



Bankuet

ANNUAL REPORT

YEAR ONE

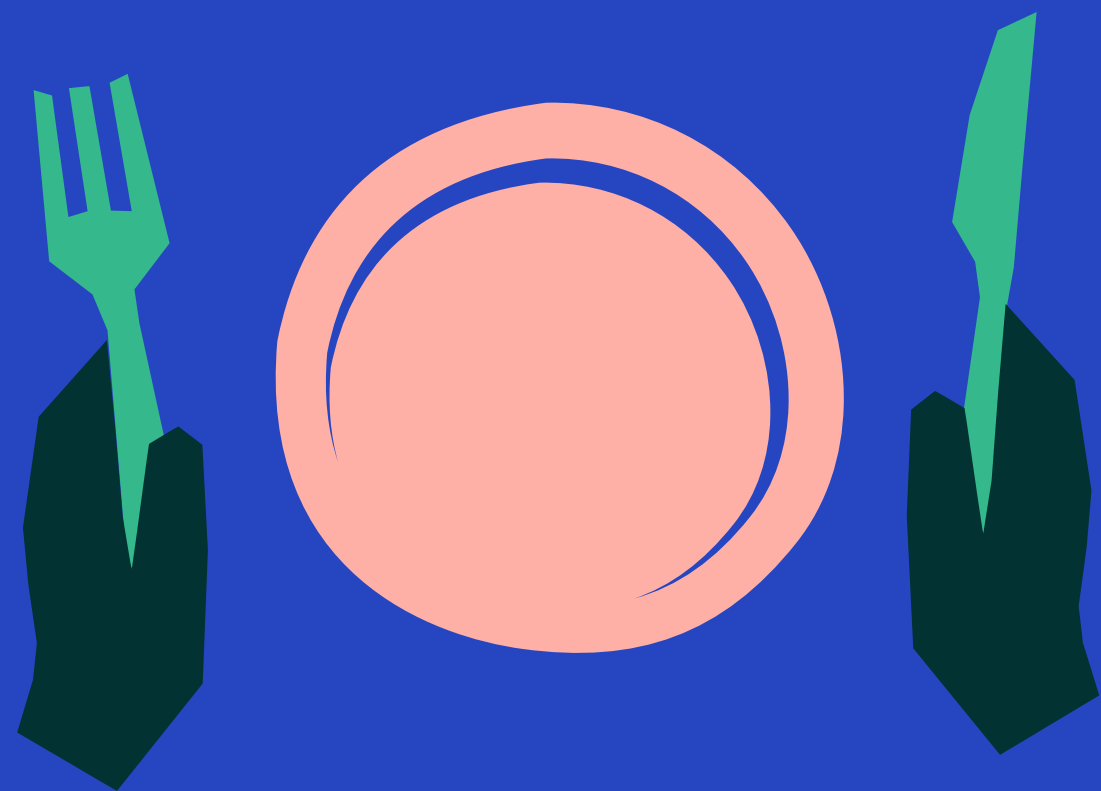
2019/20

“Never underestimate the power of a small group of committed people to change the world. In fact, it is the only thing that ever has.”

Margaret Mead

OUR VISION

For no-one in the UK to go hungry.



OUR MISSION

To get food banks what they need, when they need it - and make it easier for donors to give.



MESSAGE FROM THE CHAIRMAN

As we mark the first year of Bankuet's existence it is tempting to reflect upon the extraordinary events of the last twelve months and celebrate the unprecedented growth that our young company has achieved. Tempting but inappropriate.

Bankuet was conceived as a 21st Century solution to an age-old problem – food poverty. When we launched in July 2019 we did so against the backdrop of rising pressure on food banks even though our national economy was strong. Food banks were increasingly struggling to cope with the demands of their users and were often receiving too much of some items and not all of that was “in date”. For people who wanted to donate food it was difficult to know what to buy and (sometimes) where to send it. This resulted in a mismatch between people's good intentions and their actions.

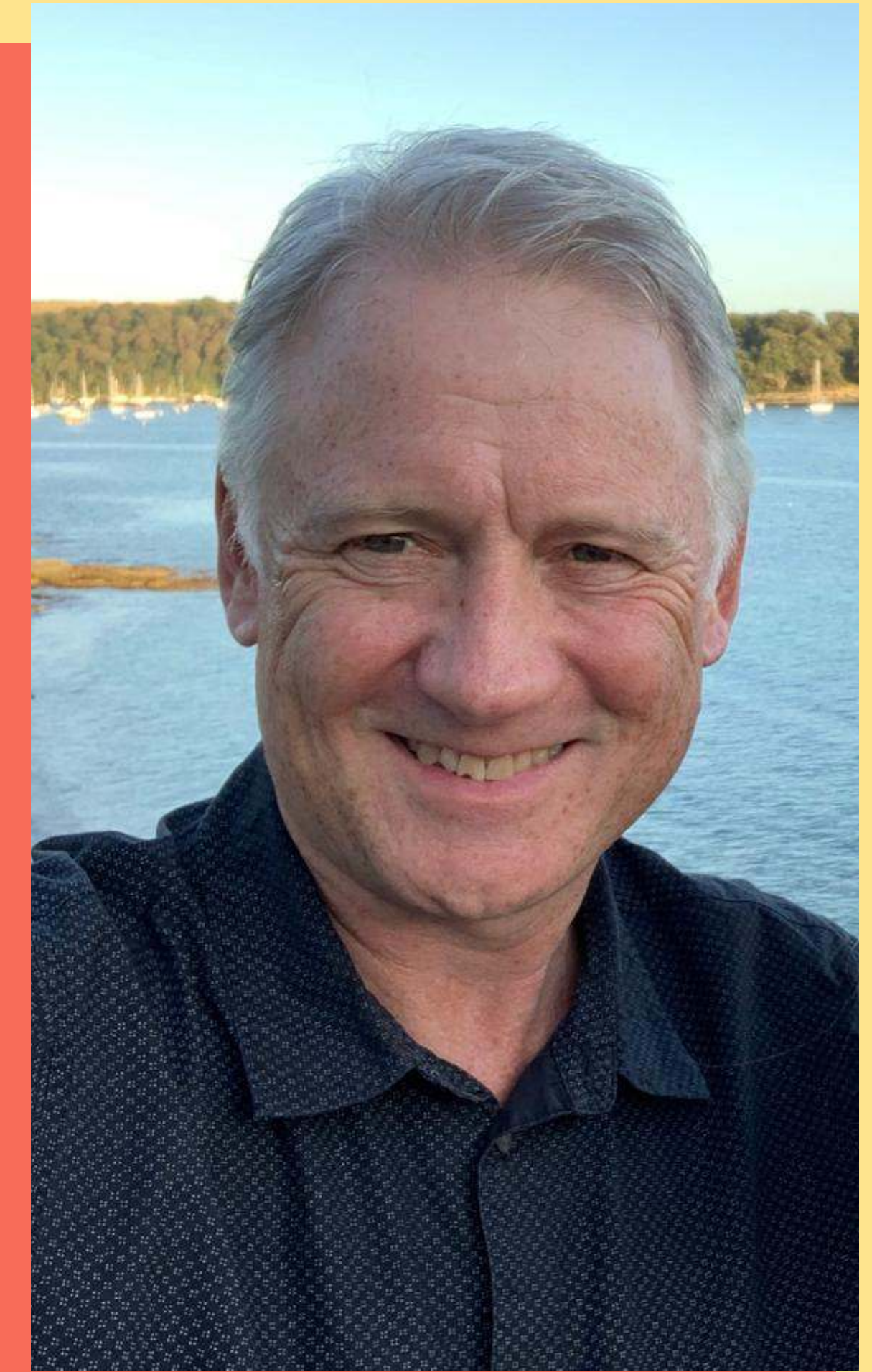
A new way of giving was required, one that made it simple for food banks to list what they need and donors to generously respond. Thus, Bankuet was born – a straightforward online system that ensures generous donors can send food banks the food and household products they need, as well as Gift Aid on

those donations wherever possible. Little did we know that one year on we'd be in the middle of a worldwide pandemic and that food poverty was set to grow in the UK at rates that we'd not seen before. We operate as a business, but one that measures its progress not by profit achieved but by our social impact. Getting more food and cash to food banks, and thereby reducing food poverty, is our overriding purpose and I am delighted to say that in our first year we have made some significant progress.

This dramatic growth would not have been possible without our fantastic volunteers who have selflessly given their time and skills to our cause, and to them I offer my grateful thanks.

If the first twelve months for Bankuet have been frenetic the next twelve look likely to be more so! We've made a good start, but we know that we've only scratched the surface in terms of bringing a solution to UK food poverty – we've made an impact, we aim to make a bigger impact in the year ahead.

Neil Carlile





WHAT'S THE CHALLENGE?

The UK has a hidden hunger crisis. Every year, more than 8 million people across the United Kingdom struggle to put food on their tables. That means the number of people affected by food inequality is greater than the entire population of London.

Food inequality is not a new issue, but it is a growing one. Over the past decade, the number of food banks in the UK has increased from just a handful to over 2000. So far 2020 has largely been defined by the COVID-19 pandemic, which has caused danger to public health and economic disruption across the globe. This year has seen demand for food banks rise further still. In some areas of the UK, the number of people referred to food banks has quadrupled since the start of the Government-imposed coronavirus lockdown.

For a long time, food banks have done an excellent job of providing much needed essentials, thanks to the generous donation of food and drink from individuals and organisations. However, relying only on physical donations can cause a couple of challenges for food banks when it comes to making sure that end-users get the right mix of the products they need.

Summer

First collection from Co-op Hackney Road.



Autumn

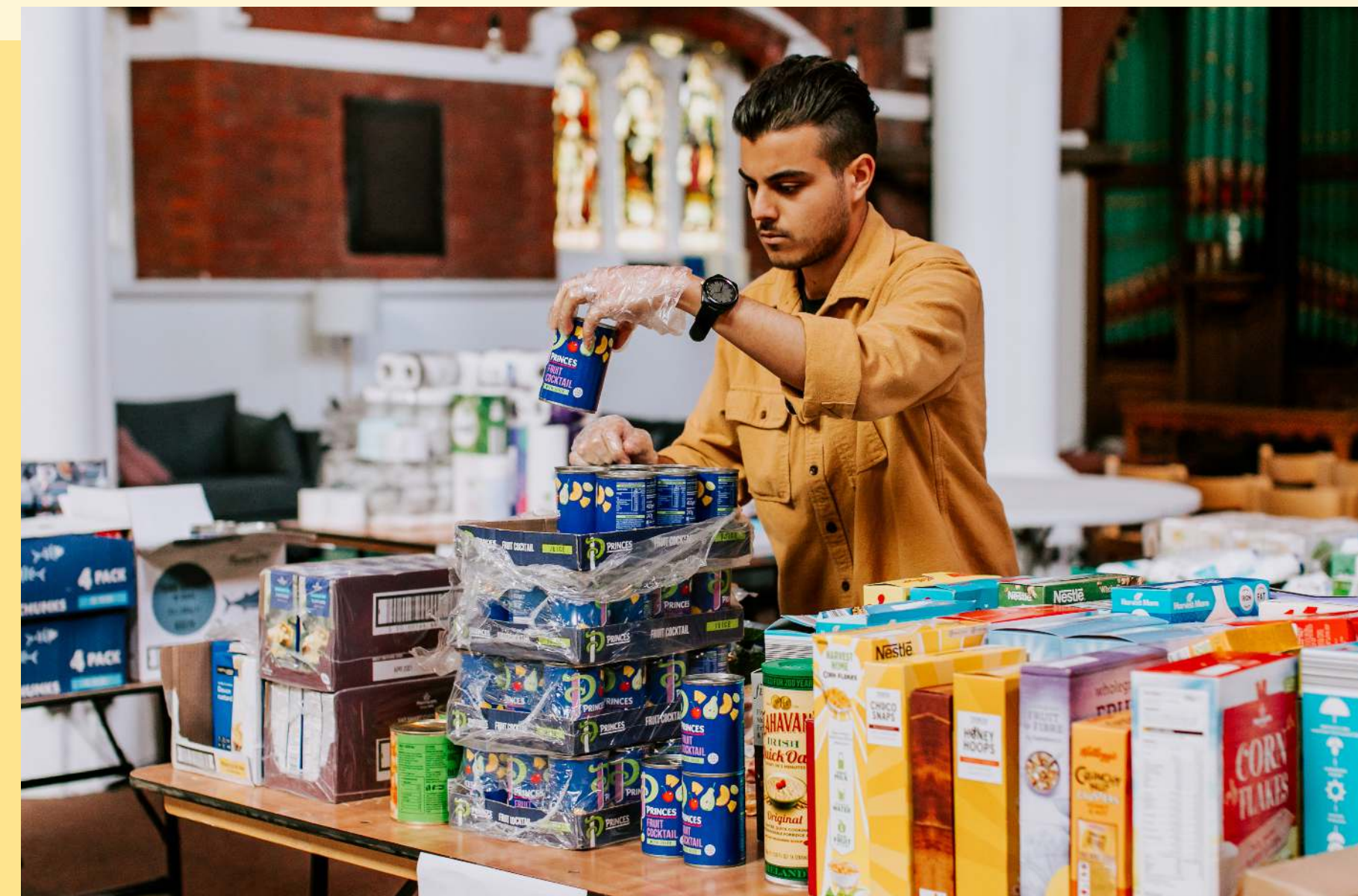
Distribution of food collections to local food bank and other charities.

Firstly, people donating to food banks don't necessarily know what items are needed most. Go-to donations often include baked beans and pasta, which can leave food banks with a surplus of these items, but not enough of other important essentials such as rice, UHT milk and baby food.

Secondly, individuals are more likely to donate single quantities of products, rather than buying and donating in bulk, which is more cost effective. Essentially, the money spent by individuals on buying products to donate to food banks doesn't always go as far as it could.

Bankuet exists to tackle some of these challenges head on, driven by the desire to make sure that everyone has enough food to eat. Partnering closely with food banks, Bankuet converts monetary donations into the items that are needed most. By working directly with retailers and buying items in bulk, Bankuet can also make money stretch further. In fact, for every £1 donated via Bankuet, we deliver £1.10-£1.20 worth of products to food banks.

The heart of Bankuet is to back food banks as they tackle food inequality in this country. By getting them the things they need more efficiently, we are empowering and resourcing their amazing work.



6th October 2018

"Why isn't there an online food bank...an easy way to give to a food bank?"



This is what happens when food banks get the wrong stuff - waste!

FROM IDEA TO ACTION: ROBIN'S BANKUET JOURNEY



Robin, Bankuet's founder and CEO, helping unpack our first bulk delivery at Kensington Olympia in April 2020

I could never have imagined, when I started a rudimentary food collection point with some friends in 2018, that Bankuet would become the force it is now.

At the time, I was working in a tech startup and reading bleak news articles about more people being in poverty and struggling to get food. After a period of inefficiently bringing food from the local Co-op Hackney to my flat for sorting, I had a lightbulb moment.

“Why isn't there an online food bank - something that gets products to food banks and makes it easy for people to donate?”

I had worked in the entertainment industry, and seen record companies and film companies reshaped entirely by consumer technology. I wondered why, when there's a tool to make every other part of life easier, there wasn't something to make food bank donations simpler. What is it, after all, but a variation on online shopping?

So I set about trying to make the act of giving more efficient. I was nervous at first — all my

friends were settling down — but I haven't really had time to stop and think since.

I started 2019 on a social impact accelerator programme and by July, I was headed to the first pilot.

It was basic. We went shopping, armed with a food bank's shopping list and funds from donations. The list was crucial because all those stories you hear about them having too much pasta and baked beans are true. Some have got three years' worth of pasta, but no baby food or tampons.

2019

January - May

Robin wins a place on Resurgo Ventures Start-up programme for Social entrepreneurs - Online food bank ---> Bankuet. Went in with an idea and blank canvas.... came out with a brand and a plan to action it.



This was our first logo



Resurgo pitch night

The aim of the pilot was just to test whether it could work. We had members of the public who might be savvy on Snapchat and use Uber without thinking twice, but might not know what a food bank needs. Could we connect them to food banks that have traditionally relied purely on the time and physical efforts of volunteers?

It worked and the Bankuet bundle, which was added to the pilot at the last minute, was a hit. By the end of the year, 95% of our donations came via the Bundle.

We started out with one food bank in Wandsworth and by the end of the year, we had 10 on board and we'd shipped more than 15,000 items. What started out as my mates and I physically taking products to food banks had turned into online shopping orders, supported by the logistics networks of the big supermarkets.

Then 2020 and the coronavirus came along and everything sped up in a way I could not have imagined. Donations in March were up by more than 5000%. On one day, we had more donations than we did for the entire month of December.

People have been very generous and it has been overwhelming. It's been equally incredible having over 100 kind volunteers step forward to help us.

COVID-19 created some difficulties, but we've been able to stick to our plan, just going at a much faster pace. We can now leverage the economies of scale offered by wholesalers and grocers, and work with many more organizations to make sure food banks maximise efficiency and minimise waste.

Last year, I thought that if there was an emergency like Grenfell, we would be set up to help —



but years down the line. I never imagined that mere months later, we would be in the eye of the storm, feeding thousands of people a month.

It's testament to the generosity of our donors that we've been able to continue doing what we originally set out to do, even heading into this at a million miles an hour.

“What is now proved was once only imagined.”

William Blake

July
Bankuet wins a place on the spARK programme at ARK co-working and keeps focus.

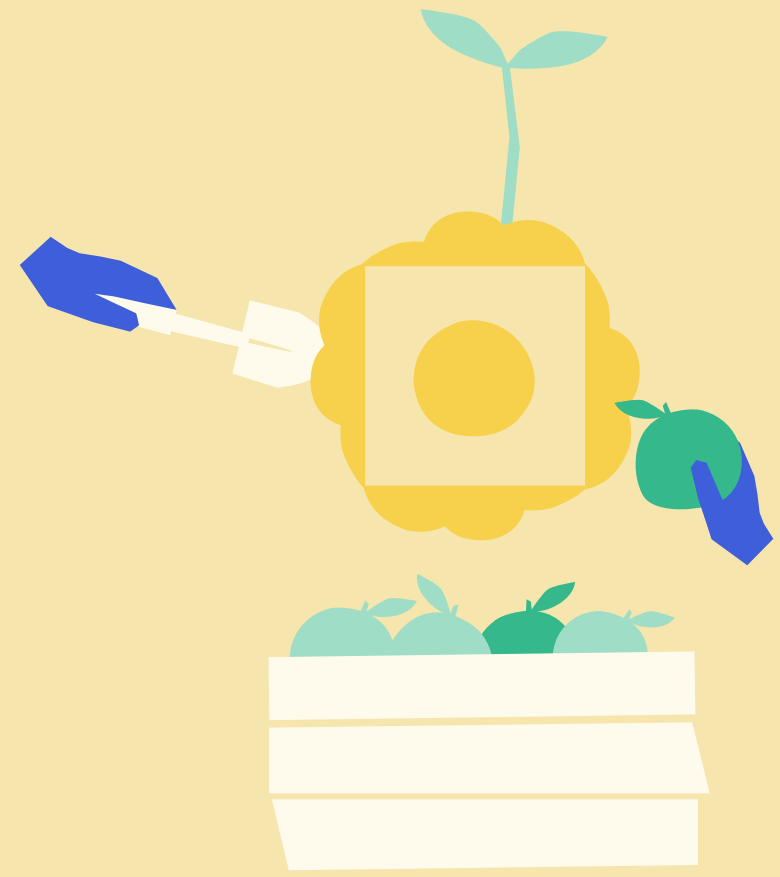
2nd July
First pilot with Wandsworth food bank. A link on Twitter to a basic website saw 55 items donated in the first 24 hours.

9th July
First supplies delivered to Wandsworth Food bank by hand (Hackney Co-op ---> WW foodbank).



THE JOURNEY OF BOB THE APPLE

Bob grows up on a farm in Kent

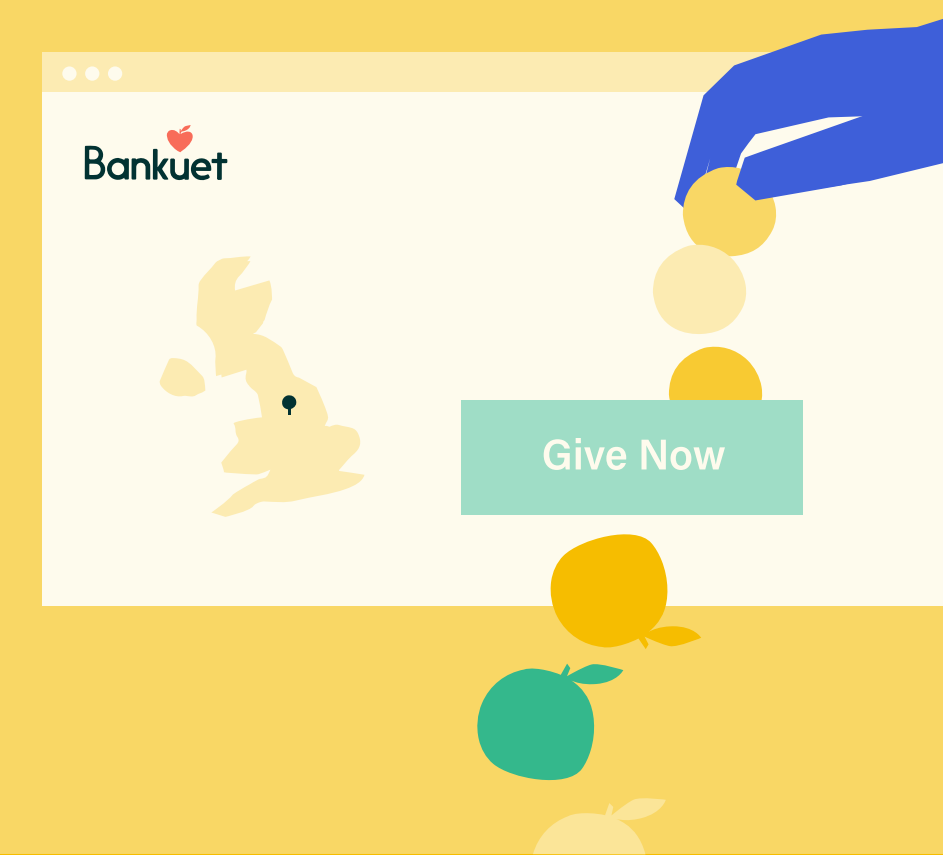


He's packed up,
ready to find a home



Kelly let's Bankuet know that
London Town Foodbank
need apples this week

Bob is purchased because
of people's generous gifts



With Bankuet's help,
Bob is on the move!



He arrives at the food bank
at just the right time

Alex needs some help this week
and is referred to the food bank



Bob and his new friends are
off to help keep Alex's family
happy and healthy



30th August
First press coverage
in The Grocer "Are
food banks getting
it right?"

September
New pilots with
Norwood & Brixton
and Hammersmith
and Fulham food
banks.

12th October
Bankuet wins
People's Choice
Award at Kingdom
Code hackathon



WHAT MAKES UP A BUNDLE?

Every Bankuet bundle delivers the items that food banks urgently need at that time, as well as the care, love, dignity, generosity and kindness that makes all the difference to someone in their moment of crisis.

Some of our most requested items:

Cereal

Juice

Fruit & veg

UHT milk

Tinned meat

Rice pudding

Pies

Toilet roll

Jam

Washing up liquid

Coffee

Noodles



18th November
150th Bankuet bundle donated.

20th November
First food bank outside of London, Whitehawk (Brighton) joins Bankuet. 5th food bank, Gateshead, joins the Bankuet Family later in the month.

25th November
First fundraising campaign launched with Argus Media.



KIMBERLEY'S STORY

Kimberley, 39, from Camberwell, has used a food bank for the first time during the lockdown. It's clear what a lifeline this has been for her, like many others.

She said "I receive benefits and my partner is a barber. Since the coronavirus he hasn't been able to work. My social worker got in contact with the food bank for us and since then every month they've given us food and stuff which helps a lot. The barber shops are the last sort of shops to be allowed to reopen so it has put a downer on things at the moment."

The food bank which Kimberley has been using is part of the Bankuet family, which has meant they've been able to keep getting what they need, when they need it so that people like Kimberley has been able to get those vital supplies. Kimberley is extremely grateful for this support. She went on to say "When we get back on our feet we'll give it back." which just goes to show what Bankuet is all about - communities helping each other in their time of need.

"Thank you to you and all the volunteers for all the help you've given us. We really appreciate every bit that you've done and given to us."



November - December

Further fundraising pilots with S&P Global, Christ the Saviour school, Alley's primary school and House of St Barnabas.

December

9th food bank on Bankuet.

2nd December

250th Bankuet bundle donated.

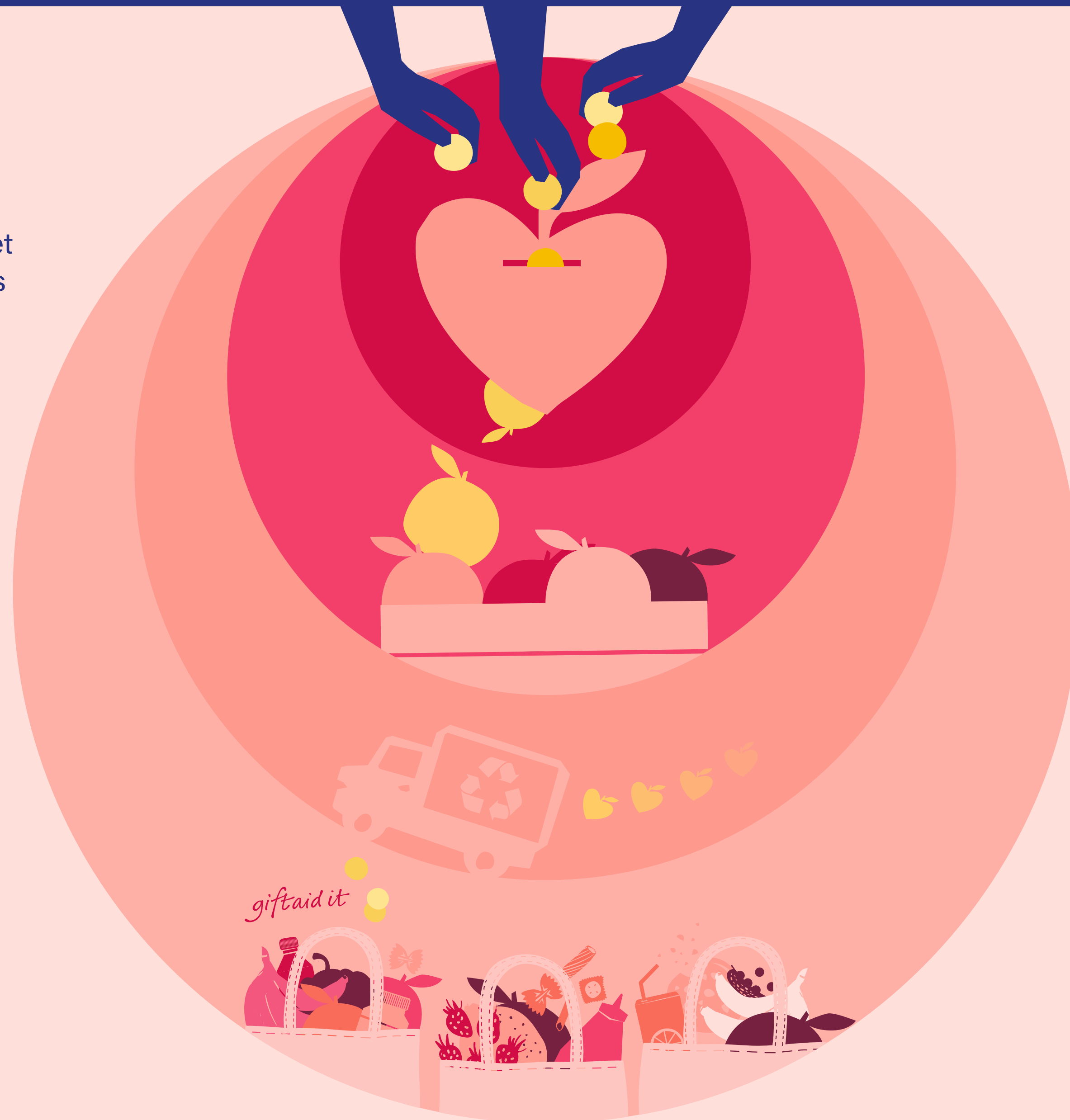
31st December

End first six months having delivered 15,000 items, feeding 500 people and supporting 10 food banks.

THE MAXIMIZER EFFECT THE COMMUNITY POWER OF BANKUET

1.
When you donate to Bankuet we maximise your donations by combining them.

2.
Combining funds means more choice, bulk savings and reduces surplus of random donations.



3.
And more flexible choices for food banks enables combined deliveries, making it more green!

4.
Now Gift Aid means Bankuet is now able to give cash on donations released to food banks as well.

2020
1st January
Bankuet helps Bethnal Green food bank open - needed due to unprecedented demand in the area.

February
Stockpiling hits UK supermarkets.

COVID-19 AND THE IMPACT ON BANKUET

If COVID-19 has taught us anything, it's that people need people. Food bank use during the COVID-19 lockdown increased by 325%, and many food banks reported a drop in donations and volunteers, and a threat of closure. A Food Foundation report found that 1.5 million people went a day without food in the first three weeks of lockdown, and 1/5 of households are going hungry.

So what has that meant for Bankuet?

Given social distancing, Bankuet is a safe and convenient way to donate to food banks without having to venture to a supermarket - in March 2020, donations were up month-on-month by over 5,000%.

In 2019, Bankuet delivered 15,000 items to food banks.

At the peak of the March and April 2020 lockdown, we delivered 130,000 items. At the end of 2019, we were working with 10 food banks and had fed just over 500 people. In 2020, we now work with over 80 foodbanks, and fed more than 3000 people in March alone.

In April 2020, we partnered with Morrisons, allowing us to deliver bulk orders to food banks as we scaled across the country.

Average amount donated: **£45**
Total donations received: **8,162**
Number of food banks supported: **82**
Number of fundraising campaigns: **35**



"Since lockdown in March we have quadrupled in numbers. Bankuet has been amazing. Stock fell initially because of the numbers of people coming, but through Bankuet people have been able to donate online."

Alison Inglis Jones, board member & volunteer at four food banks

10th March
First Metro article.

March
COVID-19 hits the UK and Bankuet team grows from 2 to 50+ in a few weeks.

Bankuet actions contingency plans to switch to food wholesalers in order to up capacity and enable bulk shipments of food into UK food banks.



22nd March
Bankuet helps HTB church launch the first of its national pop-up food bank in central London.

METRO

How to make sure you're donating what food banks really need

App helps out as food bank use 'rockets' during coronavirus pandemic

View 3 comments

Jan Mills
Friday 19 Jun 2020 6:40 pm

120 SHARES



Some food banks have seen their numbers quadruple (Picture: Bankuet)

The number of people using food banks has 'quadrupled' in some areas during the coronavirus lockdown.

REUTERS

HEALTHCARE
MARCH 19, 2020 7:20 PM / 4 MONTHS AGO

'Blitz spirit': Britain's ethical businesses fight hunger during coronavirus outbreak

Sarah Shearman, Thomson Reuters Foundation

LONDON, March 19 (Thomson Reuters Foundation) - As an organisation with a mission to bring vulnerable communities together to eat, British charity Be Enriched has had to draw up a new plan as the coronavirus outbreak forces them apart.

Be Enriched runs cooking groups for children and elderly, homeless or mentally ill people as well as a cafe serving surplus food in south London, seeking to tackle both hunger and social isolation.

"We are really worried because they are vulnerable people. They rely on that time to meet each other and they rely on the meals," said Be Enriched chief executive Kemi Akinola.

This week Britain introduced social distancing measures, the

The Guardian



Food banks
Record numbers used UK food banks in first month of lockdown

Charities say government support is failing to protect low-income families

- Coronavirus - latest updates
- See all our coronavirus coverage

Patrick Butler Social policy editor

Wed 3 Jun 2020 00:01 BST

Morrisons
Since 1899



ocado

ocado

FOOD

THE BIG EAT IN: TAKEAWAY FOR A GOOD CAUSE

June 9, 2020 / Views 831

Bankuet is an online donation service that gives food banks the groceries they need, thanks to generous donations from the public. We're proud to say that Bankuet also happens to be one of the food partners we work with to redistribute surplus groceries as part of our You Give We Give scheme.

That's why we're supporting **The Big Eat In**, which kicks off on 12th June. The aim of Bankuet's campaign is to

Rodial
nature.science.skin care

RODIAL X BANKUET

TOGETHER

CHARITY PROJECT

rodial @ TOGETHER... At this opportunity to offer our support to people who have been deeply affected by COVID-19 and who are struggling to meet their basic needs amidst this crisis. We will do this by donating 100% of the profits from our Skincare range over the Easter Weekend to the UK Food Bank Charity, Bankuet. Bankuet works to support food banks throughout the UK by providing them with the essential items they need. So doing so Bankuet is helping to rescue millions of people from hunger, increase security and build communities.

We are in this TOGETHER.

Liked by bankuet and others

ESC

14. Bankuet

Food banks across the country are struggling to help those in need.

Emerging business **Bankuet** is here to help you donate food to those who need it in just a few clicks, without leaving your house 🏠



AW LondonTechWatch

Bankuet's Online Platform Brings a Much-Needed Resurgence to Food Bank Donations

BY LONDON TECHWATCH

344 SHARES

Bankuet

INDUSTRY: RETAIL, CONSUMER TECH
STATE: POST-REVENUE
MEDIUM: WEB
FUNDING: PRE-SEED
TRACTION: EXPONENTIAL GROWTH DUE TO COVID-19, 133K+ ITEMS DONATED

MADE IN LONDON



SKY NEWS



It's not just about food, it's about people helping people. You know, having a cup of tea with someone and people supporting each other.



Starts at 35 min

April
Bankuet forms partnership with Morrison's in the space of a week, allowing additional bulk food buying.

50th food bank on Bankuet

1.5 million people in the UK go hungry due to lockdown.

2nd April
Bankuet team ship first bulk delivery with Morrisons, worth c£20k into Kensington Olympia the temporary home of Hammersmith and Fulham food bank. Enough food to feed 340 people (30 items per person).



FUNDRAISING CAMPAIGNS



In June 2020, we launched the Big Eat In to raise funds and awareness for Bankuet, but we're very grateful to members of the community for holding fundraisers specifically for Bankuet and their local food banks.

As of July 1st, there were **32** campaigns running, with the average donation per campaign being **£731**.

Here are some of the highlights:

#BIGEATIN (12th-28th June 2020)
Launched during the COVID-19 lockdown, the Big Eat In Campaign encouraged social media users and famous foodies to make their favourite restaurant meal and donate the cost to Bankuet. In total we raised **£36,640** during the course of the campaign, with the average donation being £25



KXC Food Bank Campaign
Kings Cross Church partnered with Bankuet to raise **£5470** for Kings Cross Food Bank, a pop-up food bank set up in response to the pandemic.

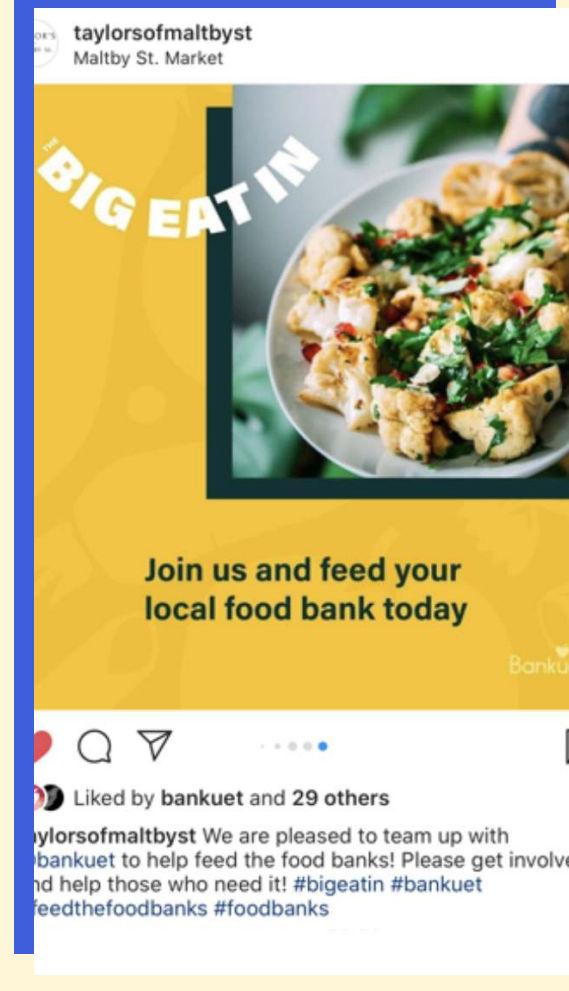
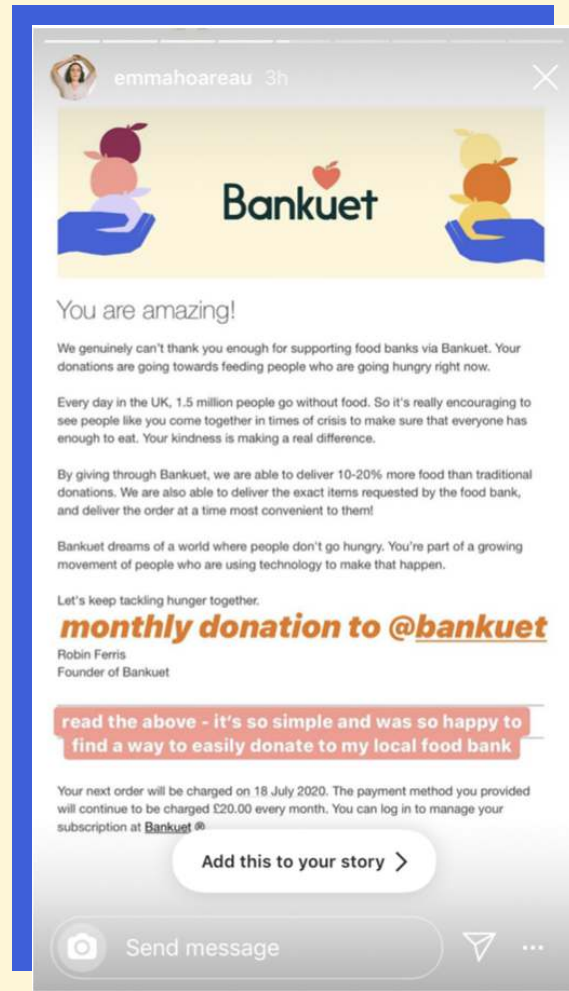
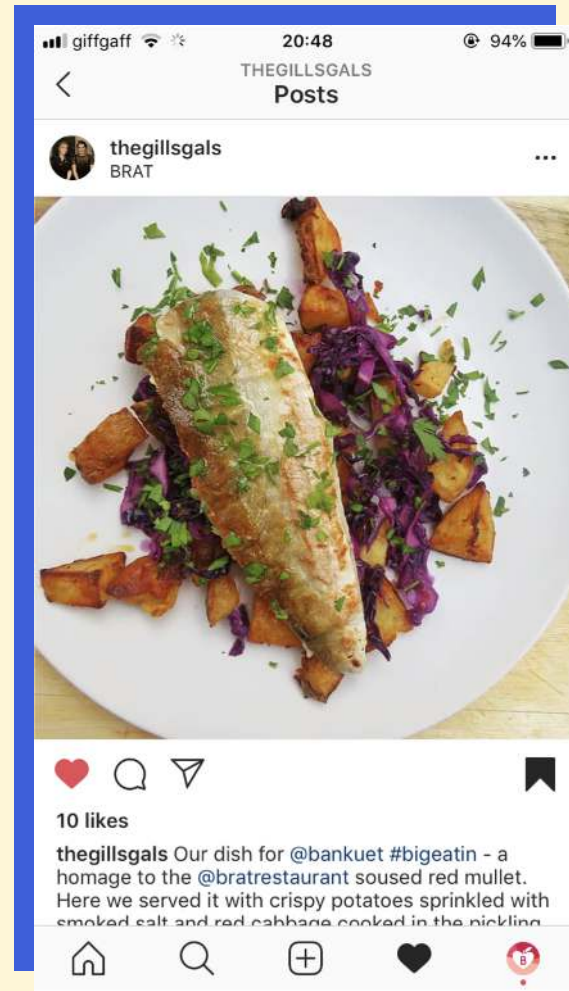
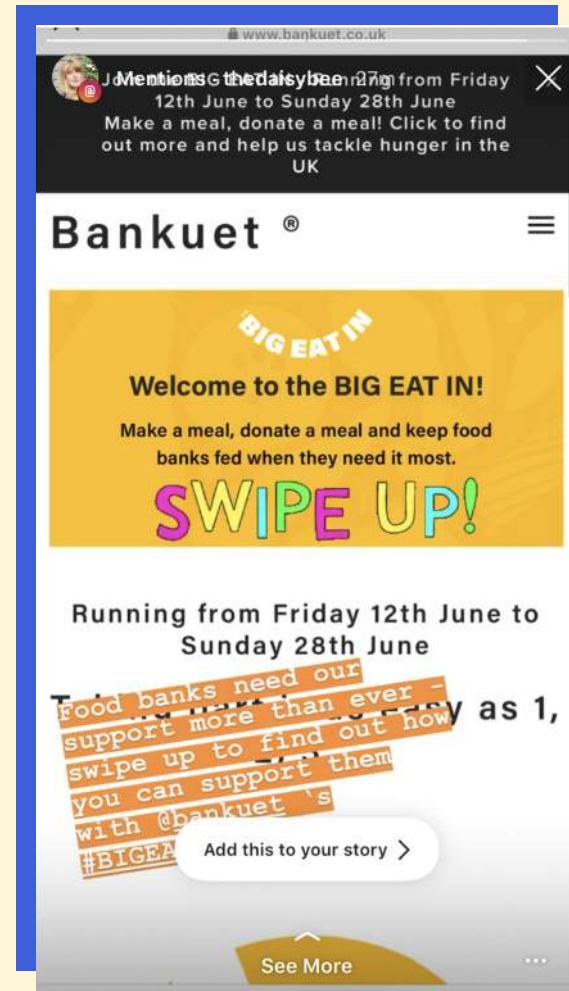
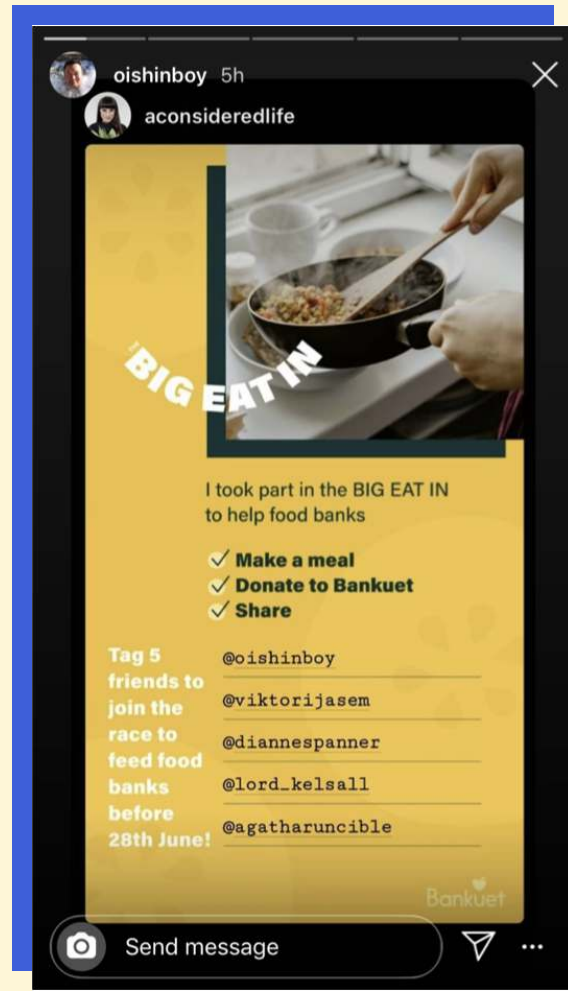
Sufra NW Campaign
Seema Purohit delivered homemade meals to friends and family during lockdown, raising **£300** for Sufra NW food bank

HTB Love Your Neighbour Campaign
The HTB network raised **£6190** for foodbanks during the COVID-19 pandemic

10th May
First Observer article.
Also featured on the homepage of the Guardian app.

May
Gift Aid collection agent status approved by HMRC (= cash released for food banks on every donation Bankuet receives on their behalf).

INFLUENCERS' MENTIONS



15th May
Launch of new logo

28th May
First Sky News
podcast feature
(starts at min 35)

LIFE @BANKUET

Volunteers are the life-blood of the food bank movement and Bankuet is no different. Our volunteer team has grown in a rather unusual way though, due to the pandemic. In February, Robin could count the dedicated friends and family who were regularly helping him build Bankuet on his hands. Now we are a 75+ strong team who all work remotely to help food banks get what they need, when they need it.

Our volunteers come from all walks of life; from accountants and teachers to designers and event managers. Many in the team have had their own challenges during lockdown; home schooling, dealing with furlough, redundancy, cancelled contracts and loved ones being unwell. What they all have though, is a passion to use their time and considerable skills to do something good. We're so honoured they've chosen Bankuet as the way to do this!



We have regular get-togethers online to stay connected to each other and the cause.

1-7th June
Bankuet hosts it's first Volunteer weeks to celebrate the achievements of it's now 80+ strong surge volunteer team

12-28th June
Bankuet runs the 'Big Eat In' it's first solus fundraising campaign, gaining support from Metro and raising £37k.

"The core of Bankuet is kindness."

Amy Walker, volunteer

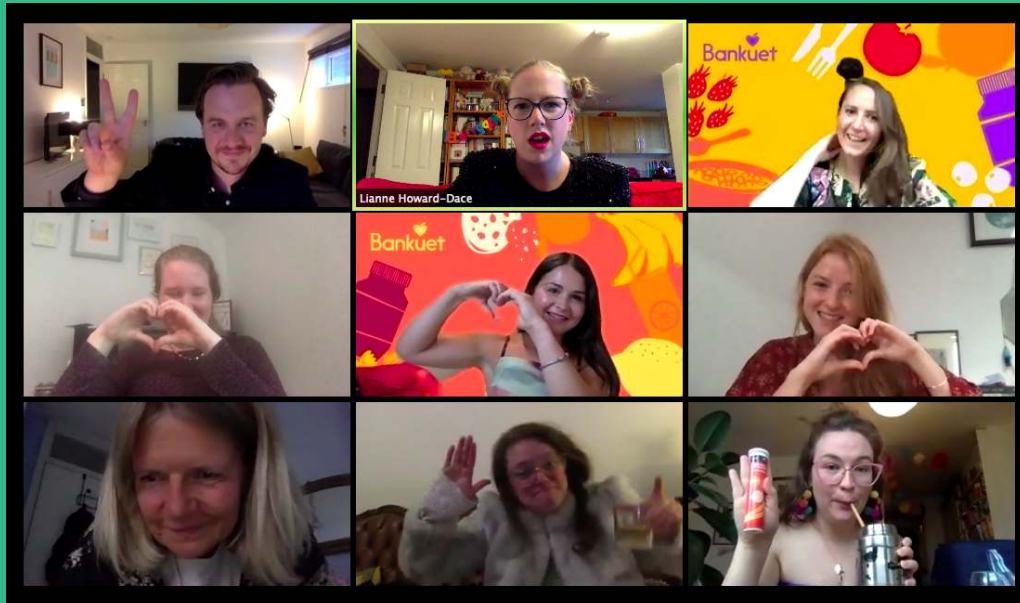
LIFE @BANKUET

Volunteers have been helping with tasks right across the organisation - from helping develop new strategies and research, to delivering our new branding and even writing this report! A huge thank you to everyone who's played a part in helping Bankuet grow and respond to this crisis.

“It's times like this when people stand up and make a difference.”

Didz Parker, volunteer

We used Volunteers Week, 1st-7th June 2020, to host a range of events - including this yoga class - to thank everyone for all their hard work.



Celebrating our first birthday



Cards sent to volunteers

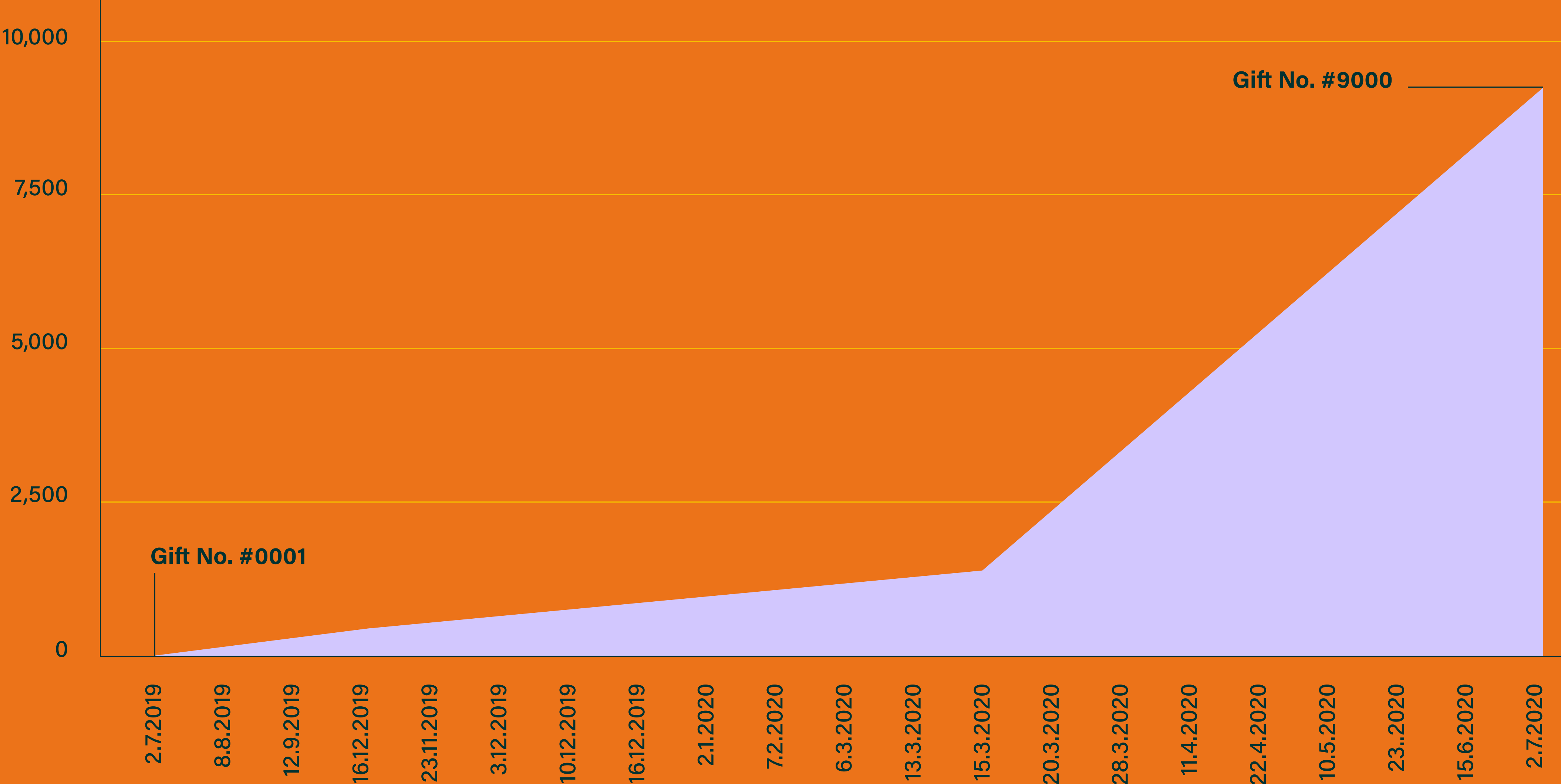


Live cook-along

July
9000th donation received.

The Future
Nobody in the UK is going hungry.

BANKUET'S GRAPH OF GENEROSITY



THE CHALLENGE AHEAD

Bankuet's ambition is to help every food bank in the country. To achieve this, we must be ready to tackle the challenges ahead.

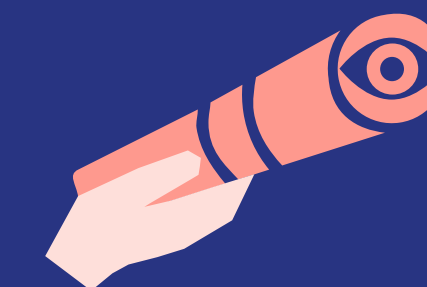
The COVID-19 pandemic has already significantly increased food bank usage, and it is likely that the need will continue to grow. Demand on food banks is tied to the performance of the wider economy, with spikes in unemployment numbers typically mirrored by increases in food bank usage. As the Government's furlough scheme comes to an end later this year, many businesses may need to make staff redundant, which will increase the number of people facing unemployment. Other measures set-up to help people access essentials – such as the Government's food parcels – will also soon be switched off, which could increase the demand on food banks even further.

Food banks have not only already had to adapt quickly to meet a sharp growth in demand, but they have had to overcome the disruption posed by social distancing and lockdown measures. This has required huge operational changes to ensure that those who are isolated or shielded still have access to the essentials they need. For example, at the height of COVID-19 crisis, Hammersmith & Fulham Foodbank was delivering 1500 parcels every week directly to the homes of food bank users. Even now, as measures begin to ease, this number remains at 500 deliveries a week.

Crucially, food banks are more than just places where people can access food, drink and household items. They are about people and relationships, acting as cornerstones of communities by providing pastoral care and other support. With some level of social distancing likely to remain in place for the foreseeable future, coupled with the threat of a second wave or even other viruses, the challenge for food banks will be not only to ensure the continued delivery of essentials to those who need them, but also to maintain more holistic elements of support during this time.

During lockdown, food bank use increased by 325%. Bankuet's agility and ability to react quickly to the COVID-19 pandemic has enabled us to support many food banks through this time of increased need. To tackle future challenges, we will not only need to maintain our flexible stance, but also anticipate what is coming next, so that we can continue to disrupt the status quo and ultimately create solutions that help people.

Key to this is the spirit of collaboration that sits at the heart of Bankuet. Through partnering closely with food banks and other organisations, we can continue our drive to help as many food banks as possible, no matter what challenges the future has in store.



“The greater danger for most of us lies not in setting our aim too high and falling short; but in setting our aim too low, and achieving our mark.”

Michelangelo

THANK YOU



Aaron Hoffman · Abi Horne · Abigail Bridger · Aine McKay · Alex Rickets · Alex Simuyandi · Ali Beer · Amie Tsang · Amy Walker · Anabel Eve · Anna Huxham-Frank · Annabel Cox · Aprana Khanna · Becky Martin · Bella Burton · Ben Gisbey · Caroline McGuire · Catriona Sutherland-Hawes · Chantal Fabres · Charlotte Davies · Charlotte Johnson · Cheryl Caroll · Chloe Stephens · Chris Clarke · Claire Smith · Corinna Williams · Daniel Loke · Eleanor Crabtree · Else Horne · Emily Shand · Emma Chapman-Burnett · Emma Harrison Beesley · Emma Triggs · Gemma Partridge · Geoff Poulton George Brodie · George Follett · Georgina Wilson · Geraldine McGrory · Hannah Khan · Harriet Maule-finch · Harry Davies · Hayley Collins · Heather Young · Hetal Gandhi · Hilary Thomson · Imogen Murray · Imogen van Zaane · Inger Christensen · Isabelle Hanson · Izzy Squires · James Ramsay · Jamie Cox · Jess Surrell · Jessica Parsons · Jo Bedell · John Baptiste-Kelly · Justin Cross · Karen Moore · Kate Hannafin · Kelly Stewart · Krishini Patel · Laura Stoddart · Laura Wayman · Lauren Burnett · Lauren Dundigalla · Lauren Rodgers · Lauren Sibuns · Laurence Peberdy · Lianne Howard-Dace · Lilybelle Cowland Kellock · Lindsay Butlin · Lis Rising · Liyun Ye · Louisa Doyle · Marianne Dubreuil · Mark Pollard · Matt Baldwin · May San Wong · Megan Feast · Mel Hunt · Melissa Ogbomo · Miguel Beltre · Morin Glimmer · Naomi Ellis · Niamh McBride · Nick Ellis · Nicole Darvill-Batten · Niya Bekele · Patrick Elshen · Paul Bonner · Paul Lambert · Pei Ling Lo · Peter Bowden · Phillip Pready · Priyank Shah · Rebecca Brown · Rebecca Iles · Rohela Raouf · Rosie Blyth · Rosie Steel · Sarah Mack · Satvir Sihota · Sian Melonie · Sophie Parsons · Suzie Hacker · Tess Fairbanks · Trish Mayers · Verity Keen · Victoria Wilson · Will Marlow