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 Aldi’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** | Iceland’s Covid response is at <https://www.iceland.co.uk/customer-support/contact-us> |
| **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** | If you are able to go out, the elderly and vulnerable will have **priority access to all stores** (except Express stores) between 9am and 10am every Sunday (for browsing only) and Wednesday.  Further details on priority slots for vulnerable customers is availableat <https://www.tesco.com/help/priority-slots-faq/>  **Volunteer e-gift cards** can be purchased so someone else can do your shopping for you  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/> |
| **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 and Sainsburys’ response to Covid 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) |