

Shopping options by supermarket

Supermarket	Shop online (card payment & home delivery)	COVID-19 information	Click & Collect (card payment & district to arrange collection/ delivery)	Order & payment by phone (for those not online)	Other payment options (also see bottom of table for details of <u>Payout Now Scheme</u>)	Link to COVID-19 updates
ALDI	<p>https://www.aldi.co.uk/ Delivery time frame for all deliveries 3-10 working days.</p> <p>Food parcels of 22 essentials, such as tinned soups and dried pasta, can be ordered online https://www.aldi.co.uk/food-parcels for £24.99, including delivery. However, this service is limited to one per week. Where possible, Food parcels will be delivered within 2-3 working days.</p>	Opening 30 minutes early Monday - Saturday for the Elderly (over 70) and vulnerable and extended opening hours until 10pm Monday to Saturday.	Not available	Not available	Not available	https://www.aldi.co.uk/covid19
ASDA	<p>https://groceries.asda.com/ If struggling to book a slot, check back later as they are increasing capacity. Currently only showing slots for the next 2 weeks.</p>	The government is sharing information with us on those people they have identified as being most in need of support. This means those people they have identified as being ' extremely vulnerable ' and who	Most areas covered - check post code here https://groceries.asda.com/	Not available	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	https://www.asda.com/feeding-the-nation

		<p>have no-one to help them get food and essentials.</p> <p>We have only been provided information on customers who meet both criteria, and we can only contact people on this list who are existing Asda customers.</p>			<p>the volunteer to pick up.</p> <p>The volunteer then shops using the card, makes the payment using the barcode in store, and leaves the shopping in a safe place.</p> <p><u>Get your Volunteer Shopping Card NOW</u></p>	
CO-OP	<p>https://www.coop.co.uk/in-store-services/home-delivery</p> <p>If struggling to book a slot, check back later as they are increasing capacity. Where slots are available, only able to order up to 20 items (2 April).</p>	Norfolk County Council working with Cllr Douglas to agree phone and online payment system along with delivery/collection options for a number of stores across Norfolk (16 April)				https://www.coop.co.uk/coronavirus
ICELAND	<p>Minimum spend £25 https://www.iceland.co.uk/</p> <p>Website shows all delivery slots available - there are no further options or</p>	<p>The government has provided us with a list of extremely vulnerable members of the community so that we can use this information to support them as best we can.</p> <p>We have contacted all of our existing online shopping customers that appear on this list</p>	Not available	Not available	Not available	https://www.iceland.co.uk/customer-support/help-articles#coronavirus

	slots other than those shown.	to let them know when they can visit our website to book a delivery slot for their online shopping.				
MORRISONS	<p>https://groceries.morrisons.com/webshop/startWebshop.do</p> <p>Plus, they offer food boxes for home delivery: https://www.morrisons.com/food-boxes/</p> <p>Website shows all delivery slots available - there are no further options or slots other than those shown.</p>	<p>The government is sharing information with us on those people they have identified as being most in need of support. This means those people they have identified as being 'extremely vulnerable' and who have no-one to help them get food and essentials.</p> <p>We have only been provided information on customers who meet both criteria, and we can only contact people on this list who are existing Morrisons customers.</p>	Available.	<p>Dedicated telesales shopping service aimed specifically at helping to ensure vulnerable and elderly people can get the groceries they need.</p> <p>Customers can order from a list of 47 essential grocery items including milk, eggs, potatoes and pasta over the phone that will then be delivered to their homes the following day by the store's Community Champion.</p> <p>Customers who wish to place an order should phone 0345 611 6111 and select option 5.</p>	Not available	https://groceries.morrisons.com/content/important-update-on-coronaviruses-94110

<p>SAINSBURY'S</p>	<p>https://www.sainsbury.co.uk/shop/gb/groceries</p>	<p>Offering elderly & vulnerable existing customers priority access to delivery slots. Contacting those who have previously identified themselves as elderly or vulnerable and those on list that government has shared with retailers.</p> <p>If you are not one of them and have an NHS letter, call 0800 636 262.</p>	<p>Increasing access to click & collect services: https://www.sainsbury.co.uk/shop/gb/groceries</p>	<p>Not available</p>	<p>Customers can add up to £250 on to an online Volunteer Shopping Card https://sainsburysgiftcard.co.uk/ which can be emailed to someone shopping on their behalf.</p>	<p>https://www.sainsbury.co.uk/shop/gb/groceries/working-to-feed-the-nation/latest-information</p>
<p>TESCO</p>	<p>https://www.tesco.com/groceries/</p> <p>Limited number of delivery slots which are available on a first come, first serve basis.</p>	<p>Contacting those who have previously identified themselves as elderly or vulnerable and those on list that government has shared with retailers.</p> <p>Tesco customers who aren't on the UK Government's list can ask to access the priority slots by calling 0800 917 7359.</p>	<p>Advice to book a slot in advance, add a few items to basket to secure it, then go back & update later.</p> <p>https://www.tesco.com/groceries/</p>	<p>Not available</p>	<p>Not available</p>	<p>https://www.tesco.com/help/groceries-faq/</p>
<p>WAITROSE</p>	<p>Minimum spend £60 (inc free delivery) https://www.waitrose.com/ecom/shop/browses/groceries</p> <p>Committed 25% of order slots for elderly & vulnerable existing customers & giving them priority access to delivery slots.</p> <p>Its new service, Waitrose Rapid, will</p>	<p>Contacting those who have previously identified themselves as elderly or vulnerable and those on list that government has shared with retailers.</p>	<p>Minimum spend £40 https://www.waitrose.com/ecom/services/election?wrint=1-GLP-bookslot</p> <p>Family, friends or volunteers over the age of 18 can also pick up a waitrose.com grocery Click & Collect order on behalf of a customer that is self-isolating.</p>	<p>Not available</p>	<p>Dedicated e-gift card for self-isolating customers who are unable to get to the shops themselves, and want to organise a simple, safe and contact-free payment for groceries delivered by friends, neighbours, family members or volunteers. The gift card can be</p>	<p>https://www.waitrose.com/ecom/help-information/customer-service/coronavirus</p>

	<p>deliver up to 25 items within two hours. Some 40 per cent of these slots will be for priority customers https://rapid.waitrose.com/</p>		<p>The person collecting the order must have the order confirmation number and a form of their own ID with them (either a debit or credit card, passport, driving licence or utility bill).</p>		<p>purchased online at johnlewisgiftcard.com, and can then be emailed directly to friends, neighbours, family members or volunteers for them to use in our shops. Customers can purchase e-gift cards in £10 denominations up to £500.</p>
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[Payout Now Scheme](#)

The [Post Office](#) is making two of its products available to all UK [banks and building societies](#) to make it easier for people who are vulnerable or self-isolating to access cash more easily. Those who are unable to pick up essentials during the coronavirus pandemic will be able to ask a friend or volunteer to withdraw cash using the Post Office's latest scheme - without sharing their card details.

[Payout Now](#) is a barcode voucher sent by text, email or post to a customer who can share it with a trusted person to withdraw cash.

Previously, only a named individual such as a carer could collect money in this way on someone's behalf.

Working with the Treasury, the Financial Conduct Authority (FCA) and UK Finance, has also sped up a process allowing cheques to be cashed at any branch.

Customers need to contact their [bank or building society](#) first to check if they are providing this service.

If they are, simply write a cheque to 'The Post Office', print the name on the back of the cheque of the person collecting it and sign that side too.

That individual can then collect the cash from a [Post Office branch](#) once their ID has been verified.

The process can take as little as a day to go through.