present here too.

Rather than being a negative, this pattern has helped our volunteers build real expertise. By seeing the same makes and models regularly, we've become quicker and more confident at diagnosing issues, sourcing parts and sharing tips with owners.

It's also given us valuable insight into which products are repair-friendly – and which ones could be designed better for longevity.

# Social benefits

Repairing something — even a small fix — gives people a powerful sense of achievement and confidence. Our new digital feedback system will allow us to capture this emotional impact alongside the practical repair outcomes, strengthening our case for future funding and support.

Generational skill-sharing happens every month, as community members of all ages learn from one another and sustain vital practical knowledge.

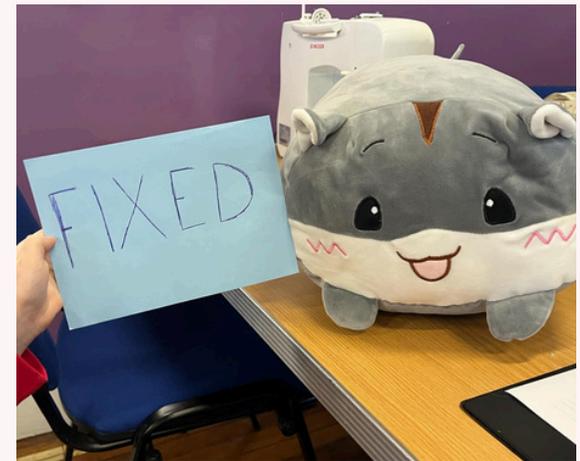


Fantastic, 1<sup>st</sup> repair café and will be back, wonderful service and a bonus tasty lunch



Fantastic as always

Repair café is a sanity saver, wonderful as always!



Thank you so much for tidying up my bike so I can use it again

Made to feel very welcome

# Kitchen

From the very beginning, it was clear that the kitchen side of the Repair Café was just as important as the repairs themselves. Our core group of kitchen volunteers has stayed together throughout the project, becoming great friends along the way.

They coordinate through their WhatsApp group — organising shifts, sharing home-baking plans and keeping the café atmosphere welcoming and lively. Participant feedback consistently highlights how much this friendly, familiar team adds to the overall experience, showing just how vital the café element is to the success of the Repair Café.

And we did it — we sourced better coffee, upgraded the café experience and kept our regulars very happy.



Didn't get a chance for a repair today, but it has been a lovely sociable space as always. Great food. Very welcoming, the opportunities for the kids have been fab.

This monthly event still draws in locals who simply come for the chat and the cake — A reminder that the social side of the Repair Café is just as important as the repairs.



# Comments and feedback

Always completed to a high standard and communicates well!

It has been a very pleasant experience and the repairer and café were most helpful

Brilliant speedy service. Glad to get my bike back on the road.

Would like to see more often

Great repairer, very meticulous

Need to make donations easier and private



## "Case" study



This beautiful suitcase was brought in to the Repair Cafe in April 2024. It is over 100 years old, and belonged to the missionary grandfather of the current owner. It has been in storage for many years, but prior to that was used on trips to the Himalayas, and several other far flung places. Our repairers set to work on replacing the damaged handle. But sometimes we need to take a little longer over a repair, and this one could not be fixed there and then. Our repairers agreed to take it away to work on, and returned the repaired suitcase to a delighted owner at the following Repair Cafe.

# What's Next?

We occasionally find ourselves needing to cancel Repair Cafés due to a shortage of volunteers.

Our main focus is to recruit additional volunteers to help distribute the workload and repair an even greater variety of items.

We welcome individuals with existing mending skills, as well as those interested in learning new ones. In particular, we would love to attract more young volunteers to join our team.



**oniaive initiative**

# REPAIR CAFE

First Saturday of the month

## GLENCAIRN MEMORIAL INSTITUTE

**THE REPAIR CAFE IS WHERE VOLUNTEERS OFFER THEIR SKILLS FOR FREE TO HELP REPAIR BROKEN STUFF.**

Bike dusted off for spring?

Found broken items during your spring clean?

Need advice on how to maintain your item?

Does your PC/Laptop need a spring clean?

**EVERYONE WELCOME**  
**REFRESHMENTS AVAILABLE**

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