



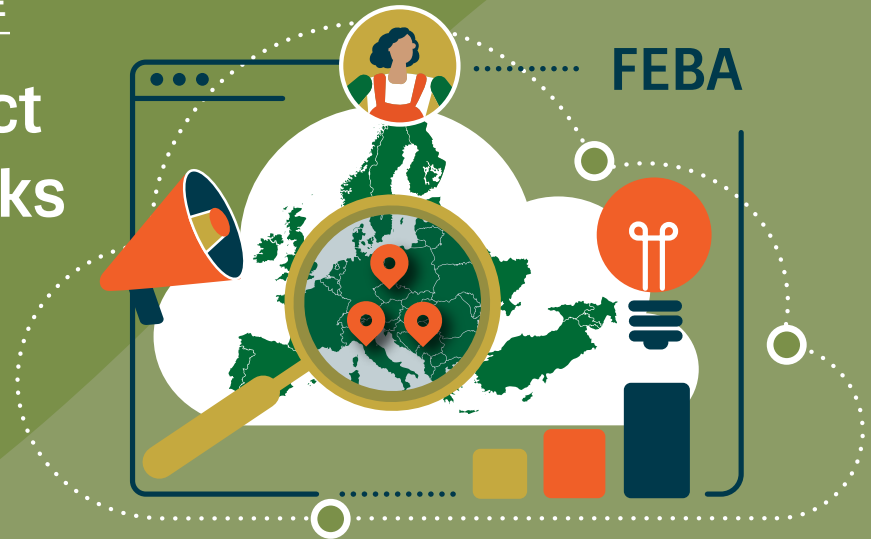
THE FUTURE OF FOOD BANKS IN EUROPE

Quantifying the Impact of European Food Banks

From Farm to Fork

YEAR-4

FINAL REPORT



Released 2024, Brussels.

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1. Introduction

In 2023, the 352 Food Banks belonging to the FEBA network sourced and redistributed 839,942 tonnes of food to 44,374 charities assisting 12.8 million people.

These numbers reflect the hard work and dedication of local leaders across the food system, who are committed to preventing food waste and strengthening their communities in times of great demand and uncertainty. With the cost-of-living crisis becoming the new normal and, at the same time, extreme climate events becoming more frequent and intense across Europe, vulnerable groups of our society are particularly in need of support. The work of Food Banks, supported by public authorities, private sector partners, charities, and individuals, has never been so crucial to ensuring that good food is saved from becoming waste and ensuring that the most deprived have sufficient access to safe and nutritious food for healthy growth and development.

As professional partners, Food Banks step up to divert surplus food from greenhouse gas-emitting landfills, reducing negative impacts on the environment and addressing the increased need for food relief where communities are faced with unimaginably difficult situations.



In this challenging environment, FEBA is committed to gaining a deeper understanding of the on-the-ground realities, identifying key challenges and opportunities, and providing targeted support to its members and the communities they serve. Reliable data collection and analysis are integral to this process, forming a fundamental pillar within FEBA's mission to empower its members.

Our member data enables crucial, larger-scale insights that support fundraising activities, policy and advocacy campaigns, and broader communication of our mission to reduce food waste and address food insecurity. Quality data reporting also amplifies the capacity of members to demonstrate their social, economic, nutritional, and environmental impacts to external stakeholders at both national and European levels.

In the coming years, supporting our members with this process will be a key part of FEBA's activities, particularly in relation to environmental, social and governance (ESG) aspects.

Quantifying the Impact of European Food Banks – From Farm to Fork entered its fourth year in 2023. Its objectives, workflow, and results are detailed in the following pages.

Contribution of FEBA Membership to our circular food system

In 2023, the European Food Banks Federation (FEBA) worked in collaboration with 24 Full Members and 6 Associate Members in 30 European countries.¹



¹ This is the aggregation of data provided by FEBA Full Members and Associate Members at the European level. In some countries, such as Estonia, Germany, and the Netherlands, FEBA Members redistribute food not only to other charitable organisations but also directly to end beneficiaries. In the case of Tafel Deutschland e.V., all data refers to 2022, except for co-workers data.

2. Objective, milestones, management, and workflow of the project



Overarching objective

Quantifying the Impact of European Food Banks – From Farm to Fork is a multi-year project that strives to assess the activities of FEBA Members across Europe to understand their intended and unintended long-term effects and quantify their social, environmental, and economic impacts.

To achieve this goal, FEBA has developed and implemented an efficient method to collect and analyse data and strengthen the capacity of members to provide accurate information accordingly.



Macro goals

1.

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

2.

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



Discover what the project has achieved since its launch in 2020 by visiting the dedicated website.



Project management

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



What does it mean?

Progressive improvements have been made to the online Observatory on Food Donation, with new features added according to the priorities agreed upon between FEBA and the external experts. This process was achieved in consultation with FEBA Members, building on the experience gained during the project and the expertise of FEBA's network of 352 Food Banks in 30 European countries.

Regular involvement, active engagement and continuous exchange with FEBA Members allowed FEBA to present the objectives and different activities of the work plan, gather feedback and suggestions, track progress, and identify the results of the project. This approach was crucial to meet the needs of the members and to ensure the user-friendliness and usefulness of the platform.

➤ *Image on the right: online Kick-off meeting Data Collection YEAR-4*

PROJECT WORKFLOW

PROJECT PERIOD 1

January 2024 - June 2024

January 2024 - February 2024

Preparatory phase



Focus / Revising list with indicators and taxonomy; improving online Observatory on Food Donation

29 February 2024

Kick-Off Meeting / online



Focus / Stocktaking of the YEAR-3 achievements and outline of YEAR-4 objectives





March - April 2024

2023 Data Collection campaign



Focus / Collecting data from FEBA Members; providing support



8-9 April 2024

Evaluation of pilot project with Food Bank Greece



Focus / Monitoring and evaluating the process; considering next steps



May - June 2024

2023 Data Collection campaign



Focus / Reviewing, validating, aggregating, and analysing data

➤ *Image on the right: Pilot test evaluation meeting in Athens*



PROJECT PERIOD 2

July 2024 - December 2024



8-9 July 2024

Launch of the pilot test with Federația Băncilor pentru Alimente din România (FBAR)



Focus / Needs assessment; feasibility evaluation; experience exchange with Food Bank Greece



➤ Image above: Pilot test launch in Bucharest



July - September 2024

Preparatory phase



Focus / Adapting the online Observatory on Food Donation for usage at the local level in close collaboration with FBAR



9-11 September 2024

YEAR-4 Mid-Term Summit in collaboration with Die Tafel Österreich



Focus / Recap of project period 1 and feedback; outlook to YEAR-5; knowledge exchange



18 October 2024

Training session for FBAR's nine local Food Banks



Focus / Presenting and explaining the online Observatory on Food Donation; testing features; questions and answers

3. Project period 1 / 2023 Data Collection Campaign

The first project period of YEAR-4 was defined by the 2023 Data Collection Campaign and the analysis of the aggregated numbers gathered in the FEBA online Observatory on Food Donation.

A. Output



01.

Updated list of 100 indicators, including 10 KPIs, divided into eleven categories

11 Categories

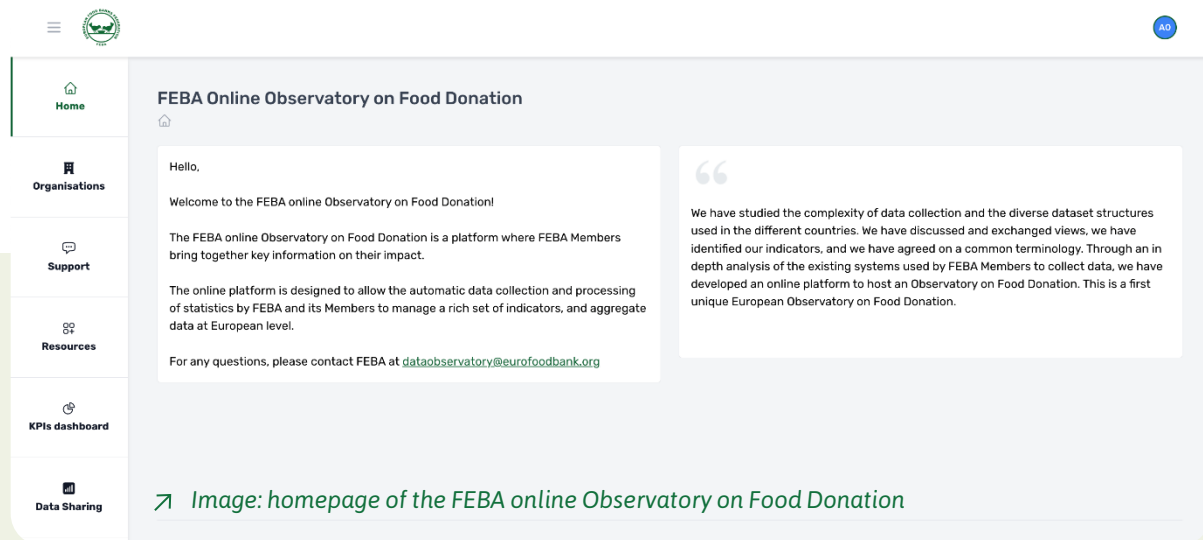


Image: homepage of the FEBA online Observatory on Food Donation



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



Adjusting the set of indicators to the Food Banks' practical operations is paramount.

Therefore, four new indicators were added to gather relevant data on the implementation of the European Social Fund Plus (ESF+) and sourcing food from the agricultural sector.

➤ *Image on the right: Data validation process*



02. Improved version of the online platform

Back end: software development

- **New technology (Laravel9)** acts as a gateway to new functionalities; and
- **Performance & Security Kit added** to ensure software reliability and guarantee data protection.

Front end: user experience

- **Improved layout** fostering easy and intuitive navigation;
- **Increased user-friendliness** through faster server response; and
- **Software made available** in English, French, Italian, Greek, and Romanian.

Total number of warehouses

☰ Answer 💬 New status or message

New status

Change Requested ✕ ⌵

New message

Please, review this indicator.

Messages and status history

Date	Status	Person	Message
03-05-2024	Approved	Anna Friederitz	
16-04-2024	Approved	Anna Friederitz	

Communication and help desk

- Updated training materials and FAQ section, adding ad-hoc video tutorials;
- Improved automatic (bulk) notifications via email (especially for the validation workflow) to help users navigate the platform and react in a timely fashion to requests and queries from the FEBA team;

- Request for support feature allowing for efficient communication between FEBA Members and the Project Team; and
- Improved data validation workflows and data aggregation function.

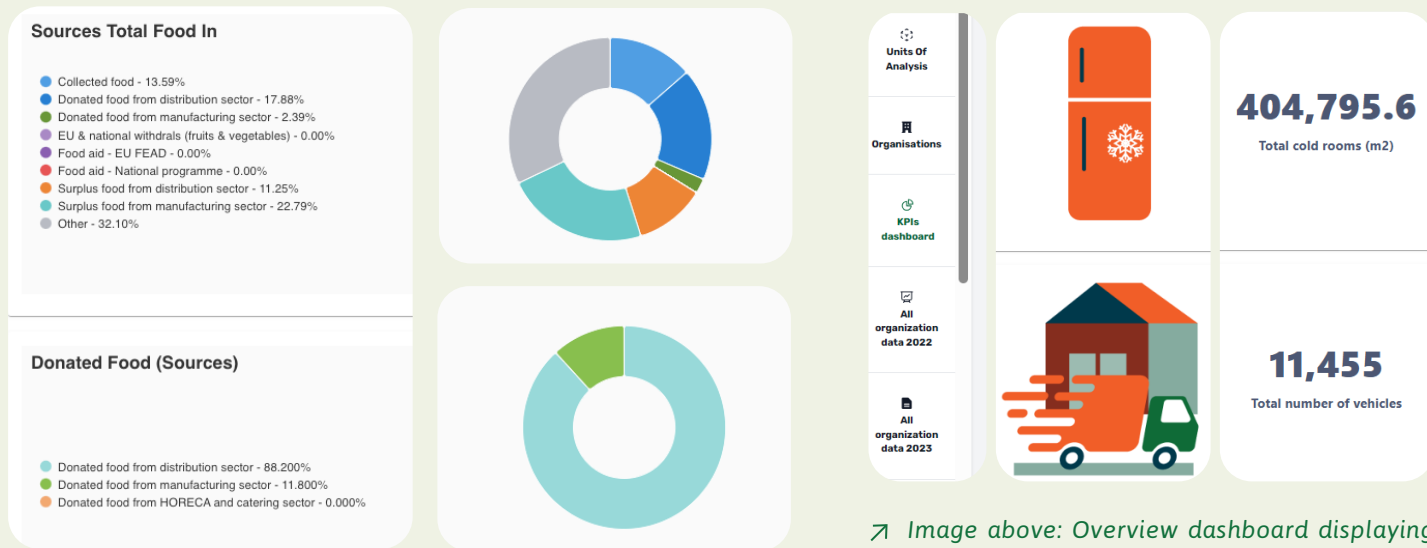
Cloud-based environment

- Data history: accessibility of 2022 and 2023 statistics for trend analysis;
- Data sharing: option to share full or partial datasets within the membership; and
- Public survey feature available both for FEBA (to gather information from members) and for pilot test countries (to collect insights from charities).

The screenshot shows the 'Feba Member' dashboard interface. The main content area displays a table titled 'A. Food Banks & Recipients - Numeric answers'. The table has four columns representing different data collection periods: 'Data Collection 2021', 'Data Collection 2022', and 'Data Collection 2023'. Each row represents a specific metric, such as 'Total number of Food Banks' or 'Number of end beneficiaries'. The table includes status indicators (green checkmarks) and numerical values for each period. A sidebar on the left lists various menu items like 'Details', 'Surveys', 'Users', and 'Dashboard', along with a 'Numerical summary' section.

Title	Answered		
	Data Collection 2021 Started At : 01-02-2022 Ended At : 31-12-2024	Data Collection 2022 Started At : 20-02-2023 Ended At : 31-12-2024	Data Collection 2023 Started At : 01-03-2024 Ended At : 30-09-2024
Total number of Food Banks	1,00	9,00	9,00
Total number of warehouses	1,00	9,00	9,00
Number of charitable organisations	146,00	572,00	714,00
Number of male end beneficiaries	-	-	47.850,00
Number of female end beneficiaries	-	-	39.664,00
Number of end beneficiaries	38.000,00	210.715,00	122.290,00
Number of end beneficiaries (0-6 months)	-	-	21.443,00
Number of end beneficiaries (6 months - 3 years)	0,00	-	22.742,00
Number of end beneficiaries (3 years - 14 years)	0,00	-	41.999,00
Number of end beneficiaries (14 years - 18 years)	0,00	-	32.458,00
Number of end beneficiaries (over 65 years)	0,00	-	48.965,00
Number of end beneficiaries under 18	0,00	60.866,00	118.642,00
Number of end beneficiaries over 18	0,00	149.849,00	122.290,00

➤ Image above: Interface of the data overview grid



➤ Image above: Individual data dashboard for FEBA Members

➤ Image above: Overview dashboard displaying aggregated data

Data visualisation and export

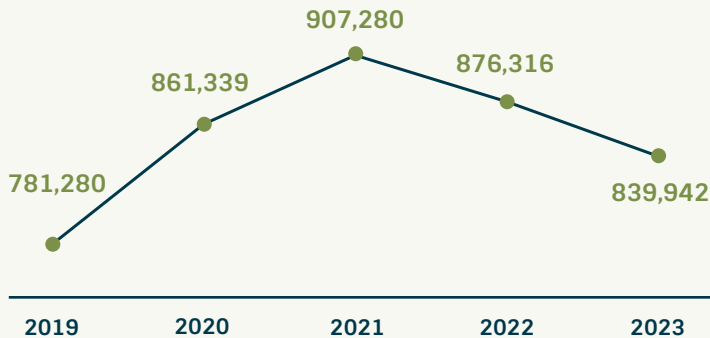
- **Real-time updated data visualisation dashboards** at the European and national levels, and pilot versions at the local level in Romania and Greece;
- **Overview grid for admin users** displaying data from all FEBA Members (updated in real-time);
- **Option to export data from the grid or backend** (for admin users) and personalise the Excel (or CSV) with columns and rows according to user needs; and
- **Improved filter options** to manage the large amount of data on the platform, facilitating data analysis.

B. Diving into the collected data

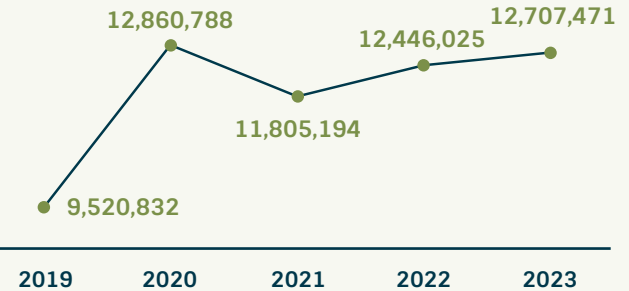
Besides gathering data from its members, FEBA further focused on the analysis of statistics, i.e. on cross-country comparisons (taking into account the specific and differing circumstances of the individual organisations) and multiannual trends.²



Quantity of food redistributed (in tonnes)



Number of beneficiaries receiving material assistance



Number of charities Food Banks partnered with



² The 2019 statistics displayed in the graphs above refer to FEBA Full Members since no data from Associate Members was collected.

C. YEAR-4 Mid-Term Summit



9-11 September / Vienna

In collaboration with
Die Tafel Österreich



30 participants came together with the following objectives:

Objectives

- ✓ Review the achievements and next steps of FEBA's Data Collection project;
- ✓ Investigate options for measuring environmental impact;
- ✓ Exchange best practices on Virtual Food Banking (VFB); and
- ✓ Collect feedback and insights to inform future actions.



➤ Image above: Vienna thematic session



Thematic Session: Data Collection



Focus/ Assessment of the current practices in collecting, analysing, and sharing data on the activities of FEBA Members:

- Review of processes and presentation of key results;
- Highlights: What worked well, areas for improvement, and aspects requiring more time; and
- Update and suggestions from TechSoup Italy (external IT partner) on new features of the online Data Collection platform *Impacta*.

✓ Key benefits of data collection

- Identify and analyse trends and performance;
- Demonstrate evidence of Food Banks' relevance and impact;
- Enable sustainable development through benchmarking and target-setting;
- Leverage policy and advocacy activities; and
- Source more food, funds, and in-kind donations.



Thematic Session: ESG readiness

- ? **Focus/** Discussion of the relevance of accurate datasets for ESG reporting and environmental and social impact assessment.
- ✓ ESG stands for environmental, social, and governance. It refers to a host of relevant criteria used to evaluate an organisation's impact within its daily operations and practices.

The **environmental dimension** considers how an organisation positively or negatively impacts the planet, focusing on issues like greenhouse gas emissions, waste management, and responsible resource use.



➤ Image above: Vienna thematic session



FEBA presented its initial approach to introducing ESG reporting to the member network.

The session shared FEBA's new strategic priorities to calculate the environmental impact of member activities, while building upon existing data collection processes. The potential benefits and barriers associated with ESG reporting were discussed.



Thematic Session: Best practices on Virtual Food Banking



Focus/ Assessment of the Virtual Food Banking landscape to leverage its potential and assist interested members in overcoming any challenges they may encounter.



Virtual Food Banking (VFB) refers to activities where charities directly recover food from the source, e.g. retail stores, wholesalers, restaurants, etc.

The model often takes advantage of existing technology to make connections between the donors and recipients. It is also referred to as delegated distribution as the food does not pass through the Food Bank's warehouse.

The Food Bank co-workers, however, do oversee the process.

Case Studies



Foodiverse: Tech Enabled Food Banking / Aditya Arora, Data and Reporting Team Lead, FoodCloud Ireland



Recovering from the Central Grocery Market and Online Supermarkets via Delegated Distribution / Dimitris Nentas, General Manager, Food Bank Greece



Saving Food from the Retail Sector by Virtual Food Banking / Szilvia Szabo, CEO, Hungarian Food Bank Association



Siticibo: An Urban Solution to Foster Sustainable Communities / Sara Bonetti, Operations Specialist, Fondazione Banco Alimentare Onlus



FareShare Go: Providing Charities and Community Groups with Direct Access to Surplus Food / Katie Sandler, Head of FareShare Go, FareShare UK

✓ **Key aspects discussed**

- Scope of activities;
- Technology tools (IT systems, applications, etc.);
- Collaboration procedure with food donors;
- Requirements and onboarding for charity recruitment;
- Monitoring and controlling the VFB process; and
- Manuals and documentation templates.

✚ **Study visits to the facilities of Die Tafel Österreich**

🔍 **Objective/** Practical insights into the organisation's operations



4. Project period 2 / Pilot test with Federația Băncilor pentru Alimente din România

In the fourth year of the Data Collection Project, FEBA launched a second pilot test. Following in the footsteps of Food Bank Greece, Federația Băncilor pentru Alimente din România (FBAR - the Romanian Food Banks Federation) will also use the platform to collect data directly from its local Food Banks.

A. Output



01.

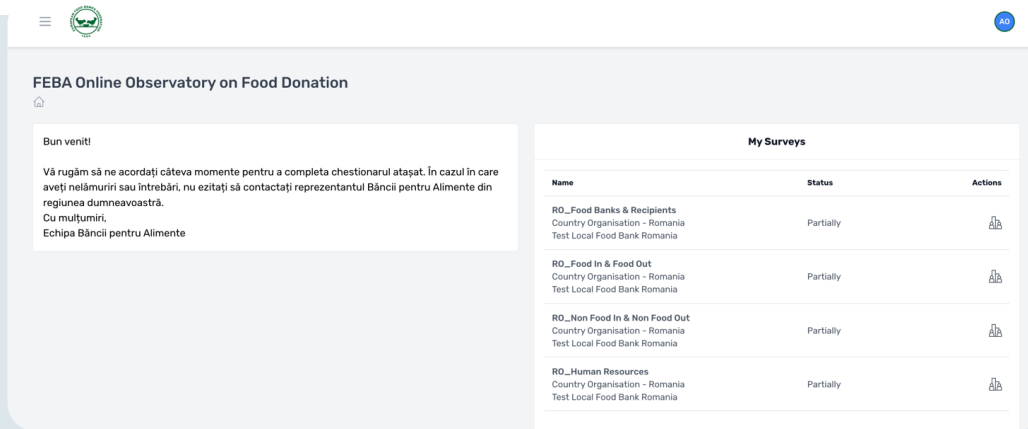
Newly developed features to enable and facilitate data entry by local Romanian Food Banks

Key technical features

- **Additional platform layer** set up, allowing co-workers of regional Food Banks to enter data;
- **Entire software translated into Romanian** to facilitate data entry and overcome language barriers;
- Toolkit made available in Romanian, including a **user manual and a platform tutorial**;
- **Data approval process** implemented, allowing local data to be reviewed by the national Food Bank;

**Banca
pentru
alimente**

- **Dashboards** set up visualising the KPIs; and
- **Approved numbers automatically aggregated** to populate the national FEBA Member survey.



➤ Images on this page: (left) homepage for Romanian Food Banks, (below) Data entry survey for Romanian Food Banks



How do you expect the pilot project to facilitate your work?

Each Food Bank will collect and fulfil their data responsibilities, taking full ownership of their work. I expect this will lead to fewer errors and more accurate data. They will understand the value of data collection, especially as it allows them to generate their own reports for use in relationships with all stakeholders involved in their work. Additionally, the co-workers of the local Food Banks will gain a more detailed understanding of regional situations. Moreover, FBAR will have a comprehensive overview, enabling easy comparisons between its member organisations and an understanding of the differences and their causes.



Elena Dinu, Development and Advocacy Manager, Federația Băncilor pentru Alimente din România – FBAR

Resurse umane

1. Voluntari permanenți *

Persoană (echivalent normă întreagă) care dedică liber timp unei activități legate de Banca (Băncile) Alimentare în mod regulat, din punct de vedere al duratei colaborării pe parcursul anului și din punct de vedere al timpilor, ritmului săptămânal sau lunar.

Adăugați mai multe informații, dacă este necesar

Aveți aceste date? *

No

Da



02.

Integration of survey for data collection from charitable organisations

Benefits

- Tailored to the needs of FBAR to facilitate the collection of **quantitative and qualitative information** in a uniform way;
- **Accessible through a public link or QR code** without logging into the system; and
- **Available in Romanian** to motivate participation.

Federația Băncilor pentru Alimente din România - RO_Charities information form 2024

FORMULAR ORGANIZAȚII PARTENERE - 2024

Acest formular trebuie completat de către reprezentantul asociației. Toate informațiile vor fi utilizate intern.

INFORMAȚII GENERALE

1. Numele Asociației *

2. Codul fiscal *

3. Tip servicii *

Cantină socială

Servicii pentru victime ale violentei în familie (domestice)



Why is this additional digitalisation step beneficial for FBAR?

First of all, it allows for a centralised and effective way to collect information from the charities our member Food Banks support.


Currently, we only use Google Forms and physical papers. It also helps the charities enhance their educational components regarding automation and maintain clearer records of their beneficiaries.



Elena Dinu, Development and Advocacy Manager, Federația Băncilor pentru Alimente din România – FBAR

- *Image on the left: Collecting data from partner charities*

B. Training session for local Food Banks

 18 October / online

in collaboration with Federația
Băncilor pentru Alimente din
România (FBAR)



Objectives

- ✓ Disseminate the goals of the Data Collection project, directly addressing the co-workers of the local Food Banks;
- ✓ Reiterate the relevance of collecting coherent, consistent, and accurate data for sourcing more food and funds in a professional and efficient manner; and
- ✓ Familiarise the participants with the tailor-made online platform and its features during a live software demo.



➤ Image above: Training session for local Romanian Food Banks



Together with FBAR, the FEBA Project Team will continuously evaluate the functionalities of the online platform to guarantee a high-quality user experience.

5. On-site Food Banks visits

FEBA strives to play a proactive role in the digitalisation process of its members and thus effectively support them in conducting and professionalising their surplus recovery and redistribution activities, to benefit both people and the planet.

Hence, **directly exchanging with Food Bank co-workers** is a natural core component of FEBA's Data Collection project.

Besides the Mid-Term Summit, at which the entire membership comes together, three visits were arranged to take a deep dive into the operations of FareShare UK, FødevarerBanken Aarhus, and Toidupank Tallinn.



➤ Images on this page: on-site visit Toidupank Tallinn

Priorities

- ✓ Collect qualitative data on particular high-potential activities, such as recovering food from the primary and HORECA sectors and processing surplus food;
- ✓ Grasp innovative approaches to food loss and waste prevention;
- ✓ Understand IT solutions used for local data collection and operations management;
- ✓ Discuss impact calculation methods and results; and
- ✓ Share the insights received with the FEBA network and external stakeholders, such as DG SANTE, through expert platforms and thereby contribute to the policymaking process.



➤ Images on this page: on-site visits to FareShare UK and FødevarerBanken Aarhus

6. Reflections from FEBA Members

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



Positive feedback

- Quick response to technical issues and questions;
- Advanced user-friendliness through clearer layout and improved server speed;
- Additional data visualisation and aggregation functionalities;
- Separation of Data Collection campaign into sub-periods;
- Increased transparency and peer learning through data sharing function;
- Mid-Term Summit in Vienna offered important learning and networking opportunities; and
- Successful pilot test of collecting data from regional/local Food Banks and charities.



Recommendations

- Improve data export functions;
- Implement a feature allowing data submission in Excel format;
- Collect qualitative data to add context to reported numbers; and
- Increase data analysis activities.



What's next?

For the next project year, FEBA defined several priorities to diversify its data collection and knowledge-sharing activities.

- Further improvements and extended functionalities of the online Observatory on Food Donation and its underlying technology;
- Use qualitative and quantitative information to better advocate for Food Banks' interests and support their capacity to operate more efficiently and effectively;
- Set up a Knowledge Hub as a comprehensive platform that fosters the exchange of ideas, expertise, and support between staff teams and members, helping Food Banks overcome challenges, drive innovation, and achieve meaningful impact; and
- Implement an ESG reporting framework to measure and track the impact of food banking activities in relation to the UN Sustainable Development Goals.

7. Acknowledgement

The European Food Banks Federation (FEBA) would like to take this opportunity to thank DG Health and Food Safety of the European Commission, as well as the European Health and Digital Executive Agency (HaDEA) for their concrete support in our efforts to strengthen the accuracy, credibility, and coherence of the data collected from our members.

FEBA also extends its thanks to TechSoup Italia, with particular thanks to Fabio Fraticelli, Nagendra Ramadurai, and Anna Oggioni, for their expertise and support in advancing the online Observatory on Food Donation. Their contributions have played a key role in its ongoing development and improvement.

We would like to 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 desired results. A special thank you goes to Federația Băncilor pentru Alimente din România and the nine local Food Banks belonging to its network. In their pilot role, their commitment and motivation are



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-5 of the project to continue to learn, seize new opportunities, and capture the activities of European Food Banks both qualitatively and quantitatively.

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



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