



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.

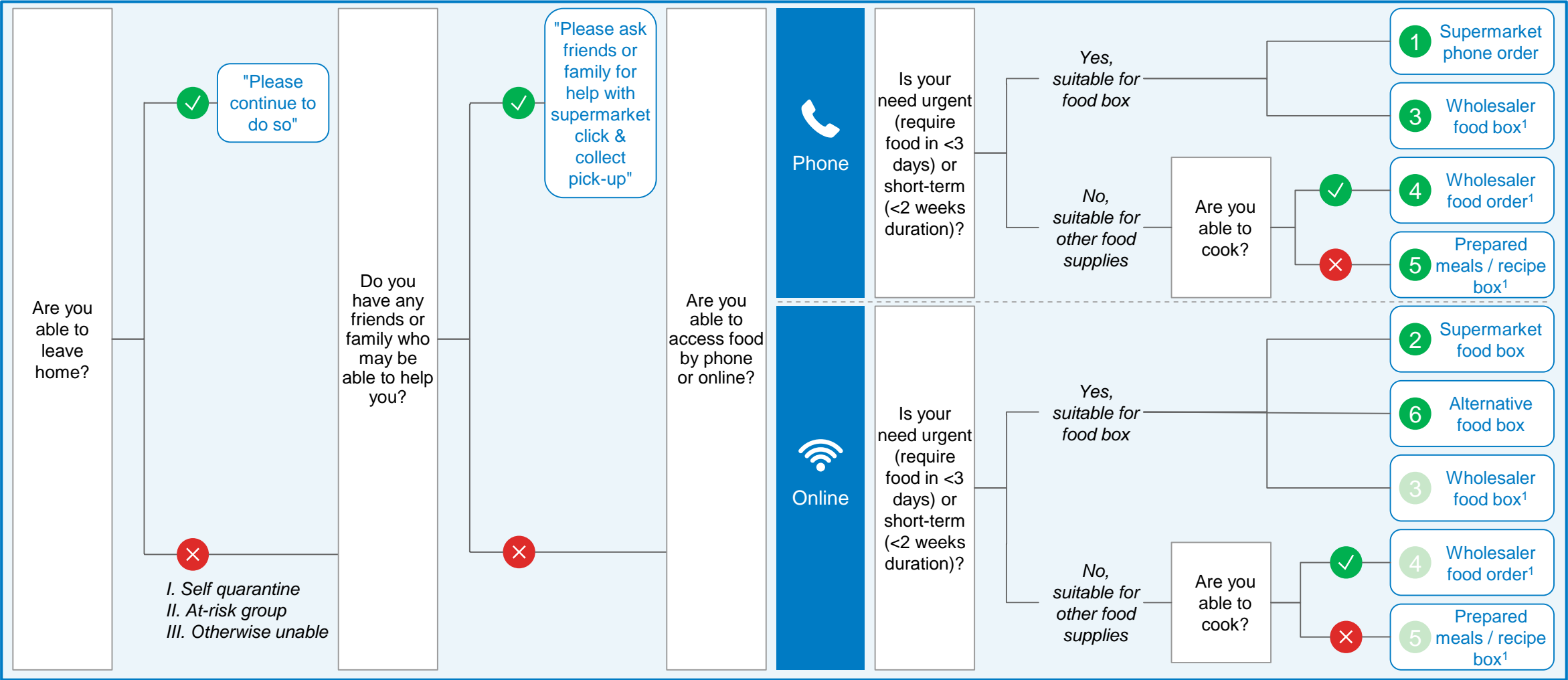
This summary has been compiled based on publicly available information, as at 29/04/2020. The list of suppliers is not exhaustive and completeness of offer or product availability cannot be guaranteed. Inclusion on this list is not a recommendation from DEFRA. The decision tree is provided as a suggestion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

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