



THE FUTURE OF FOOD BANKS IN EUROPE

Quantifying the Impact of European Food Banks

From Farm to Fork

YEAR-2 FINAL REPORT



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Introduction / Making a difference with data: what it means for FEBA and its members

Since the outbreak of the pandemic, the COVID-19 has forced Food Banks to address several challenges: a substantial increase in food donations, a lack of volunteers due to lockdowns and restrictions, a higher demand for food from charitable organisations due to new groups at risk (unemployed people, students, elderly people living alone, etc.), the need to adapt the daily activity to a new environment.

At the same time, the COVID-19 crisis has contributed to accelerate digitalisation and has turned Food Banks to data in order to keep track of a rapidly evolving scenario and make faster and more effective decisions. By necessity, the European Food Banks Federation (FEBA) and its members needed to act more strategically to identify potential availability of surplus food from food business operators while detecting the specific requirements of the charitable organisations they serve and better understanding external factors.



Better data are at the heart of efficient and effective processes. The operations of Food Banks have always relied on data to track how much food comes in and out or to allocate the food to charitable organisations according to their specific activity and the number of people in need they assist.

Because of COVID-19, FEBA decided that it could not depend solely on what what usually had been done in the past to collect data. A change was needed to be able to respond to this unprecedented crisis and future needs. It is evident that using data can make a difference. Data can better help us to understand reality leading to implement new decision-making processes and feed new data-drive models which can better contribute to fulfil our mission – preventing food waste while reducing food insecurity in Europe.

For all these reasons, in 2020, when the COVID-19 pandemic broke out, FEBA decided to start the project “Quantifying the Impact of European Food Banks – From Farm to Fork”.

The journey continued in 2021 and this report wants to present the objective, the milestones, the workflow as well as the results and outcomes of this second year of the project.



**Read FEBA's
YEAR-1 Final Report**

Objective, milestones, and workflow of the project

The project “Quantifying the Impact of European Food Banks – From Farm to Fork” aims to implement an efficient method for data collection and analysis, through the strengthening of the capability of FEBA and its members, in order to have an accurate impact assessment and, if possible, information about the intended and unintended long-term effects produced by the activity of FEBA Members across Europe.

PROJECT MILESTONES



1. Stabilising the use of the Observatory on Food Donation by the members of the Pilot Group, with adjustments if and when needed



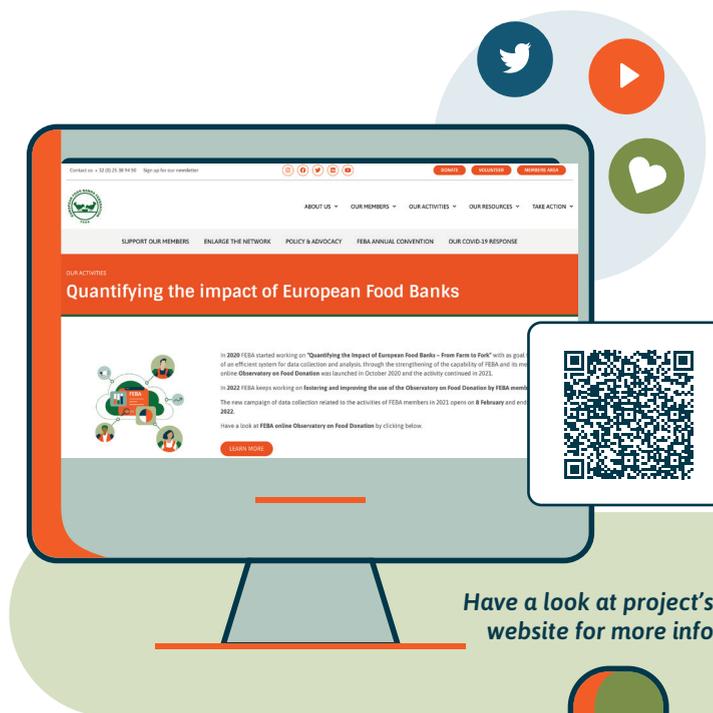
2. Increasing the number of FEBA Members taking part in the online Observatory on Food Donation



3. Finalising the list of indicators as well as their definition and identifying KPIs



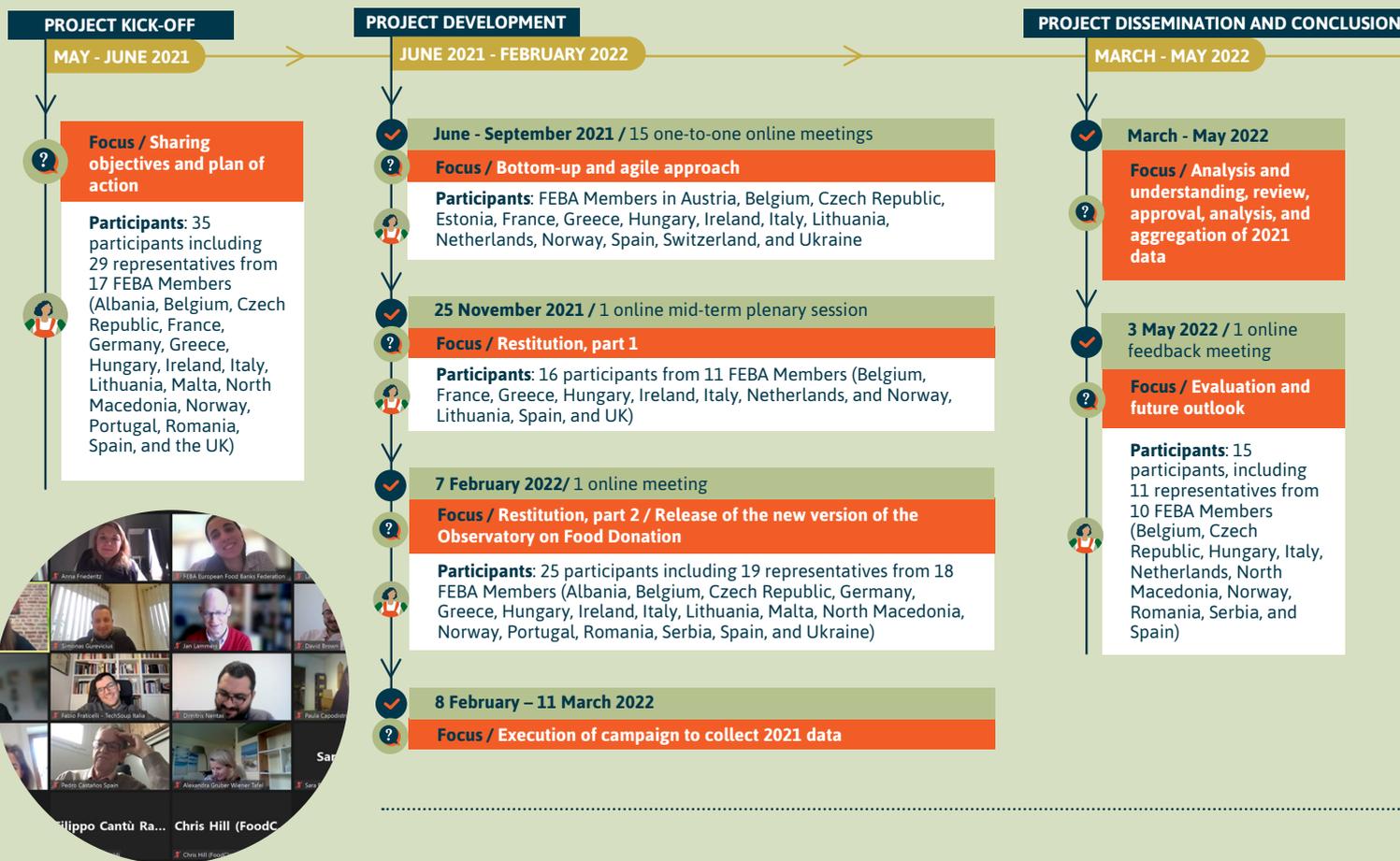
4. Improving the technical features of the online platform.



In 2021, FEBA also worked with its members to monitor the implementation of Art(1)(d) of the proposal for a Regulation on the European Social Fund Plus (ESF+).

Moreover, since the UN General Assembly adopted resolutions designating 2021 as the International Year of Fruits and Vegetables, the activity also focused on KPIs dealing with the recovery and redistribution of the typologies of food.

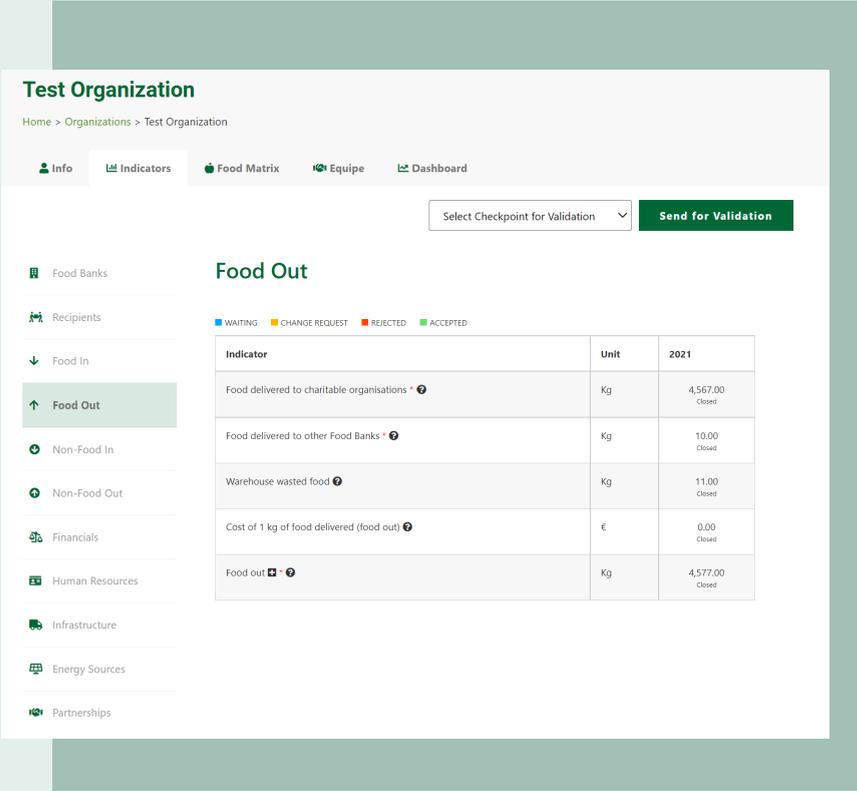
PROJECT WORKFLOW



Results and outcomes of the Observatory on Food Donation

PROJECT RESULTS

- Finalisation of the list of 89 reviewed indicators divided in 11 categories** (Food Banks, Recipients, Food In, Food Out, Non-food In, Non-food Out, Financials, Human Resources, Infrastructure, Energy Sources, and Partnerships) and including information such as definition, unit of measurement, compulsory/non-compulsory field.
- Finalisation of their definition (taxonomy)**, based on literature review, institutional definitions, and discussion with FEBA Pilot Group.
- Identification of 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 companies).
- Release of a new version of the online platform**, including a data validation process as well a data visualisation dashboard.



Test Organization

Home > Organizations > Test Organization

Info Indicators Food Matrix Equip Equip Dashboard

Select Checkpoint for Validation Send for Validation

Food Out

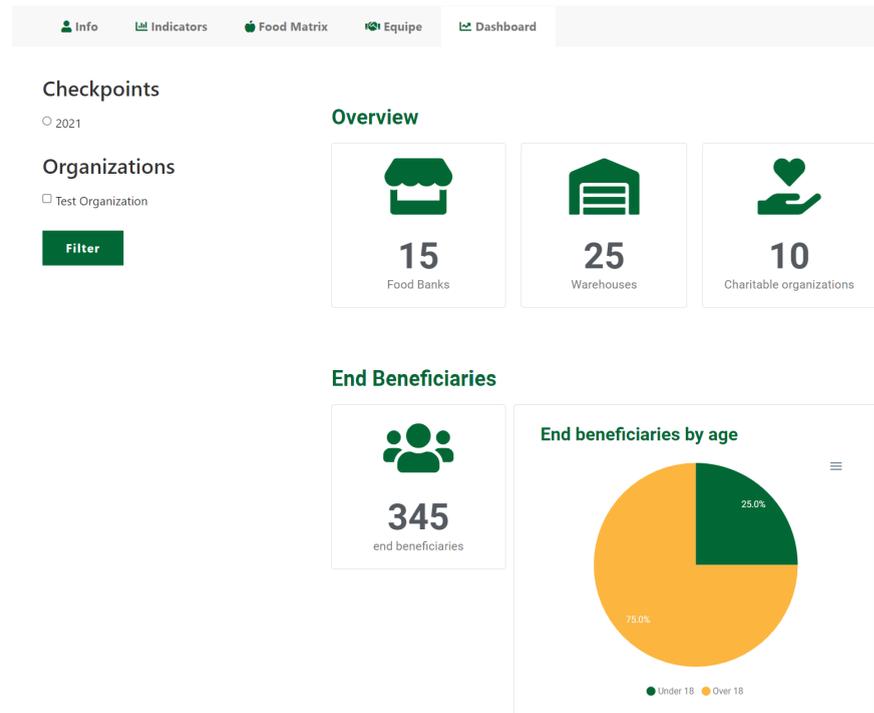
■ WAITING ■ CHANGE REQUEST ■ REJECTED ■ ACCEPTED

Indicator	Unit	2021
Food delivered to charitable organisations	Kg	4,567.00 Closed
Food delivered to other Food Banks	Kg	10.00 Closed
Warehouse wasted food	Kg	11.00 Closed
Cost of 1 kg of food delivered (food out)	€	0.00 Closed
Food out	Kg	4,577.00 Closed

Food Banks
Recipients
Food In
Food Out
Non-Food In
Non-Food Out
Financials
Human Resources
Infrastructure
Energy Sources
Partnerships

KEY FEATURES OF THE NEW PLATFORM

- ✓ One personalised interface for each of the 29 FEBA Members with organisations' managers and collaborators allowed to access and input data (Equipe)
- ✓ New layout and graphic, user-friendly and intuitive
- ✓ Food Matrix section to collect precise information on the sources of food In / Out
- ✓ Video tutorial on how to use the platform to support FEBA Members
- ✓ Validation process system of the data inserted by the organisations' managers
- ✓ Data visualisation dashboard at a European aggregated level and at organisation's level



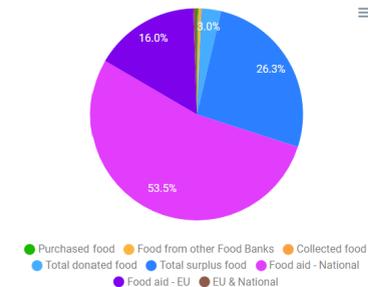
OUTCOMES

- **All FEBA Members used the online platform** for sharing 2021 data with FEBA.
- For the first time, **the data entails information from both FEBA Full and Associate Members** and, therefore, reflects the impact of the entire membership in 2021.
- **FEBA support to members**, including over 25 replies to requests for support.
- **89 indicators**, of which 10 KPIs, used to assess the 2021 activity.
- **Several online meeting with members of the FEBA Pilot Group and additional FEBA Members** to start a cross-learning process, aiming to benchmark diverse practices and expertise on the use of data for better decisions and a deeper understanding of the Food Banks' activities.
- **Raising awareness amongst FEBA Members** on the benefits of transforming data into information and educating on how to use them strategically (e.g. for decision-making process, knowledge sharing, fundraising activity, branding and stakeholders' engagement, storytelling, etc.).

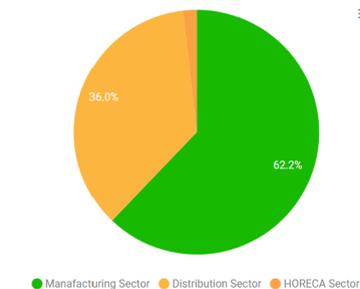
Food IN



Sources Total Food In

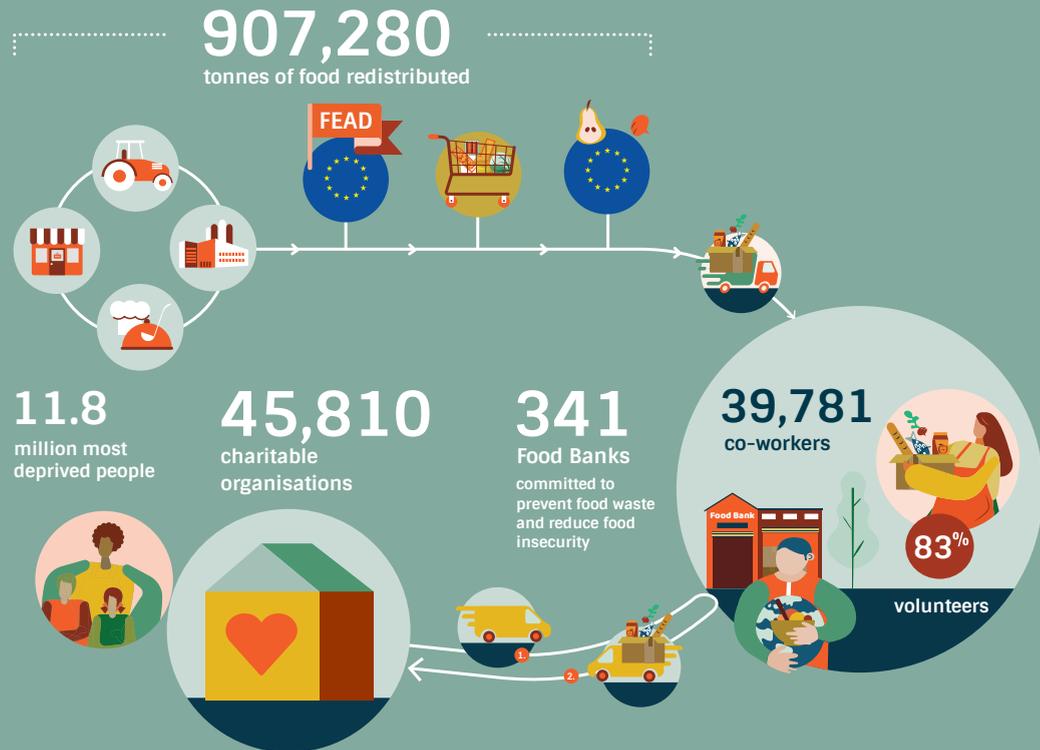


Donated Food



CONTRIBUTION OF FEBA MEMBERSHIP TO OUR CIRCULAR FOOD SYSTEM

In 2021, the European Food Banks Federation (FEBA) worked in collaboration with 24 Full Members and 5 Associate Members in 29 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.

Insights & feedback from FEBA Members



POSITIVE FEEDBACK

- User-friendliness of online platform
- Helpful guidance documents and video tutorial
- Technical advancement
- Comprehensible, clear structure of indicator categories
- Advantages of cloud-based data repository
- High responsiveness to requests of support



CHALLENGES

- Technical aspects of the online platform to be improved (e.g. velocity, clarity)
- Indicators (e.g. deviation from indicators used on national level)
- Timing of the campaign for data collection to be aligned with national reporting



RECOMMENDATIONS

- Fine-tuning of indicators
- Use of online platform at national and regional/local level
- Possibility to synchronise the platform with national data management systems in place
- Data visualisation
- Data history (entries of previous years)

Acknowledgement

The journey of FEBA, its members, and external experts continues to always improve the online Observatory on Food Donation and the data collection process inside the FEBA network.

The European Food Banks Federation takes this opportunity to gratefully acknowledge DG Health and Food Safety, European Commission for concretely supporting the reinforcement of the credibility and efficacy of FEBA and its membership.

Thank you also to General Mills Foundation for the precious support to this project.

A grateful acknowledgement to Laura Gavinelli for driving us to the discovery of the value of measuring, the importance of KPIs, and the relevance of data to feeding into the decision-making process. A deep appreciation to TechSoup Italia, in particular Fabio Fraticelli and Anna Oggioni, for giving an added value to the project thanks to their competence and expertise in the development of the online Observatory on Food Donation.

We warmly thank all the FEBA Members for their active participation and the engagement in this ambitious project and all the other participants who joined the session and supported FEBA during the second year of this challenging and promising journey!



