

LOCAL SUPERMARKET UPDATE – 14.04.2020

How do you let the government know that you are vulnerable?

If you have a medical condition which makes you extremely vulnerable to coronavirus (COVID-19), you can register with the government and tell it whether or not you need support.

You may have received a letter from the NHS telling you that you're "extremely vulnerable", or have been contacted by your GP or hospital clinician. If this has not happened, contact your GP or clinician after you register with the government service. The government warns that "it may take time for any support offered through this service to arrive". Wherever possible you should continue to rely on friends, family and wider support to help you meet your needs," it says. You can register yourself, or on behalf of someone else.

You can use this website to register: www.gov.uk/coronavirus-extremely-vulnerable

TESCO	In store	Deliveries	Click and Collect	General info
<p>Mon-Sat 8am-10pm</p> <p>Sun 10am-4pm</p>	<ul style="list-style-type: none"> Priority shopping hour for NHS staff, every Tuesday and Thursday from 7-8am and Sunday from 9am-10am, in all Tesco stores (except Express). <p>Anyone with NHS ID will be able to shop at these times.</p>	<ul style="list-style-type: none"> Tesco is prioritising vulnerable customers for delivery. If you are a vulnerable person, you will be able to book a priority slot and select an eight hour window. Customers who do not currently have a Tesco account and have a letter 	<ul style="list-style-type: none"> Stores are offering click and collect slots, but these may be within a 3-4 week period from the day of ordering. 	<ul style="list-style-type: none"> Tesco is allowing new customer registrations. Tesco is currently only showing delivery slots until 29 April which are at full capacity and is asking customers who can to come into the store to free up slots for more vulnerable shoppers. All vulnerable people as identified by the government have now been contacted by Tesco.

	<ul style="list-style-type: none"> Priority shopping hour for vulnerable and elderly customers. Every Monday, Wednesday and Friday between 9am-10am and 10am-11am on Sunday. 	<p>from the NHS can either create an account online or call the supermarket on 0800 917 7359.</p> <ul style="list-style-type: none"> If you are vulnerable, disabled, or elderly, the driver can still bring your shopping inside if you ask. They will not be able to enter your home if you're currently self-isolating. Home shopping deliveries continue to deliver as normal, but slots are filling up quickly, with vulnerable customers being priority. 		<ul style="list-style-type: none"> Tesco is removing the purchasing limits on the majority of its products and limits will only remain on essential items. An 80-item limit remains in place. <p>www.tesco.com/help/covid-19</p>
<p>SAINSBURYS</p> <p>Mon-Sat 8am to 8pm</p> <p>Sun 11-5pm</p>	<p>In store</p> <ul style="list-style-type: none"> Priority shopping hour for NHS staff and social care workers, 7.30-8am, Monday to Saturday. <p>Anyone with NHS ID will be able to shop at these times.</p>	<p>Deliveries</p> <ul style="list-style-type: none"> Sainsburys is prioritising vulnerable customers for delivery. (Other customers are offered click and collect only) Once you are told you qualify for priority delivery by the Government, you can call the Sainsbury's customer care line on 0800 636262. The supermarket has warned it is very busy 	<p>Click and Collect</p> <ul style="list-style-type: none"> Stores are offering click and collect slots. 	<p>General info</p> <ul style="list-style-type: none"> Sainsbury's has paused all-new online customer registrations. Delivery and Click and Collect is only available to existing customers. Sainsbury's has prioritised delivery slots for elderly, disabled and vulnerable customers, but there is currently no slots available for delivery or click and collect for the next three weeks, however, it says to keep checking. All vulnerable people as identified by the government have now been contacted by Sainburys.

	<ul style="list-style-type: none"> Priority shopping hour for vulnerable and elderly customers. Every Monday, Wednesday and Friday from 8am-9am. 	<p>and you might need to try a couple of times. When you get through to a member of staff, they will help you arrange a delivery slot.</p> <ul style="list-style-type: none"> For other customers who consider themselves vulnerable but have not yet been contacted by Sainsbury's, please call their customer careline on 0800 328 1700. 		<ul style="list-style-type: none"> Sainsburys has started to remove some limits on the number of certain non-essential products. Limits will remain in place on popular and essential items. Sainsburys will be launching a new volunteer gift card and online voucher 'in the next week or two'. <p>www.sainsburys.co.uk/shop/gb/groceries/working-to-feed-the-nation-/latest-information--</p>
<p>ASDA</p> <p>Mon-Sat 8am to 10pm</p> <p>Sun 10am-4pm</p>	<p>In store</p> <ul style="list-style-type: none"> Priority shopping hour for NHS staff and social care workers, 8-9am, Monday, Wednesday and Friday, plus Sunday browsing time from 9-10am. <p>Anyone with NHS ID will be able to shop at these times.</p>	<p>Deliveries</p> <ul style="list-style-type: none"> Asda is prioritising vulnerable customers for delivery, as on government database of most vulnerable. Vulnerable Asda customers will receive a link to take them to the Asda site, where they will be able to access a recurring delivery slot. They will also be able to access slots a week further in advance of everyone else if they don't want a recurring slot. These 	<p>Click and Collect</p> <ul style="list-style-type: none"> Stores are offering click and collect slots. Click and Collect slots for non-vulnerable customers are filling up quickly, with slots only visible for the next 7 days. 	<p>General Info</p> <ul style="list-style-type: none"> Asda is allowing new customer registrations. Asda has currently sold out of online delivery slots and click and collect slots up until 21 April, and is asking customers to shop in-store when possible. All vulnerable people as identified by the government have now been contacted by Asda. Asda is removing limits on fruit and vegetables and chilled products in-store, but you will only be able to buy three of any product across toiletries, cleaning products and baby milk and any online groceries.

	<ul style="list-style-type: none"> • There is currently no priority shopping time for vulnerable and elderly customers. • One adult per trolley. 	<p>customers will also benefit from free delivery and no minimum spend when they place their order.</p> <ul style="list-style-type: none"> • Delivery slots for non-vulnerable customers are filling up quickly, with slots only visible for the next 7 days. 		<ul style="list-style-type: none"> • Volunteer shopping card - Asda's volunteer card comes in the form of an e-gift card, with a barcode that can be scanned for payments. It can be downloaded and presented on a phone screen, or be printed on A4 paper and scanned by a member of checkout staff. <p>Customers can buy these shopping cards online, top up and give to their family member, friend, or NHS volunteer to pay for their shopping without the hassle of using cash or bank cards.</p> <p>These volunteer shopping cards can be bought at ASDA.com/volunteercard</p> <p>https://corporate.asda.com/20200309/steps-we-have-taken-in-response-to-the-coronavirus-outbreak</p>
<p>MORRISONS</p> <p>Mon-Sat 7am to 8pm</p> <p>Sun 9.30am-4pm</p>	<p>In store</p> <ul style="list-style-type: none"> • Priority shopping hour for NHS staff and social care workers, 6-7am, Monday to Saturday, 9-9.30am Sunday. <p>Anyone with NHS ID will be able to shop at these times.</p>	<p>Deliveries</p> <p>NEW TELEPHONE SHOPPING:</p> <ul style="list-style-type: none"> • Morrisons has launched a new telephone shopping service to help vulnerable and elderly people get essential groceries. <p>Vulnerable customers are able to place orders over the phone and the delivery will be made the following day by an employee at</p>	<p>Click and Collect</p> <ul style="list-style-type: none"> • Stores are offering click and collect slots, but these are booking up fast. • Food boxes are available to order and collect. • Morrisons will soon be rolling out a click and collect food box service 	<p>General Info</p> <ul style="list-style-type: none"> • Morrisons is allowing new customer registrations. • Morrisons are offering booking delivery slots as far in advance as possible, which can be up to weeks away, but there are no further slots shown on its website. • All vulnerable people as identified by the government have now been contacted by Morrisons.

	<ul style="list-style-type: none">Morrisons has not outlined specific hours for vulnerable shoppers.	<p>their local store. Customers will need a bank card or mobile phone to pay for the delivery and can use either chip and pin or contactless.</p> <p>Customers who wish to place an order should phone 0345 611 6111 and select option five.</p> <p>FOOD BOXES:</p> <ul style="list-style-type: none">Food boxes are available for delivery, without a large waiting time. Boxes contain everyday essentials - the meat or vegetarian groceries boxes include a selection of everyday food and essential household items, or the Market Kitchen boxes contain 8 prepared meals. Cost from £30. <p>www.morrisons.com/food-boxes</p> <p>NEW DELIVEROO</p> <ul style="list-style-type: none">Morrisons and Deliveroo have teamed up so customers can order online from a selection of 70 essential household	<p>for NHS staff. After placing an order through a dedicated website, NHS staff will be able to collect a food box from an allocated collection point in hospital car parks.</p>	<ul style="list-style-type: none">Morrisons has removed all purchasing restrictions on its products, but any shopping in-store will be limited to one trolley per customer. <p>www.morrisons.com/help/coronavirus</p>
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<p>LIDL</p> <p>Mon- Sat 8am-8pm</p> <p>Sun 10am-4pm</p>	<p>In store</p> <ul style="list-style-type: none"> • No priority service 	<p>Deliveries</p> <ul style="list-style-type: none"> • No delivery service 	<p>Click and collect</p> <ul style="list-style-type: none"> • No service 	<p>General info</p> <ul style="list-style-type: none"> • Purchase limits for toilet roll only. <p>www.lidl.co.uk/about-us/customer-update</p>

ALDI	In store	Deliveries	Click and collect	General info
<p>Mon- Sat 8am-10pm</p> <p>Sun 10am-4pm</p>	<ul style="list-style-type: none"> • Priority shopping for NHS staff, Police and fire service workers will take priority ahead of queues upon showing a valid ID, all day, every day. • Priority shopping for NHS staff, Police, fire service, key workers (care home, St John's, first responders) have early browsing access on a Sunday, 9.30-10am. • Priority shopping for vulnerable and elderly customers. Mon-Sat from 7.30-8am. 	<ul style="list-style-type: none"> • Delivery available for wine and 'specialbuy' products only (no groceries). 	<ul style="list-style-type: none"> • No service 	<ul style="list-style-type: none"> • Aldi is allowing new customer registrations. You can register as a new customer on the website, or checkout as a guest. • The current delivery time frame is between three and 10 working days. • Purchase limits have been lifted, with the exception of wine and spirits, which are limited to orders of up to 12 bottles. <p>www.aldi.co.uk/covid19</p>
ICELAND	In store	Deliveries	Click and collect	General info
<p>Mon-Sat</p>			<ul style="list-style-type: none"> • None 	<ul style="list-style-type: none"> • Iceland is allowing new customer registrations.

<p>9am-6pm</p> <p>Sun</p> <p>TBC - 10am-4pm</p>	<ul style="list-style-type: none"> • Priority shopping hour for NHS staff, 5-6pm, Monday to Saturday, 3-4pm Sunday. <p>Anyone with NHS ID will be able to shop at these times.</p> <ul style="list-style-type: none"> • Iceland in Farnborough and Aldershot have not outlined specific hours for vulnerable shoppers. 	<ul style="list-style-type: none"> • Iceland has removed its restrictions on home delivery, which is now available to all customers, with customers over the state pension age (65+), self-isolating and vulnerable people like the disabled prioritised 		<ul style="list-style-type: none"> • The website shows there are delivery slots available from today up until Friday 17 April, but they're currently fully booked. The supermarket will be releasing delivery slots during the day, so check regularly. • Purchase limits on some essential items. <p>www.iceland.co.uk/customer-support/help-articles#coronavirus</p>
<p>OCADO (online)</p>	<p>In store</p> <ul style="list-style-type: none"> • N/a 	<p>Deliveries</p> <p><i>Priority customers have been identified by Ocado as being vulnerable on the government's shield list, plus their longest-standing, most loyal customers.</i></p> <ul style="list-style-type: none"> • Priority customers: Ocado has emailed all customers with priority access with further information on delivery slot distribution and access, so everybody 	<p>Click and collect</p> <ul style="list-style-type: none"> • N/a 	<p>General Info</p> <ul style="list-style-type: none"> • Ocado may allow new customer registrations. You can try to register as a new customer on the website. • Purchase limits on some essential items. <p>www.ocado.com</p>

		<p>is clear what's available to them. Priority customers delivery slots are updated on a daily basis.</p> <ul style="list-style-type: none"> • For all remaining Ocado customers: any remaining next-day capacity will be released after 6pm. 		
<p>WAITROSE</p> <p>Check website for individual store opening times</p>	<p>In store</p> <ul style="list-style-type: none"> • Waitrose is setting aside hard-to-find and essential products, and giving a priority checkout service for NHS workers. • Priority shopping for vulnerable and elderly customers and key workers during the first hour of trading 	<p>Deliveries</p> <ul style="list-style-type: none"> • Waitrose is prioritising vulnerable customers for delivery, as on government database of most vulnerable. • Delivery slots for non-vulnerable customers are filling up quickly. 	<p>Click and Collect</p> <ul style="list-style-type: none"> • Waitrose is prioritising vulnerable customers for click and collect, as on government database of most vulnerable. 	<p>Notes</p> <ul style="list-style-type: none"> • Waitrose is allowing new customer registrations. • Currently delivery slot bookings are fully booked up until 16 July, with more slots being added daily. • Volunteer gift card – Waitrose's volunteer card comes in the form of an e-gift card, with a barcode that can be scanned for payments. It can be downloaded and presented on a phone screen, or be printed on A4 paper and scanned by a member of checkout staff. <p>Customers can buy these shopping cards online, top up and give to their family member, friend, or NHS volunteer to pay for their shopping without the hassle of using cash or bank cards.</p> <p>These volunteer shopping cards can be bought at https://johnlewisgiftcard.com</p>

				<ul style="list-style-type: none"> • Purchase limits on some essential items. <p>www.waitrose.com/ecom/help-information/customer-service/coronavirus</p>
<p>MARKS & SPENCER</p> <p>Check website for individual store opening times</p>	<p>In store</p> <ul style="list-style-type: none"> • Priority shopping for vulnerable and elderly customers on Monday and Thursday during the first hour of trading. • Priority shopping for NHS and emergency workers on Tuesday and Friday during the first hour of trading. <p>Check website for store opening hours.</p>	<p>Deliveries</p> <ul style="list-style-type: none"> • Home deliveries are currently unavailable and orders have been suspended. M&S is asking people to shop in-store instead. <p>DELIVEROO</p> <ul style="list-style-type: none"> • Deliveroo has teamed up with M&S Oak Farm BP so customers can order online from a selection of 60 groceries and have them delivered to the door on the same day. <p>All products are priced the same as in-stores, but orders will incur a delivery fee.</p> <p>www.deliveroo.co.uk</p>	<p>Click and Collect</p>	<ul style="list-style-type: none"> • M&S has paused all-new online customer registrations. • A limit of two similar items per customer across all its groceries in-store. • <u>Volunteer gift card</u> – M&S volunteer card comes in the form of an e-gift card, with a barcode that can be scanned for payments. It can be downloaded and presented on a phone screen, or be printed on A4 paper and scanned by a member of checkout staff. <p>Customers can buy these shopping cards online, top up and give to their family member, friend, or NHS volunteer to pay for their shopping without the hassle of using cash or bank cards.</p> <p>These volunteer shopping cards can be bought at www.marksandspencer.com/all-in-this-together/p/p60282075.</p> <p>www.marksandspencer.com/c/help/covid-19</p>
CO-OP	In store	Deliveries	Click and Collect	Notes

<p>Check website for individual store opening times</p>	<ul style="list-style-type: none"> • Priority shopping for NHS workers, vulnerable customers and people that care for them, from 8am-9am Monday to Saturday and 10am-11am on Sundays. <p>These times may vary, depending on the store.</p>	<ul style="list-style-type: none"> • N/a 	<ul style="list-style-type: none"> • N/a 	<ul style="list-style-type: none"> • Purchase limits on some essential items. <p>www.thesouthernco-operative.co.uk/covid-19-updates</p>
<p>AMAZON PANTRY</p> <p>Online 24-7</p>	<p>In store</p> <ul style="list-style-type: none"> • N/a 	<p>Deliveries</p> <p><i>Amazon Prime members can order non-perishable everyday essentials from Amazon Pantry through their Amazon account.</i></p> <p><i>Delivery appears to be within 2-3 days.</i></p>	<p>Click and Collect</p> <ul style="list-style-type: none"> • N/a 	<p>Notes</p> <p>www.amazon.co.uk/Amazon-Pantry</p>