

Food for vulnerable people

Commercial food access options

June 2020

Commercial food options

This material has been prepared in order to help local Authorities and charities signpost customers to commercially available food options.

Commercial options include telephone ordering, food box delivery, prepared meal delivery and other non-supermarket food delivery providers.

This summary has been compiled based on publicly available information, as at 09/06/2020. The list of suppliers is not exhaustive and completeness of offer or product availability cannot be guaranteed. Inclusion on this list is not a recommendation from Defra. Anyone using this list should do their own research to see whether the supplier is suitable for their needs. Any retailer with a grocery delivery service that is not included here is invited to send information for inclusion to Covid19_referrals_to_retailers@defra.gov.uk

By phone | Supermarket phone order

Retailer	Food Box Available	Food Box Price	Phone/Online	Geographical Coverage	Comments
Morrisons	Yes. Meat, veg and essentials	£22+	<ul style="list-style-type: none"> Phone – dedicated line for vulnerable people Doorstep Deliveries (0345 611 6111, option 5) within 10 miles of the store) of 47 essential products. Pay at door step, card only. Food box delivery (0345 611 6111, option 4). Delivered by DPD, card payment on phone. Call before 3pm for next day delivery. Online – www.morrisons.com or via Deliveroo 	Food box delivery service is country-wide; Regular delivery available within 10 mile radius of stores (498 in UK)	Can top up doorstep essentials with some non-essential items.
Waitrose	Yes. Care box includes staple foods and some treats	£25	<ul style="list-style-type: none"> Phone on 0800 022 4055 Online www.johnlewis.com/waitrose-partners-food-box/p4999059 	Country-wide Delivery £3.50 for one, free delivery for two.	Designed to feed one adult for a week
Booths	Yes. Meat, fruit, veg, salad, gluten free, prepared meals, household and pet options	£6+	<ul style="list-style-type: none"> Phone on 0800 221 8086 Online https://orders.booths.co.uk/ 	Cumbria, Lancashire, West Yorkshire, Greater Manchester, Cheshire; within 3 to 7 mile radius of stores (28 in England in 5 counties)	
Spar	No. Range of regular food products	N/a	<ul style="list-style-type: none"> Phone – contact local store 	Country-wide, selected locations; list of participating stores available online (41 in England in 14 counties)	
Sainsbury's	No. Range of regular food products	N/a	<ul style="list-style-type: none"> Telephone ordering service for vulnerable customers who have a slot but can't place their order online 	Country-wide	

Online | Supermarket food box

Retailer	Food Box Available	Food Box Price	Phone/Online	Geographical Coverage	Comments
Morrisons	Yes. Meat, fish, vegetable, gluten free, vegetarian and prepared meals,	£22+	<ul style="list-style-type: none"> Online – www.morrisons.com or via Deliveroo 	Country-wide	
Asda	Yes. Cupboard filler food box	£30	<ul style="list-style-type: none"> foodboxes.asda.com 	Country-wide	
Aldi	Yes. Single option includes cupboard essentials, drinks and personal care items	£24	<ul style="list-style-type: none"> Online – www.aldi.co.uk 	Country-wide	One box per customer
M&S	Yes. Meat, fruit and vegetable options as well as Without Wheat options.	£15+	<ul style="list-style-type: none"> Online – www.marksandspencer.co.uk or regular lines via Deliveroo from selected BP M&S and M&S stores 	Country-wide	One box per customer
Ocado	Yes. Single option includes fruit, veg and some essentials	£17	<ul style="list-style-type: none"> Online – www.ocado.com 	Country-wide	Access for existing customers only
Home Bargains	Yes. Single option includes meat, fruit, veg and some	£24	<ul style="list-style-type: none"> Online – www.homebargains.co.uk 	Country-wide	

	essential items				
Waitrose	No. Range of regular food products	N/a	<ul style="list-style-type: none"> • www.waitrose.com 	Country-wide	Waitrose Rapid - https://rapid.waitrose.com/ - delivery within 2 hours in London and Have 40% slots set aside for the vulnerable.
Iceland	No. Range of regular food products	N/a	<ul style="list-style-type: none"> • www.iceland.co.uk 	Country-wide	
Co-op	No. Range of regular food products	N/a	<ul style="list-style-type: none"> • www.coop.com 25 item limit • or www.deliveroo.co.uk 	Postcode checker available on website.	
Tesco	No. Range of regular food products	N/a	<ul style="list-style-type: none"> • www.tesco.com 	Country-wide	
Sainsbury's	No. Range of regular food products	N/a	<ul style="list-style-type: none"> • www.sainsburys.co.uk 	Country-wide	

By phone and online | Wholesaler food box

Retailer	Food Box Available	Food Box Price	Phone/Online	Geographical Coverage	Comments
Cornish Food Box Company	Yes. Meat, fish, fruit and veg options	£10+	<ul style="list-style-type: none"> • Phone (0187 221 1533) • Online – www.thecornishfoodboxcompany.co.uk 	Country-wide (by courier outside of Cornwall)	
Darts Farm	Yes. Meat, fruit, veg and salad options	£11+	<ul style="list-style-type: none"> • Phone – dedicated line for over 70s (0139 287 8209) • Online – www.dartsfarm.co.uk 	Country-wide (by Royal Mail and UK Mail)	

By phone and online | Wholesaler food order

Retailer	Food Box Available	Food Box Price	Phone/Online	Geographical Coverage	Comments
Sing-Kee Foods	No. Wide range of regular food products	N/a	<ul style="list-style-type: none"> Phone (0113 246 8838) Online – www.singkeefoods.co.uk 	Country-wide	Includes food from Far East Available languages: Cantonese, Mandarin and Thai
JJ Food Service	No. Wide range of regular food products	N/a	<ul style="list-style-type: none"> Phone (0199 270 1701) Online – www.jjfoodservice.com 	Country-wide, within radius of depots (11 in England in 9 counties)	Minimum £79 order for delivery, no minimum for click and collect
Bidfood	No. Wide range of regular food products	N/a	<ul style="list-style-type: none"> Phone – contact local store Online – www.bidfood.co.uk 	Country-wide, within radius of depots (18 in England in 7 counties)	Minimum £100 order for delivery, no minimum for click and collect

By phone and online | Prepared meals / recipe box

Retailer	Food Box Available	Food Box Price	Phone/Online	Geographical Coverage	Comments
Apetito / Wiltshire Farm Foods	No. Prepared meal options	N/a	<ul style="list-style-type: none"> Dedicated vulnerable person telephone line (0800 066 2610) Online – www.wiltshirefarmfoods.com 	Country-wide	 Defra Poster final (003).pdf
Hello Fresh	Yes. Recipe boxes including cooking instructions. Meat, fish and veg options	£30+	<ul style="list-style-type: none"> Online – www.hellofresh.co.uk 	Country-wide	

Online | Alternative food box

Retailer	Food Box Available	Food Box Price	Phone/Online	Geographical Coverage	Comments
KBK	Yes. One option includes meat and veg	£45	<ul style="list-style-type: none"> Online – www.kbk.co.uk 	Country-wide	
Butlers Larder	Yes. Meat, fruit, veg and cheese options	£10+	<ul style="list-style-type: none"> Online – www.butlerslarder.co.uk 	Cumbria, Lancashire, West Yorkshire, Greater Manchester, Merseyside, Cheshire	
Dunsters Farm	Yes. Meat, fruit and veg options	£16+	<ul style="list-style-type: none"> Online – www.dunstersfarm.shop 	Greater Manchester, within radius of retailer	