Supermarkets are contacting existing customers who are vulnerable/elderly and those on the government’s extremely vulnerable list. These customers will be prioritised for home delivery slots.

In addition, supermarkets are able to provide the following support to vulnerable and elderly customers. Please check each supermarket website for regular updates.

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| --- | --- |
| **Store** | **Additional support available for vulnerable and elderly people** |
| **Aldi** | **Aldi food parcels** (essential items £19.99) are available for people who are self-isolating. Further details at [**www.aldi.co.uk/food-parcels**](http://www.aldi.co.uk/food-parcels)  Aldi are opening 30 minutes early Monday to Saturday for people over 70 and vulnerable people. Opening times of local Aldi stores can be searched at [**https://www.aldi.co.uk/store-finder**](https://www.aldi.co.uk/store-finder)  An overview of Asda’s response to Covid is at [**https://www.aldi.co.uk/covid19**](https://www.aldi.co.uk/covid19) |
| **Asda** | Asda has introduced a **volunteer shopping card** which uses their e-gift card technology. It allows the volunteer recipient (family, friends, or neighbours) to do your shopping in store and pay using the shopping card. The shopping card can be topped up online.  Further details about the Volunteer Shopping Card is available at [**https://cards.asda.com/the-volunteer-shopping-card**](https://cards.asda.com/the-volunteer-shopping-card)  An overview of Asda’s response to Covid is at [**https://www.asda.com/feeding-the-nation**](https://www.asda.com/feeding-the-nation)  A general customer services (not Covid related) is available on **0800 952 0101** |
| **Co-op** | Co-op has introduced a **community shopping scheme.**  It allows the volunteer recipient (family, friends, or neighbours) to do your shopping in store and pay using a **community shopping card.**  The recipient receives and e-gift card by email so that they can do their shopping for you.  You can purchase or top up a Community Shopping Card by calling 0800 029 4592. It will be posted within 2-3 working days.  Further details about the Community Shopping Card is available at  <https://www.coop.co.uk/coronavirus> |
| **Iceland** | **Priority food delivery -** Camden Council are working with central government to ensure that those who need to stay at home as much as possible can access priority food deliveries. You can choose between Tesco and Iceland deliveries.  You can check the eligibility criteria and apply for a supermarket priority delivery slot using the online form at [**www.camden.gov.uk/access-food#phku**](http://www.camden.gov.uk/access-food#phku) or call the Coronavirus Support Line on 020 7974 4444 (option 9)  If you are able to go out, **priority hours** for vulnerable and elderly customers are at the discretion of store managers and where sufficient local demand exists.  Stores are now better stocked throughout the day so there is no longer an advantage to customers in shopping first thing in the morning; they may well prefer to visit during the afternoon, when stores are usually quieter.  Iceland’s Covid response is at [**https://www.iceland.co.uk/customer-support/help-articles#coronavirus**](https://www.iceland.co.uk/customer-support/help-articles#coronavirus) |
| **Lidl** | An overview of Lidl’s response to Covid is at  [**https://www.lidl.co.uk/about-us/customer-updates**](https://www.lidl.co.uk/about-us/customer-updates) |
| **Morrisons** | A **doorstep delivery service of essential products** is available for vulnerable and elderly customers who are unable to shop in-store. Customers can choose from a range of 46 essential products. Phone the call centre on **0345 611 6111** and select **option 5** to place an order. A home delivery will be arranged by your local Morrisons branch and payment is by contactless.  Doorstep delivery service is only available if you live within 10 miles of a Morrisons store.  Further details available at [**https://my.morrisons.com/doorstep-deliveries/**](https://my.morrisons.com/doorstep-deliveries/)**.**  An overview of Morrisons’ response to Covid is at [**https://groceries.morrisons.com/content/important-update-on-coronavirus-94110**](https://groceries.morrisons.com/content/important-update-on-coronavirus-94110) |
| **Tesco** | **Priority food delivery -** Camden Council are working with central government to ensure that those who need to stay at home as much as possible can access priority food deliveries. You can choose between Tesco and Iceland deliveries.  You can check the eligibility criteria and apply for a supermarket priority delivery slot using the online form at [**www.camden.gov.uk/access-food#phku**](http://www.camden.gov.uk/access-food#phku) or call the Coronavirus Support Line on 020 7974 4444 (option 9).  If you are able to go out, the elderly and vulnerable will have **priority access to stores** between 9am and 10am every Monday, Wednesday and Friday (except Express stores)  **Volunteer e-gift cards** can be purchased so someone else can do your shopping for you  Further details availableat <https://www.tesco.com/help/priority-slots-faq/>  Tesco have a freephone number that you can call them on, **0800 917 7359**  An overview of Tesco’s response to Covid is at[**https://www.tesco.com/help/covid-19/?icid=dchp\_c1\_nhshour\_wk4**](https://www.tesco.com/help/covid-19/?icid=dchp_c1_nhshour_wk4) |
| **Sainsbury’s** | Sainsbury’s has introduced a **volunteer shopping card** which uses their e-gift card technology. It allows the volunteer recipient (family, friends, or neighbours) to do your shopping in store and pay using the shopping card. The recipient receives and e-gift card by email so that they can do their shopping for you.  Further details about the Volunteer Shopping Card is available at  [**https://www.sainsburys.co.uk/webapp/wcs/stores/servlet/gb/groceries/working-to-feed-the-nation-/latest-information--**](https://www.sainsburys.co.uk/webapp/wcs/stores/servlet/gb/groceries/working-to-feed-the-nation-/latest-information--)  Sainsbury’s have a Freephone hotline on **0800 052 5500** to help with any queries. |
| **Waitrose** | Waitrose are offering a **same day food delivery** (minimum order £10). Details are available at[**https://rapid.waitrose.com/**](https://rapid.waitrose.com/)  Waitrose has introduced a **volunteer shopping card** which uses their e-gift card technology. It allows the volunteer recipient (family, friends, or neighbours) to do your shopping in store and pay using the shopping card. The recipient receives and e-gift card by email so that they can do their shopping for you.  Further details about the Volunteer Shopping Card is available at  [**https://www.waitrose.com/ecom/help-information/customer-service/coronavirus/online**](https://www.waitrose.com/ecom/help-information/customer-service/coronavirus/online) |