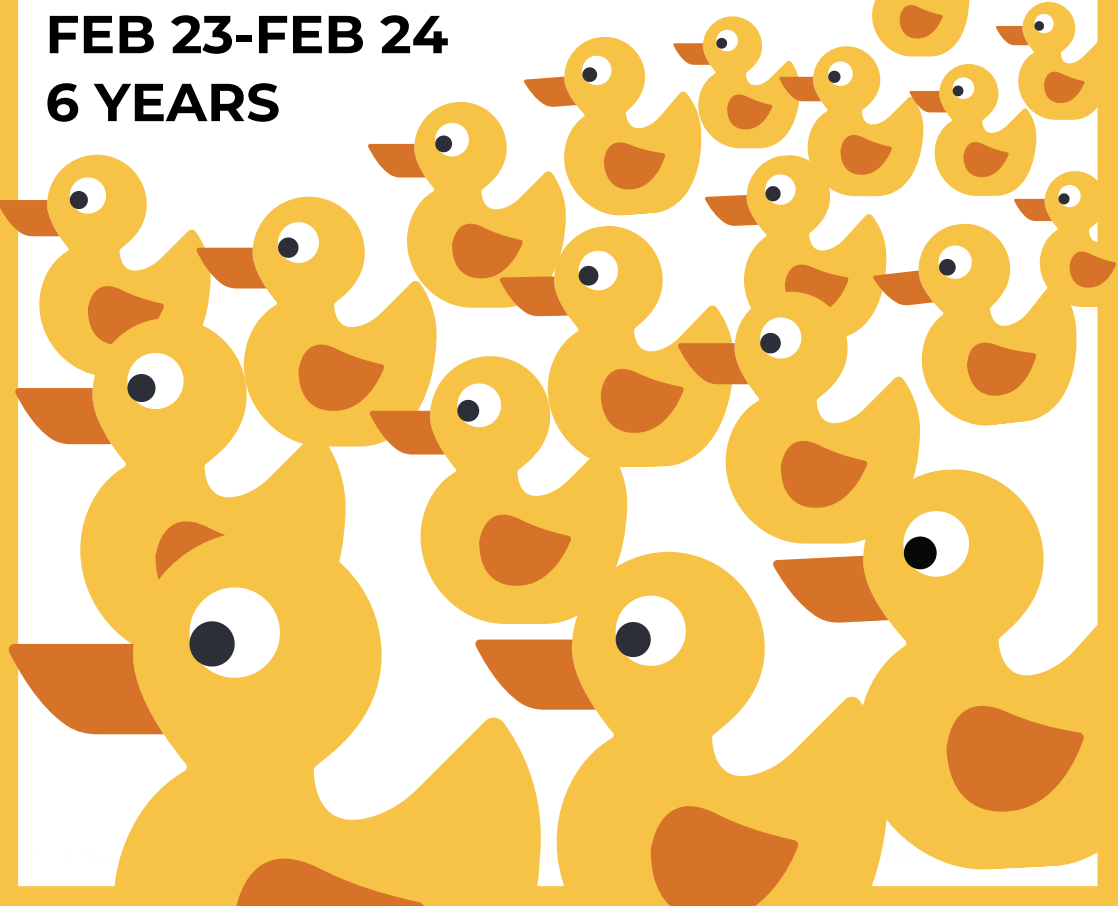
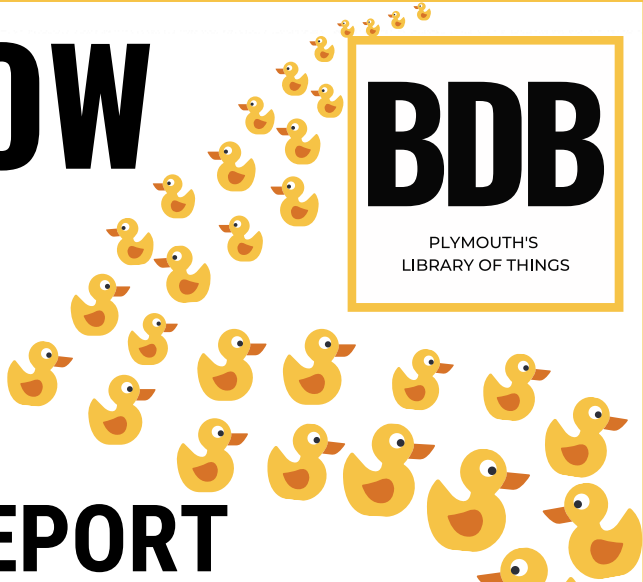


BORROW DON'T BUY

IMPACT REPORT

A RECORD BREAKING Year
FEB 23-FEB 24
6 YEARS



2023: Growth and Breaking Records!

Well, where do we even start!? We have had our our biggest year yet doubling our office team of 2 to 4, having the most people join up yet and increasing our opening hours to 38 hours per week! This is thanks to our awesome community and funding from the Postcode Local Trust, The National Lottery Community Fund and The Rank Foundation investing in our work and what a year it has been...

Some **rebranding was in order** to help us make sure staying brand guidelines was easier for our growing team. We worked on our BDB and GEO branding, got some bold new colours, logos, and added a distinct border design to help people identify us when they see it! Most excitingly, Ducky got a new robot cousin Digi-Ducky to represent our digital inclusion work!

Beep-boop-beep... My. Name.
Is. Di- gi-Duck-y. Nice. To
Meet. Youuuuu. Boop.



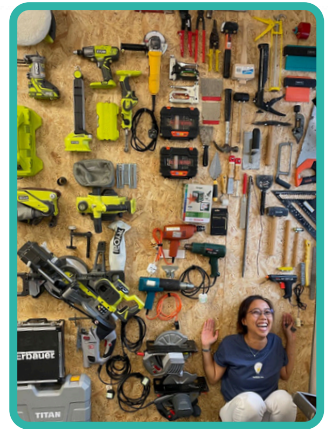
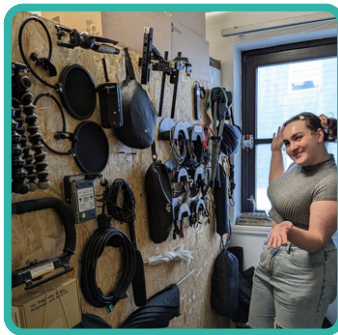
We also thought it was high-time we got some **proper staff photos**, with the handsome Ducky! We won't show you the outtakes, but we are sure you can imagine them...



Keep reading to meet our new team members in a few pages time...



We **increased our opening hours** to encompass an additional day, thanks to our new library elf. This took us to 4 full days per week. Borrowers now have even more flexibility for pick-up and returns and **EVEN MORE** access to the things they need!

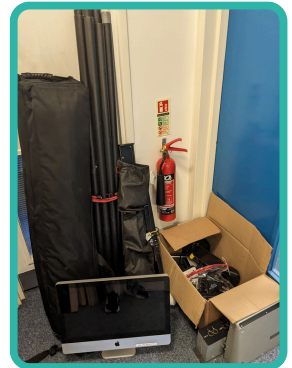


Tool wall galore! (now try saying that fast). The elves have been busy getting tools on the walls, even leaving an elf-shaped hole for naughty elves!



We have been able to get **more requested items** in the library such as things on our wishlist and duplicates of our most popular items Gazebos, and Carpet Cleaners. We have also had an **increase in donations** from awesome people like this haul from Soundview Media for use in the library and on eBay!

We found an awesome carpet shampoo for people to buy in the exact quantities they need and to remind them to bring the bottle back so we can **refill and reuse them to save waste**, we gave them all googly eyes... and so far its worked! Watch this space for possibly everything in the Library acquiring googly eyes...



Along with our rebrand we invested in some **shiny new BDB Banners** for events. Here they are in action with our new elf Shannah...



Shiny New Elves!

Funding for salaries is often hard to come by but thanks to The National Lottery, Postcode Local Trust and the Rank Foundation providing much needed funding for salaries, we have invested in growing our team...

Shannah - Development and Sales Elf



Shannah joined us in March 2023 and was with us for 6 months helping with membership development, sales and outreach. Thanks to this we were able to introduce new paid memberships in our crowdfunder to help us run the platform, attend lots of events and expand our networks!

Loretta - Library, eBay and Socials Elf



Loretta started in June 2023 as our Library Elf allowing us to open another day! This has meant more flexibility for members and more borrows! She has also been instrumental in establishing our eBay shop as part of the eBay for change programme and developing our social media!

Kira - Community and Events Elf



Kira has just joined us in January 2024 as our Community Activator. Funded by The Rank Foundation as part of their Time to Shine Leadership Programme, Kira will be with us for a year to work on engaging more of our community and sharing our services even further!

Our Members

The Biggest Year Yet!



We hit

2000

total members!

with a
whopping

486

of them signing
up this year alone!

Nearly 500 new people becoming borrowers shows steady growth with little to no marketing other than our socials! We believe this reflects a shift in societal behaviours, inspired by a mix of the ongoing cost of living crisis and increased climate crisis awareness. Even more people are reaping the benefits of borrowing; saving money and space, whilst investing in their community and developing climate friendly habits for a better future! ↘



Loans & Inventory

Borrowing In Numbers

709
Items now available in
the inventory!

Top 3 borrowed items

1. Carpet Cleaner



53
loans!

2. Telescopic Ladder



20
loans!

3. Gazebo



19
loans!

The Library of Things is now worth...
£28,971 with **180**
NEW ITEMS added to
the inventory this
year!

4853 loans have been completed to date, averaging 2.2 loans per day since opening.
342 items were borrowed Feb 23-Feb 24, by **347** Borrowers!
1796 of them have been this year!
This means a whopping **342** items didn't need to be bought!

BY HAVING ACCESS TO THE LIBRARY, OUR MEMBERS HAVE SAVED A WHOPPING...
£300,675!
Our borrowers have spent just £23,129 on borrows collectively since 2017, which is just over 7% of the total cost of the items they borrowed - a saving of 93% on average per borrower!

Crowdfunder 2023

BDB's BIG BONANZA

Crowdfunding is an essential part of both fundraising and marketing strategy. This year we took our theme from the 1960's Western 'Bonanza' and created a somewhat amusing campaign video... ↗

We made some BDB cheeky tote bags which some lucky people pledged on as rewards! ↘



We ran our Borrowing Bonanza campaign as part of our mission to continue engaging current and entice new borrowers! We offered a chance to get discounted memberships and borrowing rewards, which we could do thanks to match-funding from Plymouth City Council!

We had over 124 awesome supporters including local businesses who both donated rewards and pledged! Borrowers made the most of the discounted borrowing rewards, which helped them save even more money!



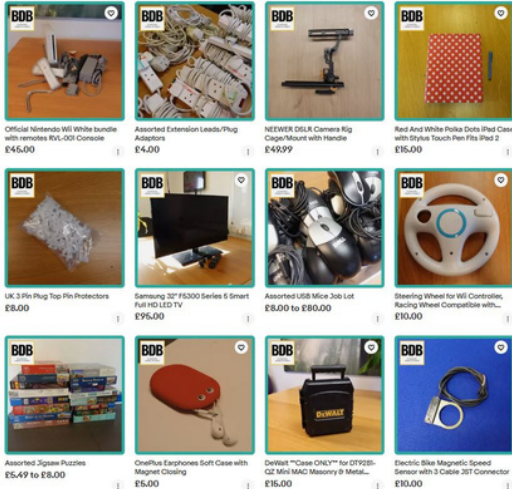
Shout out to all the borrowers who indulged us with a selfie wearing our artisanal handmade cowboy hats during the campaign! See all of our supporters here! ↗

[Visit our Supporters Page](#)

eBay - For Change



We were accepted on to eBay and SEUK's 'eBay for change' programme in October '23 which is supporting us with a free storefront, no selling fees for the first year, and training to help get us on our feet!



Our aim is to expand our reach when selling pre-loved items. The kind of items we sell are either;

- **donated items** that aren't useable for our projects,
- **parts from items** and devices beyond repair - for others to use to fix their items,
- **less popular inventory items** - to make space and fund getting wishlist items!

We post items in repurposed packaging which we collect from our coworkers at THINQTANQ, reducing waste! We even make sure people know their purchase is supporting our work with this little note!



Our reviews so far...

- Great comms. Collected with ease. Item as described. Would highly recommend this seller. Many thanks.
- Clear comms, swift dispatch, excellent packaging - what's not to like! Recommend seller.
- I found this as it is a christmas present, and I problems getting the size I wanted. But thanks to you, it fits the laptop in, and quick delivery. Thanks
- Fast delivery, good price just what I needed
- Excellent Ebayer, Super Fast Delivery, well Packed. Good Value. Thank you .

Now, we know you are all thinking - "aren't you meant to be all borrow and don't buy?" well we are, BUT our overall mission is to get 'things' back into the hands of those who need and will use them! eBay not only helps us find those people, but supports our services and will play a vital part in us becoming less reliant on purely grant funding in the future!

Check out our eBay Store!

Digital Inclusion

Getting Everyone Online



This year we begun expanding and developing the GEO project in response to the growing demand for tech from those experiencing digital exclusion. We have begun establishing mutually beneficial partnerships with organisations already working with beneficiary groups across Plymouth to help support expansion of efficient distribution methods, and to increase donations.

Organisations we have worked with so far...

Devon & Cornwall Refugee Support, Red Cross, Plymouth Community Homes, START SW, ODILS, PLUSS, Interventions Alliance, Timebank SW, RETHINK, Nuestra Escuela Plymouth, Plymouth Eritrean Community and the Greenhouse @ The Plot.



We have also recently partnered with NHS Derriford IT department which has donated tech they can no longer use to the project. In August 2023 they donated over 100 Laptops and desktops which has been a huge help in speeding through our waiting list and to meet the ever-growing demand!

A huge thank you to everyone who has donated devices and funds so far. We are working on creating project longevity to continue serving people for many years to come!

E-waste to E-quality

Digital Inclusion In Numbers



Donations

Devices donated to the project this year, saved from recycling and now able to help someone get online! Any donated tech which isn't as useful to the project has been sold, either as is or for parts to help fund new parts for refurbishing devices!

193

Distribution

We have redistributed

75

devices this year, directly impacting

36

households

consisting

of **53** adults and **32** children.

We estimate each device impacts 3 people on average, meaning that approximately

225

individuals are now directly or indirectly benefitting from online access!

Impact So Far

Since 2020, the project has collected almost

400

devices!

and redistributed

150

refurbished and useable devices.

250 people have been directly impacted, translating to approximately

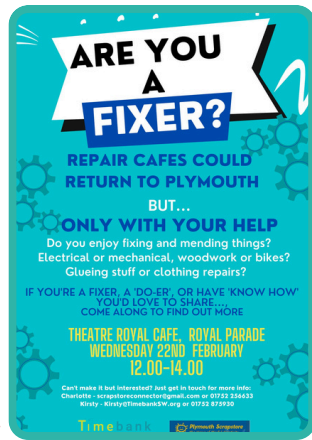
750

total people positively impacted through direct and indirect routes!

Repair, Make & Mend Community



We have taken a bit of a break from the repair cafe work recently as we have been busy with our other projects. However, our amazing partners Scrapstore and Timebank have taken the lead and run community consultation meetings this past year to find out what our potential attendees wanted to see and get from future repair cafes! They had a great turnout and talked PAT testing, locations, regularity and who would be volunteer fixers.



Off the back of this consultation, they managed to organise a regular monthly repair event which will be held at the Unitarian Church!

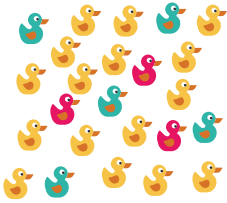
This was taken at the very first one featuring our very own fixer Rob!

You can find events coming up over on our collective Facebook group: [Plymouth Repairing Community](#) and our new Community Activator Kira will be out and about looking for more repair events to tell you all about over the coming year! 2024 is the year repair cafes make a comeback so watch this space!

2023 Reflections

What a difference a TEAM can make. This year has been amazing, finally expanding our team thanks to longer term has allowed us to open 4 full days, introduce new roles and see more people than ever engage with both borrowing and GEO. It feels like we are officially over the last few rocky years and are in our growth and development era. We have finally been able to really invest in and plan for the future and can't wait for what is to come!

Goals For 2024



3000 MEMBERS



INCREASED ITEM DONATIONS



4000 BORROWS



MORE PARTNERSHIPS



300 eBay SALES



150 DEVICES DISTRIBUTED



50 EVENTS



ADDITIONAL VOLUNTEERS



CROWDFUNDER

[See our full journey here...](#)

Thank You

To all our members, supporters,
partners and funders -
we couldn't do it without you!



**Access to the things you need
without costing the Earth**

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