



FOOD FOR VULNERABLE PEOPLE

Commercial food access options for people who can afford food but can't physically get to the shops.

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

BY PHONE | SUPERMARKET PHONE ORDER

Retailer	Food Box Available	Food Box Price	Phone/Online	Geographical Coverage	Comments
Morrisons	Yes. Meat, veg and essentials	£22+	Phone – dedicated line for vulnerable people Doorstep Deliveries (0345 611 6111, option 5) within 10 miles of the store) of 47 essential products. Pay atdoor 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	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+	Phone on 0800 221 8086	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	Phone – contact local store	Country-wide, selected locations; list of participating stores available online (41 in England in 14 counties)	
Budgens	No. Range of regular food products	N/a	Phone - contact local store.	Postcode checker on website (www.budgens.co.uk)	
Sainsbury's	No. Range of regular food products	N/a	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+	Online – www.morrisons.com or via Deliveroo	Country-wide	



Asda	Yes. Cupboard filler food box	£30	foodboxes.asda.com	Country-wide	
Aldi	Yes. Single option includes cupboard essentials, drinks and personal care items	£24	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+	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	Online – www.ocado.com	Country-wide	Access for existing customers only
Home Bargains	Yes. Single option includes meat, fruit, veg and some essential items	£24	Online – www.homebargains.co.uk	Country-wide	
Waitrose	No. Range of regular food products	N/a	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	www.iceland.co.uk	Country-wide	
Roys	Yes. 4 food boxes – veg, essential, meat and gluten free.	£25	www.roys.co.uk/foodboxes	Norfolk and Suffolk	
Co-op	No. Range of regular food products	N/a	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	www.tesco.com	Country-wide	
Sainsbury's	No. Range of regular food products	N/a	www.sainsburys.co.uk	Country-wide	
Wellocks at Home	Yes. Fruit, salad, veg, pantry, deli and bakery boxes	£10+	www.wellocksathome.co.uk	Postcode checker available on website	
Food to your Home	No. Range of food products	N/a	www.foodtoyourhome.com £3 delivery charge	Postcode checker available on website	Delivered within 48 hours when ordered before 4pm

BY PHONE AND ONLINE | WHOLESALE 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+	Phone (0187 221 1533) Online – www.thecornishfoodboxcompany.co.uk	Country-wide (by courier outside of Cornwall)	
Brakes	Yes. Fruit, veg and salad options	£7+	Phone (0344 412 9985) – Call and collect mainline products from depot Online – https://www.brake.co.uk	Phone and online services are country-wide, within radius of utilised depots (5+ in England in 7+ counties)	
Creed Food Service	Yes. Meat, fruit and veg options	£22+	Phone (0145 285 7555) Online – www.creedfoodservice.co.uk	Gloucestershire, within radius of depot	
Darts Farm	Yes. Meat, fruit, veg and salad options	£11+	Phone – dedicated line for over 70s (0139 287 8209) Online – www.dartsfarm.co.uk	Country-wide (by Royal Mail and UK Mail)	
City Fresh	Yes. Meat, fruit and veg options	£20+	Phone – (0191 487 4641) Online – www.cityfresh.co.uk	Tyne and Wear, Northumberland, within radius of depot	Cash payment can be taken on delivery
Woods Food Service	Yes. Meat, fruit and veg options	£12+	Phone – (0300 303 0112) Email – caitlin@woodsfoodservice.co.uk	Southern England, within radius of depot (8 counties near London)	

BY PHONE AND ONLINE | WHOLESALE 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	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	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	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	Dedicated vulnerable person telephone line (0800 066 2610) Online – www.wiltshirefarmfoods.com	Country-wide	
Hello Fresh	Yes. Recipe boxes including cooking instructions. Meat, fish and veg options	£30+	Online – www.hellofresh.co.uk	Country-wide	
Gousto	Yes. Recipe boxes including cooking instructions. Meat, fish and veg options	£25+	Online – www.gusto.co.uk	Country-wide	

ONLINE | ALTERNATIVE FOOD BOX

Retailer	Food Box Available	Food Box Price	Phone/Online	Geographical Coverage	Comments
Real Food Box	Yes. Meat, fruit, veg and salad options	£5+	Online – www.realfoodbox.co.uk	Cornwall	
KBK	Yes. One option includes meat and veg	£45	Online – www.kbk.co.uk	Country-wide	
New Covent Garden Market	Yes. Fruit, veg and salad options	£15+	Phone – some suppliers take telephone orders, see website Online – www.newcoventgarden.com	Greater London	Range of food suppliers can be accessed on website
All Greens	Yes. Fruit and veg options	£30+	Online – www.allgreens.co.uk	Greater London	
Pale Green Dot	Yes. Meat, fruit, veg and dairy options	£13+	Online – www.palegreendot.co.uk	Greater London, Sussex, Surrey and West Kent	
Butlers Larder	Yes. Meat, fruit, veg and cheese options	£10+	Online – www.butlerslarder.co.uk	Cumbria, Lancashire, West Yorkshire, Greater Manchester, Merseyside, Cheshire	
Dunsters Farm	Yes. Meat, fruit and veg options	£16+	Online – www.dunstersfarmshop	Greater Manchester, within radius of retailer	
Hello Groceries	Yes Meat, fruit, veg, essentials	£15.50+	Online – http://hellogroceries.co.uk/	London and Greater London	