



THE FUTURE OF FOOD BANKS IN EUROPE

Quantifying the Impact of European Food Banks

From Farm to Fork

YEAR-3

FINAL REPORT



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Introduction / How data matters to ensure crisis resilience and response

Since its outbreak at the beginning of 2020, the COVID-19 pandemic has affected economies and societies at their core, decimating jobs, causing disruptions in supply chains, and laying bare the fragility of our globalised agri-food system.

At the end of February 2022, the Russian invasion of Ukraine not only caused a major humanitarian emergency but has led to a cost-of-living crisis trickling down across the latitudes of Europe and beyond. Skyrocketing inflation, a dramatic reduction of buying power, and soaring prices are hitting our community, and in particular the most vulnerable groups.

In parallel, the frequency and intensity of extreme climate events are compromising crop yields and undermining industries like agriculture and aquaculture to meet demand.

This triple burden has compounded food affordability issues and thus highlights the importance of fostering food donation.



With the support of public authorities, the private sector, charities, and individuals, the action of Food Banks has never been so essential to ensure that good food is saved from becoming food waste and that the most deprived may have access to enough safe and nutritious food for normal growth and development and an active and healthy life.

Being professional partners, they step up to save surplus food from ending up in landfills and to meet the increased need for food relief when communities are faced with unimaginably difficult

situations. However, carrying out their daily operations becomes increasingly more challenging and costly.

In this permacrisis context, understanding reality, mapping challenges and opportunities, and providing targeted assistance crucial to relieving the repercussions are particularly relevant.

Therefore, the regular, efficient, and secure collection of reliable, coherent, and consistent data is essential for FEBA to be able to support its members in carrying out their activities and demonstrate their social, economic, nutritional, and environmental impact to external stakeholders. Driven by this rationale, in 2023, FEBA's project "Quantifying the Impact of European Food Banks – From Farm to Fork" went into its third year whose objectives, workflow, and results are outlined in the following pages.

Objective, milestones, management, and workflow of the project



Overarching objective

The multi-annual project “Quantifying the Impact of European Food Banks – From Farm to Fork” strives to assess the activities of FEBA Members across Europe to understand intended and unintended long-term effects and quantify the social, environmental, and economic impact.

To achieve this goal, FEBA developed and implemented an efficient method to collect and analyse data and strengthen its members’ capability to provide accurate information accordingly.



Milestones

1.

Improvement of collection, analysis, and dissemination of data on the activities of FEBA Members

2.

Enabling the use of the online Observatory on Food Donation at the regional/local level



Discover the project’s achievements since its launch in 2020 on the dedicated website.



Project management

Since its launch, the project's management adhered to the **Agile Methodology**.



What does it mean?

The online Observatory on Food Donation has been gradually improved adding new features according to the priorities agreed upon between FEBA and the external experts, in consultation with FEBA Members, building on the experience gained in the course of the project as well as the expertise of a network of 351 Food Banks in 30 European countries.

Regular involvement, active engagement, and constant exchange with FEBA Members took place to present the objectives and different activities of the work plan, gather feedback and suggestions, as well as track the progress and identify the results of the project.

This approach is crucial to address the needs of the members and ensure the user-friendliness and usefulness of the platform.

PROJECT PERIOD 1

December 2022 - May 2023

December 2022 - February 2023

Preparatory phase



Focus / Revision of list with indicators and taxonomy; improvement of the online Observatory on Food Donation

20 February 2023

Kick-Off Meeting / online



Focus / Stocktaking of the YEAR-2 achievements and outline of YEAR-3 objectives



Participants / 37 attendees including representatives from 24 FEBA Members (AL, AT, BE, BG, CZ, DE, ES, FR, GR, HU, HR, IE, IT, LT, LU, MK, ML, NL, NO, PL, PT, RO, UA, UK)

20 February 2023 - 20 March 2023

2022 Data Collection campaign

Focus / Collection of data from FEBA Members; support

End of March - Mid-May 2023

2022 Data Collection campaign

Focus / Review, validation, aggregation, and analysis of data

17 May 2023

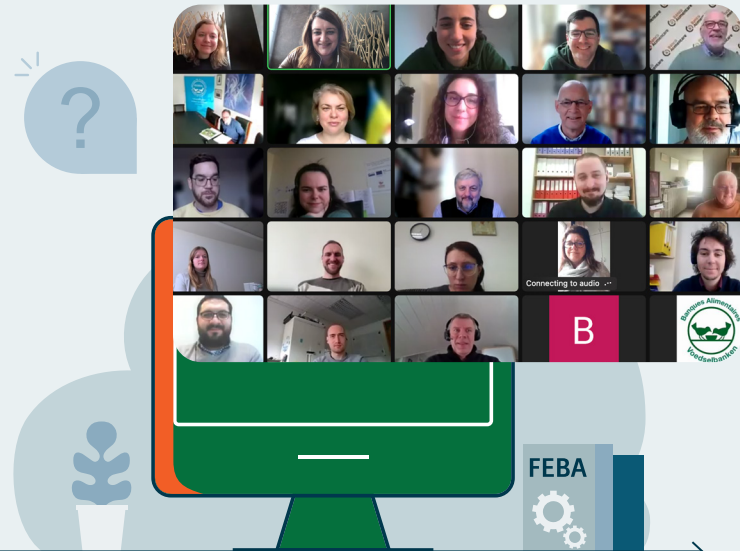
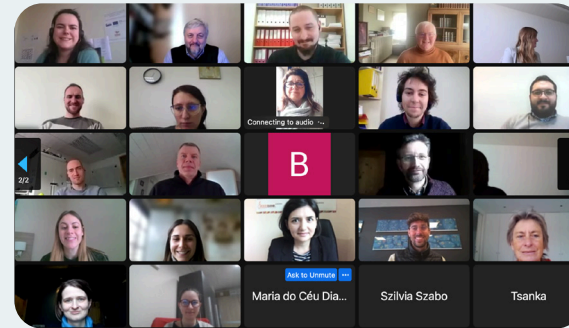
Finalisation of 10 KPIs

24 - 26 May 2023

YEAR-3 Mid-Term Summit in collaboration with FoodCloud / Dublin and online

Focus / Recap of project period 1 and feedback; knowledge exchange

Participants / 24 attendees onsite including representatives from 13 FEBA Members (AL, BE, DE, GR, HR, IE, IT, ML, MT, NO, LT, RO, UA) and additional participants online



PROJECT PERIOD 2 June - November 2023



7 - 9 June 2023

Launch of the pilot test with Food Bank Greece / Athens



Focus / Assessment of needs; evaluation of feasibility



Participants / Food Bank Greece and FEBA Project Team

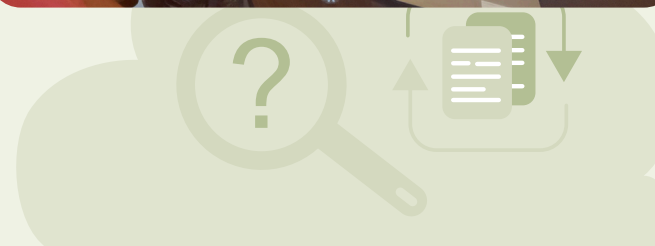


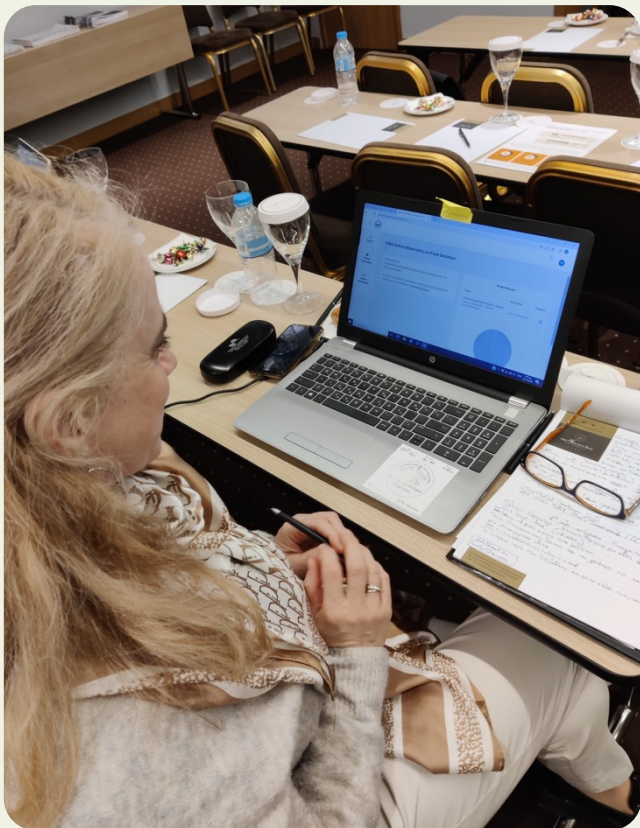
June - October 2023

Preparatory phase



Focus / Adaptation of the online Observatory on Food Donation for the use at local level in close collaboration with Food Bank Greece





30 - 31 October 2023

Training session for local Food Banks / Athens



Focus / Presentation and explanation of the online Observatory on Food Donation; testing of features; questions and answers



Participants / 40 participants including representatives from 7 local Greek Food Banks (Attika, Crete, Drama, Epirus, Thessaloniki, Thessaly, and Western Region)



30 November 2023

YEAR-3 Wrap-Up meeting / online



Focus / Wrap up of the project's developments and achievements; collection of feedback; outlook to YEAR-4



Participants / Over 25 participants including representatives from 20 FEBA Members (BE, BG, DE, ES, FR, GR, HU, IE, IT, LT, MK, ML, MT, NO, PL, PT, RO, RS, UA, UK)

Project period 1 / 2022 Data Collection Campaign

The first project period of YEAR-3 has been coined by the preparation and execution of the 2022 Data Collection Campaign as well as the dissemination of its results.

Output



01.

Fine-tuning of the list of indicators divided into 11 categories.

95 indicators including 6 newly defined ones.

11 Categories



Food Banks



Recipients



Food In



Food Out



Non-food In



Non-food Out



Financials



Human Resources



Infrastructure



Energy Sources



Partnerships

10 KPIs



Total number of Food Banks



Number of charitable organisations



Number of end beneficiaries



Number of end beneficiaries under 18



Number of end beneficiaries over 18



Food In



Food Out



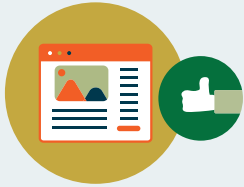
Total number of co-workers



Regular volunteers



Number of partner organisations



02.

Release of an improved version of the online platform

Key technical features

- ✓ New technology (Laravel8) as a gateway to new functionalities;
- ✓ Clear layout fostering easy and intuitive navigation;
- ✓ Higher user-friendliness through faster server response;
- ✓ Re-design of Food Matrix to facilitate the data entry;
- ✓ Updated training materials and FAQ section;
- ✓ Request for support feature allowing for efficient communication between FEBA Members and the Project Team;
- ✓ Improved data validation workflows and data aggregation function;
- ✓ Real-time updated data visualisation dashboards at the European and national level;

Feba Member
✕

Test Organisation

Details Surveys Users Dashboard

▼ **A. Food Banks & Recipients**
z7e341q0xq z7e341q0xq

Numerical summary

Data Collection 2021
01-02-2022 00:00 CET to 30-04-2022
23:59 CET

Data Collection 2022
20-02-2023 00:00 CET to 31-07-2023
23:59 CET

► **B. Food In & Food Out**
z7e341q0xq z7e341q0xq

► **C. Non Food In & Non Food Out**
z7e341q0xq z7e341q0xq

► **D. Financials**
z7e341q0xq z7e341q0xq

► **E. Human Resources**
z7e341q0xq z7e341q0xq

► **F. Infrastructure**
z7e341q0xq z7e341q0xq

► **G. Energy Sources**
z7e341q0xq z7e341q0xq

► **H. Partnerships**
z7e341q0xq z7e341q0xq

► **I. FOOD MATRIX - Food In**
z7e341q0xq z7e341q0xq

► **J. FOOD MATRIX - Food Out**
z7e341q0xq z7e341q0xq

► **K. Sharing Data**
z7e341q0xq z7e341q0xq

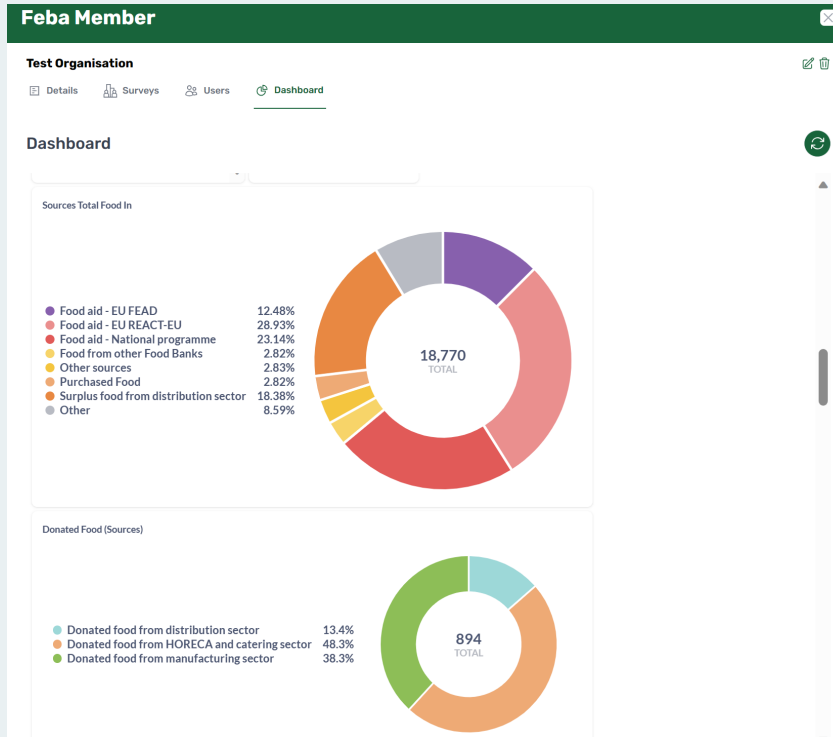
A. Food Banks & Recipients - Numeric answers
Only showing numbers inputted into surveys.
Click on a surveys checkpoint to see all fields.

Title	Answered		Change Requested	
	Data Collection 2021▶ Started At : 01-02-2022 Ended At : 30-04-2022		Data Collection 2022▶ Started At : 20-02-2023 Ended At : 31-07-2023	
Total number of Food Banks, num	20,00	55,00		
Total number of warehouses, num	1,00	31,00		
Number of charitable organisations, num	567,00	21.345,00		
Number of end beneficiaries , num	78.901,00	456.789,00		
Number of male end beneficiaries, num	-	35.676,00		
Number of female end beneficiaries, num	-	14.567,00		
Number of end beneficiaries (0-6 months), num	-	234,00		

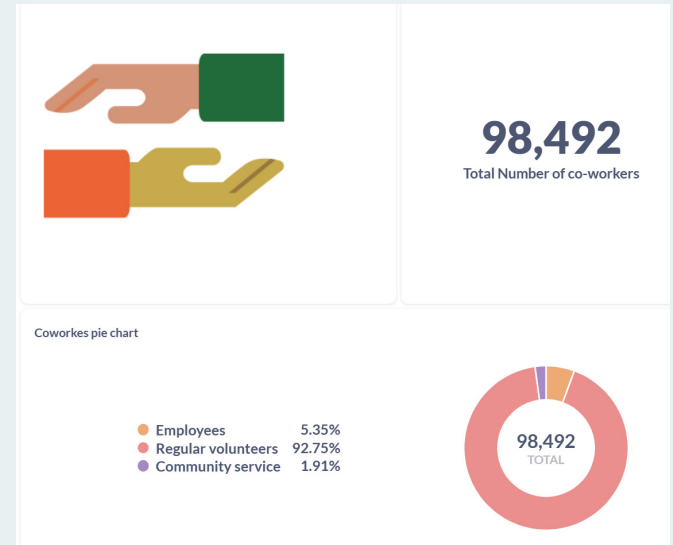
View all fields → View all fields →

➤ Image above: Interface of the individual survey overview for FEBA Members

- ✓ Data history: accessibility of 2021 numbers;
- ✓ Data sharing: possibility to share data (full or partial dataset) within the membership; and
- ✓ Availability of the software in English, French, and Italian.



➤ Image above: Individual data dashboard for FEBA Members



➤ Image above: Overview dashboard displaying aggregated data

Results



29 out of 30 FEBA Members inserted their 2022 data into the online system themselves;

3,000
indicators

Efficient review, analysis, validation, and aggregation of up to 95 indicators, of which 10 KPIs, per member to assess the 2022 activity and identify trends and deviations, for a total of about 3,000 indicators;



Raising awareness amongst FEBA Members on the benefits of using data for strategic purposes (e.g. rational decision-making, knowledge sharing, fundraising, stakeholders' engagement, impact assessment, and storytelling);



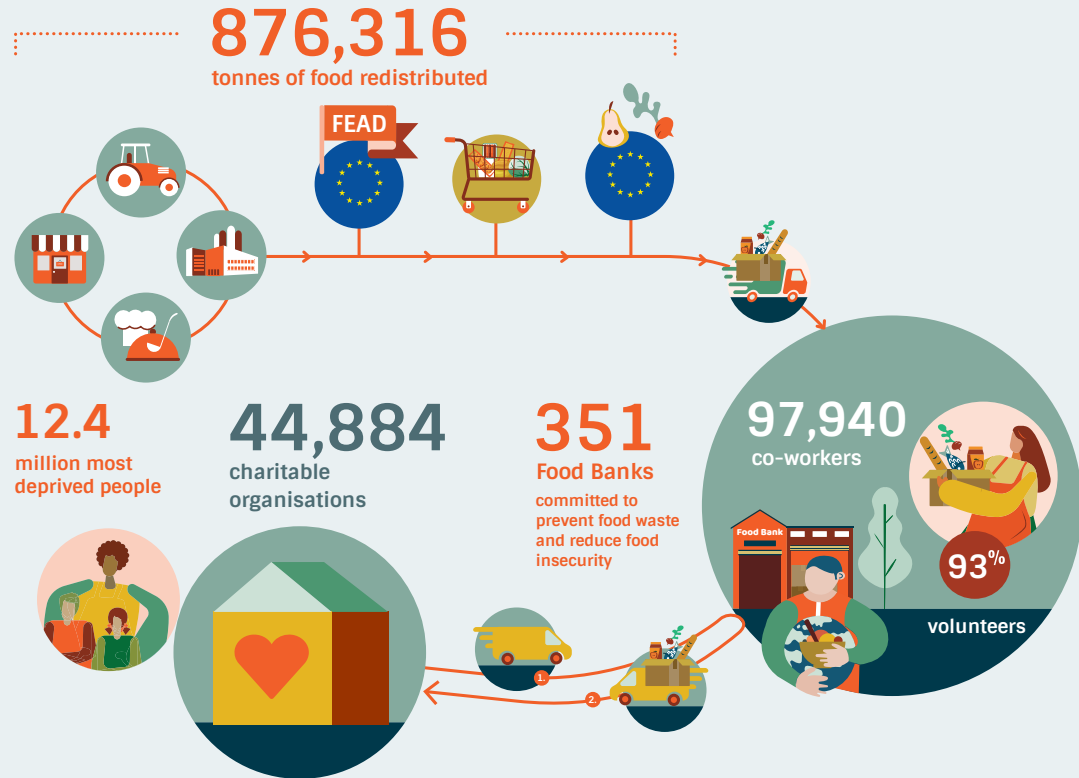
FEBA supported members, including 400 emails sent from a dedicated functional mailbox to share information, respond to questions and requests for support, and solve technical problems;



Feeding into the EU policy-making process by providing a diverse set of evidence-based data to promote food donation and prevent food waste.

Contribution of FEBA Membership to our circular food system

In 2022, the European Food Banks Federation (FEBA) worked in collaboration with 23 Full Members and 7 Associate Members in 30 European countries*.



* In some countries such as Estonia, Germany and the Netherlands, FEBA Members redistribute food not only to other charitable organisations but also provide food directly to end beneficiaries. This is the aggregation of data provided by FEBA Full Members and Associate Members at European level. In the case of Tafel Deutschland e.V., the data for food quantities is based on an estimation.

YEAR-3 Mid-Term Summit



24 - 26 May / Dublin and online

In collaboration with
FoodCloud



Objectives



Taking stock of the state-of-the-art collection, analysis, and dissemination of data on the activities of FEBA Members;

- What went well, what can be improved, what needs more time;
- External recommendations;
- Process, overview, and results.



Working together with Food Bank representatives to define the next steps, in particular, to automate the data entry for those members who are already using an IT system to collect data.



- Learning from Food Banks: how to capture and input data;
- Focus on the environmental impact and social value of our activity.



24 - 26 May / Dublin and online



First Day



Steering questions



Second Day



Objectives

- **How can collecting quantitative and qualitative information foster the implementation of EU policies on food loss and waste?** / Rikke Karlsson, Policy Officer/Seconded National Expert, DG Health and Food Safety, European Commission
- **What is the state-of-the-art of the FEBA Data Collection project from an IT perspective?** / Fabio Fraticelli, COO, TechSoup Italia, Colin MacArthur, Product Manager, TechSoup Italia, Anna Oggioni, Project Manager & COO Assistant, TechSoup Italia
- **From a corporate perspective, how relevant is reliable and coherent data?** / Jonathan Bennet, European External Relations Director, General Mills
- **What are the results of the 2022 Data Collection Campaign?** / Angela Frigo, Secretary General, European Food Banks Federation, Anna Friederitz, Assistant to SG & Operations Manager, European Food Banks Federation.

- Exchanging best practices to digitalise Food Banks' operations
- Exploring possibilities of impact quantification
- Gathering feedback and input as a springboard for future steps

Case studies illustrating technological solutions used by FEBA Members



Food Bank Albania's Inventory System / Wilma Verburg



Digitalising Operations at Belgian Food Banks / Etienne Rubens



ProxiDon: The Solidary Platform Against Food Waste / Anne-Valérie Auxemery



**The eco-Platform of
Tafel Deutschland e.V. /
Jonathan Lenz**



**Tech Solutions for
Digitalisation / Sara Bonetti**



**BringTheFood: The Web
App for Managing Surplus
Food / Adolfo Villafiorita**



**The Foodiverse Plattform /
Ciara O'Regan**



**Technological Solutions
Used by Dutch Food Banks
/ Jan Lammers and Hans de
Graaff**



**Plate By Plate Web
Platform / Radmila Ivetic**

Deep-dive: Quantifying the impact of Food Banks' activities / moderated by FoodCloud

- *How to enable and advance environmental reporting and why does it matter?*
- *How to monitor and assess the social value of food banking?*



Third Day



Study visit to the FoodCloud hub

- *How can warehouse data be captured in reality?*



Project period 2 / Pilot test with Food Bank Greece

In the second project period of YEAR-3, FEBA has been piloting the use of the online Observatory on Food Donation at the local level in collaboration with Food Bank Greece to proactively support the digitalisation process.

Output



01.

Development of features enabling and facilitating data entry by local Greek Food Banks

Key technical features

- ✓ Setup of an additional platform layer allowing co-workers of regional Food Banks to enter data using a customised form;
- ✓ Translation of the entire software into Greek to facilitate the data entry and overcome language barriers;
- ✓ Availability of a toolkit in Greek entailing a user manual and a platform tutorial;
- ✓ Implementation of a data approval process allowing the review of local data by the national Food Bank; and
- ✓ Automatic aggregation of approved numbers to populate the survey of the national FEBA Member.

Country Organization

Test Local Food Bank 30 10

details surveys users

Country organization survey - Greece
Area Organ: 30 10

Numerical summary
Country organization - Greece
06-09-2023 10:00 CEST to 30-09-2023 23:59 CEST

Country organization survey - Greece - Numeric answers
Only showing numbers inputted into surveys.
Click on a survey's checkpoint to see all fields.

Title	Partially	
	Country organization - Greece Period: 06-09-2023 Index: 30-09-2023	
Number of charitable organisations	✓	12,00
Number of end beneficiaries	✓	12,00
Number of end beneficiaries under 18	✓	456,00
Number of end beneficiaries over 65	✓	3.232,00
Surplus food from manufacturing sector	✓	1.321,00
Surplus food from distribution sector	✓	12.321,00
Collected food	✓	23.123,00
Purchased food	✓	13.215,00
FOOD IN		49.978,00
Food delivered to charitable organisations	✓	215,00
Warehouse wasted food	✓	1.322,00
FOOD OUT		215,00



02.

Integration of survey for data collection from charitable organisations

Benefits

- ✓ Tailored to the needs of Food Bank Greece to facilitate the uniform gathering of quantitative and qualitative information;
- ✓ Accessible through a public link or QR code without logging into the system; and
- ✓ Available in Greek to motivate participation.

Food Bank Greece - Charities information form 2023

ΣΤΟΙΧΕΙΑ ΙΔΡΥΜΑΤΩΝ 2023

Παρακαλούμε, ο Υπεύθυνος του συσσιτίου να συμπληρώσει τα παρακάτω στοιχεία. Τα στοιχεία που δηλώνονται είναι αποκλειστικά για εσωτερική χρήση.

ΣΤΟΙΧΕΙΑ ΣΥΣΣΙΤΙΟΥ/ΙΔΡΥΜΑΤΟΣ

1. Κωδικός Ιδρύματος (μόνο τα 3 ψηφία) *

2. Επωνυμία Ιδρύματος *

3. Περιφέρεια *

4. Κατηγορία Ιδρύματος *

Training Session for local Food Banks



30 - 31 October / Athens

In collaboration with
Food Bank Greece



Objectives

- ✓ Disseminating the goals and achievements of the Data Collection project;
- ✓ Reiterating the relevance of collecting coherent, consistent, and accurate data for sourcing more food and funds in a professional and efficient manner; and
- ✓ Familiarising the participants with the online platform and its functionality.



Key interventions

- **Panagis Vourloumis**, President, Food Bank Greece
- **Sophia Zacharaki**, Minister, Ministry of Social Cohesion and Family Affairs
- **Alexandra Nikolakopoulou**, Head of Unit, DG Health and Food Safety, European Commission
- **Angela Frigo**, Secretary General, European Food Banks Federation
- **Maria Zafiropoulou**, Founder, Food Bank Western Region
- **Dimitris Nentas**, General Manager, Food Bank Greece



Following an agile approach, the feedback of the local Food Bank representatives will help the FEBA Project Team to improve the functioning of the platform.

Contributions from FEBA Members

During the entire project year, FEBA regularly gathered feedback and input which will serve as a springboard for improving the online platform's features and functionalities.



Positive notes

- Improved user-friendliness and server velocity;
- Quick response to requests for support;
- Technical advancement;
- Advantages of cloud-based data repository;
- Mid-Term Summit is an important learning and networking opportunity; and
- Promising pilot test of collecting, analysing, and aggregating information from regional/local Food Banks.



Challenges

- Bugs leading to occasional server problems affecting e.g. the saving of numbers or the reception of automatic notifications; and
- Non-availability of national data during the timeframe of the data collection campaign.



Recommendations

- Involving more pilot countries to use the Observatory on Food Donation at the regional/local level;
- Opening application programming interfaces that allow operational systems to submit data directly to the online platform;
- Collecting qualitative data on specific topics;
- Adding new ways (beyond “available/not available”) to further explain reported numbers;
- Separating the Data Collection Campaign into sub-periods with different deadlines, e.g. for financials;
- Refining the validation and feedback process to make it easier to receive and act upon feedback about submissions; and
- Using the online platform for benchmarking as well as bench learning between peers.

Acknowledgement

The European Food Banks Federation (FEBA) takes this opportunity to gratefully acknowledge DG Health and Food Safety, European Commission, as well as the European Health and Digital Executive Agency (HaDEA) for concretely supporting our endeavours to reinforce the accuracy, credibility, and coherency of data collected from our members.

A deep appreciation to TechSoup Italia, in particular to Fabio Fraticelli, Bohdan Hladii, Colin MacArthur, and Anna Oggioni, for adding value to the project with their competence and proficiency enabling the continuous improvement of the online Observatory on Food Donation.

We warmly thank all FEBA Members for their active participation in this ambitious project. Without their contribution and feedback, we would not be able to achieve the results we are striving for.

A special thank you goes to Food Bank Greece and the seven local Food Banks belonging to their network.



In their pilot role, their engagement and motivation is driving us to elevate the project to the next level and gather the input needed to streamline the transfer and monitoring of data across and within European countries.

The challenging but rewarding journey of FEBA, its members, and external experts continues and we are excited to embark on YEAR-4 of the project to keep on learning, seize new opportunities, and capture the activities of European Food Banks both qualitatively and quantitatively.

Data is a key tool for understanding reality, making informed and strategic decisions, and strengthening the ability to advocate for specific interests and thus is a crucial enabler to fulfilling FEBA's mission – preventing food waste while reducing food insecurity in Europe.



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