

Supermarket online delivery for older and vulnerable people

| Supermarket | Home delivery prioritisation | How to access home delivery | Shopping on behalf of this group of people | Source | Contacted | Contacted |
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| Aldi | Don't do home delivery. | N/A | Don't seem to be offering this option | Aldi website | N/A | N/A |
| Amazon | Restricting warehouse stock to essentials including household essentials. Only items in the Prime exclusive pantry service are available for delivery in East Sussex. | In the normal way if you are an Amazon Prime member. | N/A | Amazon website | N/A | N/A |
| Asda | They are working to increase their capacity. Delivery slots will only show for the next two weeks. | In the normal way. | Don't seem to be offering this option | Asda website | NEED TO CONTACT | |
| Coop | They are increasing capacity as much as they can and limiting the number of items that can be delivered to 20 items. | In the normal way. | Mon to Sat from 8-9am and 10-11am on Sun | Coop website | Contacted press team, passed to public affairs who responded | Donating £1.5 million of food to hunger fighting charity. Encourage orgs to register (there is local centre in Brighton); Engaging with the government about supporting vulnerable people; Health app can be used to deliver prescriptions etc. |
| Iceland | They are working to increase capacity. | In the normal way. | First hour of trading | Iceland website | Contacted press team; no response yet | TBC |
| Lidl | Don't do home delivery. | N/A | Don't seem to be offering this option | Lidl website | N/A | N/A |
| M&S | Food ordering service suspended | N/A | Mon and Thurs for the first hour of opening | Twitter feed | N/A | N/A |
| Morrisons | They are extending their home delivery service and people can order through Amazon Prime Now too. They are introducing an online food box ordering scheme that will be delivered by DPD. | In the normal way. If there are no delivery slots available you are placed in a queue when you visit the website. | Don't seem to be offering this option | Morrison's website and press website | Contacted press team; no response yet | TBC |

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| Ocado | <p>Customers identified as vulnerable will be prioritised. They expect to receive the government's vulnerable people list soon to cross-reference with their customer base.</p> <p>New customers can't currently book a delivery. They are working to increase capacity and will contact new customers when they can start booking deliveries.</p> | <p>Existing customers should log in as usual. If you are concerned you may not have been identified as extremely vulnerable you should visit gov.uk and register on the Government database.</p> | N/A | Ocado website | Contacted press team; no response yet | TBC |
| Sainsbury's | <p>Existing older, disabled and vulnerable customers have priority over all delivery slots. They aren't accepting new website registrations or delivery pass applications at this time.</p> <p>WH Smiths stores in hospitals are increasing their grocery range from Sainbury's.</p> | <p>If you live in England and you are extremely vulnerable you can access priority home delivery by visiting gov.uk and registering on the Government database. Once you are registered, Sainbury's will be in touch to let you know when you can book home delivery slots on their website.</p> <p>Telephone shopping is available to vulnerable adults who have no access to the internet to do online shopping (0800 3281700 option 1) <i>[Info from HSCC]</i>.</p> | Mon, Weds, Fri from 8-9am | Sainsbury's website | Contacted area manager for Sussex and Surrey; no response yet | TBC |
| Tesco | <p>They are looking to increase the number of delivery slots available. As these increase, they will set aside more slots for the most vulnerable customers.</p> | <p>In the normal way for the moment.</p> | Mon, Weds, Fri from 9-10am (excluding Express stores) | Tesco website | Contacted press team and had a response | Increasing capacity; encouraging people to shop in store if they can; Gov asked to prioritise delivery slots for vulnerable without support networks. They will do this and when they have the database they will contact customers. Will get back in touch with more details when they have them. |
| Waitrose | <p>Existing older and vulnerable customers will soon be offered priority access to delivery slots. They are looking too at how they</p> | <p>They are asking that customers wait to hear from them, rather than getting in touch. They are not able to</p> | First hour of opening every day | Waitrose website | Contacted community team who said to contact | Created £1 million fund for o stores to manage locally, to support local organisations and individuals at risk within |

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| | can reach those on the list of vulnerable people that the government will share with retailers. | arrange delivery slot bookings over the phone. | | | individual stores. NEED TO MAKE CALLS | their communities, so need to contact individual stores. |
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