

**Social Innovation and Entrepreneurship
Development Fund**

**Intermediary Services for
Building Capacity in
Food Support Service**

Social Impact Assessment
(2019-2022)

November 2022



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Citation for published version:

Lo, R. (2022). *Intermediary Services for Building Capacity in Food Support Service - FOOD-CO 2.0: Social Impact Assessment 2022*: Social Policy Research Limited and St. James' Settlement. Funded by Social Innovation and Entrepreneurship Development Fund.

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*This study is commissioned by
the Social Innovation and Entrepreneurship Development Fund.*



Executive Summary

Introduction

- ¹ In 2016, the SIE Fund has engaged St. James' Settlement (SJS) as the intermediary to launch its first Food Support Flagship Project (Flagship Project), FOOD-CO, in capacity building to enhance the efficiency and effectiveness of food support services in Hong Kong. SJS is responsible for designing, building and operating an inclusive platform for food support service providers to coordinate information sharing on the demand and supply of food items and related services.¹
- ² With the aim to evaluate the effectiveness of **FOOD-CO 2.0** and to assess whether **FOOD-CO 2.0** has been able to deliver its intended goals and objectives, SJS has commissioned Social Policy Research Limited (SPR) to conduct the SIA (Survey) after launching **FOOD-CO 2.0** to examine the current situation of the food support services in Hong Kong. Regarding the coverage of the **FOOD-CO**, the primary three indicators of SIA are as follows:
 - Number of service points
 - Daily number of meals served: hot meals and food packs
 - Daily number of beneficiaries
- ³ Further, the volume of food recovered, views on the service points on the **FOOD-CO 2.0**, the profile of beneficiaries and geographical coverage of the daily number of meals would be also explored.

Methodology

- ⁴ The coverage of the Survey was all the service points providing food support services and their beneficiaries.
- ⁵ Based on the desktop research and information collected from the government and NGOs, the most updated and comprehensive list was compiled. If the service points could not gather the required statistics, a short questionnaire collecting the primary indicators would be adopted. 1,008 service points were identified. Among 768 service points responded to the questionnaire, 530 service points provided direct food support services, as specified in our operational definitions of the 2022 Survey during the period from January to April 2022 and 238 service points did not provide direct food support services.

¹ <https://www.sie.gov.hk/en/flagship/food-support.page>

Service Points

Number of Service Points

- ⁶ In 2022 Survey, 530 service points reported that they provided food support services to their beneficiaries in all districts. An increase of 178 service points was reported after full-scale implementation of **FOOD-CO 2.0**.

	2018 Survey	2022 Survey
Number of service points providing direct food support services*	352 [#]	530
<i>Hot meal services</i>	156	221
<i>Food bank services</i>	192	341

* Some of the service points providing more than one type of food support services.

17 service points provided discount market & bulk purchase services.

Capacity of Hot Meal and Food Bank Services

- ⁷ The outcome indicators are set for an increase from 60,769 to 80,000 meals (daily) and an increase from 26,348 to 30,000 beneficiaries (daily) in all districts. The number for hot meal and food bank services has increased to 274,378 and the number beneficiaries has increased to 103,103 after full-scale implementation of **FOOD-CO 2.0**, indicating that these outcome objectives of the Flagship Project have been fully met.

	Total	
	2018 Survey	2022 Survey
Number of service points*	352	530
% of change	+51%	
Daily numbers of beneficiaries	26,348	103,103
Change in numbers	+76,755	
% of change	+291%	
Daily numbers of hot meals / food packs (meals) served	60,769	274,378
Change in daily numbers	+213,609	
% of change	+352%	

Amount of Food Recovered

- ⁸ Before the implementation of **FOOD-CO 2.0**, the estimated total amount of food recovered (seasonal) was 997 tonnes in the 2018 Survey. In the 2022 Survey, the total amount of food recovered (seasonal) was 641 tonnes. The decrease of the amount of food recovered was 356 tonnes and the percentage of decrease was 36%.

Food recovered	Food recovery service	
	2018 Survey	2022 Survey
Total amount of food recovered (seasonal)	997 tonnes	641 tonnes
Decrease amount of food recovered (seasonal)	356 tonnes	
% of decrease	36%	

Manpower Deployment

- ⁹ Regarding employees of the service points, 70.2% of service points indicated that they had deployed employees for providing food support services; the average number of employees engaged per month was 10.1 and the average number of man-days (i.e. 8 hours) per month was 108.6.
- ¹⁰ Regarding volunteers of the service points, 52.9% of service points indicated that they had deployed volunteers for providing food support services; the average number of volunteers engaged per month was 10.5 and the average number of man-days (i.e. 8 hours) per month was 33.1.

Difficulties

- ¹¹ In the 2022 Survey, more than half (56.7%) of service points indicated that they had encountered difficulties in providing food support services. Among them, the major difficulties encountered were lack of storage room (74.6%), lack of logistics service (49.2%), lack of operating funding (40.7%) and lack of volunteers (33.9%).

Beneficiaries

- ¹² To concentrate resources and minimise disturbance to respondents, survey on beneficiaries was only included in the 2020 Survey, but not the 2022 Survey. This chapter presents the views from beneficiaries collected from the 2020 Survey.
- ¹³ In the 2020 Survey, beneficiaries were asked to rate the level of satisfaction with the food support services by a 10-point Likert scale (10 representing very satisfied and 1 representing not very satisfied). In the 2020 Survey, beneficiaries were satisfied with the hot meal services (8.2 out of 10) and food bank services (8.1). As compared to the 2018 Survey, the corresponding average scores were slightly lower, and it was expected as some services could not be delivered as usual during the severe COVID-19 pandemic situation.
- ¹⁴ Further, in the 2020 Survey, beneficiaries were asked to rate the impacts of food support services by a 5-point Likert scale (5 representing very helpful and 1 representing not helpful at all). Beneficiaries consistently perceived that receiving food support services could help them relieve their financial burden, relieve their mental stress and improve health condition, with average scores ranging from 3.3 to 3.8. As compared to the 2018 Survey, though the scores on helpfulness level remained the same or slightly lower in the 2020 Survey, the impacts of food support services on beneficiaries were still significant.

FOOD-CO 2.0 Platform

- ¹⁵ The service points that registered as FOOD-CO partners were asked to rate the level of satisfaction with opportunity provided by **FOOD-CO 2.0** on three descriptions by a 10-point Likert scale (10 representing very satisfied and 1 representing not very satisfied). In the 2022 Survey, service points satisfied that they were able to reach more service points through the network established by **FOOD-CO 2.0**, with an average score of 7.2 out of 10. They also agreed that the network established by **FOOD-CO 2.0** allowed them to have more opportunities on collaboration among service points, with an average score of 7.5.
- ¹⁶ Though the service points indicated that they were able to get the food needed through **FOOD-CO 2.0**, with an average score of 7.1, the average score was lower than that in the 2020 Survey due to the stringent situation of the fifth wave of the COVID-19 pandemic in early 2022. Besides, they were satisfied that **FOOD-CO 2.0** provided the anti-epidemic materials they needed, with an average score of 7.3.
- ¹⁷ In the 2022 Survey, service points expressed their expected assistance from **FOOD-CO 2.0** include receiving food resource from **FOOD-CO 2.0** (58.7%), provision of volunteers (33.7%), expanding the distribution network (29.8%) and channel of receiving information related to food (29.8%).

Summary of Indicators

Number of Service Points

- ¹⁸ After the implementation of **FOOD-CO 2.0**, in the 2022 Survey, there were 530 service points providing food support services to their beneficiaries in all districts. The number of service points has significantly increased in 2022, and as compared with the 2018 Survey, the percentage of increase was 51%.

Daily Number of Meals Served and Beneficiaries

- ¹⁹ After the implementation of **FOOD-CO 2.0**, in the 2022 Survey, 530 service points provided 274,378 meals including hot meals and food packs to 103,103 beneficiaries daily. The daily number of meals served has significantly increased in 2022, and as compared with the 2018 Survey, the percentage of increase was 352%. Simultaneously, the daily number of beneficiaries has significantly increased in 2022, and as compared with the 2018 Survey, the percentage of increase was 291%.

Amount of Food Recovered and Estimated Number of Food Packs from the Food Recovered

- ²⁰ After the implementation of **FOOD-CO 2.0**, in the 2022 Survey, the total amount of food recovered (seasonal) was 641 tonnes. The total amount of food recovered has increased in 2022, and as compared with the 2018 Survey, the percentage of decrease was 36%. Similarly, the number of food packs from the food recovered was 6.1 million annually in 2022, and as compared with the 2018 Survey, the percentage of decrease was 36%.
- ²¹ From June 2017 to September 2022 during the implementation of **FOOD-CO** and **FOOC-CO 2.0**, the total estimated amount of food recovered² was 17,387 tonnes and the total number of food packs from the food recovered was 166 million.
- ²² After full scale implementation of **FOOD-CO 2.0**, the outcome indicators of the Flagship Project have been fully met except the amount of full recovered which was significantly affected by the epidemic situation during the 2022 survey period (i.e. January to April 2022).

² It is estimated by averaging the statistics of three surveys (the 2018, 2020 and 2022 Survey) on monthly basis and multiplying by the total number of months during the period from June 2017 to September 2022.

	2018 Survey	2020 Survey	2022 Survey	2022 vs 2018
No. of service points	352	396	530	+178 (+51%)
 Hot meal services	156	225	221	+65 (+42%)
 Food bank services	192	288	341	+149 (+78%)

Daily No. of Meals Served	60,769	71,489	274,378	+213,609 (+352%)	
Daily No. of Beneficiaries	26,348	28,729	103,103	+76,755 (+291%)	
 Hot meal services	Daily No. of Meals Served	18,236	11,758	14,524	-3,712 (-20%)
	Daily No. of Beneficiaries	10,892	7,023	8,675	-2,217 (-20%)
 Food bank services	Daily No. of Meals Served	42,533	59,731	259,854	+217,321 (+511%)
	Daily No. of Beneficiaries	15,456	21,706	94,428	+78,972 (+511%)

 Total Amount of Food Recovered	No. of Tonnes (Seasonal)	997	807	641	-356 (-36%)
	No. of Food Packs (million) (Annual)	9.5	7.7	6.1	-3.4 (-36%)

Total Estimated Amount of Food Recovered (From Jun 2017 to Aug 2022)	No. of Tonnes: 17,387
	No. of Food Packs: 166 million