



Department
for Environment
Food & Rural Affairs

OFFICIAL - SENSITIVE

Access to Supermarket Delivery Slots for Non-shielded Vulnerable People

What is the service?

Defra has secured access to a number of priority online delivery slots with Tesco and Iceland for vulnerable people who can afford food and can shop online, but are having difficulty accessing food because they are self-isolating, are following enhanced social distancing or because support services they normally rely on aren't available, and they don't have friends, family or neighbours available to help.

Local Authorities and a select group of charities who join the scheme are provided with access to a defined number of delivery slots for their area and have the ability to refer those most in need to enable them to book supermarket deliveries. This is in addition to the existing offers for the shielded population.

Around 100 LAs and a number of national charities are already actively using this service to enable eligible people in their areas to gain access to food deliveries - helping them to help their communities - and we would like to extend this further.

To get involved, please email: Covid19_referrals_to_retailers@defra.gov.uk, to request the Expression of Interest (EOI) form.

Onboarding Process

Once an LA returns a completed EOI form, they will then be given access to a dedicated web portal to follow the onboarding process, as soon as they are ready.

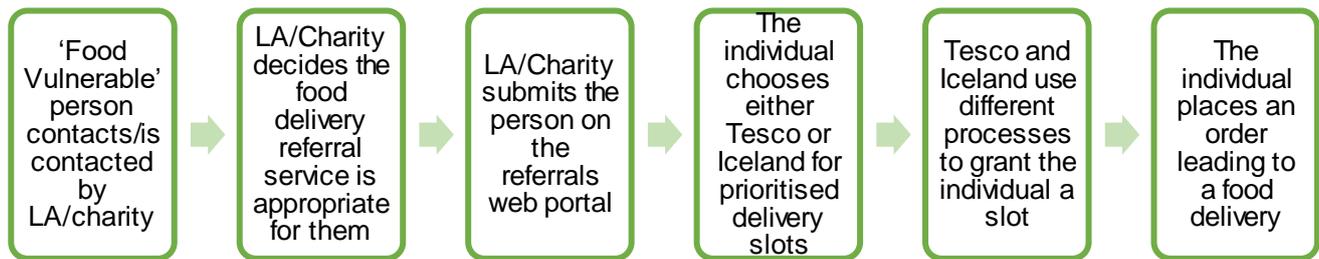
Referring Vulnerable People

As soon as all steps on the onboarding process are complete, the LA will be able to refer vulnerable members of their community for delivery slots. A triage framework is provided as an aide for LAs to help them prioritise requests for the limited number of delivery slots available for those in the greatest need.

Individuals are given a choice between Tesco and Iceland for their shopping.

- Tesco – prioritised delivery slots can be booked online by people who are referred by the LA / charity, via their own Tesco groceries account.
- Iceland – a passphrase is generated by the LA and sent to the vulnerable person. They can then use this on the Iceland grocery website to secure a priority delivery slot.

An overview of the key steps in the referral process is below:



For any queries about the referrals scheme or how to join, please contact:

Covid19_referrals_to_retailers@defra.gov.uk.