

## Shielded People Priority Shopping Slots at Supermarkets & Food Shopping Prescription Information

Please note the information shown below is subject to change this is provided as guidance only and may not be 100% accurate. Some services may be suspended over the run up to Christmas. For additional information on priority shopping slots please refer to supporting CEV's. [www.gov.uk/coronavirus-shielding-support](http://www.gov.uk/coronavirus-shielding-support)

An individual can also request help from an NHS volunteer responder in gaining access to food, prescriptions and other essential items by calling 0808 196 3646 or visiting the RVS website: <https://volunteering.royalvoluntaryservice.org.uk/nhs-volunteer-responders-portal/isolating>.

### Logistics & Purchasing -Setting up a supermarket account

The following links will enable individuals to check the delivery coverage of different supermarkets and/or register for online shopping.

Supermarket	Check delivery is available in your area	Link to create an account
Asda	<a href="https://groceries.asda.com/">https://groceries.asda.com/</a>	<a href="https://www.asda.com/register">https://www.asda.com/register</a>
Iceland	<a href="https://www.iceland.co.uk/book-delivery">https://www.iceland.co.uk/book-delivery</a>	<a href="https://www.iceland.co.uk/account/register">https://www.iceland.co.uk/account/register</a>
Morrisons	<a href="https://accounts.groceries.morrisons.com/auth-service/sso/check-postcode">https://accounts.groceries.morrisons.com/auth-service/sso/check-postcode</a>	If Morrisons delivers to your area the postcode checker will automatically take you to the registration page
Ocado	<a href="https://www.ocado.com/webshop/postcode">https://www.ocado.com/webshop/postcode</a> Check.do	Ocado are not currently accepting new account registrations
Sainsbury's	<a href="https://www.sainsburys.co.uk/gol-ui/CheckPostcode?langId=44&amp;storeId=10151">https://www.sainsburys.co.uk/gol-ui/CheckPostcode?langId=44&amp;storeId=10151</a>	<a href="https://www.sainsburys.co.uk/shop/LogonView/Identifier">https://www.sainsburys.co.uk/shop/LogonView/Identifier</a>
Tesco	N/A	<a href="https://secure.tesco.com/account/en-GB/register">https://secure.tesco.com/account/en-GB/register</a>
Waitrose	N/A	<a href="https://www.waitrose.com/ecom/registration">https://www.waitrose.com/ecom/registration</a>

### Supermarket payment options for volunteers

There are various ways that you can have volunteers pay for your shopping. This section includes information on all major supermarkets, as priority delivery slots are not relevant to in-store shopping. For a comparison of the different methods and more information please see this Which? article: <https://www.which.co.uk/news/2020/05/how-to-pay-volunteers-helping-with-shopping-during-coronavirus-lockdown/>.

### Voucher options by supermarket

Supermarket	E-voucher available?	Physical voucher available?	E-voucher information	Physical voucher information
Aldi	Yes	Yes	<a href="https://www.buyatab.com/customer/aldi-uk/">https://www.buyatab.com/customer/aldi-uk/</a> You need to enter your own email address or your volunteer's to set up.	<a href="https://vouchers.aldi.co.uk/">https://vouchers.aldi.co.uk/</a> Can be bought online and will be posted to you.
Asda	Yes	Yes	<a href="https://cards.asda.com/the-volunteer-shopping-card">https://cards.asda.com/the-volunteer-shopping-card</a> The card can be printed out at home or emailed to the volunteer to use.	<a href="https://cards.asda.com/gift-cards">https://cards.asda.com/gift-cards</a> Can be redeemed online or in store.

<b>M&amp;S</b>	Yes	Yes	<a href="https://www.marksandspencer.com/we-re-all-in-this-together-volunteer-e-gift-card/p/gcp60282075">https://www.marksandspencer.com/we-re-all-in-this-together-volunteer-e-gift-card/p/gcp60282075</a> You need to enter your own email address or your volunteer's to set up.	<a href="https://www.marksandspencer.com/l/gifts/gift-cards">https://www.marksandspencer.com/l/gifts/gift-cards</a>
<b>Morrisons</b>	Yes	Yes	<a href="https://morrisonscashstar.com">https://morrisonscashstar.com</a> Morrisons do not have a specific volunteer shopping card, but an e-gift voucher can be used instead.	<a href="https://morrisonscashstar.com">https://morrisonscashstar.com</a> Can be redeemed online or in store.
<b>Sainsbury's</b>	Yes	Yes	<a href="https://www.sainsburysgiftcard.co.uk/">https://www.sainsburysgiftcard.co.uk/</a> The card needs to be emailed to the volunteer to use.	<a href="https://www.sainsburysgiftcard.co.uk/">https://www.sainsburysgiftcard.co.uk/</a> Can only be redeemed in store.
<b>Tesco</b>	Yes	No	<a href="https://www.tescogiftcards.com/">https://www.tescogiftcards.com/</a> The card needs to be emailed to the volunteer to use.	
<b>Waitrose</b>	Yes	Yes	<a href="https://johnlewisgiftcard.com/JohnLewisWaitrose/ByEmail/JohnLewisWaitrose/ChooseProduct?productGroup=All%20Cards">https://johnlewisgiftcard.com/JohnLewisWaitrose/ByEmail/JohnLewisWaitrose/ChooseProduct?productGroup=All%20Cards</a> The card needs to be emailed to the volunteer to use. It can be redeemed online or via telephone by calling 0330 123 0350.	<a href="https://johnlewisgiftcard.com/JohnLewisWaitrose/ByPost/JohnLewisWaitrose/ChooseProduct?productGroup=All%20Cards">https://johnlewisgiftcard.com/JohnLewisWaitrose/ByPost/JohnLewisWaitrose/ChooseProduct?productGroup=All%20Cards</a> Can be redeemed online, in store or via telephone by calling 0330 123 0350.

## Supermarkets: ordering by telephone

The table below sets out those main supermarkets and organisations which offer a telephone ordering service as an alternative to online shopping. There are other options further down.

<b>Organisation</b>	<b>Service Provided</b>	<b>How to Access</b>
<b>Morrisons</b>	Doorstep Delivery Service – Morrisons have a service that allows vulnerable and elderly residents to phone 0345 611 6111 and order from a list of 47 essential food items. The order will take 24 hours to process and will be delivered by Morrisons staff. Contactless payment is made on delivery. There is no delivery charge for this service.	Call 0345 611 6111 and select option 5 to place your order. Any order placed before 5pm Morrisons will aim to deliver the next day. In order to use this service you must live within 15 miles of a Morrisons store. <a href="https://my.morrisonscashstar.com/doorstep-deliveries/">https://my.morrisonscashstar.com/doorstep-deliveries/</a> for more information.
<b>Sainsbury's</b>	For vulnerable customers who have been offered a slot and are unable to place their order online, Sainsbury's are offering a telephone ordering service.	For customers who are vulnerable and registered with Sainsbury's via the Shielding Service call 0800 917 8557 to access this service. The general telephone order number for all other customers is 0800 328 1700.
<b>Age UK</b>	Some local Age UKs offer food shopping services using supermarkets' online stores. The order is placed on behalf of the older person and delivery is made to the older person's home by the store at an agreed date and time.	You can check what is available in your area here: <a href="https://www.ageuk.org.uk/services/in-your-area/shopping/">https://www.ageuk.org.uk/services/in-your-area/shopping/</a>

<b>CO-OP</b>	<b>Call &amp; Collect Service/Telephone Order</b> - Are offering a new Call and Collect Service, which covers all stores. Order today/pay tomorrow by phone, and collect tomorrow from your local Co-op. Wide range of Co-op essentials and trusted brands, share with anyone who may need support with their shopping.	Freephone 0800 023 4708 Call and Collect service - 0800 050 1601 and place your order over the phone from a list of items listed on the retailers website. or visit <a href="http://www.membership.centralengland.coop">www.membership.centralengland.coop</a> or <a href="http://www.members.coop">www.members.coop</a> .
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## **REPEAT PRESCRIPTIONS**

Some local Chemists are offering free delivery, if this is not suitable or available there are a number of places that offer a prescription service for delivery of most medications free of charge on a monthly basis.

[www.pharmacy2u.co.uk](http://www.pharmacy2u.co.uk)

[www.echo.co.uk](http://www.echo.co.uk) Lloyds Pharmacy

[www.cooppharmacy.coop](http://www.cooppharmacy.coop)

## **TESCO**

Home delivery is available for customers that are already registered, vulnerable customers who the Government have identified and some new customers. Those that are classed as vulnerable will have been sent a letter from the government and the store will be aware of those people, priority slots will be made available for these people on line, when booking a slot. Contact 0800 917 7359 if your not able to get a slot or if you believe you're vulnerable but not on the list/not been contacted by the store.

**Volunteer e-gift card Available online** – An email link can be sent to you and the volunteer. This can then be presented in store to pay for shopping. [www.tescogiftcards.com](http://www.tescogiftcards.com)

**Website** – [www.tesco.com](http://www.tesco.com)

**Click + Collect** – Sign in online, select a click+collect slot then proceed to doing you shopping online once completed you will then drive up and collect your shopping anytime during your allocated slot. Minimum spend of £25.00

**Priority Shopping** - Priority shopping is in store for the vulnerable and elderly - 9am – 10am every Wednesday & Sunday at South Wigston and Beaumont Leys on Wednesday only.

## **SAINSBURY'S**

Sainsbury's are now accepting new groceries online registrations to access home delivery and Click & Collect service which has been significantly expanded. If you're a vulnerable customer and you've had an email and text from Sainsbury's with an invitation to register for a Groceries Online account, you will be able to register by following the instructions in the message you've received. They are giving their customers who are vulnerable priority access to there online delivery service. Contact 0800 328 1700 / 0800 636 262 / 0800 917 8557 if your not able to get a slot or if you believe you're vulnerable but not on the list/not been contacted by the store.

**Volunteer Shopping Cards Available Online** – These can be purchased online at [www.sainsburysgiftcard.co.uk](http://www.sainsburysgiftcard.co.uk) enabling friends and helpers to shop on behalf of the elderly, disabled and vulnerable together with other customers who may not be able to shop for themselves. If you visit the above dedicated webpage and select how much you would like to spend on a weekly shop up to £250. The E-gift card will then be emailed directly to the person shopping on their behalf, which can be redeemed at a checkout in store.

**Website** – [www.sainsburys.co.uk](http://www.sainsburys.co.uk)

**Click & Collect** – Click and Collect available at Fosse Park, order online and collect during your chosen slot. Order by 11pm for next day collection. Free pick up on orders over £40 otherwise £4 charge.

**Priority Slots** – Sainsbury's are now offering elderly and vulnerable customers, NHS staff and care workers prioritised access to its stores at any time. Please show a valid NHS or care worker pass at the door.

## **ASDA**

NHS & carer hour – No priority at present. Home delivery is available for customers that are already registered and they are also taking on new registrations. Those that are classed as vulnerable will have been sent a letter from the government and the store will be aware of those people, priority slots will be made available for these people on line when booking a slot. Contact 0800 952 0101 if your not able to get a slot or if you believe you're vulnerable but not on the list/not been contacted by the store.

**Volunteer Shopping Card** – A volunteer shopping card provides a contactless, safe and secure way to allow others to shop for them it can be bought 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 shops using the card making the payment using the barcode in store and leaves the shopping in a safe place. [www.cards.asda.com](http://www.cards.asda.com)

**Asda Food Boxes** – Delivered to your door - [www.foodboxes.asda.com](http://www.foodboxes.asda.com)

The Fruit & Veg Box - £17.00

The Complete Food Box Bundle £34.00

The Mealtime Box - £20.00

**Website** – [www.asda.com](http://www.asda.com)

**Click & Collect** – Depending on which store you choose, they provide different ways to Click & Collect please see website for full details. Pick up your groceries free the next day or choose one of the same day collection options charges apply. Express – No minimum spend but £3.00 charge. £25.00 minimum spend on other slots otherwise £4.00 charge.

**Online** – As detailed above.

## **CO-OP Local One's**

**Call & Collect Service/Telephone Order** - Are offering a new Call and Collect Service, which covers all stores. Freephone 0800 050 1601 or visit [www.members.coop](http://www.members.coop). Order today/pay tomorrow by phone, and collect tomorrow from your local Co-op. Wide range of Co-op essentials and trusted brands, share with anyone who may need support with there shopping.

**Online/Home Delivery** – Are launching a home delivery service on Tuesday 10<sup>th</sup> November and they will be delivering within a 3 mile radius of the store. It's called "Appy Shop" which is an App you can download and is simple to use. The minimum spend is £15 with a £3 delivery charge. We can deliver the same day between 10am and 8pm. Website - [appyshop.co.uk](http://appyshop.co.uk)

For those that are not familiar with Apps, and want to use the Call and Collect service, they would see if they can support with deliveries.

## **MORRISON'S**

Online shopping available depending on area you can sign up for a delivery pass which gives you unlimited deliveries' on online shops over £40.00, this can be as little as £5.00 per month. They also do food boxes with groceries and household essentials available in many variations. Also you can get subscription boxes where you save money if you subscribe.

There are a number of different boxes available we have listed a few below, price usually includes delivery.

Eat Fresh Family Recipe Box - £35.00 or Vegetarian Version £30.00

Cupboard Essentials Box - £20.00, Meat Essentials Box £35.00, Vegetarian Essentials Box - £35.00, Vegan Essentials Box - £35.00 & Gluten free Food Box - £35.00.

Fruity Favourites Box - £16.00

**Volunteer Shopping Card** – Full details online, not detailed due to no local store. Available at <https://morrisonscashstar.com/>

**Website** – [www.morrisonscashstar.com](http://www.morrisonscashstar.com)

**Click & Collect** – No local locations at present.

**Telephone Order** - Telesales shopping service available for the vulnerable who can't get out - choose from a list of 47 items over the phone for next day delivery contact 0345 611 6111.

**Online** – Please see details above.

## **ALDI**

Stores open 30 minutes early Monday to Saturday for the elderly (over 70) and vulnerable.

Aldi e gift cards – You can order online and email directly to the recipient. Once received they can print off and take to any Aldi store.

**Website** – [www.groceries.aldi.co.uk](http://www.groceries.aldi.co.uk)

**Click & Collect** – Slots available at Meridian Braunstone, Broughton Astley, Hinckley, prices vary per store and day details provided when booking a slot, usually £4.99. A minimum basket value can apply. Someone else can collect on your behalf.

**Deliveroo** – Deliver Aldi groceries in some areas check postcode on Deliveroo app.

**Online** – For Click & Collect only

## **OCADO/M&S**

Only Online for home delivery but slots usually fully booked. Prioritising existing customers with vulnerable ones first on deliveries. Contact number 0345 656 1234. There are also local M&S food halls please see there website for details.

**Website** – [www.ocado.com](http://www.ocado.com)

## **LIDL**

No home delivery service or click and collect available, only in store shopping available.

## **ICELAND**

Are prioritising those on the UK governments' 'official shielded lists of the most vulnerable people, and have made direct contact by email with those who are already on the Iceland customer database to offer them priority shopping opportunities. Home delivery service available, taking on new customers, new slots released throughout the week. Free delivery if you spend over £35.

**Website** – [www.iceland.co.uk](http://www.iceland.co.uk)

**Click & Collect** – Not Available

**Online** – As above.

## **WAITROSE**

Dedicated shopping hour when store first opens on Mondays, Wednesdays & Fridays for disabled, elderly and vulnerable. Delivery slots have already been prioritised for those recognised as vulnerable or over the age of 70. New customers are able to register for home deliveries.

**Website** – [www.waitrose.com](http://www.waitrose.com)

**Click & Collect** – Free Collection, minimum spend £40.00, available at Lutterworth.

**Telephone Orders** – Not available at present.

**Online** – Free delivery to your door, £40.00 minimum spend, delivery 7 days a week slots from 6am – 10pm (Store dependant)

## **Others**

### **LEICESTER MARKET**

Three stalls are working alongside one another to put together food parcels. They are:-

- Andrew Sykes who has the butcher's stall – so meat, pies, ham, breads etc –
- Country Fayre – mostly poultry, cold meats, sausages etc –
- Sherwin's – all types of cheeses etc...

If over £25.00 is spent they will deliver free of charge (I understand they cover all of BDC – but not 100%) so they may need to check before they order.

The telephone number is Andrew Sykes – 0116 251 8750 & Country Fayre - 0116 253 1432

The resident who gave me the information said he just rings Andrew Sykes and he sorts it all out.

### **Wiltshire Farm Foods**

Over 300 frozen meals that can be ordered online or over the phone in three different size's hearty, main and mini also caters for special diets and desserts. Including, breakfasts, soups, jackets and ploughman's. The menu is easy to order, store and cook from frozen and delivery is free (minimum order may apply in some areas).

Telephone Free – 0800 077 3100 or order online.

Website – <http://wiltshirefarmfoods.co.uk>

### **Oakhouse Foods**

Over 350 meals and desserts to choose from including groceries delivered to your door. Easy order packs including five or seven meals. Groceries available, like biscuits, breads deodorant etc. Free Delivery on orders over £30.00

Telephone – 0333 370 6700 or order online.

Website – [www.oakhousefoods.co.uk](http://www.oakhousefoods.co.uk)

### **ParsleyBox**

No need for a fridge or freezer. Cupboard stored meals, breakfasts, cakes, desserts, soup, sides. Delivered straight to your door and quick and easy to reheat in the microwave with no subscription required. Free next day delivery on all orders over £19.00

Telephone Free – 0800 6127225 or order online.

Website – [www.parsleybox.com](http://www.parsleybox.com)

## **Muscle Food**

Online food delivery including meats, ready meals and groceries.

Website – [www.musclefood.com](http://www.musclefood.com)

## **Milk & More**

Check website for whether they cover your area or call 0345 606 3606. Over 200 products to order via the website and the app. Dairy, fresh, fruit & veg, juice, bakery, drinks, pantry items.

Telephone – 0345 606 3606

Website – [www.milkandmore.co.uk](http://www.milkandmore.co.uk)

## **Cook**

Home Delivery of Main Meals, sides & sweet and savoury snacks able to be cooked from frozen. Order online or by phone.

Tel – 01732 759020 or order online.

Website – [www.cookfood.net](http://www.cookfood.net)

## **Wellocks at Home**

Fruit, salad, veg, pantry, deli and bakery boxes, Minimum spend £10+, Postcode checker available on website.

[www.wellocksathome.co.uk](http://www.wellocksathome.co.uk)

## **Cornish Food Box Company**

Meat, fish, fruit and veg options, minimum spend £10 + Country-wide (by courier outside of Cornwall)

Phone (0187 221 1533)

Online – [www.thecornishfoodboxcompany.co.uk](http://www.thecornishfoodboxcompany.co.uk)

## **Prepared meals/recipe boxes (online)**

<b>Retailer</b>	<b>Food Box Available</b>	<b>Price</b>	<b>Phone/Online</b>	<b>Geographical Coverage</b>
Hello Fresh	Recipe boxes including cooking instructions. Meat, fish and veg options	£30+	Online – <a href="http://www.hellofresh.co.uk">www.hellofresh.co.uk</a>	Country-wide
Gousto	Recipe boxes including cooking instructions. Meat, fish and veg options	£25+	Online – <a href="http://www.gousto.co.uk">www.gousto.co.uk</a>	Country-wide

## **Local Villages & Parishes**

Please note many local villages have different shops, farm shops, food outlets etc there are also pop up market stores. Lot's of information can be found on village spotted pages or via the parish council.