**A close up of a logo

Description automatically generatedCONTACT INFORMATION:**

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**Delivery accounts for one-in-three foodservice occasions during lockdown**

According to the latest Lumina Intelligence quarterly Eating & Drinking Out Panel report, delivery accounted for a third of foodservice occasions in the 12 WE 24 January 2021 – 43% when click & collect is included.

Across the 12 weeks, both delivery and click & collect purchases peaked in January. Foodservice delivery’s share peaked at 31.7% during WE 17th Jan and click & collect peaked at 20.1% during WE 24th Jan 2021.

Subsequently, food purchased on-site saw its share decline over the 12 weeks, starting at 61.9% during WE 8th November 2020 and ending the 12 weeks with a share of 45.8% during WE 24th Jan 2021.

Cafes is the leading channel for on-site purchases, driven by drink only occasions, with Costa Coffee the most popular brand amongst consumers within the channel. In contrast, quick service restaurants account for over 50% of all delivery and click & collect orders.

On a positive note for operators, average spend per consumer has increased across the 12 weeks. Average spend per order over the three months was £10.48, with the highest average spend at £12.84 for WE 10th January, compared to the lowest of £9.15 for WE 22nd November.

Treat is the main reason for consumers using out of home channels, while being too lazy to cook is the second most likely reason.

Blonnie Whist, Head of Insight at Lumina Intelligence said, *“Compared with the November lockdown, January has seen an increase in delivery and click & collect orders, as well as rising average spend. Tighter restrictions since Christmas have boosted delivery occasions, which directly correlate with on-site operator availability and consumers wanting to treat themselves during January blues.”*

Find out more about Lumina Intelligence’s Eating & Drinking Out Panel [here](https://www.lumina-intelligence.com/product/eating-and-drinking-out-panel/).

**ENDS**

**Report methodology**

The Lumina Intelligence Eating & Drinking Out panel is based on 78,000 surveys across the year, built up from a nationally representative weekly sample of 1,500 shoppers. Our comprehensive coverage includes over 900 operators from across all out of home channels – including restaurants, pubs and bars, cafes and coffee shops, fast food, bakery & sandwich, restaurants and retail channels. We cover dine-in as well as food & drinks consumed on the go, delivered, takeaway and click & collect.

**About Lumina Intelligence**

Lumina Intelligence inspires the global food and drink sector with deep, actionable insights powered by the world’s best analytics technology. Our products and services are used by the major brands and organisations in these fast moving and growing markets to support business planning, strategic marketing and new product development.

With offices in London, Chicago, Montpellier, and Singapore, and local on the ground analysts across our businesses, you can trust our market knowledge. We are committed to providing all our customers with up to date accurate information to support critical decision making.

Combining the expertise and experience of HIM, MCA Insight and Lumina Intelligence, we are the experts in market and consumer insight across the food & drink and nutrition markets.

<https://www.lumina-intelligence.com/>