

ANNUAL REPORT

2025-6

A YEAR OF IMPACT

SHREWSBURY REPAIR CAFE

The first Repair Cafe was established in Amsterdam in 2009, inspired and led by Martine Postma, and has grown to be a world wide community enterprise, with nearly 4000 registered repair cafes now operating.



Martine Postma
Photo: Martin Waalboer/Repair Café International

Shrewsbury Repair Cafe was formed in 2017, its original base being in the now demolished Riverside Shopping Centre before moving to its current base at Shrewsbury United Reformed Church.

Starting from humble beginnings, it has grown to be the largest repair cafe in Shropshire, where volunteers from across the community come together on the 3rd Saturday of every month to fix, repair and advise on a wide variety of household items, both practical and sentimental, brought in by members of the public.

From that humble beginning, the ethos has remained the same - let's all repair rather than dispose or replace, let's all work together and let's all have a slice of cake.



Shrewsbury Repair Cafe is a Registered Charity (England & Wales) Charity Number 1208715

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Reflecting on the 2025-26 Period

The last twelve months have shown that we are beginning to make a real impact in our community. While Shrewsbury Repair Cafe has always been a hub of activity, we have evolved from a local initiative into an important component of the regional circular economy.

It is easy to measure our success in numbers – a 26% increase this year in items presented is impressive. Hopefully this trend will continue, signaling that the people of Shrewsbury and the wider Shropshire area are moving away from the 'disposable' mindset of recent times. Moreover, it is also important to realise the stories behind those items such as the heirloom ornament that is whole again, the vacuum cleaner saved from a skip, the jacket sewn to look like new again and shared cups of tea with neighbours.

A Community Effort

Our base at the Shrewsbury United Reformed Church has been better than ever, and I am particularly proud of how our volunteers have expanded to meet the increased demand. Our volunteers are the life blood of the whole operation and their willingness to share their expertise is so inspiring. Equally important of course are the people behind the scenes, reception, social media, and administration folk, without whom chaos would reign. Our whole team are not only skilled, but welcoming and kind, going the extra mile every time.

Additionally, we expanded our community outreach programme to include stands at community spaces and giving talks to interested groups. We also helped start up and support Wem Repair Cafe.

Celebrating Excellence

It was great satisfaction to receive two community awards this year – one in the Mayor of Shrewsbury Awards and the other at the BBC Radio Shropshire Make a Difference Awards. This is a powerful validation from the community of what we do.

Looking Ahead

As we move into 2026-27 our challenge is to sustain this momentum. The demand for our services is growing, and with it, our responsibility to provide a high-quality, welcoming, and supportive environment for repair.

I want to extend my deepest thanks to everyone who comes to volunteer, in whatever capacity - you are remarkable and it is a privilege to lead such a wonderful team. I am also grateful to all the members of the public who bring in their items for repair - you help us with our goal of making a more sustainable future – one bolt and stitch at a time.

Liz Evans
Chair of the Board of Trustees
Shrewsbury Repair Cafe

Executive Summary

Driving the Circular Economy in Shropshire

The 2025–2026 period represents our most impactful year to date. Building upon almost a decade of community service, Shrewsbury Repair Café has solidified its position as a respected fixture within Shrewsbury, and a leading voice for the circular economy across the wider Shropshire region.

Operating from our monthly base at the Shrewsbury United Reformed Church, we have successfully scaled up our operations to meet rising demand while deepening our social and environmental footprint.

Year at a Glance: Key Achievements

This year was defined by measurable growth and external validation of our mission:

- Operational Growth: We saw a 26% increase in the volume of items presented at our monthly sessions compared to the previous year.
- Volunteer Expansion: A significant influx of new volunteers has bolstered our technical capacity and allowed us to serve the community more efficiently.
- Environmental Stewardship: Increased throughput has directly translated into higher rates of landfill diversion, preventing waste and reducing the carbon footprint of the Shropshire community.
- External Recognition: The organisation's hard work was validated by two notable awards this year, reflecting the high value the community places on our service.

Beyond Repair: Social & Strategic Impact

While our core mission remains the physical repair of items, our strategic focus has expanded to encompass broader social outcomes:

- Innovation & Outreach: Through innovative practices and a coordinated community outreach programme, we have successfully introduced the "repair and reuse" ethos to new and diverse audiences.
- Community Resilience: By ensuring our services remain accessible and inclusive, especially for those with a sensory impairment, we are fostering a more resilient local economy and community cohesion, where skills are shared and resources are valued.
- Brand Awareness: Enhanced visibility has turned the Repair Café into more of a "household name" in Shrewsbury, driving both footfall and philanthropic support.

Looking Forward

Shrewsbury Repair Café enters the new year with strong momentum, a growing volunteer base, and a clear mandate from the community. We remain committed to proving that a more sustainable, circular future isn't just a goal—it's happening every month in the heart of Shrewsbury.

Repair Cafe

This year we have held eleven monthly repair cafes, ten at our base in Shrewsbury United Reformed Church and one where we hosted The Big Mend at Prestfelde School. This brought together repairers from other repair cafes in Shropshire for the first time for the county's largest ever repair café.

All our figures show that there has been an increased demand for our services this last year, with a 26% increase in the number of items being presented for repair. We are also pleased to note that our repair rate remains high and that the satisfaction in our services also remains very high.



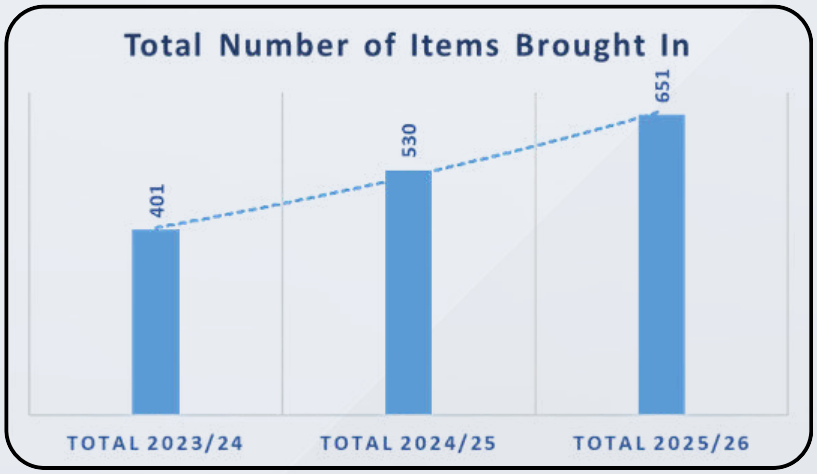
Our monthly figures show that we have a consistent number of items being brought in for repair, with 651 items brought in for repair.

There was a spike in October due to a large advertised event called The Big Mend and there was a dip in December as we had a shorter repair cafe due to the Christmas season.





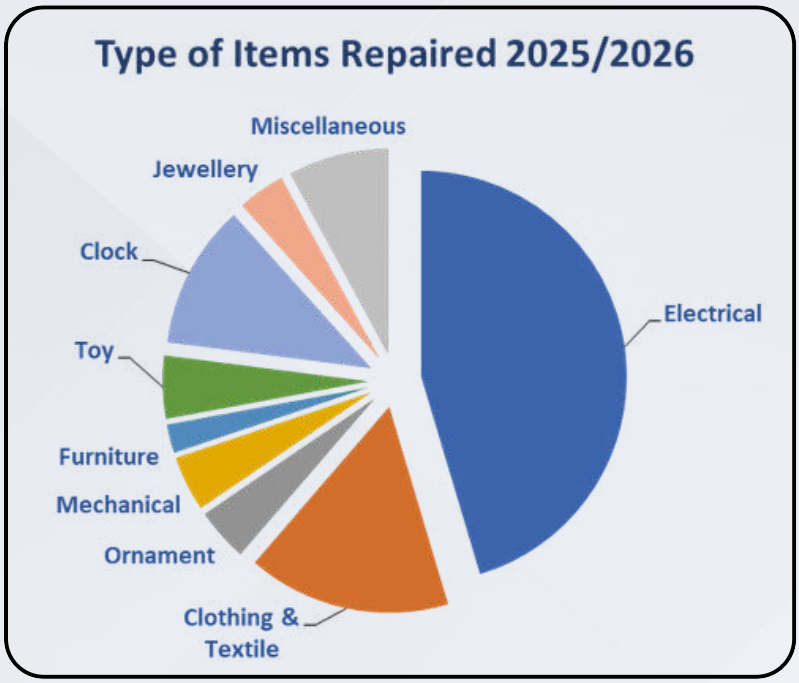




This chart shows the progression year on year, since we began our data collection.

This shows that our publicity is working and that we are becoming more well known by our community.

Repair Cafe



One of the strengths of Shrewsbury Repair Cafe has been the variety of repairs it can perform.

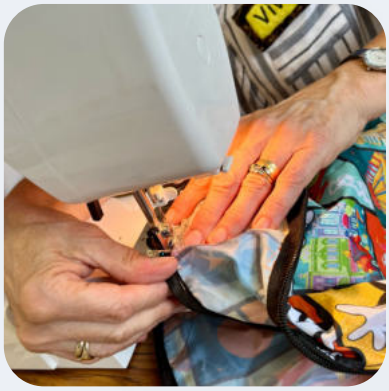
The largest percentage of items brought in for repair are small electrical items and we have responded to this need by training more volunteers to do these repairs.

Our textile team are very popular, fixing and sewing a wide array of items from clothes to soft furnishings.

Also we have specialist repairers, so we can offer repairs to jewellery, clocks, teddy bears and ornaments.



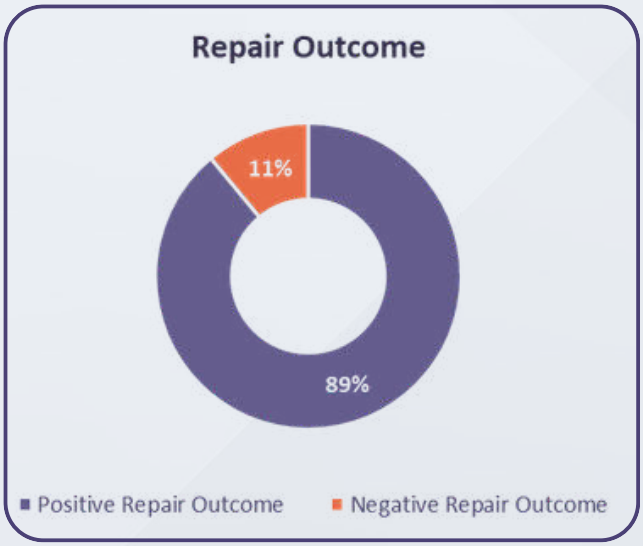




Our visitors bring items in for repair for many reasons, but if we can play a part in that item being used again it is a positive outcome.

Some items we do not or cannot repair, but we provide advice on where to take the item for repair or where to get a necessary part.

Giving our visitors information for them to act on is a positive outcome and when we combine this with our figures for items repaired, it means 89% of our visitors leave with a positive outcome of their visit to us.



Repair Cafe

Measuring the environmental impact of Shrewsbury Repair Cafe can now be shown using the quick carbon calculator developed by Farnham Repair Cafe.

Emission and landfill savings can only be estimated, as there are various unknown variables, but they give a strong indication of how valuable repairing can be and how much it has an impact on reducing carbon emissions.

Based on our positive outcomes, Shrewsbury Repair contributed

Emission Saving

19,049 Kg CO_2e

Landfill Saving

2026 kg



79,109 Driving miles

That is equivalent to driving 3 times around the world



11,904 Showers

That is equivalent to 13 olympic sized swimming pools



116,153 Flying miles

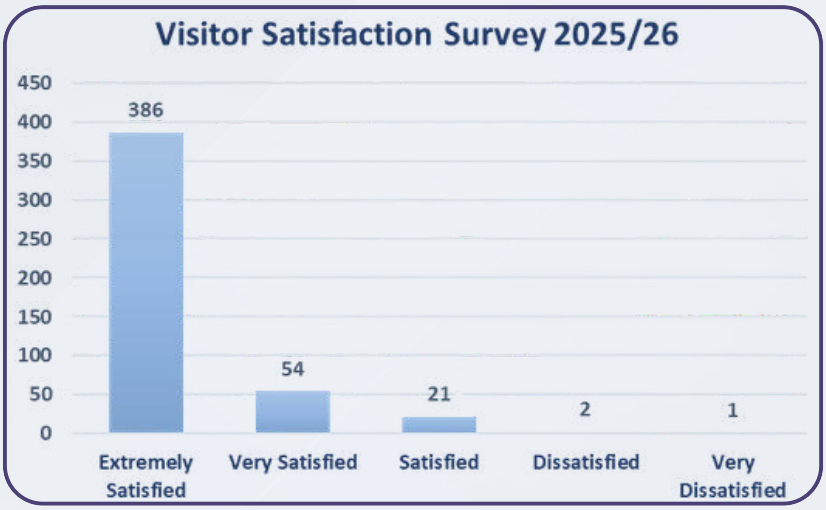
This is equivalent to nearlly half way to the moon

Repair Cafe

Repair cafes foster social connection and community resilience by bringing people together to fix broken items, promoting skill-sharing and reducing waste. Shrewsbury Repair Cafe acts as a community hub that aims to reduce isolation, boost mental health, bridge generational gaps, and empower our visitors with practical repair skills, all over refreshments and cake.

The most heard comment back we hear from our visitors is how fun and lively every repair cafe event is, full of laughter and conversation. The positive experience our visitors have in coming to the repair cafe is just as important to us as the repairs themselves.













Visitor Reflection

The young man's head was bent intently over a table filled with piles of a chaotic mix of electrical components. He had been patiently working there for most of the morning. I sat nearby waiting for him to look at my old kindle. My dog, Gus, lay under the table.



Waiting in the repair cafe was an interesting experience. The hall was filled with people of all ages, differently abled and from a variety of social backgrounds. Some, like the young man, were working at tables, some were talking ,some drinking coffee and eating cake, others looking around fascinated by the variety of items brought in for repair. So many people but all were smiling.

I chatted from time to time with the young man as he worked - gradually two amplifiers emerged from the chaos. "I need a third hand"' he said and a man who must have been three times his age appeared and they worked together finishing the amps. They were ready just as their owner returned. She was delighted to have them working again. "I know they are old' she said, "but I love them, I use them in my conservatory."

I have worked for charities of various sorts for the greater part of my adult life, both as a paid professional and as a volunteer, but I have never come across anywhere quite like the Repair Cafe. It seems to me to be a great equaliser where everyone is treated the same. I think that everyone involved in the Repair Cafe gains something - the 'visitors ' get items repaired that they may otherwise have to replace, and those working share and pass on their skills or develop new ones. I believe that it's so important for everyone to feel useful, especially those who have retired from work.



What have I gained from my visits to the Shrewsbury Repair Cafe? Well, my lovely model of a hare now has two ears again, my favourite old kindle is able to recharge again, and my husband's Victorian slate clock not only keeps the time but chimes again. I feel encouraged and heartened that, in a world where negativity and self-centred attitudes seem to be increasing, at the Repair Café people of all ages and backgrounds are sharing their skills and giving their time.

It is a culture that is well worth encouraging and supporting.

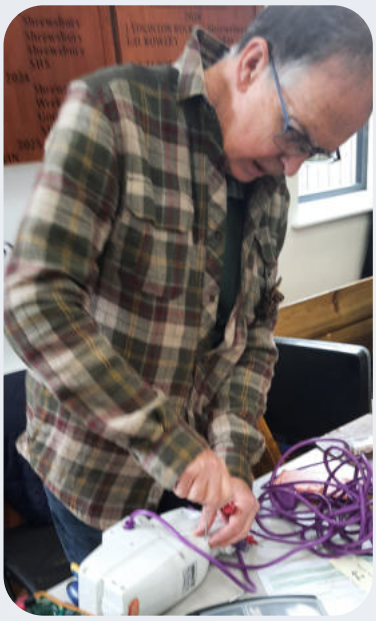
Carole Fisher
February 2026

The Big Mend



To celebrate and mark International Repair Day on October 17th 2025, Shrewsbury Repair Café hosted The Big Mend, a partnership between ourselves and Veolia Waste Management to get the message of repair and reuse out to as many households as possible.

Publicity was driven by Veolia, with leaflets handed out at the Shrewsbury Household Recycling Centre, articles in the local press and interviews on BBC Radio Shropshire. All of Shropshire's repair cafes were invited to participate, sending their volunteers along to support the event.



At a larger venue in Prestfelde School, The Big Mend proved a great success. It was the first joint venture for Shropshire's repair cafes and was one of the largest repair café events on International Repair Day. The day was opened by Jenny Wynn, Vice Lord Lieutenant for Shropshire and we welcomed Julia Buckley MP for Shrewsbury who addressed everyone at the end. Our friends at Halls Fine Art Auctioneers had a couple of experts on hand to value items brought in – It was Repair Shop meeting Antiques Roadshow!

In total, 137 items were brought in for repair, the majority of people having never attended a repair café before. Over refreshments and cake, supplied by the catering team at Prestfelde School, and to the wonderful piano accompaniment from George and Jeremy from Shrewsbury School, so many of the items were repaired and a great day was had by all.



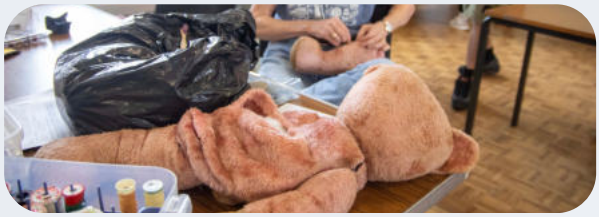




Volunteers

None of the work the Shrewsbury Repair Café does would be possible without the skill, resources and dedication of its team of volunteers. From its monthly repair cafes to outside talks, from administration to social media postings, every volunteer has shown a clear commitment to the ethos of Repair Café, and contributed to its ongoing success and impact. A huge thank you is extended to all those who have given their time and resources to make the last year so successful.







This year has seen an increase in the number of volunteers, both those who are repairers but also those in the reception team/supportive roles.

Due to the increase, we introduced a new Volunteer Welcome Pack, so that as many volunteers as possible have access to all the relevant information that will help them settle in. This has been well received and has been shared with other Shropshire volunteer organisations.

In the last year we have introduced The Monthly Fix, a newsletter that goes out to all our volunteers with news and updates about the Repair Cafe

Shrewsbury Repair Café is committed to support the skills of all it's volunteers. In the last year, volunteers have been supported in the following areas of training:

Accountancy for charities
Health & Safety (premises management)
Writing Press Releases
Emergency First Aid at Work
Small Appliance Repair Course

Room to Reward

Through a partnership with a small charity Room 2 Reward, we were able to offer a short break to two of our longest serving volunteers, Simon and Sue. This was as a reward and recognition of all the years of service they have given.

Volunteer Reflection



I was brought up in the home counties to a single mum with 2 siblings and a limited income. My grandfather was a Naval Engineer during both wars and the ethos of repairing and 'make do and mend' was passed down through the family, as were some basic carpentry and fabric skills (my first sewing machine was a vintage Singer bought by my Grandfather to make clothes for his wife and daughter!)



I have always been practical and hate waste so as soon as I heard about Repair Café, I wanted to be involved (could have also been something to do with being half Dutch!) Unfortunately, we were living in West Cumbria at that time, and our nearest Repair Cafés were in Carlisle and Keswick, over 40 mins drive away. I did make it to each a few times and was so impressed with the whole idea that I hoped to start one closer to my home but sadly it was difficult to find like-minded people in an area that was predisposed to buying new and throwing anything 'old' away.

We moved from West Cumbria at the end of 2024 to Bayston Hill to be closer to our 2 sons, both at university in the south and unlikely to ever move back to Cumbria. We are both retired and my husband joined the Town band and became a volunteer at RAF Midlands – 2 central hobbies all his life. I was struggling to know where to find people that had similar interests to me until I took an item along to the Shrewsbury Repair Café. Everyone was so friendly and although the item could not be repaired at the time, I was encouraged to come back next month when the expert 'Simon' would be there. I plucked up the courage to talk to some of the textile team about volunteering and decided to complete a volunteer registration form to join that day. I came back the following month, armed with my sewing machine and random items, and my item to be repaired.

Although my repairs have been mostly sewing related, I have had the pleasure of helping people get their sewing machines working again and in one case, helped a gentleman to discover how to re-home his wife's old machine that he hoped could bring someone else some joy. I have loved spreading the word amongst my old and new friends in the area and beyond. At last I have found my 'tribe' - people that think and care like me about keeping broken but yet stilled loved pieces from landfill or destruction to live a life again. It has given me confidence to try more repairs both within the repair café and at home.



I know what we do has an noticeable impact on saving carbon from the environment and that we also have a huge impact on people that come to bring those lost and broken pieces for repair. What I also recognise is the impact we have on each other, through sharing skills and knowledge but also through our friendship together. It has certainly helped me to settle into the area and my husband can see how happy I am to be gathering my kit together on a Friday night, ready to meet my colleagues again in the morning.

Pippa

Community Outreach

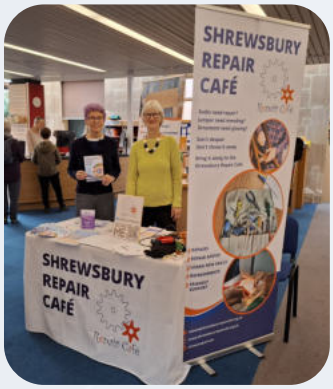
Even though repair is the core operation of the Shrewsbury Repair Café, we are also committed to outreach and sharing the message about the positive benefits of repair.

Earlier in the year, through a grant from Veolia Waste Management, we were able to purchase promotional banners and material, so our presence at community events would be more visible. This year has seen us attend more events and deliver more talks than in previous years.



Community Events

See & Hear Exhibition – Shrewsbury
Green Fair – Shrewsbury URC
Shropshire County Agricultural Show
Shrewsbury Library Green Week



Community Presentations

Norbury Women's Institute
Attingham Park Volunteer Group
Sight Loss Support Group – Shrewsbury
Sight Loss Support Group – Oswestry
Hampshire Repair Cafe Network

Social Media

Our following on social media continues to grow, with over 2300 followers on Facebook, regularly receiving views not just from UK but from around the world.

Our posts on Nextdoor are viewed by over a 1000 people locally

Parliamentary Repair Cafe

Shrewsbury Repair Cafe has signed the Right to Repair & Reuse Declaration. We attended the Parliamentary Repair Cafe organised by The Restart Project to highlight this cause to MPs from around the country, especially those from Shropshire



Innovations

The number of those who live with a sensory impairment is increasing across every area of our society, either through degenerative conditions that affect eyesight or hearing, or those who have lost their sight or hearing completely.

In this last year, Shrewsbury Repair Café has significantly improved it services to this section of our community, leading by example and making its services more accessible than ever before.

- Delivered talks to sight loss groups and also consulted them on improvements they would find useful in our repair café
- A promotional stand at See-Hear Exhibition, based in Shrewsbury which was attended by many from across the region
- Standardised easier to read name badges for all volunteers (yellow badges with black lettering)
- Through a kind donation from Sarabec Ltd, introduced a portable hearing loop device for use at every repair café
- Modified our registration form to inform us of those needing support due to hearing or sight impairment



One of the most significant impactful innovations this year has been the production of an audio description of our repair café to assist those with sight loss, so that they can become familiar with what to expect on visiting us.

Devised and produced by Simon Martin, one of our repairers, this was the world's first audio description of a repair café, and has been shared worldwide through Repair Café International and nationally through the Talking Newspapers Network and RNIB Connect Radio

Shrewsbury Repair Cafe is about restoring value - to objects, yes, but more importantly, to people. By making our repair café space, environment and experience more accessible, we are not just fixing kettles, jumpers and ornaments - we are helping to fix the social fabric of our community.

We cannot have a sustainable planet if we leave 20% of the population behind.

RNIB

See differently

Awards & Recognition

Shrewsbury Repair Cafe is very proud to have received two notable awards in the last year.

These awards were given in recognition of both the hard work put in by all the team, and also in recognition of the unique manner in which Shrewsbury Repair Cafe approaches its environmental mission. They also recognised the care and support given to our community.

Each award was an honour to receive and has made us more determined to improve our service to the people of Shrewsbury and the wider county of Shropshire.



The Mayor of Shrewsbury Awards recognised the part that Shrewsbury Repair Café plays in its community, and awarded it a Green Award.

At an awards ceremony in Shrewsbury, Liz and Simon were honoured to accept the award on behalf of all the team

In September, Shrewsbury Repair Café was given the Environmental Award in BBC Radio Shropshire Make A Difference Awards. We were only the second repair café nationally to be given this honour.

At an award ceremony in Telford, Annie, Ruth, Simon and Pete received the award on behalf of the whole team.



Shrewsbury Reflection











Shrewsbury Repair Café is a brilliant example of our community at its very best — practical, generous, and forward-thinking. It's not just about fixing items, it's about bringing people together, sharing skills, and helping residents save money at a time when it really matters.

At the same time, it plays an important role in reducing waste and encouraging a more sustainable way of living. That combination, supporting people and protecting the environment — is exactly the kind of impact we want to see across Shrewsbury.

I'm incredibly proud that we have such a vibrant and successful Repair Café here in our town.

Alex Wagner
Mayor of Shrewsbury

Board of Trustees

Board of Trustees

Shrewsbury Repair Cafe Board of Trustees comprises of individuals committed to furthering the aims and ethos of repair cafe in our community. Shrewsbury Repair Cafe became a registered charity in June 2024 and the Board of Trustees have responsibility for governing the charity, setting its strategic direction, and ensuring it is well-managed and solvent. They manage the charity's administration, protect its assets, and ensure compliance with charity law.

The Board of Trustees have met on 5 occasions in this year and have continued to provide oversight, financial diligence and strategic vision for Shrewsbury Repair Cafe.

The main areas of focus were

- ensuring all policies and procedures were robust
- formulating a business plan to develop Shrewsbury Repair Cafe further and secure it's long term future
- Monitoring the operation of the Shrewsbury Repair Cafe
- Ensuring the sound financial management of it's resources
- Ensuring Shrewsbury Repair Cafe remains compliant with all relevant UK legislature and best guidance.

Board Members (2025-2026)

Liz Evans - Chair
Ruth Andrew
Adrian Banham
Mike Carey
Julie Hepplewhite
Pete Martin
Arran McLachlan
Pauline Wilson



Acknowledgments

Shrewsbury Repair Café extends our appreciation to some of the businesses and organisations who have given support and encouragement to us over the last year, to help us make the impact we have achieved.

Shrewsbury United Reformed Church
Repair Cafe International
Shropshire Repair Cafes
Shropshire Community Resource
Shrewsbury Food Hub
Shrewsbury Town Council
Lord Lieutenancy of Shropshire
Julia Buckley MP
Alex Wagner Mayor of Shrewsbury
Shrewsbury Men Shed
Veolia Waste Management
Prestfelde School
Mr. Jeremy Lucas
Hollies Bookkeeping

Sight Loss Shropshire
Halls Fine Art Auctioneers
Shrewsbury Library
Shrewsbury Tesco
Shropshire Star
BBC Radio Shropshire
My Shrewsbury
Room to Reward
Sarabec Ltd
Sailflags Ltd
The Wynn Foundation
Electrical Safety Group
The Giving Machine
NCVO
The Restart Project

We want to say an enormous thank you to the hundreds of people (and their dogs!) who have come through our door over this year. You have brought not just your broken items, torn clothing and precious heirlooms, but you brought your hope and enthusiasm.

Our year of impact is because you have shown your hope in our message, brought your energy to our work and shared your commitment to build a better community and brighter future.

THANK YOU

Financial Review

Principal Funding Sources

The charity is primarily funded by donations from the public at our events, as well as occasional small grants from local and national organisations. We operate on a low-cost model, with our main expenditure being the hire of our event venue.

This year we have invested in the renewal and purchasing of equipment to enable the repair café to run smoothly, as well as for safety, which has added to our expenditure. We do not anticipate requiring any additional equipment in the foreseeable future, apart from annual calibration of our PAT testing equipment.

An additional expenditure was the decision to distribute evenly the income received from donations at The Big Mend in October 2025 among the contributing repair cafes that supported the event.

Reserves Policy

The charity aims to hold reserves equivalent to at least six months of its core operating costs. This is to ensure that the charity can continue its operations and meet its commitments in the event of any unforeseen drop in income. As of the end of the financial year, our reserves stand at £895.53, which is in line with our policy.

Financial Position (year ended 31 March 2026)

Incoming Resources	Total Expenditure
£5,452.82	£5,384.34

Net Income / (Expenditure)	Cash at Bank and in Hand
£68.48	£3,991.78

The detailed financial statements follow on the next pages.

Statement of Financial Activities

Year ended 31 March 2026

	Unrestricted funds (£)	Restricted funds (£)	Total 2025/26 (£)
Income			
Donations	3,302.82	–	3,302.82
Grants	450.00	1,700.00	2,150.00
Total income	**3,752.82**	**1,700.00**	**5,452.82**
Expenditure			
Rent	1,181.00	–	1,181.00
Insurance	151.20	–	151.20
Course fees	–	1,700.00	1,700.00
Volunteer expenses	390.90	–	390.90
Equipment	1,171.72	–	1,171.72
Accounts inspection	177.60	–	177.60
Bank service charge	6.92	–	6.92
The Big Mend	405.00	–	405.00
Petty cash	200.00	–	200.00
Total expenditure	**3,684.34**	**1,700.00**	**5,384.34**
Net income for the year	**68.48**	**–**	**68.48**
Total funds brought forward at 1 April 2025	3,926.67	–	3,926.67

All income and expenditure arises from continuing activities. The transfer of £892.00 to the reserves fund (Bank Account 2) is a transfer between the charity's own accounts and is not included in expenditure above (see note 3).

Notes to the Financial Report

1. Basis of preparation

This report has been prepared from the charity's financial records for the period 1 April 2025 to 31 March 2026. Income is shown as received and expenditure as paid.

2. Restricted funds

Restricted income of £1,700.00 was received during the year, comprising a community council grant of £700.00 and an electrical safety award of £1,000.00. Restricted expenditure of £1,700.00 (course fees) was incurred in the year, so no restricted funds are carried forward.

3. Reserves

During the year £892.00 was transferred from Bank Account 1 to a reserves fund held in Bank Account 2.

4. Cash at bank and in hand at 31 March 2026 (£)

Bank Account 1 (agreed to bank statement)	3,090.33
Bank Account 2 (reserves fund)	895.53
Petty cash	5.92
Total cash at bank and in hand	**3,991.78**

5. Petty cash (£)

Opening balance at 1 April 2025	2.00
Cash drawn from bank (May 2025)	200.00
Paid out during the year (receipts PC1–PC8)	(196.08)
Balance carried forward at 31 March 2026	**5.92**

Approval

Approved by the trustees on 10th June 2026 and signed on their behalf by:

Signed: Liz Evans

Name: April Elizabeth Evans

Position: Chair of Trustees

Charity no.: 1208715