

Information about supermarkets

If people don't have anyone living nearby who they trust to help them, they are being advised to get in touch with their local community hub. We hope this summary will help community hubs to signpost people to supermarket services that they may find helpful.

We are pleased to say that supermarkets are moving quickly to change the way people shop in store, increase their capacity for deliveries, and introduce new services in response to the coronavirus crisis. Some local superstores are happy to be contacted by phone if customers need urgent help.

Please make sure you are using the most up-to-date version and let us know if anything needs correcting, changing or adding to the next version.

Shopping in store on behalf of older and vulnerable people

Many of the supermarkets have introduced dedicated shopping periods in store for older, disabled and vulnerable people, and their carers to buy food. Many are offering e-vouchers that people can purchase and give to volunteers so they can buy food on their behalf.

Home delivery and click and collect

The supermarkets that offer these services have been rapidly increasing capacity. In many cases, existing customers who are older or vulnerable should have priority to order shopping for home delivery. The Government list of people in the Shielded Group is being shared with them and many of them are continuing to get in touch with people to offer them priority delivery slots. The supermarkets are also adapting their services in response to the crisis. Many of them are now offering food essentials boxes that are quicker and easier to order.

Signposting people to services

We have done our best to ensure that the information in these lists is accurate and up-to-date. The service descriptions are based upon the information provided by the businesses and the Council hasn't vetted the services in any way. As a result, we can't provide any guarantees about the safety and quality of the services or whether they are value for money.

Supermarket	Priority shopping for vulnerable and carers	Home delivery prioritisation	Find out more
Aldi	Mon to Sat – opening 30 minutes early for browsing before the shop opens.	Food parcels of essentials can be ordered online once a week £24.99.	Aldi website
Asda	Not offering at the moment.	Customers on the Government’s vulnerable list should have received an email offering them first access to delivery slots. They are increasing capacity and will only release delivery slots for 7 days in advance. They have created a volunteer shopping card that be can used to allow others to shop for you.	Asda website
Coop	Mon to Sat from 8-9am and 10-11am on Sun.	They are increasing capacity as much as they can and limiting the number of items that can be delivered to 20 items. Around 400 stores have teamed up with Deliveroo to deliver basic essentials to the vulnerable with no delivery fee.	Coop website
Iceland	Stores encouraged to offer for the first hour of trading or 8-9am at the Food Warehouses.	Customers on the Government’s vulnerable list have been contacted. Those on the list can now register for deliveries. They are working to increase capacity.	Iceland website
Lidl	Not offering at the moment.	Don’t offer home delivery for groceries.	Lidl website
M&S	Mon and Thurs for the first hour of opening.	The existing food ordering service is currently suspended. A food box of essentials can be ordered online. It costs £35 plus a delivery charge. They have created a volunteer shopping card that can be used to allow others to shop for you. New Gluten free essentials box added at £25. They are working with Deliveroo to deliver from 120 franchises in BP fuel stations, only a few of these are in the South East.	M&S website
Morrisons	Not offering at the moment.	They are extending and increasing capacity in their home delivery service. They now have a volunteer shopping gift card.	Morrisons website

		<p>They have introduced various food boxes that can be ordered online or by telephone for next day delivery by DPD. Vegetarian, Ramadan, Gluten free, essential ingredients or ready meal options from £30.</p> <p>People who can't get to a shop can ring 0345 611 6111 and choose option 5. Their local store or volunteers will deliver their food and they can pay by chip and pin when it is delivered.</p> <p>Morrisons has allocated a 'Community Champion' in each of its stores who will be tasked with identifying people in the community who may still need support. Morrisons will post information through the doors of those identified.</p> <p>They have teamed up with Deliveroo to deliver a selection of essentials via the delivery app in some areas.</p>	
Ocado	N/A	<p>Existing customers on the Government's vulnerable list should have received an email offering them priority access to delivery slots.</p> <p>They aren't accepting new registrations at the moment.</p>	Ocado website
Sainsbury's	Mon, Weds, Fri from 8-9am	<p>Existing older, disabled and vulnerable customers are being given priority over all delivery slots. They have contacted people they know about and are in the process of contacting people who are on the Government's list.</p> <p>They are only accepting new registrations from vulnerable people who've had an invite. They are now taking telephone orders from vulnerable customers who have been offered a delivery slot and are unable to place their order online.</p> <p>They are now accepting new online registrations for click and collect. They have introduced a volunteer shopping card that can be used to allow others to shop for you.</p>	Sainsburys website
Tesco	Mon, Weds, Fri from 9-10am (excluding Express stores)	<p>Existing customers on the vulnerable list are being contacted to offer them priority delivery slots.</p> <p>They are increasing their delivery slots and will set more aside for the most vulnerable.</p>	Tesco website

		<p>If you are an existing online customer and cannot shop safely in store you can call 0800 9177359 and they will do their best to prioritise you when online slots are available.</p> <p>Their wholesale business, Booker is doing its best to support care homes with their needs.</p>	
Waitrose	First hour of opening every day	<p>Existing older and vulnerable customers on the government list are in the process of being contacted and offered priority access to delivery slots. They are asking customers to wait to hear from them, rather than getting in touch.</p> <p>They have created a volunteer shopping card that can be used to allow others to shop for you.</p>	Waitrose website