

World Cafe - Table 1 Repair and Maintenance - Alan Brown

### Summary

3 groups of people contributed to the content. Participants representing active groups wanted to know how to be more effective. To build repair skills and capacity, to know how to optimise processes but also to understand the legal and liability side more too. Comments noted seemed to be focused on making existing services even better. Groups are broadly confident in what they do, but could be more efficient and benefit from more advice, training and assistance to keep costs low.

Discussing issues that were barriers to repair or matters which limited them in some way they discussed the following which has been paraphrased by the table host.

### Insurance & Legal matters

- some actions are not being done because of a concern that they may not be properly covered, trained or compliant with legislation. Brokers like P&K are helpful however more could be done to ensure the sector adopts the right range of insurance to cover the wide range of activities involved in sharing and repairing,
- Risks and potential liabilities for fires caused by electrical repairs from unqualified volunteers was raised, however there's also an appreciation that PAT testing provides a good level of safety checking. Training dedicated to electrical repairs should be considered to allow groups to ensure they are compliant and covered in case of an accident caused by a repair.
- Revolve Standard was mentioned, but when asked, it was stated that only one organisation was accredited, others may be following the guidance seemed there was support but not a large take-up of such a scheme, Something to review to build confidence in items repaired / sold.

### Skills and Knowledge Exchange

- more training was desired, especially to skill up volunteers to match the sorts of repairs that groups are working on, woodworking, textiles, , electronic, IT, PAT testing, etc.
- Partnerships with Mens/Community Sheds was seen as a good benefit as it tapped into people with other skills.
- Few knew about digital platforms for networking such as S&R's [slack.com](https://slack.com) or [restarters.net](https://restarters.net) - perhaps the network could facilitate or list good groups to encourage inter org comms and linking specialist repairers up more.

### Quality / signposting to others

- Groups want to repair to a good/high standard and to work with 3rd party repairers, or other Repair Cafe/Shops when their own skills are not able to help. Groups should be encouraged to develop lists of recommended repairers to signpost people to, however they are also concerned about recommending others and any negative impact if that referral turns out to be poor.

### Spare Parts & Consumables

- no bulk purchasing or other means to share and reduce costs between groups.
- Access to parts is rarely from OEM. More often from eBay or other websites where it's not assured that the part is an approved spares part,
- Some groups have access to 3D printers and could help to make parts that can't be purchased. But again it needs promoted in the network.
- Often spare parts are obtained from the private stock of volunteers. Benefitting but also depleting their own resources

**Storage Space**

- Some groups simply don't have the space to store customers items while waiting on repairs. Some only operate Cafe events in random locations where holding onto an item until repaired just isn't practical,

**Funding**

- clearly a common and repeated message is the need for more funding and sector specific funding and signposting.