



# EDINBURGH REMAKERY STRATEGIC PLAN 2026-2027

**GROWTH WITH PURPOSE**





**As Edinburgh Remakery enters a significant growth phase in 2026, this is a pivotal moment to invest in the knowledge, systems, and frameworks that will underpin our next stage of expansion. Our ambition is to bring our charitable mission to the forefront of everything we do, elevating visibility, deepening community impact, and ensuring our social purpose is clearly reflected across all operations.**

# Charitable Mission: Expanding Reach and Impact

Our 2026–27 Strategic Plan sets out a programme of expansion that will increase our community impact and strengthen our role as a leader in circular, inclusive digital access.



- Scaling Tech Gifting and Support Programmes by at least 30% to meet rising levels of digital exclusion.
- Doubling the number of Community Club sessions delivered across Edinburgh.
- Expanding our referral partner network across health, housing, and employability sectors to ensure our services reach those most in need.
- Increasing the number and scope of Repair Cafés, with added services such as software support, cyber safety awareness, and diagnostic guidance.
- Developing powerful social impact stories, aligned with the UN Sustainable Development Goals (SDGs), Environmental, Social and Governance (ESG) frameworks, and Social Return on Investment (SROI) methodologies.
- Piloting Lending Libraries for Tech, enabling access, affordability, and circularity for individuals who cannot yet own devices.

# Social Enterprise Growth: Driving Financial Sustainability

Our social enterprise model will be the primary engine for financial growth, providing the revenue that sustains and scales our environmental and social impact.

A key focus will be the expansion of our Social IT Asset Disposition (social ITAD) service:

- In 2024, 37 businesses used the service, In 2025, this increased to 75.
- Our target is to reach at least 300 businesses by the end of 2027.
- Increase Key Partnership to 20 by end 2027 to capitalise on the power of collaboration and Investment opportunities



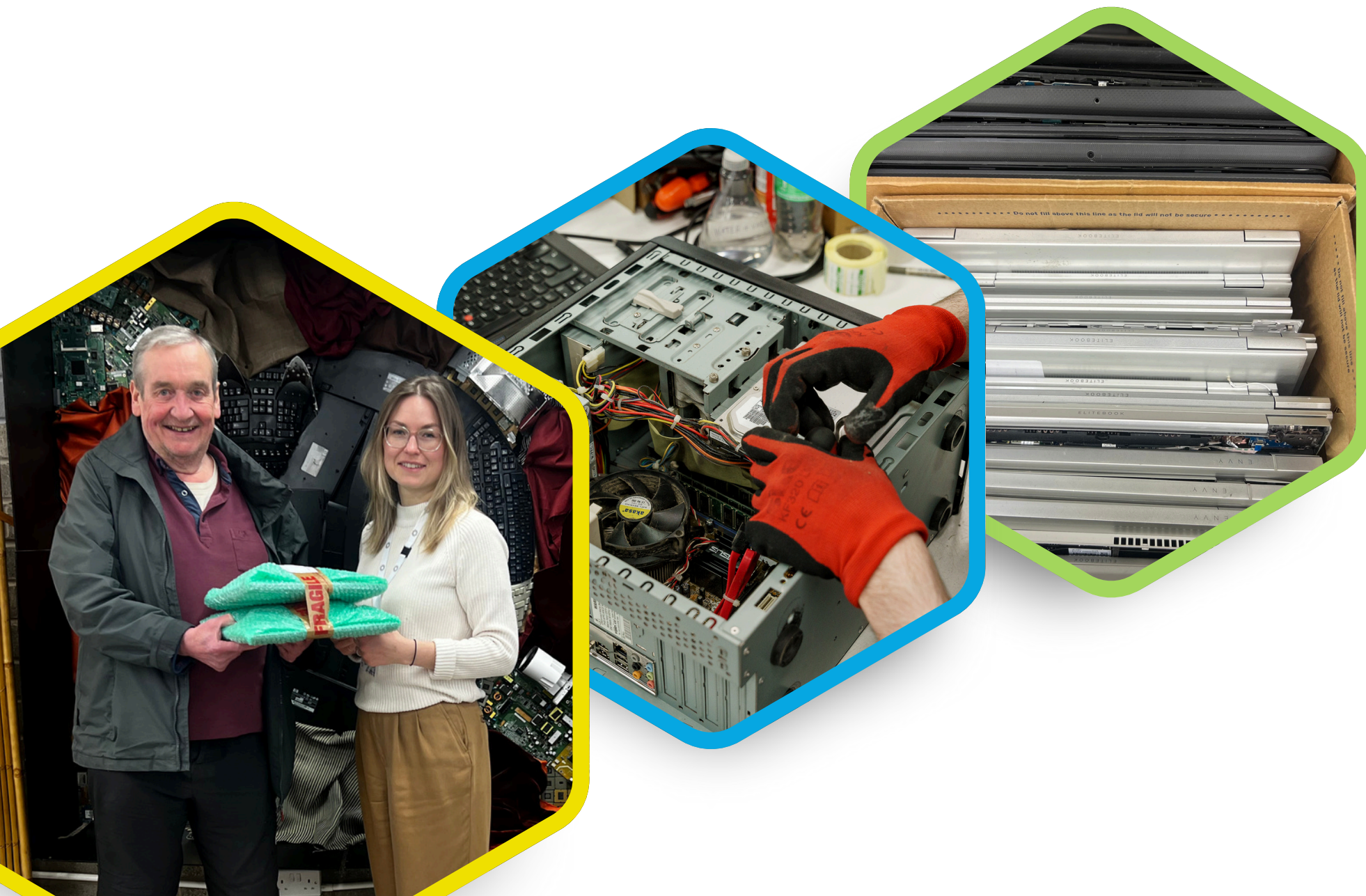
**The continued growth of social ITAD will increase the volume of donated tech entering our refurbishment pipeline, enabling:**



- More devices available for Tech Gifting.
- Increased stock for our circular economy retail operations.
- Reduced reliance on grant funding, allowing us to adapt to a shifting funding landscape.
- Our goal is to grow trading income from £427,997 (67% of turnover) to at least 80% of turnover by 2027.

# Expanding Product Streams: Tech Parts and Right to Repair

To diversify income and support community empowerment, we will introduce new income streams through the sale of tech parts such as RAM, hard drives, and screens. This will:



- Create additional revenue to support charitable activities.
- Extend the lifespan of devices in circulation.
- Enable individuals and community groups to exercise their Right to Repair.

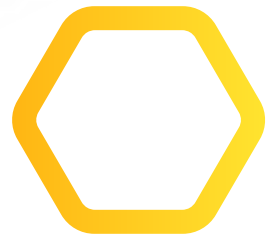
# E-Commerce, AI Innovation, and Operational Capacity

To maximise sales and fundraising potential, we will invest in a strengthened digital and operational infrastructure:



**These developments will ensure we have the people, tools, and systems required to deliver sustainable, mission-aligned growth.**

- Optimising the e-commerce customer journey, ensuring a seamless and accessible online shopping experience.
- Leveraging AI-driven tools to enhance product visibility, improve listings, and drive traffic and conversions.
- Appointing dedicated e-commerce staff to manage growth in online sales.
- Investing in equipment, inventory management systems, and specialist refurbishment capacity to streamline both device and parts processing.



## Conclusion:

**The Edinburgh Remakery's 2026–27 growth strategy is built on a clear vision: expanding digital inclusion, strengthening environmental impact, and ensuring long-term financial resilience through a thriving social enterprise model. By investing in infrastructure, partnerships, innovation, and community-facing services, we are positioning the organisation for transformational growth, while staying firmly rooted in our commitment to people, planet, and equity.**