

Factsheet 6: Supermarket Adjustments, Foodbanks and Wider Community Food Options

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Supermarket Adjustments and Accessibility Arrangements

Aldi

- **Shopping Hour:** NHS and emergency workers get priority in queues and also 30 minutes' early access before tills open on Sundays. Monday-Saturday elderly and vulnerable customers will have exclusive access 30 minutes before opening, browsing time only.
- **Social Distancing:** Markings, limits on numbers, Perspex screens, Sanitisation stations at the front of stores, Gloves for employees that wish to use them.
- **Home Delivery for Vulnerable:** 29 Aldi stores currently offering same day delivery service via deliveroo.
- **E-Voucher Options:** Aldi has a voucher scheme, which can be accessed at <https://vouchers.aldi.co.uk/>. They also offer a (paper) voucher scheme that can be ordered via Local authority/council.
- **Restrictions:** All restrictions have been removed
- **Other:** Aldi Essentials Food Parcel Offer - £9.99 for 21 items, only available online but currently sold out. <https://www.aldi.co.uk/food-parcels>
- **Weblink:** <https://www.aldi.co.uk/covid19>

Asda

- **Shopping Hour:** NHS and care workers have priority access Monday, Wednesday and Friday from 8am to 9am. As well as Sundays 9am to 10am for browsing.
- **Social Distancing:** Crowd control, one adult per trolley, Perspex screens
- **Home Delivery for Vulnerable:** Asda says those who are self-isolating or have additional needs should fill out the 'other information' section when placing their orders to tell delivery drivers where they would like their groceries to be left.
- **Most Vulnerable Home Delivery:** Due to the government shielding service being paused, Asda are no longer open for new registrations for Priority Customer delivery passes. Those who already have active passes can use these until 31st March 2021. However from 1st November some changes will apply including slot pricing and a small fee for orders under £40.
- **E-Voucher Options:** Volunteer shopping card available, more info at: <https://cards.asda.com/volunteer>.
- **Restrictions:** Restrictions lifted on most products.
- **Other:** Food box offers in place. Info at <https://foodboxes.asda.com/index.php>
- **Weblink:** <https://www.asda.com/feeding-the-nation>

Co-op

- **Shopping Hour:** Key workers, and elderly/vulnerable shoppers are prioritised from 8am to 9am Monday to Saturday and from 10am to 11am on Sundays in all stores.
- **Social Distancing:** Perspex screen, crowd control, floor markings, customers to stand 1m from tills, 2m spacing queue guide.

- **Home Delivery for Vulnerable:** Increased capacity, max 30 items, two hour and same day delivery on offer. Co-op food delivery is also available on Deliveroo in a number of areas.
- **E-Voucher Options:** 'Community Shopping Card' available, call 0800 029 4592 to request.
- **Restrictions:** No restrictions.
- **Other:** Running a Local Community Fund. More info at <https://blog.coop.co.uk/category/communities-locally-in-the-uk/local-community-fund/>
- **Weblink:** <https://www.coop.co.uk/coronavirus>

Iceland

- **Shopping Hour:** No priority hours currently offered for keyworkers, or elderly/vulnerable customers.
- **Social Distancing:** No info
- **Home Delivery for Vulnerable:** Iceland offering priority delivery to self-isolating students.
- **Most Vulnerable Home Delivery:** No info
- **Restrictions:** No restrictions.
- **Other:** Funding Age UK, encouraging shoppers to donate to the National Emergencies Trust
- **Weblink:** <https://www.iceland.co.uk/customer-support/contact-us>

Lidl

- **Shopping Hour:** No dedicated shopping hour
- **Social Distancing:** Crowd control system, Perspex screens
- **Home Delivery for Vulnerable:** Lidl does not deliver
- **Most Vulnerable Home Delivery:** Lidl does not deliver
- **Restrictions:** Usual household quantities allowed, limitations applied at manager's discretion
- **Other:**
- **Weblink:** <https://www.lidl.co.uk/about-us/customer-update>

Morrisons

- **Shopping Hour:** 6am-7am hour for NHS workers Mon-Sat. 9am-9.30 on Sundays.
- **Social Distancing:** Crowd control, speedy shopper queues, giving out free masks to those accessing their shops without them.
- **Home Delivery for Vulnerable:** There is a high demand for delivery slots, so we would recommend booking as far in advance as possible. The website shows all delivery slots available - unfortunately, there are no further options or slots other than those shown. If you're unable to get a Morrisons delivery slot through the website, check Deliveroo to see whether your area is covered for an essentials delivery – which could bring a limited selection of Morrisons groceries to your door within as little as half an hour of you placing the order. Amazon is also offering a same day delivery service of Morrisons groceries to Amazon Prime members, in most parts of London.

- **Most Vulnerable Home Delivery:** See information for Morrison's 'Door Step Delivery' service, in the 'Options for those without Internet Access' section.
- **E-Voucher Options:** Physical gift card/voucher available. Existing e-voucher options, and available as paper print out. Can call 0333 335 0398 to ask for physical E-voucher or paper copy. Website: <https://morrisonsonline.com/store/recipient?locale=en-gb> or email: GiftVoucher@morrisonsonline.com
- **Restrictions:** Morrison's has re-introduced buying restrictions, including a limit of three items for a range of products such as disinfectant products and toilet rolls.
- **Other:** Morrison's appears to have stopped their Food Box offer. Information will be provided if this offer is reinstated.
- **Weblink:** <https://www.morrisonsonline.com/help/coronavirus/online/>

M&S

- **Shopping Hour:** First hour of opening dedicated to old and vulnerable on Mondays and Thursdays, and NHS and all blue lights card workers on Tuesday and Friday.
- **Social Distancing:** Measures in place, not detailed online
- **Home Delivery for Vulnerable:** Now paired with Ocado, meaning you can now order M&S goods online from Ocado.
- **E-Voucher Options:** Physical gift card/voucher available. Existing e-voucher options, and available as paper print out. Have to order via website <https://www.marksandspencer.com/all-in-this-together/p/p60282075>
- **Restrictions:** No restrictions detailed online.
- **Other:** Since lockdown was eased, M&S has stopped offering their food boxes.
- **Weblink:** <https://www.marksandspencer.com/c/help/covid-19> and <https://help.ocado.com/hc/en-us/sections/360002011078-Coronavirus-COVID-19->

Sainsbury's

- **Shopping Hour:** Every Monday, Wednesday and Friday, priority entry from 08.00 to 09.00 to serving elderly customers, disabled customers and their carers. NHS and social care workers priority entry from 7.30-8am from Monday to Saturday.
- **Social Distancing:** Crowd control, Perspex screens, floor markings.
- **Home Delivery for Vulnerable:** Existing online elderly and vulnerable customers still given priority for home delivery. Currently has good delivery availability for all customers.
- **E-Voucher Options:** Physical gift card available. E-voucher available, and printable. Order via website www.sainsburysgiftcard.co.uk
- **Restrictions:** No item restrictions in place.
- **Other:** Supporting the free school meal vouchers scheme and have donated £3 million to FareShare, which they will use to distribute donated food to the people who need it most. Have made the Big Issue available online, to support the magazine's vendors at this time. Trialling uFirst app, which allows shoppers to virtually queue before entering stores.
- **Weblink:** <https://www.sainsburys.co.uk/shop/gb/groceries/working-to-feed-the-nation-/latest-information--?shoppingAreaId=Feed%20the%20Nation>

SPAR

Shopping Hour: Change in opening hours, varies for each store.

Social Distancing: Perspex screens, marks on floor, increased cleaning of baskets etc.

Home Delivery for Vulnerable: A number of stores now offering home delivery. Follow link for details on which stores <https://www.spar.co.uk/services/in-store/home-delivery>

E-Voucher Options: Most stores allowing payment over the phone at check out - allows a volunteer to go to a local store, collect the items on someone else's behalf and then payment details for the shopping can be taken over the phone by the shop assistant.

Restrictions: No information

Other: Has partnered with the Royal Voluntary Service (RVS) to help with its NHS Volunteer Responders Programme

Weblink: <https://www.spar.co.uk/>

Tesco

- **Shopping Hour:** NHS and emergency services staff allowed to go to front of queue at all times. 9am-10am on Wednesday and Sunday browsing time for elderly and vulnerable.
- **Social Distancing:** Perspex screens, queue control, floor markings, hand sanitisers for staff and customers
- **Home Delivery for Vulnerable:** The availability of Tesco delivery slots is improving but availability can vary in different areas.
- **E-Voucher Options:** Physical gift card/voucher available. E-voucher available and can be printed out. More info: <https://www.tesco.com/my/Tesco-Vouchers/>
- **Restrictions:** There is a limit of three units for flour, dried pasta, toilet roll, baby wipes and anti-bacterial wipes, and online, there are limits on some items such as rice and canned vegetables.
- **Other:**
- **Weblink:** https://www.tesco.com/help/covid-19/?icid=dchp_c1_nhshour_wk4

Waitrose

- **Shopping Hour:** First opening hour dedicated to elderly and vulnerable shoppers on Mondays, Wednesdays and Fridays. NHS and social care workers have priority access at all times (other than the first hour of opening on Mon, Wed, Fri).
- **Social Distancing:** Crowd control, floor markings, Perspex screens, protective visors for staff
- **Home Delivery for Vulnerable:** Waitrose has brought forward its cut-off time for online order changes to 12pm the day before your delivery is due, and has also pledged to give a quarter of its online delivery slots to vulnerable customers. The supermarket is trebling its Rapid Delivery service, which provides same-day delivery for up to 25 grocery items from 28 stores in Hove and London. It's reserving 40% of these slots for elderly and vulnerable shoppers.
- **E-Voucher Options:** Physical Gift card/voucher available, and E-voucher. E-voucher can not be printed. Call 0330 123 0350 for print out. Website

<https://johnlewisgiftcard.com/JohnLewisWaitrose/ByEmail/JohnLewisWaitrose/ChooseProduct?productGroup=Waitrose>

- **Restrictions:** Waitrose has set a purchase limit of two packs on a small number of items, including toilet rolls and hand sanitiser (online and in store).
- **Other:**
- **Weblink:** <https://www.waitrose.com/ecom/help-information/customer-service/coronavirus>

Wimbledon Guild

The Wimbledon Guild is providing grants in the form of supermarket vouchers to people in Merton who have been impacted by the Coronavirus. In order to be eligible, you will need to be:

- A resident of Merton
- Able to provide details of your current financial situation and need

And as part of their ongoing support for clients who have received a supermarket voucher we are working in partnership with Merton's Community Fridge to offering food parcels to people in the SW19 post codes (to avoid crossing over with partners across the borough to make sure there is a fair spread of the food).

Further information on the criteria can be found at <https://www.wimbledonguild.co.uk/how-we-help/financial-assistance/small-grants>.

Please phone 020 8946 0735, or email welfare@wimbledonguild.co.uk

Healthy Start Scheme

Families who qualify for Healthy Start get vouchers to spend on milk, plain fresh and frozen fruit and vegetables and infant formula milk. You will qualify if you are at least 10 weeks pregnant, or you have a child under four years old, **and** you and your family receive any of the following:

- Income Support
- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Child Tax Credit with a family income of £16,190 or less per year
- Pension Credit; or
- Universal Credit (but only if your family earns £408 or less per month from employment)

If you are under 18 and pregnant, you will qualify even if you do not receive any benefits. Pregnant women, women with a child under 12 months and children aged from six months to four years who are receiving Healthy Start vouchers are also entitled to free Healthy Start vitamins.

Tel: 0345 607 6823

Weblink: <https://www.healthystart.nhs.uk/>

Supermarket Delivery Options for Those without Internet Access

- **Morrisons - Doorstep Delivery**
 - Morrisons Doorstep Delivery service is available to vulnerable and elderly members of the community, unable to go shopping in-store.
 - Call **0345 611 6111** and select option **5** to place your order.
 - There is a list of essential items to choose from, attached as an appendix to this fact sheet.
 - Any order placed before 5pm they will aim to deliver the next day.
 - Contactless payment is encouraged, and if not then chip and pin is an option. Cash will not be accepted.
 - 3 item limit on any one product.

- **Sainsburys – Over the Phone Order**
 - Sainsbury's are taking phone orders. Call: **0800 917 8557**
 - The call handler will help the individual set up an online account on their behalf, and take the order and payment over the phone. No list to choose from, the items that can be chosen are the same as all Sainsbury's online delivery items.
 - Currently waiving normal £2.95 charge.
 - Orders under £40 will be charged £7 for standard delivery
 - Delivery for orders over £40 will vary between 50p-£7
 - Minimum order value £25
 - The delivery charge will be confirmed when you place your order.

Meals Delivery Service

Kommunity Kitchen

Centred around Wimbledon Park at the moment, delivering **hot**, healthy nutritious meals locally. **Free of charge**. Serving elderly, vulnerable, people reliant on foodbanks, children reliant on free school meals and keyworkers. Refer in using contact details below.

Contact Details: Email: info@kommunitykitchen.co.uk Phone: 0808 196 0722

Weblink: <https://www.kommunitykitchen.co.uk/>

Sunrise Day Care Services

Free hot lunch delivery for vulnerable people in the Mitcham area (whilst lockdown restrictions are in place). All meat halal. To refer, email client details, and any allergies or dietary requirements. Only capacity for around 10 more clients currently. Deliveries Mon-Fri, not bank holidays. N.B. If demand is no longer there, will close at the end of August.

Email: info@sunrisedaycare.org.uk

Friends in St Helier

Friends in St Helier are delivering **hot** meals to those in need in the SM4 area, using the kitchen at Oaks Court to prepare the food. The majority of customers are members of their 50 + clubs, but they are open to referrals. Week beginning 18th May they expect to provide meals on Tuesday, Wednesday & Thursday. To make distribution easier they are not collecting money but expect their members to donate £4 per meal. As referrals are for the vulnerable in the SM4 area there will only be a voluntary donation at the end of the project.

To refer, phone: 07940555273

Commonside

Commonside are working in partnership with Merton Community Transport to deliver hot meals in CR4 1 and SW17 on Mondays, Wednesdays and Fridays. Currently these are going to clients that already known, with a charge of **£5** per person for this service.

To refer, phone: 020 8764 9582 x 201 (please leave voicemail if no answer) **or**

Email: ann@commonside.net

Apetito

A **hot** meal and dessert costs approx £6.75 a day (extra £1 if you want soup as a starter) including delivery. They also offer an afternoon service which includes a sandwich, cake and fruit/yoghurt.

Phone: 01225 753 636 or 0808 274 8160

Weblink: <https://www.apetito.co.uk/meals-on-wheels>

Wiltshire Farm Foods

Orders organised online or over the phone. **Frozen** meals (including mains and desserts) are delivered ranging from approx. £3.09-£6.25/meal. Caters for all dietary requirements. Menu packs are available.

24hr customer helpline: 0800 077 3100

Weblink: <https://www.wiltshirefarmfoods.com/>

Oakhouse Foods

Range of **frozen** meals, desserts, side dishes, mini meals (free delivery over £30).

Main meals range from £2.65-£6.50 and desserts £1.70-£5.30. Fresh and store cupboard groceries can also be ordered and delivered at the same time. The delivery driver can support to put straight into the freezer.

Tel: 0333 370 6700

Weblink: <https://www.oakhousefoods.co.uk/contact>

Milk and More

Free delivery service via milkman. www.milkandmore.co.uk 0345 606 3606

Other Food Delivery Services

Useful websites: <https://www.localfooddrops.co.uk/> and <https://www.wedeliverlocal.co.uk/>

Clapham Fresh

- **Details of Offer:** Fruit, veg, larger items delivery. Delivery takes 1-2 working days. Free delivery to SW postcodes min order £20. Free delivery within the M25, min order £30
- **Contact Details:** N/A
- **Weblink:** <https://www.claphamfresh.co.uk>

Coppin Brothers

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- **Details of Offer:** Butcher, Mitcham Road. Free local delivery, minimum £15 spend if further away
- **Contact Details:** Phone: Herman, 07957 666191
- **Weblink:** www.coppins-butchers.com

Earles & Co

- **Details of Offer:** Fresh prepared meals delivery, with NHS meal donation per order - Free Delivery Service.
- **Contact Details:** N/A
- **Weblink:** <https://www.weareearles.co.uk/eat/delivery/meal-delivery-service>

Field & Flower

- **Details of Offer:** Butcher / fishmonger, Delivery M-F £2.95, Weekend £3.95
- **Contact Details:** Phone: 020 3735 8005
- **Weblink:** <https://field-flower.mention-me.com/m/wa/ho5zy-antonia-nogales-pena>

First Choice

- **Details of Offer:** Veg boxes, dairy, bread, frozen
- **Contact Details:** Phone: 020 7498 0550 24 hour phone line, Email: sales@firstchoiceproduce.com
- **Weblink:** <https://www.firstchoiceproduce.com>

Gails

- **Details of Offer:** Bakery/Café – Delivery. Check postcode online. Open Mon-Sun 7am-4pm
- **Contact Details:** Phone: 020 8946 0880, Address: 9 High Street, Wimbledon Village
- **Weblink:** <https://gailsbread.co.uk/bakeries/wimbledon-village/>

Heanens Butcher

- **Details of Offer:** Phone or email orders, will take phone payment. Free delivery, min. order £25. They are currently offering a 'Survival Package': 6 x Chicken Breasts Fillets 6 x Cumberland Sausages 10 x Back Bacon Rashers 500gr Minced Beef Chuck 4 x 6oz Premium Burgers 6 x Large Lion Stamped Eggs - £25.00 incl delivery.
- **Contact Details:** N/A
- **Weblink:** <http://heanens.com/?LMCL=fHvyyK>
Product/price list:
<https://docs.google.com/spreadsheets/d/1tQRDnad8XSxKOZY4XFXsXcGDLgCa18XtlyLScyVr6k/edit?usp=sharing>

Home Bargains

- **Details of Offer:** Essential food box, £24 – delivery included.
- **Contact Details:** N/A
- **Weblink:** <https://www.homebargains.co.uk/products/18539-essential-food-box-delivery-included.aspx>

I A Harris

- **Details of Offer:** Fruit, veg, dairy, dried goods (rice/pasta), tins - minimum order £20, free delivery
- **Contact Details:** phone: 0207 622 7176 email: orders@iaharris.co.uk
- **Weblink:** <http://www.iaharris.co.uk/>

London Dairies

- **Details of Offer:** Fruit and Veg – delivery to all London postcodes
- **Contact Details:** info@londondairies.co.uk
- **Weblink:** <https://www.londondairies.co.uk/>

Mustard Foods

- **Details of Offer:** Normally a food supplier to restaurants etc. Now selling frozen food and meals direct to consumers, these products we are able to supply at cost to hostels, individuals etc delivered free.
- **Contact Details:** Adrian McCaffrey (HR Manager) Tel DD: 0203 848 1304 - Tel Main: 0203 848 1300 adrian@mustardfoods.com
- **Weblink:** <https://shop.mustardfoods.com/>

Oui Chef

- **Details of Offer:** Fruit and veg boxes
- **Contact Details:** sales@ouichef.uk.com
- **Weblink:** <https://ouichefboxes.co.uk/shop/>

Pale Green Dot

- **Details of Offer:** Veg boxes delivered
- **Contact Details:** N/A
- **Weblink:** <https://www.palegreendot.co.uk/>

Sheringham Fine Foods

- **Details of Offer:** Food Delivery

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- **Contact Details:** Tiago Mendes - Office line: 0207 6226 662, Mobile: 0777 3105 576, email: tiago@sheringhams.com
- **Weblink:** <https://sheringhams-fine-foods-ltd.myshopify.com/>

Shield Safety

- **Details of Offer:** Food safety consultancy currently offering free advice and a link to Jersey gov which has issued guidance
- **Contact Details:** N/A
- **Weblink:** <https://shieldsafety.co.uk/>

Smith and Brock

- **Details of Offer:** Fruit, Veg and dairy/bread boxes. Delivery free over £35 / £5 below. Check postcode eligibility online <https://www.knock-knock-groceries.com/pages/delivery>.
- **Contact Details:** knockknock@smithandbrock.com
- **Weblink:** <https://www.knock-knock-groceries.com/>

Solstice

- **Details of Offer:** Fruit, veg and 'larder' (milk, butter, bread, eggs) add on boxes. Free next day delivery on orders placed by 8pm
- **Contact Details:** homedelivery@solstice.co.uk
- **Weblink:** <https://www.solsticeathome.com/>

Sushi Cupcake

- **Details of Offer:** Fruit, veg, larder dried, household - delivery is free for elderly / vulnerable, £7.50 for others. £60 min order.
- **Contact Details:** grocery@sushicupcake.co.uk
- **Weblink:** <https://sushicupcake.co.uk/grocery/>