

#ShareRepairAware



Share and Repair Network

Gathering 2025



**Net Zero
Scotland**
Scottish
Government



EDINBURGH
REMAKERY





How to run a repair project as a non-repairer

Lindsey Campbell
(Linlithgow Community
Development Trust)



Sue Briggs
(The General Store, Selkirk)



Road to Repair - LCDT



2018



2023



2024



Repair Cafés – May '23 – May '24





Repair Shop May '24 →

BEFORE



AFTER



Repair Shop Management

- Volunteers only – no paid repairers
- Autonomy and trust
- Support
 - S&R Network
 - Other projects – visit!
 - Best practice (SCVO/DTAS etc.)
- Future could be ...

The General Store – how are we the same/different?

- Paid repairers (fixers), retail volunteers
- Second hand retail supports fixing and other projects
- Charges for repairs – from free, to a wee donation, to fixed charges to “let’s discuss”.
- Difference between repair and restoration
- Trust – no fix, no fee. Active encouragement to return items for re-fix or refund
- Pick up no fix items – donate if you wish
- Over 200 items pass through per month

LEADERSHIP (when you haven't a clue about fixing)

- Regular daily check ins – performance management – What are you working on? What is “sitting”? What are the current priorities? What do you need to “no fix”?
- Coaching on specific repairs = act as a sounding board – What’s the problem? How are you tackling it? What barriers are you finding? What have you tried so far? What options are left to you? What’s your next step? How will you know it’s worked?
- Act as a buffer between clients and fixers. You hold the big picture but involve fixers on technical questions.
- Get good at talking about mistakes so that you can learn. Not blame.
- Start meetings with health and safety – it will get lost if you don’t.
- Get used to giving (and getting) feedback – positive and developmental
- Continuously examine your work flow processes. Where are the snagging points and blockers?

Questions?

