



# Impact of Covid -19 #2

## RiDC Consumer Panel

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### Food Vulnerability Findings

13th May 2020

[www.ridc.org.uk/news/coronavirus-useful-links](http://www.ridc.org.uk/news/coronavirus-useful-links)

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**RiDC**

Company Registered in England:  
2669868 Registered Charity No:  
1007726  
VAT Registration No:  
577 8406 92

# Background to research

Second survey to explore impact of Covid-19 was sent to 1,655 individuals on RiDC consumer panel.

- 816 completed responses (49%)
- 52 panel members do have access to internet. From the overall total, 36 surveys were completed over the phone.

Survey was sent on Monday 27<sup>th</sup> April at 5.30 pm and closed on Friday 1<sup>st</sup> May at 12 noon.

Gender	Count (n)	%	Age	Count (n)	%
Female	465	57.1%	18-24	2	0.3%
Male	342	42.0%	25-49	121	14.4%
Prefer not to say	7	0.9%	50-64	290	34.6%
			65 plus	425	50.7%

Region	Count (n)	%
London	111	13.8%
Southern England	218	27.2%
Midlands/Wales/East of England	241	30.2%
Northern England	172	21.5%
Northern Ireland	11	1.4%
Scotland	46	5.8%

	Total	n*
Received Shielded Patient Letter	<b>23.3%</b>	210
Registered on Government Vulnerable List	<b>26.5%</b>	239
Not on Government List or didn't receive Shielded Patient Letter	<b>50.2%</b>	452
• Think should be on Government Vulnerable List	<b>45.5%</b>	206
• Don't think should be on Government Vulnerable List	<b>54.5%</b>	246

\*Exceeds total responses as some individuals have received NHS Shielded Patient Letter and are on the Government Vulnerable list

# Current attitudes towards...

<b>Availability of food</b>	Don't think should be on GVL (not on GVL and SPL)	Think should be on GVL (not on GVL and SPL)	Received NHS Shielded letter (SPL)	Registered on Government Vulnerable List (GVL)
Not at all concerned %	46	23	27	22
Slightly concerned %	28	27	27	26
Somewhat concerned %	15	17	20	22
Moderately concerned %	<b>9</b>	<b>19</b>	<b>17</b>	<b>17</b>
Extremely concerned %	<b>2</b>	<b>14</b>	<b>10</b>	<b>13</b>
Total respondents (n)	244	204	210	239

<b>Affordability of food</b>	Don't think should be on GVL (not on list and no SPL)	Think should be on GVL (not on list and no SPL)	Received NHS Shielded letter (SPL)	Registered on Government Vulnerable List (GVL)
Not at all concerned %	64	46	41	39
Slightly concerned %	21	23	23	23
Somewhat concerned %	8	14	15	16
Moderately concerned %	<b>5</b>	<b>11</b>	<b>12</b>	<b>13</b>
Extremely concerned %	<b>3</b>	<b>16</b>	<b>9</b>	<b>10</b>
Total respondents (n)	244	204	210	241

# Current attitudes towards supermarkets...

Use supermarket deliveries	Don't think should be on GVL (not on list and no SPL)	Think should be on GVL (not on list and no SPL)	Received NHS Shielded letter	Registered on Government Vulnerable List
Yes %	32	43	65	69
No %	68	57	35	31
<b>Total respondents (n)</b>	<b>242</b>	<b>204</b>	<b>210</b>	<b>241</b>

Performance of supermarket deliveries	Don't think should be on GVL (not on list and no SPL)	Think should be on GVL (not on list and no SPL)	Received NHS Shielded letter	Registered on Government Vulnerable List
Extremely well %	26	22	30	32
Moderately well %	36	19	35	33
Neutral %	17	18	10	13
Poorly %	<b>18</b>	<b>23</b>	<b>12</b>	<b>10</b>
Very poorly %	<b>3</b>	<b>18</b>	<b>13</b>	<b>13</b>
<b>Total respondents (n)</b>	<b>77</b>	<b>88</b>	<b>136</b>	<b>166</b>

# Comments about poor performance in relation to supermarkets deliveries

[people who think they should be Government Vulnerable List]

- Because although we are regular online shoppers (as that is the easiest way to shop because of my disability in 'normal' circumstances) we cannot get delivery slots because I haven't had a shielding letter. There are lots of people with disabilities (e.g. visual disabilities) who may not be advised to shield but were already using home delivery to meet their shopping needs.
- Delivery slots are very difficult to obtain. My sister has been staying up until midnight to try and get me a delivery. There was a wait of 3 weeks! It arrived today. I have another delivery time booked for next week but nothing has been available after that. I telephoned Tesco and explained that I have a medical letter (2 actually) that states that I should be shielded at this time and could I access the delivery slots for such vulnerable people. I was told that I was not on their list and so, they couldn't help me.
- I cannot get a delivery slot so have had to use some of my care hours for my PA to do some shopping for me which, of course, as a direct payment recipient I'm told I must not do. Also I cannot take advantage of the hour in the morning for vulnerable people as I cannot get to the supermarket until my PA arrives to assist me. I shouldn't be risking it anyway.
- I need more than deliveries every six weeks and eighty items is not enough to last six weeks when each jacket potato or apple counts as one item. A lot of items are out of stock when you order. The food is left outside. I'm blind. How would I know where it is? I have pain but had to bend to pick it up. I had a slot late at night last time, so it was just frightening.
- It's extremely hard to get a slot, they're constantly out of stock. We are lucky because our next door neighbour does a lot to help us
- No notice taken of my age, disability and the fact that I am getting food for three of my neighbours.
- There aren't any delivery slots and no way to register online to say I'm vulnerable and couldn't shop in store before let alone now. I've been shopping with them for years but now they have left me struggling to find alternatives to get food because even at 12 midnight the new day slots open up and there are none available at all despite me being ready to push the button instantly once the day appears.
- They have improved, but initially had to fight to be put on special list, and even then difficult to get slots, spending **whole day or two just to get a slot. Past week situation much better but not normal. but spending much less time trying to get slot.**
- Could not get a priority slot as a disabled person - every time I contacted them the same response -they kept referring to the 'Gov' list yet most disabled people are not on that list and so they still have to make reasonable adjustments - in the end I got priority access by default as a 'loyal long-standing customer???'

# Comments about poor performance in relation to supermarkets deliveries

[on Government Vulnerable List/received NHS Shielded Letter]

- Although we have an account for my partner who is registered on the government site and is extremely vulnerable we are not showing up on their system as such and hence have not been able to get a delivery. We have also tried other supermarkets and NOTHING. I am having to go out and get supplies and it is very concerning for us.
- Could not get a priority slot as a disabled person - every time I contacted them the same response -they kept referring to the 'Gov' list yet most disabled people are not on that list and so they still have to make reasonable adjustments - in the end I got priority access by default as a 'loyal long-standing customer???
- Delivery slots are hard to come by and cannot alter the shopping until 2 days before delivery, this is if I can get a delivery slot. I thought to be in self-isolation they had made things easy for me to get a delivery slot but this is not the case.
- I am on the government shielded list and so far have not been offered priority slots.
- It took 4 weeks to get into their priority shopping list & slots are still difficult to get.
- They took several weeks to accept I should be treated as a vulnerable customer
- Trying to get delivery slot is dreadful. Family get us bread and daily minor items but need online delivery of main shop but lots of items not available. A code to enter to indicate vulnerable person would be good when trying to get delivery slot.
- I can't get through! I use telephone service shopping. This meant to be for disabled people and I can not get through at all.

# Visiting supermarkets...

Physically visited a supermarket over last 4 weeks	Don't think should be on GVL (not on list and no SPL)	Think should be on GVL (not on list and no SPL)	Received NHS Shielded letter	Registered on Government Vulnerable List
Yes %	72%	51%	75%	71%
No %	28%	49%	25%	29%
<b>Total respondents (n)</b>	<b>162</b>	<b>96</b>	<b>28</b>	<b>45</b>

## Don't think should be on GVL (not on list and no SPL)

Performance of supermarket deliveries	Being able to find the right product(s)	The amount of time taken to queue	Social distancing in the store	Staff wearing (PPE)	Cleanliness of trollies /baskets
Serious problem	1%	8%	3%	7%	3%
Moderate problem	22%	15%	22%	15%	11%
Minor problem	57%	41%	40%	25%	29%
Not at all a problem	21%	36%	34%	53%	58%
<b>Total respondents (n)</b>	<b>116</b>	<b>116</b>	<b>116</b>	<b>116</b>	<b>116</b>

## Think should be on GVL (not on list and no SPL)

Performance of supermarket deliveries	Being able to find the right product(s)	The amount of time taken to queue	Social distancing in the store	Staff wearing (PPE)	Cleanliness of trollies /baskets
Serious problem	6%	8%	10%	21%	6%
Moderate problem	35%	21%	17%	21%	6%
Minor problem	35%	31%	44%	19%	28%
Not at all a problem	23%	40%	40%	40%	60%
<b>Total respondents (n)</b>	<b>48</b>	<b>48</b>	<b>48</b>	<b>48</b>	<b>48</b>

# Visiting supermarkets...

## On Government Vulnerable List

Performance of supermarket deliveries	Being able to find the right product(s)	The amount of time taken to queue	Social distancing in the store	Staff wearing (PPE)	Cleanliness of trolleys /baskets
Serious problem	9%	16%	16%	31%	16%
Moderate problem	53%	44%	25%	31%	25%
Minor problem	25%	25%	44%	13%	6%
Not at all a problem	13%	16%	16%	25%	53%
<b>Total respondents (n)</b>	<b>32</b>	<b>32</b>	<b>32</b>	<b>32</b>	<b>32</b>

## Received NHS Shielded Patient Letter

Performance of supermarket deliveries	Being able to find the right product(s)	The amount of time taken to queue	Social distancing in the store	Staff wearing (PPE)	Cleanliness of trolleys /baskets
Serious problem	5%	10%	10%	24%	14%
Moderate problem	67%	48%	38%	43%	48%
Minor problem	5%	29%	29%	14%	5%
Not at all a problem	24%	14%	24%	19%	33%
<b>Total respondents (n)</b>	<b>21</b>	<b>21</b>	<b>21</b>	<b>21</b>	<b>21</b>



# Extra support...

Received weekly government food/care packages	Received NHS Shielded letter	Registered on Government Vulnerable List
Yes %	38%	28%
No %	62%	72%
<b>Total respondents (n)</b>	<b>155</b>	<b>242</b>

## Experiences of shopping at special opening hours

- Huge queues and NHS given priority, which is fine, but the NHS staff did not observe social distancing and were pushing past me and others in the shop.
- Long queues outside supermarket at the specified times for older shoppers. I don't use these times any more.
- Sainsbury's allow all to enter earlier without asking for over 70s' and health workers
- "The queue is actually longer at this time I think!! There is nowhere to sit down in the queue and I witnessed a few people who looked like they were struggling to stand for 40 mins. I asked store staff to let them in first as a reasonable adjustment and with that prompting they did so. I am a wheelchair user and I was starting to get very cold. I was confident I would talk my way in if I needed to, but others may not be able to do so. On a separate occasion (not at vulnerable hour) I witnessed another customer getting angry because a couple were going in together - it was adult who needed a carer with them and could not be left alone. The angry customer had just been refused entry with his wife (neither were disabled) and got irate with store staff, and told the other couple to go home, they wouldn't be allowed in. I stayed with the couple until I'd made sure they made it in - they didn't need any assistance thankfully."
- The queue to even get into the store was very long. No way could I get to the end of it, let alone wait in it. So gave up and went home.
- Went to a Tesco store at a time for elderly and vulnerable. people in Q clearly not elderly [and why allow vulnerable anyway when they should be isolating?] Would not allow couples to go in together [other stores do] and staff at door when policy questioned said we should not be going out in view of age [over 70] An unpleasant experience and will not shop there in future!
- We were told 8 to 9am is for older or disabled customers this isn't enforced