

SHOPPING FOR ISOLATORS

Overview

The generic service the volunteers are providing is local shopping for essential items. As the lockdown has been extended there may be a need for a 'larger shop'. In many cases this can still be accommodated locally as there are very few products the Co-op, Farm shop and Lowdham stores don't sell. If, however, a larger shop is needed Cathy Greenwood has done some research into what is available as at 16 April 2020.

Supermarkets are trying to ensure that all their vulnerable customers have access to everything they need via home deliveries. It should be noted that most supermarkets are only matching the government list to their existing customer database. Details by supermarket below.

You can register as a vulnerable person, or on behalf of someone else, on the government website here: <https://coronavirus-vulnerable-people.service.gov.uk/live-in-england>

Note : Only people whose GP or hospital clinician has told them to 'shield' or have a one of the listed medical conditions (see above site) will be able to register. If you know of someone who falls into the extremely vulnerable category but has not had a letter from NHS they should get in touch with their GP as soon as possible.

Sainsbury 0800 052 5500

If you are registered on the government vulnerable list and have an account with Sainsbury you will get priority access to our online home delivery service. Sainsbury are in the process of contacting these customers to offer them priority access to home delivery slots via Email . Contact the above number if you have not had a letter and you believe you qualify.

- If you are volunteer and are an existing Sainsbury customer and hold a delivery pass then there are still deliveries available in our area – it is necessary to check every day and several times a day. It is possible to book a delivery directly to your isolators address if they are comfortable with this and need a larger shop in addition to your own shop. It will still be you who pays for that delivery so you will need to arrange reimbursement with your isolator.
- I have added several isolators shopping to my own shopping delivery which then involves splitting and pricing the delivery for my isolator. As they are computer savvy and have online banking they have my bank details and transfers the same day. This system avoid us handling cash, but obviously this only works for those that have access to online banking .
- To help people shop for others easily, Sainsbury will be introducing a new volunteer gift card and online voucher in the next week or two and will share more information on this soon.
- Sainsbury are also have a click and collect service from the Castle Marina store however at time of writing no slots were available

Morrisons 0345 611 6111

Morrisons are struggling to keep up with demand for online delivery and have therefore launched 2 new initiatives :

MORRISONS has launched a new telephone shopping service to help vulnerable and elderly people get the groceries they need . Vulnerable customers can now phone up and order a delivery from a list of 47 essential items.

Customers will need a bank card or mobile phone to pay for the delivery and can use either chip and pin or contactless.

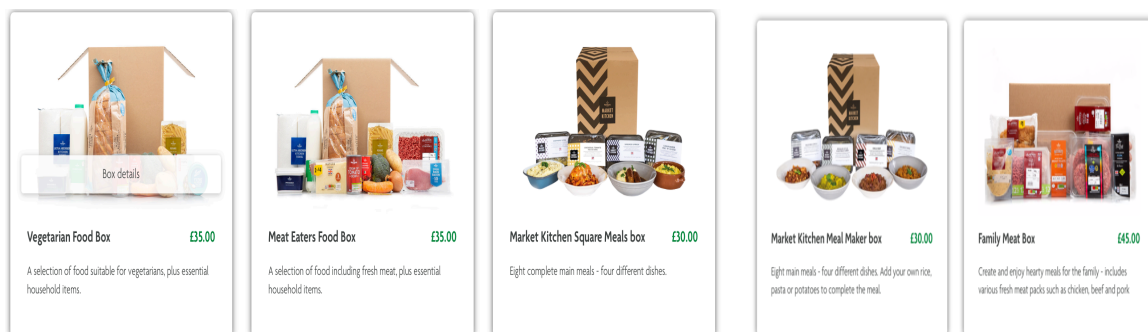
If an item doesn't match the order or a customer isn't happy with it, they will be able to refuse it on delivery.

Customers who wish to place an order should phone 0345 611 6111 and select option 5

We have a good availability of slots on Morrisons Food Boxes. You can select from a variety of boxes from essentials to ready meals ranging from Please visit <https://www.morrisons.com/food-boxes/boxes>. Or ring 0345 611 6111 option 4

To get started, create an account by entering your name, email address and a password. Or, if you already have a Morrisons online account, you can use your existing details using the 'log-in' button.

You'll just need to tell us which type of box you would like –. Once you've chosen, simply select a delivery date that suits you - we can deliver your box the next day if you order before 3pm.



Tesco 0800 917 7359

Tesco are also prioritising vulnerable people using the Government list.

If you are an existing customer and can't safely shop instore call 0800 917 7359. We can't guarantee a slot will be available, but we will do our best to prioritise you as we continue to expand our capacity.

On top of this, we're expanding our home delivery and Click+Collect capacity as fast as we can. We've already added hundreds of thousands of new slots, and we're recruiting thousands of new colleagues to pick you

If you are a volunteer that shops online note that Tesco have put a 80 item restriction on online orders .

As of 21 Apr no delivery slots up to 11 May and couple of click /collect slots from Top Valley at 6-10am

ASDA 0800 952 0101

Asda are contacting people who have been identified by government as being 'extremely vulnerable' and who have no-one to help them get food and essentials and who also have an Asda account.

They have also introduced a **Volunteer Shopping Card** which is basically to avoid cash and works like a gift card , however this relies on the isolator being able to access internet to purchase the card .

Let's make tough times that little bit easier ...

- Not being able to get to the shops for your essentials is hard. Especially in the current situation. That's why we've created the Volunteer Shopping Card, the cashless - and less stressful - way for people to help get the shopping in. Ideal for those who might be self-isolating, older or medically vulnerable, the Volunteer Shopping Card provides a contactless, safe and secure way to allow others to shop for them.

If you have to stay at home The Volunteer Shopping Card is great because it's easy to:

- buy online , send to your volunteer or print and leave for them in a safe place, stay secure—no bank or credit card details are exchanged, be safer as you're not handing over cash, Can be topped with extra funds online

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If you're volunteering The Volunteer Shopping Card is ideal because:

- you're not exchanging cash , you're still able to help, whilst minimising risk for you both, you don't need to know the person's bank or credit card details, you can use the card contactless in-store using a barcode

How it works The Volunteer Shopping Card can be bought easily online

- It can then be emailed to the volunteer or printed out and left in a safe place for the volunteer to pick up
- The volunteer then shops using the card, makes the payment using the barcode in store, and leaves the shopping in a safe place.

Iceland

- Iceland have announced that they are temporarily limiting online orders and only offering to customers who are over state pension age, self isolating or otherwise vulnerable, such as those who are disabled. When you go on the Iceland website to book a delivery, a pop up will appear asking if you are over state pension age, vulnerable or self isolating. If you click yes, you'll be allowed to view the delivery slot calendar.

Ocado

All customers that have been given priority access will have received an email with details on logging into [ocado.com](https://www.ocado.com) and the availability and frequency of delivery slots. Ocado are not accepting any new customers for online shopping.

Delivery waiting time: Ocado has no slots available, but is prioritising customers identified as vulnerable for slots that will be available on general release for the next 24 hours. New next-day slots will be released every day after 4:30pm for customers not on the priority list, but this time is subject to change according to the delivery service.

Co-op (Lowdham) (0115-966-3045)

Gift cards are available which work the same way as above.

Lowdham Stores (0115-783-3447)

Call Shill and he will delivery. Payment can be by card or on account.

Station News (0115-966-3258)

Call Richard and he will pick/pack your shopping ready for collection by a volunteer. Pay by phone

Worlds End (0115-966-3857)

Call Jim to place your order, pay by text and order picked up by a volunteer.

Research by Cathy Greenwood 16 Apr 2020, Tesco update 21 Apr.