

Government Food boxes

The food boxes are being paused at the end of July

If you need support from the Government and have not yet registered, there is still time. Go to www.gov.uk/coronavirus or call 0800 028 8327 **before 17 July** so that support can reach you.

By registering with the Government, you will also be adding yourself to the list that will be shared with the major supermarkets for priority shopping

Brakes are the company who have the contract to deliver the food to our shielded residents.

If, for any reason, you are having continued problems with your delivery and can't sort it via the Government portal, you can contact Brakes directly. Their opening times are, Mon – Sat – 09.00 – 17.00, Sun 10.00 – 17.00

Phone: 0345 606 9090

Email: customerservices@brakes.co.uk

Please remember to follow all the Government Guidance and when you go out, maintaining strict social distancing.

- Visit www.gov.uk/coronavirus for Government updates
- Visit www.croydon.gov.uk/coronavirus for Croydon updates
- If you need urgent help or assistance, please call Croydon Council 020 8604 7787

Supermarkets

Online shopping explained - <https://www.croydon.digital/events/on-line-shopping-explained-for-seniors-and-carers-copy/>

Please check individual Supermarket websites for updates.

This summary has been compiled based on publicly available information, as at 06/2020. The list of suppliers is not exhaustive and completeness of offer or product availability cannot be guaranteed. Inclusion on this list is not a recommendation from Croydon Council. Anyone using this list should do their own research to see whether the supplier is suitable for their needs.

Name	What and How	Is there a food box / price	Website	Contact details	In store priority shopping hours
Sainsburys	<p>Prioritised slots for vulnerable customers to have an online delivery who have shopped with them before and are on the Governments shielding list</p> <p>Assisted shopping via the phone</p>	No	www.sainsburys.co.uk	<p>Customer careline - 0800 636262</p> <p>Assisted Shopping - Sainsbury's Anyone wishing to use this service has to register first. Orders do not necessarily have to be done on-line, they can be made over the telephone. Call the Customer Services team. 0800 328 1700</p>	Elderly customers from 8am – 9am every Monday, Wednesday and Friday
Morrisons	<p>Can order</p> <ul style="list-style-type: none"> • Online • Phone shopping team for vulnerable residents • Via Deliveroo 	<p>Food boxes Order by phone or online. (meat, fish, vegetable, gluten free, vegetarian and prepared meals. £22+)</p>	<p>www.morrisons.com</p> <p>via Deliveroo - https://deliveroo.co.uk/ (or the app)</p>	<p>Online Shopping Service team 0345 322 0000</p> <p>Doorstep deliveries for vulnerable people, 0345 611 6111, option 5 for a telephone ordering service, customers can</p>	N/A

Name	What and How	Is there a food box / price	Website	Contact details	In store priority shopping hours
		<p>Doorstep delivery – phone only (can choose from a selection of 47 essential products. Pay at door step, card only within 10 miles of the store)</p>		<p>choose from a selection of 47 essential products. Pay at door step, card only within 10 miles of the store</p> <p>Food box delivery (0345 611 6111, option 4). Delivered by DPD, card payment on phone. Call before 3pm for next day delivery.</p>	
<p>Asda</p>	<p>Online Asda can only contact people who:</p> <ul style="list-style-type: none"> • have been identified by government as being 'extremely vulnerable' and who have no-one to help them get food and essentials. • And who also have an Asda account <p>Sign in to your Asda account and make sure your email address, phone number and address match those you gave the government. This will help them identify you</p>	<p>Online yes Cupboard filler food box - a typical box contains 31 items, the Cupboard Filler Box is intended to restock your cupboards with your everyday household items. Delivery is included in the price Currently £25</p>	<p>foodboxes.asda.com https://groceries.asda.com/ for normal shopping ordering</p>	<p>Customer service team 0800 952 0101</p>	<p>N/A</p>

Name	What and How	Is there a food box / price	Website	Contact details	In store priority shopping hours
Iceland	Online - Giving priority online ordering to those on the governments' official 'shielded' lists of vulnerable people, and are communicating directly with all those on these lists who are existing Iceland customers to offer them this opportunity. If a person on the 'shielded' list is not already registered with Iceland, they can set up an account https://www.iceland.co.uk/account/registerand , if the information recorded there matches that on one of the governments' shielded lists, they will offer them priority shopping opportunities in the future	No	www.iceland.co.uk	customer service team 0800 328 0800	N/A local arrangements may be in place
Tesco	Government has supplied Tesco with a list of customers who are the most vulnerable, they are opening up priority slots for these customers. Tesco has emailed these customers to let them know that they have access to priority slots. Order online for <ul style="list-style-type: none"> • Delivery • Click & Collect 	No	www.tesco.com	0800 917 7359	All stores (except Express stores) will be prioritising the elderly and most vulnerable for one hour between 9am and 10am every Monday, Wednesday and Friday.

Name	What and How	Is there a food box / price	Website	Contact details	In store priority shopping hours
ALDI	Full grocery range is not available to buy online they have crafted specially designed Food Parcels available to buy online with free home delivery to help vulnerable people and those who are self-isolating. Food parcels contain a range of essential ambient household products such as Pasta, Rice, Canned Soups, Fish and Vegetables and Long Life Milk.	Food Parcel - 21 food items and household products. There are even a few treats in there too. £19.99, Deliver it to the door with full contactless delivery.	https://www.aldi.co.uk/food-parcels	Customer service - 0800 042 0800	Exclusive access is given to elderly and vulnerable shoppers 30 minutes before regularly opening times, from Monday to Saturday.
Waitrose	Rapid Response Choose up to 25 of your favourite Waitrose & Partners items and they'll deliver them to you within two hours in London. Have 40% slots set aside for the vulnerable. Online shopping At least 25% of orders dedicated to elderly and vulnerable customers. Prioritised delivery slots for vulnerable customers across the country and those over the age of 70.	Phone Yes. Care box includes staple foods and some treats £25	Waitrose Rapid Response: https://rapid.waitrose.com/ Online Shopping – https://www.waitrose.com/ Care Box www.johnlewis.com/waitrose-partners-food-box/p4999059	Care Box - Phone on 0800 022 4055 Customer Services - 0800 188 884	The first hour of opening will be dedicated to the elderly and the vulnerable, plus their carers

Name	What and How	Is there a food box / price	Website	Contact details	In store priority shopping hours
	<p>Continuing to contact customers on the lists of clinically vulnerable people which the Governments have shared</p> <p>Care Box Box will include 24 products and has been designed to feed an adult for a week. Delivery £3.50 for one, free delivery for two</p>				
<p>Marks and Spencer</p>	<p>M&S Food Boxes – a range of boxes packed full of fresh fruit, veggies or meat, created to help feed a family of four.</p> <p>Deliveroo - give access to essential groceries and some M&S favourites and treats. This is available across selected M&S stores and in over 100 BP M&S stores</p>	<p>Online – M&S food box Cost is £15+</p>	<p>Food box - www.marksandspencer.co.uk</p> <p>Deliveroo – Down load the App from your app store and search for M&S or groceries</p>	<p>Food customer services – 0333 014 8222</p>	<p>Older and vulnerable customers will be entitled to the first hour of opening at M&S on Mondays and Thursdays</p>
<p>Ocado</p>	<p>Log in to their website to see of you have priority access to online shopping</p>	<p>Yes. Online only. Single option includes fruit, veg & essentials</p> <p>£17 Existing customers only</p>	<p>Online – www.ocado.com</p>	<p>Customer services - 0345 656 1234</p>	<p>N/A</p>

Name	What and How	Is there a food box / price	Website	Contact details	In store priority shopping hours
<p>Home Bargains</p>	<p>Essentials Boxes can be bought online</p> <p>Home Bargains have carefully selected some of their best selling products to create the Essential Food Box; ideal for those who may be struggling to get certain items, are self-isolating or want to send a care package to a loved one</p>	<p>Yes Online only £23.99</p>	<p>Online – www.homebargains.co.uk</p>	<p>To help keep prices low they don't have a call centre</p>	<p>Shops are open, but Home Bargains is not a supermarket</p>
<p>Co-op</p>	<p>On demand groceries for delivery or collection Shop online and get delivery in as little as 2 hours Available in selected areas around the UK. You need to spend a minimum of £15. Can order in certain areas using deliveroo</p>	<p>No</p>	<p>www.coop.com search for On Demand Shopping Postcode checker available on website</p> <p>Deliveroo – Download the App from your app store and search for Co-Op or groceries</p>	<p>Call centre - 0800 0686 727.</p>	<p>Dedicated shopping hour for vulnerable customers, those who care for them - 8am to 9am Monday to Saturday and from 10am to 11am on Sundays</p>

Recipe Box –

Name	What can you order	Cost	Website	Where do they deliver
Hello Fresh	Recipe boxes including cooking instructions. Meat, fish and veg options	£30+	Online – www.hellofresh.co.uk	Country-wide
Gousto	Recipe boxes including cooking instructions. Meat, fish and veg options	£25+	Online – www.gusto.co.uk	Country-wide
KBK	One option includes meat and veg	£45	Online – www.kbk.co.uk	Country-wide
New Covent Garden Market	Fruit, veg and salad options	£15+	Phone – some suppliers take telephone orders, see website Online – www.newcoventgarden.com	Greater London
All Greens	Fruit and veg options	£30+	Online – www.allgreens.co.uk	Greater London
Pale Green Dot	Meat, fruit, veg and dairy options	£13+	Online – www.palegreendot.co.uk	Greater London, Sussex, Surrey and West Kent
Hello Groceries	Meat, fruit, veg, essentials	£15.50+	Online - http://hellogroceries.co.uk/	London and Greater London

Foodstops

Food Stop shop offers local people the opportunity to reduce their food shopping bills by paying £3.50 a week for around £15-£20 worth of grocery shopping

Foodstop name	Address	Opening times (may change so contact first)	Contact number	Email
Family Centre Fieldway/New Addington Wards - 'New Addington North' and 'New Addington South'	The Family Centre - Fieldway, New Addington, Croydon, CR0 9BS	Tuesdays – 10am to midday Wednesdays – 10am to midday Fridays – 10am to midday (Food Stop Plus – over 65's only)	Tel: 01689 844277 Mob: 07498 058 733	familycentre.fieldway@virgin.net
St Francis Church – Monks Hill Wards: 'Selsdon and Forestdale' and 'Selsdon and Addington Village'	St Francis Church - 146 Tedder Rd, Monks Hill, South Croydon, CR2 8AH	Fridays – 10am to midday	Tel: 02086577864	foodstop.stfrancis@gmail.com
Parchmore Methodist Church and Community Centre – Thornton Heath Wards: North of the borough	Parchmore Methodist Church & Community Centre - 53-55 Parchmore Rd, Thornton Heath, Croydon, CR7 8LY	Wednesdays – 10am to midday	Tel: 020 8653 7353	becky@parchmore.org
Old Lodge Lane Baptist Church	Old Lodge Lane Baptist Church, Reedham park Avenue, Purley, CR8 4BQ	Friday mornings between 10am and 12 noon.	020 8668 6260	foodstop@ollbc.org.uk

Baby Milk

Most brands of baby milk can now be bought direct from the supplier online if people can't get to the shops or get an online delivery slot. Check delivery charges

Brand	Information	Website
Aptamil	can be bought online direct with supplier, they also have a careline people can call to find out where there is stock availability	https://www.aptaclub.co.uk/covid-19/product-availability.html
Cow and Gate	can be bought online direct with supplier, they also have a careline people can call to find out where there is stock availability	https://www.cgbabyclub.co.uk/covid-19/product-availability.html
SMA	the only brand that can't be bought direct online they have a careline people can call to find out where there is stock availability	https://www.smababy.co.uk/
Hipp Organic	can be bought online direct with supplier, they also have a careline people can call to find out where there is stock availability) They stock milk and baby food products online	https://shop.hipp.co.uk/

Support getting shopping

Organisation	Description	Website	Phone number
Croydon Mutual Aid	Croydon residents who are volunteering to help their neighbours.	www.croydoncovid19mutualaid.uk	
NHS Volunteer Responders programme	Available to help with shopping and social isolation	https://volunteering.royalvoluntaryservice.org.uk/nhs-volunteer-responders	0808 196 3646

How to pay volunteers helping with shopping during coronavirus lockdown

Which? (the not for profit consumer advice organisation) have some very useful information on their website - www.which.co.uk/news/coronavirus/

Many supermarkets have the option to buy gift vouchers:

- **Aldi** – volunteer gift cards for set amounts - <https://vouchers.aldi.co.uk/>
- **Asda** – volunteer gift card re-loadable online - <https://cards.asda.com/volunteer>
- **Co-op** – volunteer shopping card bought over phone (08000 294 592)
- **Marks & Spencer** – volunteer gift cards for set amounts - <https://www.marksandspencer.com/we-re-all-in-this-together-volunteer-e-gift-card/p/qcp60282075>
- **Morrisons** – regular gift cards, with the option of ordering a physical gift card to be sent to the volunteer's address - <https://www.morrisons-corporate.com/media-centre/corporate-news/volunteer-buying-your-groceries-send-them-an-egift-or-gift-card/>
- **Sainsbury's** – volunteer gift cards for set amounts - <https://sainsburysgiftcard.co.uk/>
- **Tesco** – volunteer gift cards for set amounts - <https://www.tescogiftcards.com/>
- **Waitrose** – volunteer gift cards which can be sent now or on a future date; order via the John Lewis & Partners website - <https://johnlewisgiftcard.com/JohnLewisWaitrose/ByEmail/JohnLewisWaitrose/ChooseProduct?productGroup=Waitrose>

Croydon Voluntary Action

Connecting residents to their local community – information such as help with shopping, food parcels, meals, food banks and activities in the community.

Contact:

- cvalive.org.uk/coronavirus/
- 020 8253 7076 or 07540 720102 Mon to Fri 10 - 4pm
- connectwellcroydon@cvalive.org.uk