



Spotlight

The Highland Repair Directory

March 2025



The Highland Repair Directory is a free resource designed to help people across the Highlands extend the life of their items and encourage more sustainable consumption habits.

Background

The Highland Repair Directory was developed by Lochbroom and Ullapool Community Trust (LUCT), as part of the Highland Community Waste Partnership.

It came about because many of the donations to the LUCT second-hand shop, The New Broom, often only need a minor repair to become fully usable again. If the community knew where to get them repaired, items could be kept in use longer and out of landfill.

Additionally, the shop receives inquiries about local repair services, particularly for bikes, washing machines, small electronics, upholstery, and clothing alterations.



These requests highlighted the need for a comprehensive directory where you can easily find local repairers all in one place.

Development and launch

Starting in Year 2 of the Highland Community Waste Partnership, partners gathered information on repair businesses and individuals in their local area, compiling it in a shared excel database. They then worked together to explore the best way to display this information and decided on a map for ease of use.

Various platforms were explored for hosting the map, including Green Map, ultimately deciding on **Google My Maps** for simplicity.





To make it easier to find a suitable repairer the directory was split into **nine categories**:

Bike repair, clothes, shoes & accessories, electrical items, furniture, phones, laptops & computers, repair cafes, tools & machinery, white goods and other.

In addition, further details of repairs offered by each listing are added into the description.

Users can navigate to their location and zoom in, by category, to find a suitable repair service.

The Highland Repair Directory was launched in September 2024, as part of the Highlands Climate Festival, in collaboration with HCWP Partners Transition Black Isle and the Black Isle Repair Café, which is featured on the map.

To increase awareness of the new directory, a social media campaign was created, highlighting some of the businesses and individuals featured. In addition, branded window stickers were created to be displayed by repair businesses featured.

Impact and learning

The map was hosted on the Highland Community Waste Partnership website. From its launch through to the end of the project in March 2025 it received **592** visits.

The resource would benefit from more publicity to increase usage. More in-depth research could also be carried out to locate existing businesses and individuals to add to the map to create a more comprehensive resource. There is a challenge in keeping this information up to date.

In terms of functionality, MyMaps although relatively easy to set up, is not best suited for identifying services for specific items. Its ten-category limit means that certain items can be hard to find. This is not helped by issues with the in-built search functionality, which does not return all relevant results.

The inclusion of reuse and recycling points had also been explored during development, taking inspiration from similar initiatives like the South London Partnership Zero Waste Map, the Shrub Co-op Zero Waste Map and The City of Edinburgh Council Reuse Tool. This proved too complex to incorporate within the scope of the project, but would be worth revisiting going forward.

Conclusion and next steps

Overall, the Highland Repair Directory is a great resource and a good starting point for a Highland-wide directory of repairers.

Repair Cafes, including the Black Isle Repair Cafe, have found it a useful resource to refer people to for more complex repairs that they are unable to carry out during the event.

Following the end of the Highland Community Waste Partnership, The Highland Repair Directory has been passed on to the Highlands & Islands Climate Hub to update, maintain and expand. Stay tuned.

**The Highland Repair Directory is now available through the
Highlands and Islands Climate Hub:**

<https://hiclimatehub.co.uk/highland-repair-directory>

The Highland Community Waste Partnership (2022-2025)

Funded by The National Lottery Climate Action Fund, and coordinated by Keep Scotland Beautiful, the Highland Community Waste Partnership (HCWP) brought together eight community groups in the Highlands to reduce waste and promote more sustainable consumption.

Learn more here: www.KeepScotlandBeautiful.org/highlandcommunitywaste