

2024 Annual Report



Prepared by:

ELAINE BROWN, CEO

13a Newkirkgate, Edinburgh, EH6 6AD

www.edinburghremakery.org.uk

Highlights 2024



January 01

- Marketing Intern from Napier University- Yasemin - started a 20 week placement
- ISO 27001 - re-accreditation achieved 100% compliance.
- CAE Mid-Year Momentum: Barbara and Elaine went to Windsor to present to the CAE Team
- Aaron promoted to Hardware Repair Technician

02 February

Warehouse Assistant started with us - Jay.

March 03

- Retail space improvements - new shop layout for tech retail
- Featured in The Herald on Sunday - article on circular economy
- New electric vehicle - EV2

04 April

- Coat Hanger Art - our art installation is back up in Newkirkgate
- R25 fund TDB for schools - Successful £40K

May 05

- Houses of Parliament - visit to represent Scottish Repair cafes at Westminster
- Bucknell University - Students visit for Talk and Tour of Edinburgh Remakery
- Staff Away Day- Midyear Motivation and Escape Room
- Highest Monthly Tech Sales EVER

06 June

Shop layout change - rethinking of flow of shop area

Highlights 2024



July 07

- eBay Award Finalist - in Social Impact category. Awards in September. Chance to win £10K
- Selected as one of the Edinburgh 500 projects - £5K
- NMS Quilting project Fund - £885

08 August

- Black Rock Gives- winner of \$10k for our Gifting programme
- Movement for Good - £5K for gifting project
- New photos of premises pro bono from Rebecca Holmes

September 09

- eBay Award Ceremony in Birmingham - Edinburgh Remakery win Social Impact category. Awards attended by Elaine and Miguel
- Tech Donation Box Awards - first year of our awards to recognise businesses in a range of categories

10 October

- Two new post started - Katie and Andrzej
- Visit to Royal Mint for Partners launch event
- Visit to Circular Economy Hotspot in Wales

November 11

- Joined membership of Cyber Fraud Centre
- Red Rock Renewables donated £5,000 and became Tech Disposal for Business Partner

12 December

- Crowdfunder closed target £7,500 achieved £9,600 (39 laptops)
- Staff Christmas meal at Oregano plus games afternoon and movie
- Christmas Cracker workshops at Climate Café in Scottish Parliament
- Funding target is met



Partnerships

Through our Social ITAD Programme

2024 was a year of consolidation and growth for our Tech Services, marking a shift from expansion-at-pace to purposeful strengthening. Operating within the first year of our Settle & Strengthen strategy, we streamlined our Tech Hardware Services to focus on quality, workflow efficiency, and financial sustainability. At the start of the year, we limited our Tech Business Partnerships to 10 organisations, allowing the team to concentrate on refurbishment, reduce storage pressures, and increase income generation. By mid-year, with systems stabilised and capacity regained, we carefully reopened the service, ending 2024 with 35 active business partners and completing 83 business collections.

This balanced approach ensured a steady flow of devices from collection through refurbishment to sale, directly supporting our recovery from the 2023 deficit and returning the organisation to profit.

A major highlight came in September when we won the eBay UK Award for Social Impact, recognising the national significance of our work and receiving an award of £10,000 alongside specialist training support. This achievement reinforced our position as a leader in ethical tech reuse and refurbishment.

In 2024, we diverted 47 tonnes of e-waste from landfill, out of which we successfully repaired 77%, and the rest was responsibly recycled.

“

From recovery to recognition – 2024 marked the year our tech workstream turned stability into social & environmental impact.

”





Events

Our events programme in 2024 reflected difficult but necessary decisions shaped by staffing changes, rising costs, and a challenging funding landscape. While events remain central to our educational mission, the year demanded a sharper focus on financial viability. We ran 19 public workshops between January and May before pausing them for the remainder of the year. This decision aligned with our Settle & Strengthen strategy, allowing us to reduce expenditure and focus resources where impact and income were strongest.

In parallel, we delivered 17 Corporate Workshops, 9 Talks and Tours, and continued to use our space for mission-aligned activity. Talks and Tours emerged as a particularly successful format, proving both popular and financially sustainable, and will be further developed in 2025. Our Business Breakfast series, while effective as a networking and profile-raising tool, was paused after five sessions due to capacity constraints following the loss of our events team.

Despite website challenges that impacted bookings and payments, the events programme continued to support learning, partnership-building, and income generation. The lessons learned in 2024 have directly informed a more focused and resilient events model for the future.

“

Doing less, better – 2024 reshaped our events to protect impact while restoring financial balance.

”





Repair Cafes

Repair Cafés remain at the heart of Edinburgh Remakery’s mission to promote repair, reuse, and skills sharing, even as funding for this activity became increasingly difficult to secure. Throughout 2024, we faced ongoing challenges in covering delivery costs, with dedicated funding running out before year-end and no corporate sponsor secured. Despite this, we made the conscious decision to continue delivering Repair Cafés, absorbing costs because of their vital role in education and community engagement.

Over the year, we ran 51 Repair Cafés, welcoming 210 tech repair visitors and 112 textile repair visitors. These sessions empowered people to extend the life of their items, reduce waste, and build confidence in repair skills, while also fostering community connection and knowledge exchange.

Repair Cafés exemplify our commitment to environmental action at a local level, demonstrating that repair is not just a service, but a shared cultural practice. Their continuation during a financially constrained year reflects the organisation’s values-led approach and long-term vision for a circular economy.

“

Even without funding certainty, repair education remained non-negotiable.

”





Community Clubs

Community Clubs continued to play a crucial role in addressing loneliness, improving wellbeing, and creating welcoming spaces for connection throughout 2024. Delivered through a range of funding streams, these clubs support people to meet regularly, learn new skills, and engage creatively in a safe and inclusive environment.

In total, we delivered 34 Community Clubs during the year, providing consistent opportunities for social interaction and participation. These sessions supported mental health and wellbeing while reinforcing our belief that sustainability is as much about people as it is about planet. Community Clubs also strengthened our local relationships and ensured that our premises at Newkirkgate functioned as a genuine community hub.

As pressures increased across other workstreams, Community Clubs remained a stable and mission-critical activity, demonstrating the value of preventative, community-based interventions in building resilient communities.

“Sustainability starts with people – Community Clubs kept connection at the centre of our work.”





Digital Inclusion

Tackling digital poverty remained a core priority for the Edinburgh Remakery in 2024, embedded across our tech refurbishment, gifting, and partnerships work. Through our Tech Gifting Programme, we provided 295 refurbished devices, delivered to individuals and families via 30 charities, directly supporting individuals and families who otherwise lacked access to essential digital tools. This included devices distributed with data SIMs, ensuring connectivity alongside hardware.

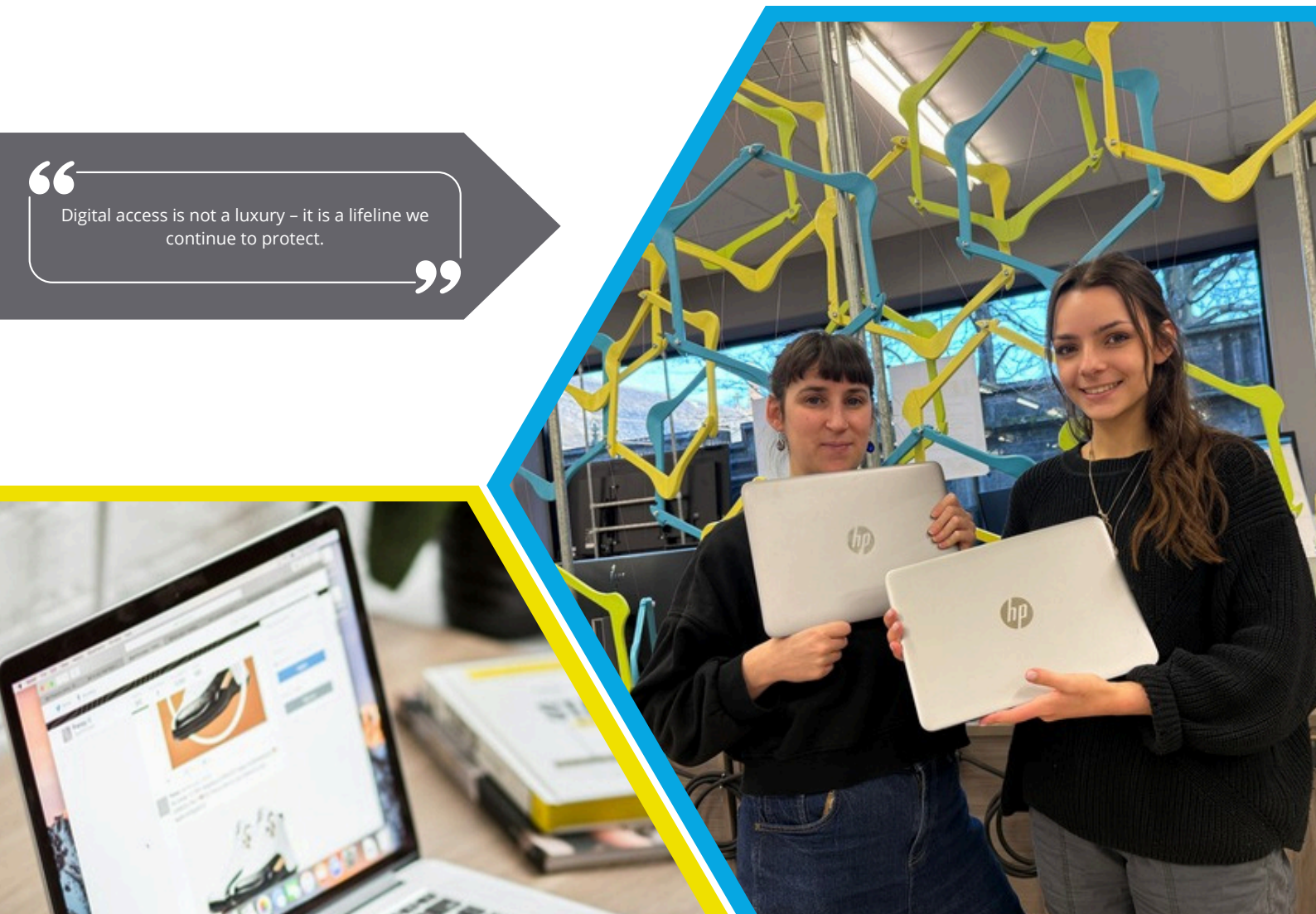
Our approach in 2024 was shaped by the need to stabilise finances following the 2023 deficit. While gifting volumes were lower than the previous year, they were intentionally aligned with our Settle & Strengthen strategy, ensuring that income generation and charitable impact remained in balance. The success of our Christmas Crowdfunder demonstrated strong public support for this work and enabled targeted interventions for young people at risk of digital exclusion.

Looking ahead, we have set an ambitious but achievable target of gifting 400 devices in 2025, building on the systems, partnerships, and financial stability secured during 2024.

“

Digital access is not a luxury – it is a lifeline we continue to protect.

”



Tech Donation Boxes



The Tech Donation Box (TDB) Programme experienced exceptional growth in 2024, becoming one of our most impactful and visible initiatives. By the end of the year, we had established 34 active donation box locations across businesses, community organisations, and institutions, including partners such as LGT Wealth Management, CodeBase, and Burness Paull LLP. Collectively, these boxes diverted 7,119 items from landfill – a threefold increase on the previous year.

With funding support from Foundation Scotland, we expanded the programme into state-run schools, installing boxes in 15 schools by the end of 2024, with a further five planned for early 2025. This expansion not only increased collection volumes but embedded reuse and sustainability values within educational settings.

In September, we celebrated the success of the programme by hosting our inaugural Tech Donation Box Awards Ceremony, recognising organisations that had gone above and beyond in supporting reuse and environmental responsibility. The TDB Programme now stands as a flagship example of how partnership-led action can deliver both environmental and social impact at scale.

“

7,119 devices saved – proof that collective action drives real change.

”



Impact 2024

47

Tonnes of e-waste
diverted from
landfill

295

Devices gifted to
people facing
digital exclusion

51

Repair Cafes
organised

34

Community Clubs
organised

5

Business
Breakfasts
organised

Voice Of Our Community

Mo, representative of the Fijian Veterans

“

When [we] delivered two of the laptops the recipients cried with joy. One had had no laptop for 3 years at university and was having to go to the library to use a PC. They are very grateful.

”

Sophie, Office Manager at The Welcoming

“

These laptops make such a massive difference to our refugees and asylum seekers, helping them to find work and feel they have some sort of community in Edinburgh.

”

James, a fresh graduate who participated in our Repair Café.

“

When my laptop stopped working, I thought that was it – I couldn't afford a new one, and I rely on it to stay in touch with family and apply for jobs. The team at the Repair Café took a look, talked me through what was wrong, and managed to get it working again. I honestly don't know what I would've done without their help. They didn't just fix my tech – they helped me get back on my feet.

”



Laura Coward, Precious Metal Recovery Business Development Manager at The Royal Mint

“

The Royal Mint and Edinburgh Remakery share a strong commitment to sustainability. Through our partnership, end-of-life circuit boards are transformed into recovered gold for high-end jewellery, supporting the circular economy and keeping valuable materials within the UK. We are proud of the partnership built over the past two years and look forward to continuing our work together.

”

Ross Young, DYW School Coordinator, Boroughmuir High School

“

From the start our contacts were excellent at communicating and engaging with the team. The pupils loved having a representative come to the school, and deliver a talk around sustainability which really increased engagement.

”

Charlotte Darbyshire, Communications & Engagement Officer, Redrock Renewables

“

Working with Edinburgh Remakery supports Red Rock's commitment to the circular economy, environmental responsibility, and tackling digital poverty. Our legacy IT equipment was securely refurbished and donated to local schools and charities, avoiding e-waste while supporting digital inclusion in our community.

”

eBay Customer Review -

“

Super fast delivery, arrived next-day, perfectly packed and exactly as described. Excellent communication throughout, laptop looks new and clean, also updated to latest software – ready to use straight out of the box. Fantastic value and professionalism; I'll happily buy from this seller again A+++

”



Finances 2024

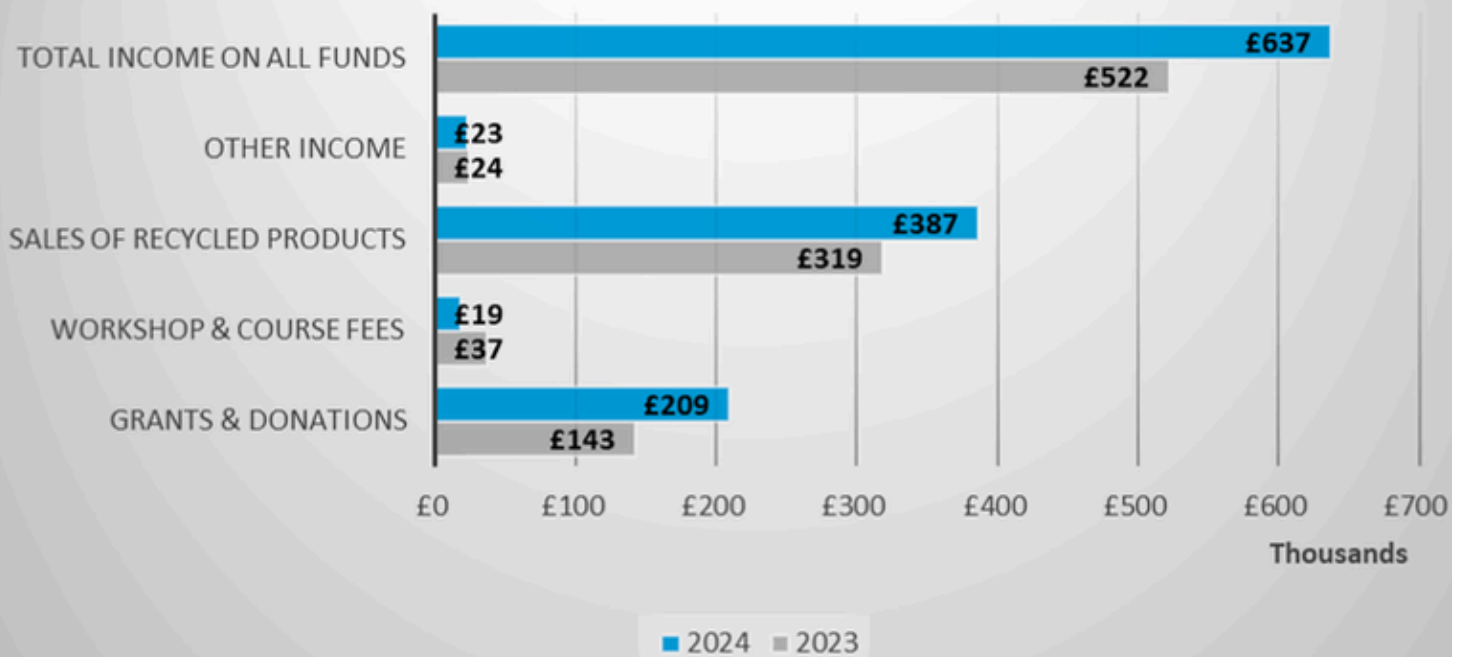


Income – All Funds	£
Grants & Donations	£209,343
Workshop & Course Fees	£18,716
Sales of Recycled products	£386,666
Other Income	£22,615
Total Income on all Funds	£637,340
Expenditure – All Funds	£
Remakery development and running costs	£308,509
Admin and overhead costs	£298,692
Other	£15,379
Total Expenditure All Funds	£622,580
Net Income/Deficit	£14,760

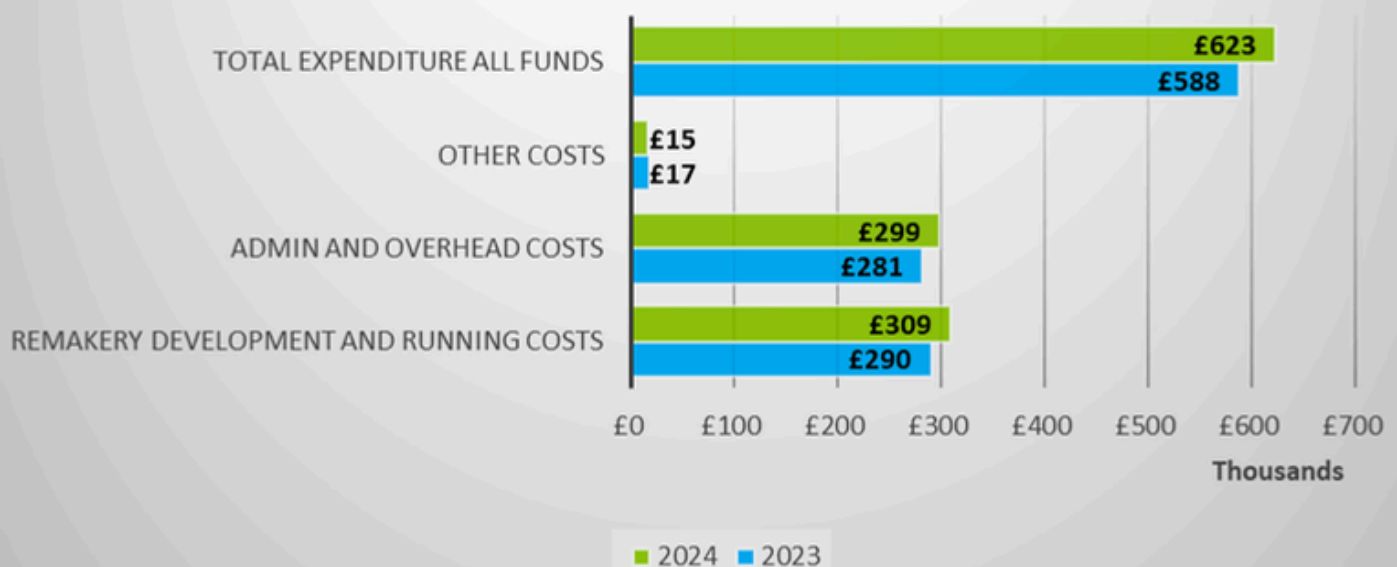
Finances 2024



Income comparative 2024 & 2023 (Thousands)



Expenditure comparative 2024 & 2023 (Thousands)



Finances 2024

Funder	£	Purpose
Crowdfunder Campaign	£48	Crowdfunder Campaign - to gift refurbished laptops to disadvantaged families
CAE Technologies	£1,300	Gift of IT
City of Edinburgh Council (Leith Chooses)	£4,950	Running of Community Clubs
East Lothian Council	£10,772	Funding of one of the IT Staff
Bailie Gifford	£8,000	Funding to cover salary of CPO and UK Visa Application
RBS Tech Exchange	£3000	Funding for Community Organisations to exchange old tech for refurbished
Tech Donation Boxes for Schools - Edinburgh Comm Climate Fund	£6,250	Assist and purchase of Tech boxes specifically for schools
City of Edinburgh Council	£10,445	Service Level Agreement
EVOC Community Club Continuation	£18,076	To provide Community Clubs in 2024 & 2025 - staff and WH Tutors, plus refreshments
Foundation Scotland	£40,000	To provide funds for Capacity Building and Tech donation Boxes for Schools year 2
Leith Community Fund	£5,000	Applied for and awarded for Tech gifting Donation from Climate Environment Fund Vote for Repair Cafés and associated overheads
Movement for good	£5,000	Repair Cafés and associated overheads
CAE for Retro Tech Fundraiser	£500	Sponsorship from CAE for Gala Event Cost
Black Rock	£7,357	Funding to gift laptops and devices to those in need.
Tilbury on Thames	£6,400	Funds donated for devices for Fijian Veterans
Red Rock Renewables	£2,500	Funds donated for devices for Fijian Veterans Red Rock 50% to Crowd Funder 50% to Direct Gifting The Welcoming, Rowan Alba, Bridge End Farm House
Crowdfunder Campaign 2024	£9,434	Money raised from Crowd Funder donations of laptops to Mission Christmas for Teenagers

Financial Review

Reserves policy

The stated aim has historically been to achieve a reserve equivalent to 6 months of unrestricted expenditure, presently around £41,000 per month. There was a motion in November 2024 to update this to 3 months, which passed unanimously. The unrestricted balance of £13,166 is not deemed to be sufficient and steps are already in place to fulfil the charity's objectives. These steps include the reduction, where possible, of some of the regular costs. Tighter budget controls have also been put in place that are visible to all the section managers and are discussed on a regular basis. The budgets that have been set for 2025 have been based on a level to actively increase the reserves.



Looking Ahead

Thoughts from our CEO



As we approached the end of 2024 Edinburgh Remakery is moving through our new phase of Settle & Strengthen. A time to allow our tech workstream to concentrate on refurbishing and gifting to maximise income. A time for events to be streamlined to maximise income and reduce expenditure. We will look to adapt to the changing funding landscape and move broadening and diversifying our fundraising activity. This year has allowed us time to streamline and concentrate on income generation to bring us back into profitability. Now we are ready for 2025 and the start of strengthening our business to position us for growth in 2026.



Keep in touch



+44 (0) 7708 477 136



hello@edinburghremakery.org.uk



www.edinburghremakery.org.uk



Certificate No:384252022

