



Department  
for Environment  
Food & Rural Affairs

# **Food for vulnerable people**

## **Commercial food access options**

**June 2020**

# Commercial food options | Key objectives

This material has been prepared by DEFRA 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](mailto: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 | <b>Yes.</b> Meat, veg and essentials  | £22+           | <ul style="list-style-type: none"> <li>Phone – dedicated line for vulnerable people</li> <li>Doorstep Deliveries (0345 611 6111, option 5) within 10 miles of the store) of 47 essential products. Pay at door step, card only.</li> <li>Food box delivery (0345 611 6111, option 4). Delivered by DPD, card payment on phone. Call before 3pm for next day delivery.</li> <li>Online – <a href="http://www.morrisons.com">www.morrisons.com</a> or via Deliveroo</li> </ul> | 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  | <b>Yes.</b> Care box includes staple foods and some treats                                  | £25            | <ul style="list-style-type: none"> <li>Phone on 0800 022 4055</li> <li>Online <a href="http://www.johnlewis.com/waitrose-partners-food-box/p4999059">www.johnlewis.com/waitrose-partners-food-box/p4999059</a></li> </ul>  | Country-wide<br>Delivery £3.50 for one, free delivery for two.   | Designed to feed one adult for a week                         |
| Booths    | <b>Yes.</b> Meat, fruit, veg, salad, gluten free, prepared meals, household and pet options | £6+            | <ul style="list-style-type: none"> <li>Phone on 0800 221 8086</li> </ul>   | Cumbria, Lancashire, West Yorkshire, Greater Manchester, Cheshire; within 3 to 7 mile radius of stores (28 in England in 5 counties) |   |
| Spar      | <b>No.</b> Range of regular food products   | N/a            | <ul style="list-style-type: none"> <li>Phone – contact local store</li> </ul>  | Country-wide, selected locations; list of participating stores available online (41 in England in 14 counties)                       |   |
| Budgens   | <b>No.</b> Range of regular food products   | N/a            | <ul style="list-style-type: none"> <li>Phone - contact local store.</li> </ul>   | Postcode checker on website  |   |

|             |   |     |  |                     |  |
|-------------|---|-----|--|---------------------|--|
|             |   |     |  | (www.budgens.co.uk) |  |
| Sainsbury's | <b>No.</b> Range of regular food products | N/a | <ul style="list-style-type: none"><li>• Telephone ordering service for vulnerable customers who have a slot but can't place their order online</li></ul> | Country-wide        |  |

## Online | Supermarket food box

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

|                   |  |      |   |  |   |
|-------------------|--|------|---|--|---|
|                   | essential items  |      |   |  |   |
| Waitrose          | <b>No.</b> Range of regular food products                        | N/a  | <ul style="list-style-type: none"> <li>• <a href="http://www.waitrose.com">www.waitrose.com</a></li> </ul>  | Country-wide                           | Waitrose Rapid - <a href="https://rapid.waitrose.com/">https://rapid.waitrose.com/</a> - delivery within 2 hours in London and Have 40% slots set aside for the vulnerable. |
| Iceland           | <b>No.</b> Range of regular food products                        | N/a  | <ul style="list-style-type: none"> <li>• <a href="http://www.iceland.co.uk">www.iceland.co.uk</a></li> </ul>  | Country-wide                           |   |
| Roys              | <b>Yes.</b> 4 food boxes – veg, essential, meat and gluten free. | £25  | <ul style="list-style-type: none"> <li>• <a href="http://www.roys.co.uk/foodboxes">www.roys.co.uk/foodboxes</a></li> </ul>  | Norfolk and Suffolk                    |   |
| Co-op             | <b>No.</b> Range of regular food products                        | N/a  | <ul style="list-style-type: none"> <li>• <a href="http://www.coop.com">www.coop.com</a> 25 item limit</li> <li>• or <a href="http://www.deliveroo.co.uk">www.deliveroo.co.uk</a></li> </ul> | Postcode checker available on website. |   |
| Tesco             | <b>No.</b> Range of regular food products                        | N/a  | <ul style="list-style-type: none"> <li>• <a href="http://www.tesco.com">www.tesco.com</a></li> </ul>  | Country-wide                           |   |
| Sainsbury's       | <b>No.</b> Range of regular food products                        | N/a  | <ul style="list-style-type: none"> <li>• <a href="http://www.sainsburys.co.uk">www.sainsburys.co.uk</a></li> </ul>  | Country-wide                           |   |
| Wellocks at Home  | <b>Yes.</b> Fruit, salad, veg, pantry, deli and bakery boxes     | £10+ | <ul style="list-style-type: none"> <li>• <a href="http://www.wellocksathome.co.uk">www.wellocksathome.co.uk</a></li> </ul>  | Postcode checker available on website  |   |
| Food to your Home | <b>No.</b> Range of food products                                | N/a  | <ul style="list-style-type: none"> <li>• <a href="http://www.foodtoyourhome.com">www.foodtoyourhome.com</a></li> <li>• £3 delivery charge</li> </ul>  | Postcode checker available on website  | Delivered within 48 hours when ordered before 4pm   |

## By phone and online | Wholesaler food box


| Retailer                 | Food Box Available                                | Food Box Price | Phone/Online  | Geographical Coverage   | Comments                              |
|--------------------------|---|----------------|---|---|---------------------------------------|
| Cornish Food Box Company | <b>Yes.</b><br>Meat, fish, fruit and veg options  | £10+           | <ul style="list-style-type: none"> <li>Phone (0187 221 1533)</li> <li>Online – <a href="http://www.thecornishfoodboxcompany.co.uk">www.thecornishfoodboxcompany.co.uk</a></li> </ul>                    | Country-wide (by courier outside of Cornwall)   |                                       |
| Brakes                   | <b>Yes.</b><br>Fruit, veg and salad options       | £7+            | <ul style="list-style-type: none"> <li>Phone (0344 412 9985) - Call and collect mainline products from depot</li> <li>Online – <a href="https://www.brake.co.uk">https://www.brake.co.uk</a></li> </ul> | Phone and online services are country-wide, within radius of utilised depots (5+ in England in 7+ counties) |                                       |
| Creed Food Service       | <b>Yes.</b><br>Meat, fruit and veg options        | £22+           | <ul style="list-style-type: none"> <li>Phone (0145 285 7555)</li> <li>Online – <a href="http://www.creedfoodservice.co.uk">www.creedfoodservice.co.uk</a></li> </ul>                                    | Gloucestershire, within radius of depot   |                                       |
| Darts Farm               | <b>Yes.</b><br>Meat, fruit, veg and salad options | £11+           | <ul style="list-style-type: none"> <li>Phone – dedicated line for over 70s (0139 287 8209)</li> <li>Online – <a href="http://www.dartsfarm.co.uk">www.dartsfarm.co.uk</a></li> </ul>                    | Country-wide (by Royal Mail and UK Mail)  |                                       |
| City Fresh               | <b>Yes.</b><br>Meat, fruit and veg options        | £20+           | <ul style="list-style-type: none"> <li>Phone – (0191 487 4641)</li> <li>Online – <a href="http://www.cityfresh.co.uk">www.cityfresh.co.uk</a></li> </ul>  | Tyne and Wear, Northumberland, within radius of depot   | Cash payment can be taken on delivery |
| Woods Food Service       | <b>Yes.</b><br>Meat, fruit and veg options        | £12+           | <ul style="list-style-type: none"> <li>Phone – (0300 303 0112)</li> <li>Email – <a href="mailto:caitlin@woodsfoodservice.co.uk">caitlin@woodsfoodservice.co.uk</a></li> </ul>                           | Southern England, within radius of depot (8 counties near London)   |                                       |

## By phone and online | Wholesaler food order

| Retailer        | Food Box Available                             | Food Box Price | Phone/Online   | Geographical Coverage   | Comments   |
|-----------------|--|----------------|--|---|--|
| Sing-Kee Foods  | <b>No.</b> Wide range of regular food products | N/a            | <ul style="list-style-type: none"> <li>Phone (0113 246 8838)</li> <li>Online – <a href="http://www.singkeefoods.co.uk">www.singkeefoods.co.uk</a></li> </ul> | Country-wide  | Includes food from Far East<br><br>Available languages: Cantonese, Mandarin and Thai |
| JJ Food Service | <b>No.</b> Wide range of regular food products | N/a            | <ul style="list-style-type: none"> <li>Phone (0199 270 1701)</li> <li>Online – <a href="http://www.jjfoodservice.com">www.jjfoodservice.com</a></li> </ul>   | Country-wide, within radius of depots (11 in England in 9 counties) | Minimum £79 order for delivery, no minimum for click and collect                     |
| Bidfood         | <b>No.</b> Wide range of regular food products | N/a            | <ul style="list-style-type: none"> <li>Phone – contact local store</li> <li>Online – <a href="http://www.bidfood.co.uk">www.bidfood.co.uk</a></li> </ul>     | 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 | <b>No.</b> Prepared meal options  | N/a            | <ul style="list-style-type: none"> <li>Dedicated vulnerable person telephone line (0800 066 2610)</li> <li>Online – <a href="http://www.wiltshirefarmfoods.com">www.wiltshirefarmfoods.com</a></li> </ul> | Country-wide          | <br>Defra Poster final (003).pdf |
| Hello Fresh                    | <b>Yes.</b> Recipe boxes including cooking instructions. Meat, fish and veg options | £30+           | <ul style="list-style-type: none"> <li>Online – <a href="http://www.hellofresh.co.uk">www.hellofresh.co.uk</a></li> </ul>   | Country-wide          |   |
| Gousto                         | <b>Yes.</b> Recipe boxes including cooking instructions. Meat, fish and veg options | £25+           | <ul style="list-style-type: none"> <li>Online – <a href="http://www.gousto.co.uk">www.gousto.co.uk</a></li> </ul>   | Country-wide          |   |

## Online | Alternative food box

| Retailer                 | Food Box Available                              | Food Box Price | Phone/Online   | Geographical Coverage   | Comments   |
|--------------------------|---|----------------|--|---|--|
| Real Food Box            | <b>Yes.</b> Meat, fruit, veg and salad options  | £5+            | <ul style="list-style-type: none"> <li>Online – <a href="http://www.realfoodbox.co.uk">www.realfoodbox.co.uk</a></li> </ul>  | Cornwall  |  |
| KBK                      | <b>Yes.</b> One option includes meat and veg    | £45            | <ul style="list-style-type: none"> <li>Online – <a href="http://www.kbk.co.uk">www.kbk.co.uk</a></li> </ul>  | Country-wide  |  |
| New Covent Garden Market | <b>Yes.</b> Fruit, veg and salad options        | £15+           | <ul style="list-style-type: none"> <li>Phone – some suppliers take telephone orders, see website</li> <li>Online – <a href="http://www.newcoventgarden.com">www.newcoventgarden.com</a></li> </ul> | Greater London  | Range of food suppliers can be accessed on website |
| All Greens               | <b>Yes.</b> Fruit and veg options               | £30+           | <ul style="list-style-type: none"> <li>Online – <a href="http://www.allgreens.co.uk">www.allgreens.co.uk</a></li> </ul>  | Greater London  |  |
| Pale Green Dot           | <b>Yes.</b> Meat, fruit, veg and dairy options  | £13+           | <ul style="list-style-type: none"> <li>Online – <a href="http://www.palegreendot.co.uk">www.palegreendot.co.uk</a></li> </ul>  | Greater London, Sussex, Surrey and West Kent                                  |  |
| Butlers Larder           | <b>Yes.</b> Meat, fruit, veg and cheese options | £10+           | <ul style="list-style-type: none"> <li>Online – <a href="http://www.butlerslarder.co.uk">www.butlerslarder.co.uk</a></li> </ul>  | Cumbria, Lancashire, West Yorkshire, Greater Manchester, Merseyside, Cheshire |  |
| Dunsters Farm            | <b>Yes.</b> Meat, fruit and veg options         | £16+           | <ul style="list-style-type: none"> <li>Online – <a href="http://www.dunstersfarm.shop">www.dunstersfarm.shop</a></li> </ul>  | Greater Manchester, within radius of retailer                                 |  |
| Hello Groceries          | <b>Yes</b> Meat, fruit, veg, essentials         | £15.50+        | <ul style="list-style-type: none"> <li>Online - <a href="http://hellogroceries.co.uk/">http://hellogroceries.co.uk/</a></li> </ul>   | London and Greater London   |  |

