

## Setting up a supermarket account

The following table provides details of how you can register for online shopping and how to check supermarket delivery coverage

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>
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	<a href="https://www.ocado.com/webshop/postcodeCheck.do">https://www.ocado.com/webshop/postcodeCheck.do</a>	Ocado are not currently accepting new account registrations
Sainsburys	<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>

### Priority delivery slots

Estimated lag time between registration and priority-access account activation

Supermarket	Details
Asda	
Iceland	1 day – 7 days
Morrisons	
Ocado	1 day – 7 days
Sainsbury's	2 days – 6 days
Tesco	2 days – 4 days
Waitrose	

### Supermarket payment options for volunteers

Volunteers can help you with your shopping. The table below includes information on all the major supermarkets and shows how volunteers can pay for your shopping.

For a comparison of the different payment options and more information, [visit the Which? website](#).

Payment option	How to access	Where can I use it	Comments
Supermarket e-gift voucher	Purchase on-line/by telephone	Aldi, Asda, Morrisons, Marks & Spencer, Tesco, Waitrose	You may 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, Iceland, Marks & Spencer, Morrisons, Sainsbury's, Waitrose	Can be topped up online
Banks' volunteer cards	Starling card is online only. Natwest, RBS and Ulster cards can be ordered over the phone.	Natwest, RBS, Starling Bank, Ulster Bank	
Pre-paid cards	Purchase online	Any shop taking Visa or Mastercard	
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://morrisons.cashstar.com">https://morrisons.cashstar.com</a> Morrisons do not have a specific volunteer shopping card, but an e-gift voucher can be used instead	<a href="https://morrisons.cashstar.com">https://morrisons.cashstar.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.sainsburysgiftcard.co.uk/">https://www.sainsburysgiftcard.co.uk/</a> Can only be redeemed in store
Tesco	Yes	No	<a href="https://www.tescogiftcards.com/">https://www.tescogiftcards.com/</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

## Food Options

### Supermarkets: minimum orders and delivery charges

The following table sets out the minimum value of any orders and any associated delivery costs to help you identify those supermarkets which may be best suited to your circumstances.

Note: during the Christmas period delivery charges are likely to change. The figures below may not be the most up-to-date information.

Supermarket	Small basket charge	Delivery cost
Asda	£3 charge if order under £40	£1 - £7
Iceland	Minimum spend: £25	£2 if order under £35 Free if order over £35
Morrisons	Minimum 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	Minimum spend: £40 (£90 between 20 <sup>th</sup> and 24 <sup>th</sup> December)	£2.99 - £6.99 if order under £75 Free for certain orders over £75
Sainsbury's	Minimum spend: £25	£7 if order under £40 £2 - £4.50 if over £40 Free if order over £100
Tesco	Minimum spend: £25 Click and collect in most locations is a minimum basket of £25 to avoid £4 surcharge.	£4.50 - £5.50
Waitrose	Minimum spend: £40 if placing order online and collecting in person from their local Waitrose store (some shops are offering car park collection), and for a home delivery	Free

## How to place a supermarket order by telephone

The following table shows details of the supermarkets and organisations offering a telephone ordering service as an alternative to online shopping.

Organisation	Service Provided	How to Access
<b>Morrisons</b>	Doorstep Delivery Service – Morrisons have a service that allows vulnerable and elderly residents to phone 0345 611 6111 and order from a list of 47 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 15 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 (online/phone)

The following tables show the supermarkets that have created their own food boxes.

Retailer	Food Box Available	Price	Phone/Online	Geographical Coverage	Comments
Asda	Options include fruit and veg, complete food box bundle and mealtime box	£17+	Online – <a href="http://www.foodboxes.asda.com">www.foodboxes.asda.com</a>	Nationwide with the exception of Highlands, Scottish Islands & Northern Ireland	
Morrisons	Options include vegan, gluten free and vegetarian	£22+	Online – <a href="http://www.morrisons.com">www.morrisons.com</a> or via Deliveroo  If you order before 3pm, you may be able receive next-day delivery, depending on where you live	Food box delivery service is country-wide.	
Roys	Meat and gluten free boxes available	£25	<a href="http://www.roys.co.uk/foodboxe">www.roys.co.uk/foodboxe</a> <a href="#">s</a>	Norfolk and Suffolk	Minimum spend: £30
Wellocks at Home	Fruit, salad, veg, pantry, deli and bakery boxes	£10+	<a href="http://www.wellocksathome.co.uk">www.wellocksathome.co.uk</a>	Postcode checker available on website	

## Prepared meals/recipe boxes (online)

Retailer	Food Box Available	Price	Phone/Online	Geographical Coverage
Hello Fresh	Recipe boxes including cooking instructions. Meat, fish and veg options	£30+	Online – <a href="http://www.hellofresh.co.uk">www.hellofresh.co.uk</a>	Country-wide
Gousto	Recipe boxes including cooking	£25+	Online – <a href="http://www.gusto.co.uk">www.gusto.co.uk</a>	Country-wide

	instructions. Meat, fish and veg options			
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#### Wholesaler food boxes (online/phone)

Retailer	Food Box Available	Price	Phone/Online	Geographical Coverage
Cornish Food Box Company	Meat, fish, fruit and veg options	£10+	Phone (0187 221 1533) Online – <a href="http://www.thecornishfoodboxcompany.co.uk">www.thecornishfoodboxcompany.co.uk</a>	Country-wide (by courier outside of Cornwall)
Brakes	Fruit, veg and salad options	£7+	Phone (0344 412 9985) – Call and collect mainline products from depot Online – <a href="http://www.brake.co.uk">www.brake.co.uk</a>	Phone and online services are country-wide within radius of utilised depots.
Creed Food Service	Meat, fruit and veg options	£22+	Phone (0145 285 7555) Online – <a href="http://www.creedfoodservice.co.uk">www.creedfoodservice.co.uk</a>	Country-wide
Darts Farm	Meat, fruit, veg and salad options	£11+	Phone – dedicated line for over 70s (0139 287 8209) Online – <a href="https://www.dartsfarm.co.uk/online-store/home-delivery">https://www.dartsfarm.co.uk/online-store/home-delivery</a>	East Devon
City Fresh	Meat, fruit and veg options	£20+	Phone (0191 487 4641) Online – <a href="http://www.cityfresh.co.uk">www.cityfresh.co.uk</a>	North East

#### Alternative food boxes (online)

Retailer	Food Box Available	Price	Phone/Online	Geographical Coverage	Comments
Real Food Box	Meat, fruit, veg and salad options	£5+	Online – <a href="http://www.realfoodbox.co.uk">www.realfoodbox.co.uk</a>	Cornwall	
KBK	One option includes meat and veg	£45	Online – <a href="http://www.kbk.co.uk">www.kbk.co.uk</a>	Country-wide	

New Covent Garden Market	Fruit, veg and salad options	£15+	Phone – some suppliers take telephone orders, see website Online – <a href="http://www.newcoventgarden.com">www.newcoventgarden.com</a>	Greater London	
All Greens	Fruit and veg options	£30+	Online – <a href="http://www.allgreens.co.uk">www.allgreens.co.uk</a>	Greater London	
Pale Green Dot	Meat, fruit, veg and dairy options	£13+	Online – <a href="http://www.palegreendot.co.uk">www.palegreendot.co.uk</a>	Greater London, Sussex, Surrey and West Kent	
Butlers Larder	Meat, fruit, veg and cheese options	£10+	Online – <a href="http://www.butlerslarder.co.uk">www.butlerslarder.co.uk</a>	Cumbria, Lancashire, West Yorkshire, Great Manchester, Merseyside, Cheshire	
Dunsters Farm	Meat, fruit and veg options	£16+	Online – <a href="http://www.dunstersfarm.shop">www.dunstersfarm.shop</a>	Greater Manchester, within radius of retailer	
Hello Groceries	Meat, fruit, veg and essentials	£15.50	Online – <a href="http://www.hellogroceries.co.uk">www.hellogroceries.co.uk</a>	London and Greater London	

## Other support for vulnerable people

### Priority shopping hours

Supermarket	Details
Aldi	Vulnerable customers can shop half an hour before stores open (typically 7.30 – 8am). In England nothing can be purchased in this half an hour, it is browsing only.
Asda	No priority hours
Iceland	No priority hours
M&S	Customers who feel they need the support can use the link below to book a time to shop: <a href="https://www.marksandspencer.com/c/book-and-shop">https://www.marksandspencer.com/c/book-and-shop</a>



	If a queue has formed when they arrive at the store for their booked shopping slot, the customer will be able to skip the queue and go directly inside to start shopping.
Morrisons	No priority hours for vulnerable. Key works have priority from 6am to 7am Monday to Saturday, and from 9am to 9.30am on Sunday.
Ocado	N/A
Sainsbury's	Elderly, vulnerable and disabled customers still have priority entry from 08.00 to 09.00 Monday, Wednesday and Friday.  NHS and care workers also still have priority entry from 07.30 to 08.00 Monday to Saturday.
Tesco	Most larger stores are still operating protected in-store hours for vulnerable customers. Please contact your local Tesco to find out more.
Waitrose	On Monday, Wednesday and Friday, the first hour of trading is specifically prioritised for elderly and vulnerable customers. Volunteers and carers are included (e.g. if they show an NHS volunteer card).

### The Sunflower Lanyard scheme

The sunflower lanyard acts as a discreet sign that the wearer has a hidden disability and may need additional support while shopping in stores. Customers who are exempt from wearing a face covering or struggle with social distancing can also identify themselves through the wearing of such an identifier. You can collect a sunflower lanyard from the customer service desk

The following supermarkets are active participants in the sunflower lanyard scheme:

- Marks & Spencer
- Morrisons
- Sainsbury's
- Tesco