

Supermarket Offer in Wolverhampton



CITY OF
WOLVERHAMPTON
COUNCIL



Aldi Dedicated Shopping Hours...

Aldi open their stores 30 minutes early on Mondays to Saturdays for the elderly (over 70's) and vulnerable. Please note, in England and Wales, this is for browsing only.

Aldi Voucher Scheme...

Aldi has launched a new website, where customers unable to make it to the shops themselves can purchase shopping vouchers. These vouchers can then be posted to volunteers anywhere in the UK free of charge. Aldi will post vouchers as well as sending via email.

Find more information at: <https://vouchers.aldi.co.uk/>

Aldi Ambient Food Parcels...

Aldi is selling ambient food parcels on its website to help vulnerable people and those self-isolating. The parcels are for home delivery and contain 22 products including tinned soup, rice and pasta, antibacterial handwash and a four-pack of toilet roll. The parcels cost £19.99 including home delivery but are limited to one per customer.

Find more information at: <https://www.aldi.co.uk/food-parcels>

Aldi Traffic Light System...

Aldi has a system to show customers the busiest and quietest times to shop. Aldi uses an 'automated traffic light' system to indicate when customers can safely enter the store.

Find more information at: <https://www.aldi.co.uk/covid19>



ASDA Volunteer Card...

If you are relying on friends and family for help, an 'ASDA Volunteer Shopping Card' will help you get the funds to those who are getting your essentials for you. This is a contactless, safe and secure way of providing money to shop for others or allow others to shop for you.

Find more information at: <https://cards.asda.com/volunteer>

31 Item 'Food Box' Service...

ASDA has a food box containing a selection of essential items. The food box is delivered direct to the doorstep within two days of an order being placed and includes 31 store cupboard staples for £25 (including delivery).

Find more information at: <https://foodboxes.asda.com/>

Increased Online Shopping Delivery Slots...

ASDA have increased their number of online delivery slots from 450,000 a week to 700,000 a week. ASDA have written to 250,000 'extremely vulnerable' customers to offer them first access to delivery slots, ensuring they get what they need while they stay safe at home. They also benefit from free delivery when placing an order and the opportunity to book a weekly recurring slot.

Pharmacy Services...

A prescription delivery service is available for extremely vulnerable customers across ASDA's 255 in-store pharmacies. Staff from ASDA deliver essential medication directly to customers' homes.

ASDA also have a 'Call and 'Collect' service. Pharmacy customers can call ahead, order their prescription, and then collect their medication without going into store.



Co-Op Dedicated Shopping Hours...

For NHS workers, vulnerable customers and people that care for them, Co-Op stores have dedicated shopping hours from 8am to 9am on Mondays to Saturdays and 10am to 11am on Sundays.

Prescription Services...

Vulnerable customers are eligible for free delivery when you order your prescription through the Co-Op Health app.

Find more information at: <https://www.coop.co.uk/health>

Payment Solution and Volunteer Matching Support Scheme...

Co-Op has launched a payment solution and volunteer matching support scheme to get groceries delivered to those self-isolating.

Vulnerable customers are connected to a volunteer to shop and deliver vital food supplies using a safe and secure payment solution thanks to work with local authorities and community groups.

Customers can ring 08000 294 592 to purchase a Co-Op community shopping card, enabling the vulnerable to give funds to those shopping on their behalf without having to take out money or provide bank details.



Lidl Traffic Light System...

Lidl have put a traffic light system in place so that elderly and vulnerable shoppers can find the quietest time to shop.

Find more information at: <https://www.lidl.co.uk/about-us/customer-updates>

Lidl have also put a crowd control system in place to help manage social distancing in their stores. This includes positioning security guards or designated team members at store entrances during busy times of the day to keep track of how many customers enter their stores at one time.

Lidl Feed it Back Scheme

Lidl have rolled out food donation boxes across their stores nationwide. The donated food will be put to good use every day and will help make a difference to those in need during challenging times.

Find more information at: <https://www.lidl.co.uk/about-us/our-partners/feed-it-back>

In-Store Support for the Vulnerable and Elderly...

An assistance bell is located at the entrance of stores for the vulnerable and elderly. When rung, a member of the team will provide further assistance.

If you are unable to complete your shopping while following the social distancing measures Lidl have in place, a member of the team will safely support you. If you require assistance with your shopping, you may be accompanied by someone that can support you.



Morrisons Doorstep Delivery Service...

Morrisons Doorstep delivery service is a telesales shopping service available to vulnerable and elderly members of the community who are unable to go shopping in-store. Call 0345 611 6111 and select option 5 to place your order.

Morrisons aim to deliver any order placed before 5pm the next day. In order to use this service, you must live within 10 miles of a Morrisons store. There is a limit of three per item (from a 47-item essentials list) when using this service.

Find more information at: <https://my.morrisons.com/doorstep-deliveries/>

'Love to Help' Assistance In-Store...

Those vulnerable and elderly customers who visit the stores will also be offered a helping hand from colleagues wearing 'love to help' t-shirts. As part of this new service, staff can deliver the shopping to a customer's

Home Delivery Services...

Morrisons is helping elderly and vulnerable people by expanding its home delivery service and making slots available to customers both through Morrisons.com and the Morrisons Store on Amazon Prime Now.

Morrisons Food Boxes...

Morrisons is producing food boxes and has partnered up with Deliveroo. Customers can order from a range of essentials delivered to their door.

Find more information at: <https://www.morrisons.com/food-boxes/>

Sainsbury's

Sainsbury's Dedicated Shopping Hours...

For elderly and vulnerable customers, Sainsbury's offer dedicated shopping hours between 8am and 9am every Monday, Wednesday and Friday.

Sainsbury's Volunteer Shopping Card...

Volunteer Shopping Cards can be purchased online, enabling friends and helpers to shop on behalf of the elderly, disabled, vulnerable and other customers who may not be able to shop for themselves. Customers can visit the dedicated webpage and select how much they'd like to spend on their weekly shop. The E-Gift Card will then be emailed directly to the person shopping on their behalf, which can then be redeemed at checkout in store.

Find more information at: www.sainsburysgiftcard.co.uk

Vulnerable Priority Access to Sainsbury's Online Home Delivery

Service...

Sainsbury's have expanded their services across home delivery and Click & Collect. Customers who are vulnerable will get priority access and are able to book delivery slots in advance of anyone else.

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.

If you're over 70 years of age, or you are extremely vulnerable, you can get access to priority home delivery slots by calling Sainsbury's care line on 0800 636 262 or 0800 953 4988.



Tesco's Dedicated Shopping Hours...

In large Tesco stores (Extras, Superstores and Metros), Tesco are prioritising the elderly and most vulnerable for one hour between 9am and 10am every Monday, Wednesday and Friday.

Reserved Home Delivery Slots...

Tesco are reserving home delivery slots for their most vulnerable customers. Tesco have emailed their existing online customers who are listed by the Government as vulnerable to inform them that they have access to priority slots. However, Tesco customers who are not on the UK Government's list can ask to access the priority slots by calling 0800 917 7359.

In addition to this, to help free up more grocery home shopping delivery slots for their vulnerable customers, Tesco are encouraging those who usually shop online to choose Click & Collect or to prioritise their shopping in-store, where possible.

If you are vulnerable, disabled or elderly, the driver can still bring your shopping inside your home if you ask, but they will be unable to enter your home if you're currently self-isolating.

If you are self-isolating, Tesco will deliver your shopping in plastic bags and will not charge you for any bags used.

TESCO Volunteer e-Gift Card...

To help you stay safe at home, you can now purchase a Tesco Volunteer e-Gift Card and email it to whoever is doing your shopping. Your volunteer can use your e-Gift Card to shop for you at any UK Tesco store and there's no need to handle cash or swap bank details.

Find more information at: <https://www.tescogiftcards.com/order>

Waitrose

Waitrose Dedicated Shopping Hours...

To support their elderly and vulnerable customers, Waitrose are offering a dedicated shopping hour during the first opening hour of each of their supermarkets.

Prioritisation of Online Delivery Slots...

Waitrose have committed at least 25% of their orders to elderly and vulnerable customers. Waitrose have also increased their online delivery capacity by 50% to more than 150,000 slots each week.

Waitrose have prioritised delivery slots for vulnerable customers across the country and those over the age of 70. Waitrose are continuing to contact customers on the lists of clinically vulnerable people.

Waitrose Vulnerable e-Gift Card...

Waitrose has launched a dedicated e-Gift card for self-isolating and vulnerable customers who want to organise payment for groceries delivered by volunteers, friends or other family members. Customers unable to get to the shops themselves can buy an e-Gift card online which can be emailed directly to friends, neighbours and volunteers to use on their behalf in Waitrose & Partners shops.

Find more information at: <https://www.johnlewisgiftcard.com>

Waitrose Customer Service Helpline...

Waitrose has encouraged vulnerable and elderly customers to contact the organisation to help solve any issues they are having. You can freephone Waitrose on 0800 188 884 in order to discuss your concern.

Find more information at: <https://www.waitrose.com/ecom/help-information/customer-service/contact-us>