



Department
for Environment
Food & Rural Affairs

Food for vulnerable people

Commercial food access options



Forestry Commission
England



Environment
Agency

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.

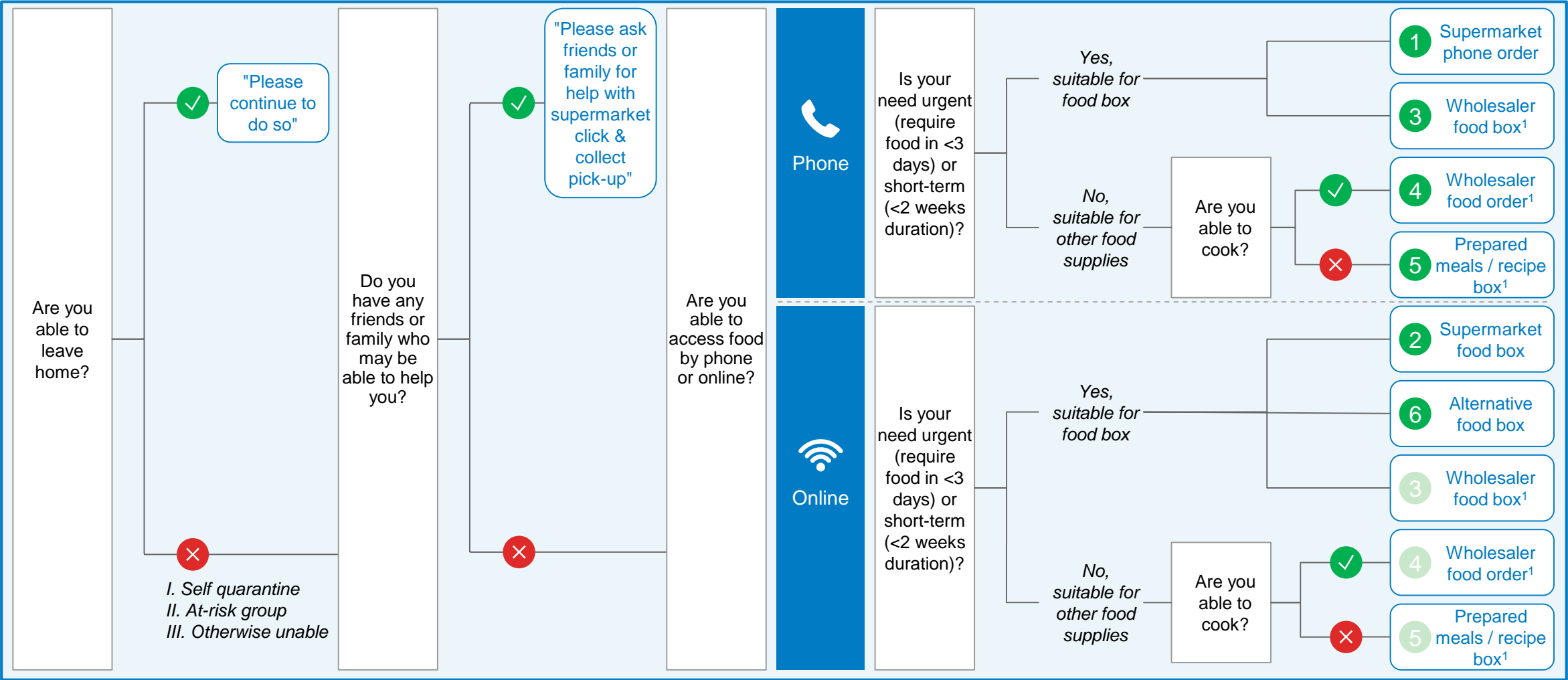
This summary has been compiled based on publicly available information, as at 29/04/2020. The list of suppliers is not exhaustive and completeness of offer or product availability cannot be guaranteed. Inclusion on this list is not a recommendation from DEFRA. The decision tree is provided as a suggestion only.

A range of options are available to meet different customer needs...

| | | 1 | 2 | 3 | 4 | 5 | 6 |
|---------------------|---|---|---|--|--|---|--|
| | | Supermarket phone order | Supermarket food box | Wholesaler food box | Wholesaler food order | Prepared meals / recipe box | Alternative food box |
| | | Food or food box delivery from supermarkets, by phone | Food box delivery from supermarkets, online | Food box delivery from wholesalers, by phone or online | Food delivery from wholesalers, by phone or online | Ready meal or meal box delivery, by phone or online | Food box delivery from other shops, online |
| Category | Potentially suitable if customer: | | | | | | |
| Access ¹ | Able to leave home | ✗ | ✗ | ✗ | ✗ | ✗ | ✗ |
| | Has friends or family who can help | ✗ | ✗ | ✗ | ✗ | ✗ | ✗ |
| | Able to use internet | ✗ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Food requirements | Need is urgent or short-term ² | ✓ | ✓ | ✓ | ✗ | ✓ | ✓ |
| | Unable to cook | ✓ | ✗ | ✗ | ✗ | ✓ | ✗ |

1. All solutions are available country-wide, within a radius of listed retailers 2. If need is urgent (<3 days) or short-term (<2 weeks), food box is potentially more suitable. If need is long-term (2+ weeks), delivery of other food supplies is potentially more suitable 3

Commercial food access options | Potential decision tree



1. Available by phone and online

By phone | Supermarket phone order

| Retailer | Food box available | Food box price | Phone/Online | Geographic coverage | Comments |
|-----------|---|----------------|---|--|---|
| Morrisons | Yes. Meat, fish, veg, prepared meals and Ramadan options | £30+ | <ul style="list-style-type: none"> Phone – dedicated line for vulnerable people (0345 611 6111, option 5) <ul style="list-style-type: none"> Call and delivery (within 10 miles of store) of essential products from store Online – www.morrisons.co.uk or via Deliveroo | Food box delivery service is country-wide; Regular delivery available within 10 mile radius of stores (498 in UK) | <ul style="list-style-type: none"> Allocated community champion per store to identify customers who need help and leaflet drop |
| Booths | Yes. Meat, fruit, veg, salad, gluten free, prepared meals, household and pet options | £6+ | <ul style="list-style-type: none"> Phone (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 | <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) | <ul style="list-style-type: none"> Additional support for vulnerable shoppers and volunteers in 600 stores in England/Wales |

Online | Supermarket food box

| Retailer | Food box available | Food box price | Phone/Online | Geographic coverage | Comments |
|---------------|---|----------------|--|---------------------|---|
| Morrisons | Yes. Meat, fish, veg, prepared meals and Ramadan options | £30+ | <ul style="list-style-type: none"> Online – www.morrisons.co.uk or via Deliveroo | Country-wide | <ul style="list-style-type: none"> Allocated community champion per store to identify customers who need help and leaflet drop |
| Aldi | Yes. Single option includes meat, fish, veg and some essentials | £25 | <ul style="list-style-type: none"> Online – www.aldi.co.uk | Country-wide | <ul style="list-style-type: none"> One box per customer Free voucher delivery |
| M&S | Yes. Meat, fruit and veg options | £15+ | <ul style="list-style-type: none"> Online – www.marksandspencer.co.uk or via Deliveroo | Country-wide | <ul style="list-style-type: none"> One box per customer Priority delivery for over 70s |
| Ocado | Yes. Single option includes fruit, veg and some essentials | £17 | <ul style="list-style-type: none"> Online – www.ocado.com | Country-wide | <ul style="list-style-type: none"> Access for existing customers only Priority delivery for vulnerable |
| Home Bargains | Yes. Single option includes meat, fruit, veg and some essentials | £24 | <ul style="list-style-type: none"> Online – www.homebargains.co.uk | Country-wide | |

By phone and online | Wholesaler food box

| Retailer ¹ | Food box available | Food box price | Phone/Online | Geographic 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) | |
| Brakes | Yes. Fruit, veg and salad options | £7+ | <ul style="list-style-type: none"> Phone (0344 412 9985) <ul style="list-style-type: none"> Call and collect mainline products from depot Online – www.brake.co.uk | Phone and online services are country-wide, within radius of utilised depots (5+ in England in 7+ counties) | <ul style="list-style-type: none"> Offering guidance for those running community hubs on website |
| Creed Food Service | Yes. Meat, fruit and veg options | £22+ | <ul style="list-style-type: none"> Phone (0145 285 7555) Online – www.creedfoodservice.co.uk | Gloucestershire, within radius of depot | <ul style="list-style-type: none"> Wider range of products available online |
| 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) | <ul style="list-style-type: none"> Free delivery for vulnerable, over 70s and those local to the farm |
| City Fresh | Yes. Meat, fruit and veg options | £20+ | <ul style="list-style-type: none"> Phone – (0191 487 4641) Online – www.cityfresh.co.uk | Tyne and Wear, Northumberland, within radius of depot | <ul style="list-style-type: none"> Cash payment can be taken on delivery |
| Woods Food Service | Yes. Meat, fruit and veg options | £12+ | <ul style="list-style-type: none"> Phone – (0300 303 0112) Email – caitlin@woodsfoodservice.co.uk | Southern England, within radius of depot (8 counties near London) | |

1. List not exhaustive but illustrates geographic coverage, including rural areas

By phone and online | Wholesaler food order

| Retailer | Food box available | Food box price | Phone/Online | Geographic 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.sunkeefoods.co.uk | Country-wide | <ul style="list-style-type: none"> 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) | <ul style="list-style-type: none"> 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) | <ul style="list-style-type: none"> 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 | Geographic coverage | Comments |
|--------------------------------|---|----------------|--|---------------------|----------|
| Apetito / Wiltshire Farm Foods | No. Prepared meal options | N/a | <ul style="list-style-type: none"> Phone (0800 077 3100) Online – www.wiltshirefarmfoods.com | Country-wide | |
| 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 | |
| Gousto | Yes. Recipe boxes including cooking instructions. Meat, fish and veg options | £25+ | <ul style="list-style-type: none"> Online – www.gusto.co.uk | Country-wide | |

Online | Alternative food box

| Retailer ¹ | Food box available | Food box price | Phone/Online | Geographic coverage | Comments |
|--------------------------|---|----------------|--|---|--|
| Real Food Box | Yes. Meat, fruit, veg and salad options | £5+ | <ul style="list-style-type: none"> Online – www.realfoodbox.co.uk | Cornwall | |
| KBK | Yes. One option includes meat and veg | £45 | <ul style="list-style-type: none"> Online – www.kbk.co.uk | Country-wide | |
| New Covent Garden Market | Yes. Fruit, veg and salad options | £15+ | <ul style="list-style-type: none"> Phone – some suppliers take telephone orders, see website Online – www.newcoventgarden.com | Greater London | <ul style="list-style-type: none"> Range of food suppliers can be accessed on website |
| All Greens | Yes. Fruit and veg options | £30+ | <ul style="list-style-type: none"> Online – www.allgreens.co.uk | Greater London | |
| Pale Green Dot | Yes. Meat, fruit, veg and dairy options | £13+ | <ul style="list-style-type: none"> Online – www.palegreendot.co.uk | Greater London, Sussex, Surrey and West Kent | |
| 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 | |

1. List not exhaustive but illustrates geographic coverage, including rural areas