



# **SOLENT REPAIR & REUSE**

## **Volunteer Policy**

# 1 Introduction

## 1.1 Solent Repair and Reuse

Solent Repair and Reuse is a Charitable Incorporated Organisation (CIO), registered with the Charity Commission, Charity number: 1217573. Operated by volunteers drawn from within the local community.

## 1.2 Volunteer Policy

This Volunteer Policy demonstrates our commitment to our volunteers, consistency of our decision-making process and clarity on how volunteers can expect to be treated in their roles within Solent Repair and Reuse.

This document also includes health and safety policies. It is a requirement of volunteering with Solent Repair and Reuse to accept this policy.

## 1.3 Projects

Solent Repair and Reuse operates multiple projects which are covered by this document:

- Repair Cafe Gosport
- Repair Cafe Portchester
- Repair Cafe Titchfield

# 2 Volunteers

Solent Repair and Reuse needs a diverse range of people with different talents to operate. There are four main roles for volunteers. In some cases, people may fulfil multiple roles:

| Role       | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Host       | Volunteers who ensure the smooth running of the Repair Cafe events, including a wide range of tasks, for example: <ul style="list-style-type: none"><li>• Greet guests and explain the process</li><li>• Making sure guests get to socialise whilst they wait with a cup of tea or coffee</li><li>• Ensuring guests are paired up with a suitable repairer and then keeping track of the repairs in progress</li><li>• Making sure that guest feedback is collected</li><li>• Encouraging donations</li></ul> |
| Repair     | Volunteers who use their technical skills to help guests fix broken things. There is an expectation that there will be a broad range of skills and that volunteer repairers do not need to be experts.                                                                                                                                                                                                                                                                                                        |
| Event Lead | A volunteer who provides overall leadership of an event to ensure it operates safely and in line with the values of Solent Repair and Reuse                                                                                                                                                                                                                                                                                                                                                                   |

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| Committee Member | A volunteer who serves on the Solent Repair and Reuse committee, that is responsible for the general running of Solent Repair and Reuse. Committee positions are appointed by the Solent Repair and Reuse members based on the procedures defined in the constitution. |
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All volunteers are expected to represent the values of Solent Repair and Reuse.

Volunteers are eligible to participate in the running of Solent Repair and Reuse. Please refer to the Constitution for further details.

Solent Repair and Reuse would not be possible without the generosity of volunteers willing to share their skills and time with the community. Ensuring volunteers feel valued and ideally enjoy their time spent with Solent Repair and Reuse is one of its aim. Volunteers should never feel that Solent Repair and Reuse is a burden on their time. Solent Repair and Reuse encourages volunteers to give feedback to the committee members or Event Leader on any improvement suggestions to help ensure Solent Repair and Reuse is always meeting this aim.

## 2.1 Recruitment

Volunteers are usually recruited in several ways; the following are examples:

- word of mouth.
- social media channels.
- adverts in volunteer recruiting groups.
- as the result of visiting Solent Repair and Reuse as a guest.

New volunteers are invited to an informal discussion with an existing volunteer, appointed by the committee to follow up with new volunteers. The purpose of this is to understand the motivations for volunteering with Solent Repair and Reuse and how they can contribute. It also offers an opportunity to clarify the values and operation of Solent Repair and Reuse.

Prospective volunteers are required to complete a Volunteer Application form, providing their contact details, information on the skills they can offer, and details of an emergency contact in the event of an incident whilst they are volunteering.

## 2.2 Background Checks

Solent Repair and Reuse does not conduct DBS checks or obtain references. All volunteers are recruited based on trust, honesty and friendship.

## 2.3 Inclusion

Solent Repair and Reuse is committed to allowing as many people as possible the opportunity to be a Solent Repair and Reuse volunteer. Solent Repair and Reuse will constantly look to remove barriers to participation where reasonably practical.

## 2.4 Induction and Training

All new volunteers will be shown this policy.

At the first event a volunteer attendees they will be offered an induction to explain how a Repair Café session operates. Volunteers are then given the opportunity to select a role to which they feel most suited.

Volunteers are encouraged to ask to move to another role if they so wish and should discuss this with the Event Lead in the first instance. Every effort is made to ensure that volunteers are happy and comfortable with what is asked of them.

Volunteer training is mainly through a buddy system, where they have the opportunity to shadow another volunteer doing the role and learn what is involved. No volunteer is expected to undertake a role they are not comfortable with.

From time to time Solent Repair and Reuse will offer formal training in areas that we relevant to our work including:

- First Aid
- Food Hygiene
- Inspection & Testing of Electrical Equipment

### 3 Conduct

All volunteers must follow this volunteer policy, with particular attention to the health and safety provisions.

We expect all volunteers to act in a manner that reflects the values of Feeding Families:

- **Respect & Inclusivity:** Treat everyone with kindness, respect, and dignity, regardless of background, beliefs, or abilities. Discrimination, bullying, harassment, or inappropriate language will not be tolerated.
- **Teamwork:** Work collaboratively with fellow volunteers. Support and encourage each other to create a positive and productive environment.
- **Professionalism:** While volunteering, you represent Solent Repair and Reuse. Please maintain a polite and professional attitude at all times.
- **Representing the Charity** – We encourage our volunteers to talk about their volunteering including on social media. Volunteers must not represent the charity, or appear to represent the charity, unless you have been authorised to speak on our behalf.

### 4 Equal Opportunities and Diversity

Solent Repair and Reuse is committed to equal opportunities. Those from different backgrounds, age groups, cultures, genders, abilities and outlooks are encouraged to volunteer to increase diversity and offer a fresh approach.

## 5 Health and Safety

Solent Repair and Reuse accepts that it has a duty of care to avoid exposing its volunteers and guests to any risks which may affect their health, safety and well-being. Volunteers are encouraged to provide the name of a relative or friend who can be contacted in an emergency.

A Risk Assessment is maintained and can be made available to all volunteers on request. This will be reviewed on an annual basis.

All volunteers are expected to take responsibility for health and safety whilst volunteering with Solent Repair and Reuse and follow the correct safety procedures when fulfilling their Solent Repair and Reuse roles.

Any volunteer can request another volunteer to suspend an activity if they are concerned about safety. All volunteers must respect a request to stop an activity due to a safety concern and the Event Lead should review the activity before it is resumed.

### 5.1 First Aid

There is no legal requirement to have first aid provision at our events. Some of our volunteers are trained first aiders and are willing to help if needed. A Trained First Aider is not guaranteed to be present at our events.

### 5.2 Personal Protective Equipment (PPE)

Some activities are judged to require Personal Protective Equipment (PPE); these are described in the Risk Assessment.

Some examples are:

- Soldering - which requires eye protection
- Dismantling sheet metal items with potentially sharp edges that needs protective gloves.
- Glueing which requests nitrile gloves

Repair Cafe will provide the required PPE on request, if the required PPE is unavailable then the activity should not be undertaken.

### 5.3 Suitable Clothing and Shoes

Activities at the repair cafe do not require specialist safety shoes or protective clothing. Volunteers should attend events in suitable clothing and shoes for the activities they plan to participate in. In particular, well-fitting closed shoes with flat soles are recommended when moving furniture or transporting equipment. Similarly, closed shoes are recommended when working with tools other than when seated at a table.

Some venues may not be heated as well as a home and warm clothing is recommended in the winter months.

## 5.4 Portable Appliance Testing (PAT)

All portable electrical items used by volunteers shall be electrically safety tested using the PAT protocol and marked as having been tested. Our volunteers can carry this out and does not require a commercial external test.

## 5.5 Manual Handling

Volunteers are not expected to undertake any manual handling that can not be undertaken by a single person without specialist equipment. Different people will have different capabilities for what they can handle without injury, and no volunteer should undertake any manual handling which has not been assessed.

The [Health and Safety Executive - Manual handling at work](#) shall be followed.

## 5.6 Drug and Alcohol

Volunteers must not be under the influence of alcohol or drugs during their time with Solent Repair and Reuse.

## 5.7 Signing into Events

All volunteers must sign into the event and acknowledge this policy before volunteering at an event.

# 6 Insurance

Solent Repair and Reuse has a Public and Employee (volunteer) Liability insurance policy via Accelerant Insurance UK Limited, running from 22th April 2026 to 12th April 2027. The key aspects of the policy are:

- Employee Liability £5M
- Public Liability £5M
- Product Liability £5M

The following are excluded from the policy:

- Powered Wood Working Tool (Table Saw Pillar drill etc...) - The use of battery powered drills and screwdrivers is permitted.
- Powered Metal Working Tools (Lathe, Mills, Grinders) - The use of battery powered drills and screwdrivers are permitted. The Tormek T4 is not covered by this provision.
- Hot work (Welding, Brazing or use of a Blow Torch) - The use of soldering equipment up to 100W is permitted.
- Portable heaters owned by Solent Repair and Reuse or its volunteers - Heaters provided by a venue operator are permitted.
- Any exposure to sound levels above 85dBA
- Repair activity outside the period of events, items can not be taken home to be concluded.
- Any work on a petrol-powered item.
- Working at Height, which as defined as 2M from the ground.

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- Use of Hot air guns without two fire extinguishers being present

The product liability insurance covers damage caused by an item that has been repaired at Solent Repair and Reuse, it does not cover the items themselves. The outbound electrical safety inspection is a requirement of the product liability insurance.

The following wording is in the policy: *Any electrical or electronic items have been tested to Portable Appliance Testing (PAT) standards by persons qualified to carry out such testing; or have been satisfactorily tested by Employees who have successfully completed a minimum one-day course of In-service. Inspection and Testing of Electrical Equipment delivered by a competent specialist or training company*

This document is the Health and Safety Policy and Operational Policy required by the insurance. All volunteers must agree to this policy.

## 7 Confidentiality

Details provided on the Volunteer Application Form are available to:

- event leaders
- members of the Solent Repair and Reuse Committee
- Any named volunteer authorised by the committee in order to under take their role.

Volunteer contact information is not shared among the other volunteers or guests.

## 8 Expenses

No volunteer should ever be out-of-pocket and reimbursement of any purchases or other expenses is made as soon as possible. We also offer all volunteers free refreshments at each Repair Café at which they volunteer.

All the tools and low-value sundries necessary to conduct a repair will be provided to volunteers by Solent Repair and Reuse whenever possible. Spare parts to facilitate a repair are generally provided by the guest.

### 8.1 Purchases

Purchases should be pre-approved by the Solent Repair and Reuse committee. This includes a budget allocation, controlled by the event lead, for food and repair sundries (for example, glue or fuses).

### 8.2 Travel

Solent Repair and Reuse allows an unreceipted expense claim of up to £6.40 for a volunteer to attend an event.

Any other travel expenses, for example attending training or conferences, must be approved in advance.

## 8.3 Claim Procedure

Volunteers are asked to produce a receipt to support the purchase. If a purchase is made via the Internet, a copy of the e-invoice should be emailed to [accounts@solentrepairandreuse.org.uk](mailto:accounts@solentrepairandreuse.org.uk).

## 9 Problem-Solving

In the event of a problem or concern, volunteers are asked to speak to Event Lead in the first instance.

## 10 Publicity and Photography

Solent Repair and Reuse needs to continuously publicise itself to engage with the local community. We take photos and videos at most events. The events are treated as public events, subject to a few restrictions (most notably regarding children), there is no requirement to ask permission to photograph in a public place<sup>1</sup>.

Solent Repair and Reuse operates an assumed permission policy; it is assumed that any volunteer is willing to be photographed or videoed at an event, and that may be used for publicity, including news media coverage of Solent Repair and Reuse Events. If anyone does not wish to be photographed or videoed for these purposes, they should inform the event leader. Guests are subject to a similar policy, the “House Rules” which guests are invited to review before agreeing to participate in an event.

Volunteers are encouraged to take photographs and videos at the event. However, to ensure that no photographs or videos are published where volunteers or guests have requested otherwise, we request that volunteers do not publish pictures themselves and they are submitted to the library of photos collated at each event so they can be reviewed, the Event Leader will be able to provide access to this.

## 11 Roles and Responsibilities of the Hosts

The role of the Hosts is to ensure a smooth entry and exit to the event. Whilst we have documented ‘the flow’ of the visitor and event, this is for reference.

Remember we are the first and last person a guest see’s, so it is vital to ensure they have a positive experience. The hosts create the culture and experience of the event.

Responsibilities of the Hosts:

- The box marked ‘reception’ contains all items required for the setup of the event.
- Venue Setup
- Arrange the entry to the venue to ensure that there is a clear path to the reception area
  - Place ‘repair centre’ signs on doors, inner doors if necessary
  - Setup banners and place so public / visitors can see

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<sup>1</sup> <https://www.sirimo.co.uk/wp-content/uploads/2009/05/ukphotographersrights-v2.pdf>

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- Reception table
    - Name badges - distribute to repairers
    - 2 x donation boxes (yellow) with donation signs
      - Sum up unit - used for credit card payments
      - Note this needs switching on and may need charging
      - To operate the unit it needs to be connected to the venue's WiFi OR a phone hotspot
  - Visitor Entry - The Host is a pivotal part of the visitor experience from co-ordinating what repair has been brought to the venue, ensuring that they are Safety tested and assigned to a repairer through to collating all paperwork and a donation.
  - The visitor flow is as follows:
    - Ensure all pre booked visitors read and sign the pre-printed form.
      - Turn up guests will need a form filling out and take second priority to those that have pre-booked.
    - Explain the process
      - Potential damage to item disclaimer MUST be signed on the reverse of the paperwork - we are volunteers and do our best but sometimes things do get broken - is the guest happy with this?
      - The requirement of PAT testing electrical items both IN and OUT - this is for the safety of both guests and volunteers.
      - We will assign them to a repairer as soon as one is available
      - Show to seating area and offer Tea / Coffee
  - Upon completion visit flow:
  - Completed form
    - Feedback
    - Safety on exit
    - How was their experience?
    - Photo shoot - picture of repairer and guest (if they consent)
      - Upload to shared drive for social media usage
    - Ask for donation (See Section Below)
  - Venue Closure - please ensure all items are placed back into the 'reception box'
    - Collect all signs
    - Pack away banners
    - Collect volunteer badges
    - Alert committee member if more printed forms are required, if so which ones and how many
    - Switch off sum up machine (power off)
    - Collect all donations and fill out Event Donation Record
      - Pass to committee member (cash and form)
      - Upload form to whatsapp group so we know who has cash to pay into bank
    - Collect all paperwork for visitors as this is needed for fixometer input
- Pass to committee member to carry out submission

## 11.1 Asking for Donations

Solent Repair and Reuse relies on donations to continue operating but many volunteers find it uncomfortable to ask guests to donate. It is also essential to explain to guests the donation needed to cover the cost, simply asking for a donation may result in small contributions. Our approach is to be honest with the guests about the costs. The key message is: "Each event costs Solent Repair and Reuse £180 to operate, including room hire and insurance; everyone is an unpaid volunteer. The average number of guests at our events is 25. If each guest who was able to donate £10 did so, it would cover the cost". This is not intended to "hard sell" and where guests clearly can not afford to do so, a less direct approach is taken. The most effective time to have this conversation is at the end of the guest's visit, with the volunteer who has spent the most time with the guest.

There are two ways to donate:

- Place cash in the yellow donation bucket on the reception
- Take credit card payment using sumup (see sumup instructions if required)

## 12 Roles and Responsibilities of the Repairers

Solent Repair and Reuse is not a fixing service, the mission is to educate the guests about repairing their items as well helping to prevent waste.

The role of the Repairer presents specific challenges: Solent Repair and Reuse acts as a 'clinic' and not a 'hospital', it has limited time to help as many people from the community as possible. Repairers are asked to make as quick a diagnosis of a problem as possible and a decision on whether to proceed with the repair. If a repair is likely to take a long time, the repairer should consider whether it is worth their time to proceed.

Repairers have the right to refuse any item for repair that:

- Attempting a repair will take too long.
- Requires extra consumables such as plugs and fuses that the customer has not provided.
- Requires specialist skills and/or equipment and tools that are not available at the Repair Café.
- A repair is unlikely to succeed or too badly degraded to make a repair viable.
- Attempting a repair may pose a hazard to the repairer and the guest
- The item is too dirty/unpleasant to handle

If a repairer is unable or does not wish to attempt a repair for any reason, s/he is not required to justify this decision but should offer as much advice as possible to the customer.

Repairers are expected to involve the guest in the repair of the item as much as is safely and practically possible. They are also expected to share their skills with the guests.

In some cases, there will be a higher risk of an unsuccessful repair, and the item may be damaged. The insurance does not cover damage to the item during a repair attempt, and Solent Repair and Reuse accepts no liability for damage to any items; Guests acknowledge this as part

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of the registration process. Repairers should discuss these risks, with guests, and ensure the guest understands. In some cases, attempting a repair will not be in the best interests of the guest:

- A broken item may have considerable value as spare parts and attempting a repair may reduce its value.
- Attempting a repair may invalidate the guest's rights under the Consumer Protection Act (which has a provision for a product having a "Reasonable expectation of life) or warranty.
- An item of sentimental value
- It would be in the guest's best interests to take the item to a specialist repairer.

All repairs will be completed within the Repair Cafe event. In some cases this may require that a guest attends multiple events. It is the policy of Solent Repair and Reuse that volunteers do not undertake repair activity outside the event time (for example taking the item home to complete the repair).

Guests are expected to remain with their item during the repair process so they have an opportunity to learn and understand. Any deviations from this policy should be agreed with the Event Leader, for example, if glue needs cure before an item is moved.

Guests are responsible for waste disposal - e.g. unrepairable items or left-over. Repairers are not obliged to reassemble any items for disposal.

The guest remains responsible for the repair, repairers should avoid any explicit or implicit liability for the item being repaired or the safety of its use. If in doubt the guest should be advised to seek professional advice, for example from an electrician.

## 12.1 Dangerous Items

No repairs should be attempted on an item that may pose a danger to the volunteers or guests.

Repairers should not attempt to repair any items with internal high-voltage sources, ionising radiation, or potentially risky magnetic fields. It is the Solent Repair and Reuse policy not to repair the following:

- Microwaves
- Cathode Ray Tube (CRT) televisions and monitors
- Plasma lamps
- Flash Guns
- Smoke Alarms
- Antique items with luminous paint contain radium e.g. clock hands or dials

Repairers should not attempt repairs on flammable or chemical systems:

- Portable fridges - it is acceptable to repair the electrical systems, such as the thermostat but the coolant circuit must not be approached
- Any petrol-powered item e.g. chain saws

Unfortunately, some products sold in the UK did not meet the product safety requirements at the time of sale. Items with high-powered rechargeable batteries are of particular concern; It is the Solent Repair and Reuse policy not to repair the following:

- Escooters
- Electric bikes
- Ride on Hoverboards

## 12.2 Safety Equipment

Solent Repair and Reuse cannot assess the repair of safety equipment, which may require specialist inspection or testing after repair. It is the Solent Repair and Reuse policy not to repair the following:

- Motorcycle or bicycle helmets
- Car seats
- Carbon Monoxide alarms
- Smoke Alarms

## 12.3 Undermining Existing Repair Businesses

Solent Repair and Reuse should not undermine businesses providing good value for money commercial repair services. In this case, Solent Repair and Reuse only assists guests in the following circumstances:

- They are highly motivated to repair the item themselves and is only asking for supervision or access to a specialist tool (for example the microscope).
- The guest is experiencing extreme financial hardship, making it impossible to pay for the repair, and the item is essential to them.

The following items are covered by this:

- Mobile phone screen replacement
- Laptop
- Garment alteration not be undertaken under normal circumstances.

There is no expectation that any volunteer should undermine their livelihood or business by providing services for free. If this is a concern, a volunteer should not volunteer for that repair and leave it to another volunteer.

## 12.4 Competency

Volunteers are not required to demonstrate formal qualifications or experience. It is the responsibility of each volunteer working with guests on repairs to ensure they are only undertaking tasks or giving advice for which they are competent.

Volunteers are encouraged to involve other volunteers or consult with the Event Lead whenever they are unsure about their competency.

## 12.5 Personal Tools and Equipment

In order to maximise the opportunities for everyone who is willing to volunteer with Solent Repair and Reuse, it is normally expected that Solent Repair and Reuse will make available all the tools and equipment needed to undertake repairs. Volunteers are encouraged to ask the Event Lead for any specific tools, consumables or equipment they need. In some cases, volunteers may wish to bring their own tools and equipment. This is permitted but volunteers should be mindful of the following:

- Solent Repair and Reuse can not be responsible for loss or damage to tools and equipment that volunteers bring themselves
- Volunteers must be responsible for the suitability and safety of tools that they bring to an event. For example, tools with loose handles should be avoided. In the case of electrical tools or equipment, they are required to be PAT tested and marked as having been tested before use.
- Solent Repair and Reuse avoids promoting a culture in whereby volunteers without their own tools feel inferior.

## 12.6 Private Repairs

It is not always possible to undertake a repair during the event. Volunteers are permitted to make a private arrangement with a guest, including commercial arrangements.

There is no expectation for volunteers to offer private repair arrangements but they are permitted to do so because it supports Solent Repair and Reuse's desire to promote "the repair economy"

Repairers who offer private arrangements are responsible for ensuring that this does not damage the reputation of Solent Repair and Reuse. In the case of commercial arrangements the costs must be fair and clearly understood by all parties.

The repairer must ensure there is a clear distinction between private arrangements and Solent Repair and Reuse. The repairer is responsible for all aspects of the private arrangements, including ongoing communication with the guest.

### 12.6.1 Recommended Practices

Volunteers are offering private repairs, based on an initial introduction at a Solent Repair and Reuse event are recommended to have a written agreement with their client. This must not include any reference to Solent Repair and Reuse or its projects (Repair Cafe Gosport, Repair Cafe Portchester or Repair Cafe Titchfield). The written agreement should include contact details, a complaints procedure and an explanation of any proposed charges.

It is recommended that volunteers offering private repairs consider the following:

- Health and Safety of themselves and their clients
- How to safeguard themselves and their client. In particular consider carefully whether private meetings with a client are necessary

- How to assure the safety of the item after repair and the potential liabilities
- Whether insurance cover is required. The Solent Repair insurance does not cover private repairs.

## 12.6.2 Conflict of Interest

In some cases, a volunteer may have a commercial interest in a Repair Business that carries out similar activities to Solent Repair and Reuse, which may create a conflict of interest.

To avoid conflicts of interest, volunteers should follow these guidelines:

- There should be no advertising of commercial services at Solent Repair and Reuse events
- In some cases, a repair may exceed what is reasonable at a Solent Repair and Reuse event. If the same efforts have been expended as would be expended by an equivalently competent volunteer, it is acceptable to signpost the guest to a business in which that volunteer has a commercial interest. It is important that the guest understands other services are available; the guest is under no obligation to use the recommended service and it is made clear that there is no affiliation to Solent Repair and Reuse.

Potential conflicts of interest of this nature should be discussed with the event lead.

## 12.7 Electrical Repairs

This section describes the repair of electrical items that operate from a single-phase domestic electrical supply 220V up to 13A, typically fitted with an IEC 60083 Type G plug (also known as BS 1363).

The repair café does not undertake repairs on:

- High-powered items, which consume more than 13A, high-powered designed to be part of the wired into an electrical installation, for example, ovens.
- Items designed to run on higher supply voltages for example 3-phase supplies.
- Items which would not legally be allowed to be sold in the UK, for example items designed for non-UK operation.

Repairing Electrical Items is higher risk than many other repairs. Volunteers should consider the risks at the event itself and also the risk that the item could be a danger once the guest takes it home.

### 12.7.1 Safety Checks

A safety check should be carried out by a second volunteer before and after the repair. This test uses a similar protocol and equipment to the Portable Appliance Test (PAT). However, there is a critical difference: Solent Repair and Reuse does not provide any liability for the test. It is for this reason that Solent Repair and Reuse prefers to use the term: *Indicative Safety Test* instead of PAT. Guests requesting PAT service are advised to consult with a commercial PAT service provider.

The purpose of the inbound check is to identify potentially dangerous faults or defects that must be addressed before the item is repaired. The inbound check also helps identify items that can

not be effectively safety tested and, therefore, may need to be disabled for failing the outbound check.

The outbound safety check is only needed if the electrical circuit has been worked on during the repair. The outbound check is for the benefit of both the volunteers and guests to provide a review of the repair. **The outbound safety inspection is a requirement of the product liability insurance.** The volunteer who has repaired is encouraged to ensure items do not get removed by guests without this safety check.

The Event Lead is responsible for the safety checks, typically delegating this responsibility to a self-nominated volunteer who has been trained in PAT and previously demonstrated the competency to undertake the checks.

In some cases, items have not been designed to be suitable for PAT testing. This is most commonly the case when class I (earthed items) have exposed metal which is not earthed; this case is not inherently unsafe as they can be insulated from electrical circuits. However, it is often not possible to determine whether it is the case or the item is faulty. If an item is identified as failing the test at the inbound inspection, it is imperative that guests understand that a failure at the outbound inspection will require the item to be disabled, even if it is apparently successfully repaired.

### 12.7.2 Dangerous Items

In some cases, an item is not repairable and potentially dangerous. Guests should be recommended to dispose of the item in the appropriate recycling, and the item should be disabled to prevent inadvertent use, for example, by removing the mains plug.

### 12.7.3 Older Items

Older items need a different approach to safety testing and the guest should be warned that these items carry an increased risk.

In some cases, an item does not conform to modern standards, most commonly items sold in 1970s, and earlier, which may have exposed metal work without an earth. These items are no longer legal to sell or hire in the UK, however, it is permissible to own and use them. Solent Repair and Reuse will carry out repairs on these items, at the discretion of the volunteer.

### 12.7.4 Repair versus Modification

Volunteers should consider the difference between:

- Repair - involving like-for-like component replacement.
- Modification - Changing the circuit design. Modification of an item brings additional responsibility to consider compliance, for example electromagnetic interference. Often this is well intended, for example, adding an earth bond to an older item; however, safe and compliant design for an earth bond requires specialist knowledge.

When a volunteer modifies the design of an item, they are assuming greater responsibility and this should be done with due consideration.

## 12.8 Sharpening

Sharpening items is a very effective way to extend their lifespan and make them more usable. Solent Repair and Reuse will only assist with sharpening items that have a functional purpose, for example:

- Garden tools
- Scissors
- Kitchen knives
- Woodworking tools

Items that have no normal functional purpose, even if legal to possess, will not be sharpened, including military swords for the purpose of cutting cakes.

Knife crime is a significant concern. A number of items are prohibited, and if encountered, must be reported to the police. These include: swords, machetes, zombie knives.

The law states that knives must not be carried in public without “good reason”. The legislation provides some guidance on what constitutes a good reason, for example, a chef going to their place of work. However, there is no explicit mention of transporting an item to and from a sharpening service. The local police have explained that officers are likely to accept this as a good reason so long as there are no aggravating circumstances; however, this discretionary judgement is not guaranteed. Therefore, all knives must be transported to and from events safely, with explicit steps must be taken to avoid any doubt about the purpose. For example, a knife may be packaged with two pieces of cardboard and wrapped in packing tape that cannot be opened quickly.

## 12.9 Repair Checklist

The following is intended to be a summary of the interactions with a guest for each repair to make sure that no important steps are missing:

| Step                                       | Activity                                                                                                                                                                                                                                                                                                                                                                                                                                             | Check |
|--------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|
| 1. Choose a Repair                         | It is up to you which repair you work on. If you do not feel that you can undertake it safely, ask for help.<br><br>Review the repair form to make sure all the details are correct, especially the description of the item and <b>the form is signed on the back.</b><br><br><b>If it is an electrical item, make sure it has been safety tested and you are aware of the</b>                                                                       |       |
| 2. Invite the Guest to your Repair Station | Introduce yourself and confirm with the guest what their perception of the fault is, and whether attempting a repair is in their best interest. Is the issue just a misunderstanding of how to use it? Would they be better off taking it back to the shop (remember the Consumer Protection Act, they may have been fobbed off by it being out of warranty)? Is it Sentimental or other reasons why breakage in the repair process is what they are |       |

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|-------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
|                         | <p>willing to risk?</p> <p>Ask the question: if we don't fix this today what will you do with it?</p>                                                                                                                                                                                                                                                                     |  |
| 3. Attempt a Repair     | <p>Attempt to investigate the issue and make a repair.</p> <p>Research dismantling an item on the Internet if necessary. Remember to record how it comes apart if necessary.</p> <p>Look out for dangerous items, e.g. unexpected internal high voltage warnings.</p> <p><b>Work calmly, use the required Protective Equipment. Stop to ask for help at any time.</b></p> |  |
| 4. Item is Fixed        | <b>Fill in the form to explain what was resolved</b>                                                                                                                                                                                                                                                                                                                      |  |
| 4. Item is not Fixed    | <p>Talk to the guest to explain the issue or what next steps are appropriate (for example, buying a spare part to come back). Ask for help from the event leader if necessary. <b>Fill in the form to explain what the issue.</b></p>                                                                                                                                     |  |
| 5. Outbound Safety Test | <b>Make sure all electrical items are safety tested before the guest leaves</b>                                                                                                                                                                                                                                                                                           |  |
| 6. Checkout             | <p>Talk to the guest about a "fixed photo" with you and donating. The Front desk team can help with this.</p>                                                                                                                                                                                                                                                             |  |

Remember to take a break before starting the next repair if you need to

## 13 Role and Responsibilities of the Event Leader

The event leader is responsible for the Solent Repair and Reuse event ensuring:

- It meets the aims and objectives of Solent Repair and Reuse.
- Volunteers are safe and secure.
- Volunteers are comfortable and contented in their roles.
- New volunteers are welcomed and receive the necessary support with the tasks they are undertaking. Generally, new volunteers will initially be working alongside more experienced volunteers.
- Free refreshments are offered to all volunteers throughout. Volunteers are asked to highlight any special dietary requirements.
- Volunteers are regularly encouraged to give feedback.
- Promptly fulfil requests for tools and/or consumables.
- Guests are welcomed and treated fairly.

The Event Leader has sole authority for the running of the event, this may not be overridden by any Solent Repair and Reuse Member (including committee members)

## 14 Breaches of this Policy

If you experience or witness any behaviour that is unsafe, inappropriate, or against this policy, please report it to the event leader or one of our trustees. All concerns will be handled confidentially and appropriately.

During an event, the event leader will manage any concerns appropriately and proportionately. This may involve discussing behaviour with volunteers involved and reminding them of the policy. The event leader can temporarily suspend any volunteer and request that they leave the event for a serious breach of this policy. The event leader is required to report any volunteer suspensions to the board of trustees.

The Board of Trustees will investigate any reports of a breach of this policy. They will investigate the report and provide an opportunity for any volunteer alleged to have breached this policy to respond. If the report is upheld, the board of trustees may warn the volunteers in writing about their behaviour, temporarily suspend them, or exclude them for the most serious breaches.

## 15 Enactment

The Solent Repair and Reuse Committee adopted this policy on 21<sup>st</sup> September 2026.