

Accessing priority supermarket deliveries– Key Facts and FAQ

Key Steps in the process

- CEVs should register their needs via the National Shielding Support Service (NSSS) using the following link: <https://www.gov.uk/coronavirus-shielding-support>
- Individuals will be asked for a range of personal details before moving on to questions about their support needs.

The webform collects the following information:

- Who is completing the form? (Selection from 'myself' or 'someone else')
 - The individual's postcode (Free text but must be a valid UK postcode format)
 - Is the person CEV? (Yes or No)
 - NHS Number (Specified format)
 - First, Middle and last Name (Free text)
 - Date of Birth (Date format)
 - Address (Free text)
 - Is there someone who you can rely on to go shopping for you if you need them to? (Selection from Yes or No)
 - *If answered no to previous question:* Do you want access to priority supermarket deliveries? (Selection from Yes or No)
 - Do you need someone to contact you about local support that might be available? (Selection from 'Yes, I need someone to contact me' or 'No, I already have the support I need')
 - Email, Phone number for texts and calls (Valid Email and Phone number formats)
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- Priority supermarket deliveries are only available to those who have no one to rely on to go shopping for them. If CEVs answer yes to "Do you have someone to rely on to go shopping for you" they will not be shown the supermarket question and will not be able to request priority access.
 - Once someone answers yes to 'Do you want access to priority supermarket deliveries?' and their details have been validated, i.e. they are confirmed as CEV and eligible for the service (should receive confirmation same day as registration) details of those individuals who requested a slot are passed to the supermarkets on a daily basis.
 - The frequency with which supermarkets run matching exercises of the NSSS list against their customer database varies with the upper end of this range being weekly. The supermarkets only match details against their customer databases. It is therefore very important that CEVs set up accounts with the supermarkets as soon as possible. It is also important that they register for an account with the supermarket using the same email address or contact details as they used to register on the NSSS to enable successful matching.

- CEVs can set up accounts with supermarkets **before or after** registration on the NSSS, but they won't be matched by supermarkets until customer accounts exist.
- **The 6 supermarkets currently participating in the NSSS scheme are: Iceland, Morrisons, Ocado, Sainsbury's, Tesco and Waitrose.**
- **Asda are not currently accepting new referrals from the NSSS. However, they are continuing to offer priority supermarket deliveries to CEV individuals who have already been matched on their system and accessed delivery slots.**
- Matching should happen within one week (although in some cases it may take slightly longer) of them registering on the NSSS, provided they have a supermarket account set up. Supermarkets should reach out to those customers informing them that they have been matched and will now be able to access priority slots. If this does not happen within 7 days, the CEV individual may wish to contact the supermarket directly to clarify.
- Once matched, the individual will then need to go online and access their account, book a slot and submit an order in the normal way.

Top tips for registering

- CEVs can set up accounts with supermarkets before or after registering on the NSSS but they must do so as soon as possible otherwise there will be delays in the matching process.
- CEVs can set up accounts with as many of the 6 supermarkets as they want to maximise the chance of being able to access a slot when they need it (although delivery charges and minimum basket charges will vary – see supermarket toolkit for further details)

Frequently Asked Questions

How do CEVs get access to priority supermarket deliveries?

If the CEV registered on the previous system and accessed a delivery slot they will retain their priority access. If they did not register on the previous system they can register on the National Shielding Service System (NSSS) which is now in operation and can be found here: <https://www.gov.uk/coronavirus-shielding-support>

The system enables CEV individuals who require support accessing food to register themselves or be registered by local authorities on their behalf for priority supermarket deliveries. Once an individual has registered on the NSSS and requested priority access to priority supermarket deliveries their details will be shared with the participating supermarkets (Sainsburys, Tesco, Ocado, Waitrose, Morrisons, Iceland) and they should be able to access a delivery slot if they're an existing online customer or set up an online account by signing up as a new customer.

Once someone has registered on the National Shielding Support Service site and asked for priority supermarket deliveries, how quickly will they get access to them?

Matching individuals who have requested priority supermarket deliveries can only happen when the customer has signed up for an account with the supermarket, using the same email address they used to register on the National Shielding Service site. We are unable to guarantee that a customer will be matched with their supermarket preference and so customers may prefer to set up an account with more than one supermarket to maximise their chances of being matched and being able to book suitable delivery slots.

Data is fed daily to supermarkets, and it is up to each supermarket as to how frequently they match this data, with the upper end of this range being weekly. Hence, once an individual has both registered with the National Shielding Service site and registered for an account with a supermarket, matching should happen within one week (although in some cases it may take slightly longer). However, this timeline may vary at busy times, especially in the run-up to Christmas.

Will CEVs retain their priority supermarket deliveries when the lockdown ends?

CEV individuals who require support accessing food can register for priority supermarket deliveries and will retain them when the lockdown ends.

Do CEVs need to reregister on the new system for access to priority supermarket deliveries?

If a CEV registered on the previous registration system and accessed a delivery slot they will keep priority access and do not need to re-register on the new system. If a CEV registered on the previous system but did not make an online order and now wish to do so, they should register again with the new registration system.

When CEVs have registered through the NSSS for access to priority supermarket deliveries, will there be confirmation of next steps?

Once people submit a form to the website they are shown a screen advising them that registration is complete and that they will receive an email/text/letter sent the same day telling them whether they're eligible and advising them when they can expect any support they've asked for. This included advice telling that they need to set up an account with one or more of the 6 participating supermarkets if they haven't already done so.

What if a CEV needs priority supermarket access but needs to use someone else's supermarket account to access priority deliveries, for example because the CEV is a child using a parent's account?

The matching process will primarily use contact details such as an email address to match CEVs to priority slots. If the CEV is unable to open a supermarket account, then the email address of the person whose account they are using should be submitted through the NSSS webform. This will then enable matching to a valid supermarket account that is registered under the same email address.

How will the supermarkets know who is priority?

The supermarkets receive data from the National Shielding Support Service (NSSS – the website where they requested access to priority supermarket deliveries) on a daily basis. They will compare these details against their customer database and identify those CEV who will need access to priority deliveries. In order for this matching process to take place, the CEV must set up an account with supermarket (s). The supermarkets should reach out to those customers informing them that they have been matched and will now be able to access priority slots. If this does not happen within 7 days the CEV individual may wish to contact the supermarket directly to clarify.

What does ‘priority’ mean in practice?

Although different supermarkets operate slightly differently from each other, ‘priority’ broadly means that matched CEVs will be able to see more slots than non-priority access customers can, and therefore are more likely to be able to access a slot sooner.

Once a CEV has access to priority supermarket deliveries, how quickly will they get a delivery?

Once a CEV has been granted priority access they will need to go on to the supermarket’s own website to check the availability of slots and book one. The number of slots available may vary by supermarkets so they may want to create an account with more than one supermarket to maximise their chances of accessing a slot when they need it.

When are new slots released?

Different supermarkets have different policies therefore we cannot advise when slots will be available. Once a CEV has been granted priority access they will need to go on to the supermarket’s own website to check the availability of slots and book one. The number of slots available may vary by supermarkets so they may want to create an account with more than one supermarket to maximise their chances of accessing a slot when they need it.

There doesn't seem to be any slots available

Unfortunately, we cannot guarantee the availability of slots in a given time period. CEVs may need to create an account with more than one supermarket and regularly check the system for a slot when they need it.

If the lack of slots means someone is at risk of running out of food, then the local authority may need to consider an appropriate response, for example matching the person with a volunteer who can go shopping on their behalf.

Do CEVs need to enter a reference to enable priority slots?

No. Once they have been informed by a supermarket that they have been granted priority access, when they go online to submit and order and book a slot, they should be able to view any slots available.

Are Asda taking new customers?

Asda are not currently accepting new referrals from the NSSS. However, they are continuing to offer priority supermarket deliveries to CEV individuals who have already been matched on their system and accessed delivery slots.

The 6 supermarkets currently participating in the NSSS scheme are: Iceland, Morrisons, Ocado, Sainsbury's, Tesco and Waitrose. The government will publish new guidance if this changes in the future.

Will I/CEVs get a weekly food parcel?

We will not be re-introducing government food parcels. We have moved to the local shielding framework model which recognises that LA's are best placed to assess and meet CEVs food access needs with a focus on providing support in a way that encourages independence and choice.

What if poor weather or staff sickness absence from Covid means that supermarkets cancel deliveries? How will I get food without leaving the home?

- If you are unable to access a delivery slot for whatever reason, you should firstly seek support from friends, family and neighbours. Most major supermarkets have e-vouchers or gift cards which you can buy online and which you can transfer to a person shopping on your behalf to use in-store.
- Alternatively, you can request help from an NHS volunteer responder in gaining access to food and other essential items by calling 0808 196 3646 or visiting the website: <https://volunteering.royalvoluntaryservice.org.uk/nhs-volunteer-responders-portal/isolating>.

- If you are unable to gain access to food through either of these routes, you should contact your local authority to see how they can help you.

What should councils do if a CEV has no family or friends to support them and is not digitally capable of online shopping?

The new locally led support model recognises that councils are best placed to assess and meet CEVs food access needs with a focus on providing support in a way that encourages independence and choice.

- Councils could support individuals who need help to use online deliveries, for example if they lack confidence in using the internet, by signposting or referring to local voluntary organisation who can help them order food online; or
- Councils could signpost to NHS Volunteers to help with shopping or refer the CEV to local voluntary partners or networks to help.
<https://volunteering.royalvoluntaryservice.org.uk/nhs-volunteer-responders-portal/isolating>.
- Councils could consider referral to food charities or local welfare schemes operating in your area (for example food vouchers) where CEVs cannot afford to do their food shopping online.
- If these options are unable to meet the CEV's food need only then would we expect councils to consider direct food support on an exceptional basis.

Delivery charges and minimum basket orders are creating a barrier for CEV's on the lowest incomes from accessing online shopping. What is the government doing to support this group?

The focus of the shielding framework is on helping CEV individuals maintain independence and choice wherever they can.

Over £32 million is being given to local Councils to enable them to provide support to Clinically Extremely Vulnerable people who need it for the 28 day period that the restrictions are in force. Funding is weighted by the number of CEVs on the Shielded Patient List who live within the local authority boundaries.

Councils are expected to use a triage process as set out in the Local Framework which targets support on the most vulnerable, ensuring that all CEVs who have been advised to shield have access to food. Where a CEV individual for whatever reason does not feel online shopping is right for them and is unable to rely on friends and family, councils may wish to consider alternative routes including but not limited to;

- Signposting to NHS Volunteers to help with shopping or refer the CEV to local voluntary partners or networks to help.

- Referral to food charities or local welfare schemes operating in your area (for example food vouchers) where CEV cannot afford to do their food shopping online.
- If these options are unable to meet the CEV's food need only then would we expect councils to consider direct food support on an exceptional basis.

What should we (LA) do if an individual is asking us for support with food due to Covid but is not eligible to register on the NSSS.

DEFRA lead an initiative to provide access to select supermarket delivery slots for non-shielded vulnerable people which operates on a separate basis to the NSSS. Councils and select 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 with the participating supermarkets (Tesco and Iceland). If your local authority has not yet signed up, then you may want to email Covid19_referrals_to_retailers@defra.gov.uk to find out more / request an Expression of Interest (EOI) form.']

Under what legislation has the government shared data with supermarkets and why?

Government takes its responsibility around data protection very seriously and has written arrangements in place governing the sharing and use of data which has been shared with or by the Government Digital Service in place. Clinically extremely vulnerable individuals who registered at <https://www.gov.uk/coronavirus-extremely-vulnerable> or via the helpline 0800 028 8327 by 17 July and indicated they needed help obtaining essential supplies had their names and contact details securely passed to supermarkets so that they could be matched against supermarket customer databases and provided with priority access to delivery slots.

The Government shared the data under legally binding written agreements with each retailer. The data that was shared is only names, contact details and status of ability to carry a parcel into their home (limited to yes or no) gathered directly from individuals by the Government Digital Service's online platform on [gov.uk](https://www.gov.uk) and automated telephone line, where people indicated they required support with food supplies/deliveries.