

## **Helping Clinically Extremely Vulnerable individuals (CEVs) to make use of their priority access to supermarkets.**

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### Key Objectives

The purpose of this document is to help Clinically Extremely Vulnerable individuals (CEVs) to make use of their priority access to supermarkets.

There are seven supermarkets offering priority deliveries to Clinically Extremely Vulnerable individuals, they are:

- Asda
- Iceland
- Morrisons
- Ocado
- Sainsbury's
- Tesco
- Waitrose

The toolkit also includes information about the ways in which volunteers can shop and pay for shopping on behalf of others which is also relevant to other supermarkets and shops outside those listed above.

Other supermarkets and shops outside of the centrally organised priority access scheme are also working hard to support their vulnerable customers and local authorities will be best placed to take advantage of any local arrangements on offer.

For information on other commercial options, please refer to the [Commercial Food Options](#) guide produced in June 2020 to give guidance on food access for all vulnerable people.

## Minimum Orders and Delivery Charges

The table below sets out the minimum value of any orders and any associated delivery costs to help local authorities identify those supermarkets which may be best suited to people's individual circumstances.

<b>Supermarket</b>	<b>Small basket charge</b>	<b>Delivery cost</b>
Asda	£3 if order under £40	£1 - £6.50
Iceland	Must spend £25	£2 if order under £35 Free if order over £35
Morrisons	Must spend £40	£1.50 - £5. Delivery charges vary depending on address, and time/day of chosen slot. Customers can also choose from a monthly (from £5), 6-month (from £20) or annual (from £35) delivery pass.
Ocado	Must spend £40	£2.99 - £6.99 if order under £75 May be free if order over £75
Sainsbury's	Must spend £25	£7 if order under £40 50p - £7 if over £40 Free if order over £100
Tesco	£4 if under £40 (for delivery). Click and collect in most locations is a minimum basket of £25 to avoid £4 surcharge.	£4.50
Waitrose	Must spend £40 if placing order online and collecting in person from their local Waitrose store (some shops are offering car park collection), or £40 minimum spend for a home delivery	Free

## Ways to Place a Supermarket Order Via Telephone

The table below sets out those supermarkets and organisations which offer a telephone ordering service as an alternative to online shopping.

Organisation	Service Provided	How to Access
<b>Morrisons</b>	Doorstep Delivery Service – Morrisons have set up a new service that allow vulnerable and elderly residents to phone 0345 611 6111 and order essential food items. The order will take 24 hours to process and will be delivered by Morrisons staff. Contactless payment is made on delivery. There is no delivery charge for this service.	Call 0345 611 6111 and select option 5 to place your order. Any order placed before 5pm Morrisons will aim to deliver the next day. In order to use this service you must live within 10 miles of a Morrisons store. <a href="https://my.morrisons.com/doorstep-deliveries/">https://my.morrisons.com/doorstep-deliveries/</a> for more information.
<b>Sainsbury's</b>	For vulnerable customers who have been offered a slot and are unable to place their order online, Sainsbury's are offering a telephone ordering service.	For customers who are vulnerable and registered with Sainsbury's via the Shielding Service call 0800 917 8557 to access this service.  The general telephone order number for all other customers is 0800 328 1700
<b>Age UK</b>	Some local Age UKs offer food shopping services using supermarkets' online stores. The order is placed on behalf of the older person and delivery is made to the older person's home by the store at an agreed date and time.	You can check what is available in your area here: <a href="https://www.ageuk.org.uk/services/in-your-area/shopping/">https://www.ageuk.org.uk/services/in-your-area/shopping/</a>

## Supermarkets offering Food Boxes

The following tables sets out those supermarkets participating in the priority access scheme that have created their own food boxes.

Retailer	Food Box Available	Price	Phone/Online	Geographical Coverage	Comments
<b>Asda</b>	Currently a fruit and veg box available	£18	<ul style="list-style-type: none"> <li><a href="http://foodboxes.asda.com">foodboxes.asda.com</a></li> </ul>	Nationwide with the exception of Highlands, Scottish Islands & Northern Ireland	

<b>Morrisons</b>	Options include vegan, gluten free and vegetarian	£22+	<ul style="list-style-type: none"> <li>• Phone – dedicated line for vulnerable people as set out below (Doorstep Deliveries).</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. All box prices include next day delivery.
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There are many other commercial food box options available, although these are not offering priority delivery slots for the Clinically Extremely Vulnerable. Please refer to the [Commercial Food Options](#) guide provided in June for more information on these options.

### Setting up a Supermarket Account

The following links will enable individuals to check the delivery coverage of different supermarkets and/or register for online shopping.

Supermarket	Check delivery is available in your area	Link to create an account
Asda	<a href="https://groceries.asda.com/">https://groceries.asda.com/</a>	<a href="https://www.asda.com/register">https://www.asda.com/register</a>  Asda are currently unable to offer priority access to new CEV.
Iceland	<a href="https://www.iceland.co.uk/book-delivery">https://www.iceland.co.uk/book-delivery</a>	<a href="https://www.iceland.co.uk/account/register">https://www.iceland.co.uk/account/register</a>
Morrisons	<a href="https://accounts.groceries.morrisons.com/auth-service/sso/check-postcode">https://accounts.groceries.morrisons.com/auth-service/sso/check-postcode</a>	If Morrisons delivers to your area the postcode checker will automatically take you to the registration page
Ocado	n/a	Ocado are currently at full capacity but are committed to continuing support for customers who they know are vulnerable or shielding
Sainsbury's	<a href="https://www.sainsburys.co.uk/gol-ui/CheckPostcode?langId=44&amp;storeId=10151">https://www.sainsburys.co.uk/gol-ui/CheckPostcode?langId=44&amp;storeId=10151</a>	<a href="https://www.sainsburys.co.uk/shop/LogonView/Identifier">https://www.sainsburys.co.uk/shop/LogonView/Identifier</a>
Tesco	n/a	<a href="https://secure.tesco.com/account/en-GB/register">https://secure.tesco.com/account/en-GB/register</a>
Waitrose	n/a	<a href="https://www.waitrose.com/ecom/registration">https://www.waitrose.com/ecom/registration</a>

## Supermarket Payment Options for Volunteers

There are various ways that you can have volunteers pay for your shopping.

This section includes information on all major supermarkets, as priority delivery slots are not relevant to in-store shopping.

Payment option	How to access	Where can I use it	Comments
Supermarket e-gift voucher	Purchase on-line/by telephone	Asda, Morrisons, Tesco, Waitrose, Marks & Spencer, Aldi,	You will need access to a printer to print off the voucher before it can be used (Aldi are sending out paper versions of their vouchers and you can show the Waitrose voucher on your phone instead of printing it).
Supermarket plastic voucher	Friends/family to purchase instore and give or send to you for sharing with volunteer	Asda, Morrisons, Sainsbury's, Waitrose, Marks & Spencer	Can be topped up online
Pre-paid cards	Currently only if you already have one	Any shop taking Visa or Mastercard	Defra is working with card issuers to make these more available
Grocery Choice evoucher	Provided by Local Authorities at their discretion	Asda, Sainsbury's, Tesco, Waitrose, Marks & Spencer	Only Local Authorities can top up the card
Cash	Up to £45 can be given to an NHS volunteer responder to use in shops	Any shop currently accepting cash	This is only to be used as a last resort if all other options have been exhausted

## Voucher Options by Supermarket

Supermarket	E-voucher available?	Physical voucher available?	E-voucher information	Physical voucher information
Aldi	Yes	Yes	<a href="https://www.buyatab.com/custom/aldi-uk/">https://www.buyatab.com/custom/aldi-uk/</a> . -You need to enter your own email address or your volunteer's to set up	<a href="https://vouchers.aldi.co.uk/">https://vouchers.aldi.co.uk/</a> - can be bought online and will be posted to you
Asda	Yes	Yes	<a href="https://cards.asda.com/the-volunteer-shopping-card">https://cards.asda.com/the-volunteer-shopping-card</a> The card can be printed out at home or emailed to the volunteer to use	<a href="https://cards.asda.com/gift-cards">https://cards.asda.com/gift-cards</a> - can be redeemed online or in store

M&S	Yes	Yes	<a href="https://www.marksandspencer.com/we-re-all-in-this-together-volunteer-e-gift-card/p/gcp60282075">https://www.marksandspencer.com/we-re-all-in-this-together-volunteer-e-gift-card/p/gcp60282075</a> -You need to enter your own email address or your volunteer's to set up	<a href="https://www.marksandspencer.com/l/gifts/gift-cards">https://www.marksandspencer.com/l/gifts/gift-cards</a>
Morrisons	Yes	Yes	<a href="https://morrisonscashstar.com">https://morrisonscashstar.com</a> – Morrisons do not have a specific volunteer shopping card, but a e-gift voucher can be used instead	<a href="https://morrisonscashstar.com">https://morrisonscashstar.com</a> - can be redeemed online or in store
Sainsbury's	Yes	Yes	<a href="https://www.sainsburysgiftcard.co.uk/">https://www.sainsburysgiftcard.co.uk/</a> The card needs to be emailed to the volunteer to use	<a href="https://www.sainsburysgifts.co.uk/sainsburys_gift_cards.html">https://www.sainsburysgifts.co.uk/sainsburys_gift_cards.html</a> - can only be redeemed in store
Tesco	Yes	No	<a href="https://www.tescogiftcards.com/order">https://www.tescogiftcards.com/order</a> The card needs to be emailed to the volunteer to use	
Waitrose	Yes	Yes	<a href="https://johnlewisgiftcard.com/JohnLewisWaitrose/ByEmail/JohnLewisWaitrose/ChooseProduct?productGroup=All%20Cards">https://johnlewisgiftcard.com/JohnLewisWaitrose/ByEmail/JohnLewisWaitrose/ChooseProduct?productGroup=All%20Cards</a> The card needs to be emailed to the volunteer to use. It can be redeemed online or via telephone by calling 0330 123 0350	<a href="https://johnlewisgiftcard.com/JohnLewisWaitrose/ByPost/JohnLewisWaitrose/ChooseProduct?productGroup=All%20Cards">https://johnlewisgiftcard.com/JohnLewisWaitrose/ByPost/JohnLewisWaitrose/ChooseProduct?productGroup=All%20Cards</a> – can be redeemed online, in store or via telephone by calling 0330 123 0350