

How to Get Food Shopping (online & by phone)

Wellbeing area: Social / Money / Home / Health / Positivity / **Independence** / Work
[Published 09.11.20]

Introduction

If you're unable to get out to pick up shopping, you might want to think about setting up an online supermarket delivery. There are also some local Islington businesses that you can call, who will deliver. If it's just some basic supplies that you want, some of the supermarkets and restaurant delivery services are able to deliver food boxes. For those people who are trying to avoid crowds, but able to get out to the shops, then most supermarkets are also providing dedicated "instore" shopping times.

Online Supermarket Deliveries and Priority Slots:

Many of the big supermarkets are prioritising online shopping deliveries for the over 70s and vulnerable customers; there are also dedicated "instore" shopping times.

Store	Priority Hours (as of 4.11.20)
Aldi	Mon-Sat: access 30 minutes before store opens
Co-Op	Elderly, vulnerable: Mon-Sat 8am-9am; Sun 10am-11am
Marks & Spencer	First hour of trading on Mon and Thu – but only if there's a queue
Sainsbury's	Elderly and/or vulnerable people can go to front of queue at all times

Tesco	Wed and Sun (browsing only) 9am-10am
Waitrose	First hour of opening on Mon, Wed and Fri, can also go to front of queue at all times.

For more information about how the supermarkets are responding to the Covid situation, this article (last updated 6th November) is quite helpful:

<https://www.which.co.uk/news/2020/07/supermarkets-coronavirus-latest>

Tesco

- **Priority slots:** A focus on slots for those that are too vulnerable to go out and shop. Maximum of one order a week. They also deliver to care homes.

Sainsburys

- **Delivery Pass:** can buy in 3-month increments, order must be at least £40.
- **Chop Chop:** This is an app that has speedy delivery. Delivers within 60 minutes, £15 minimum, £4.99 delivery fee.
- **Assisted Shopping:** Telephone ordering service for those that cannot leave their home, nor access online services.

Asda

- **Online shopping:** Currently not accepting any new delivery pass applicants as they are at capacity, but worth checking.

Ocado

- **Delivery Slots:** Fully online grocery store, minimum £40 purchase. There is currently a high demand for slots, so plan to look for slots that are more than three days out.

They recommend registering before you shop to make sure that they deliver to your postcode.

- They have also partnered with M&S Food

Iceland

- **Free Delivery:** Free next day delivery for orders over £35, you can register to get emailed about new slots.

Aldi

- **Click and Collect:** Order your groceries online and stop by the store for free curbside pickup.

Morrisons

- **Delivery pass:** Purchase one pass and get unlimited groceries without any extra cost. You can purchase a pass every month, six months, or a year. They do deliver to care homes.
- **Doorstep Deliveries:** Free to elderly and vulnerable customers who are self-isolating. Must live within ten miles of a Morrisons store, no cash payments allowed.
- **Morrisons on Amazon:** Prime members who spend £40 or more get free, same day delivery.

Co-Op

- **Home Delivery:** In-person or online shopping can be delivered to your home in under 2 hours. £15 minimum, free delivery over £25.
- **Deliveroo:** Download the Deliveroo app to shop Co-Op from your phone and get fast delivery.

Local Supermarket Deliveries:

There are local Islington shops that can provide deliveries. You can look up their numbers online, in the Islington Council

directory: <https://islingtonlife.london/discover-islington/blog/supporting-local-businesses/>

Click on “Covid support” and select “Local Grocer Shop” and they will be displayed on the map together with their contact details.

Getting the Basics:

Deliveroo

Who are Deliveroo?

They are a restaurant delivery company, but they can also deliver a limited range of food and supplies from some local supermarkets.

What can they help with?

In the local area, food and supplies from local supermarkets can be delivered, usually within an hour or so. There is normally a delivery charge of £3-£5. They mostly deliver from restaurants and fast-food outlets, but they also cover corner shops and off-licences, as well as chains.

- [Co-op](#),
- [Aldi](#),
- [Morrisons](#) (Offers delivery from 130 of its stores, including Holloway Morrisons. See [the full list](#))
- [M&S Food](#)
- [Shell](#)

Tip: If Deliveroo is not in your area, [Uber Eats](#) offers a similar service.

Who are their staff?

Their staff are self-employed drivers.

To get help:

Go to their website: <https://deliveroo.co.uk/>

Enter your postcode and search for shops that deliver in your area.

Food Boxes

Some stores are offering boxes of essential food for a fixed price, to help those unable to get a grocery delivery slot. While you don't get much choice over what's in the box, it might be a good idea if you're running out of basics such as pasta, milk, or cleaning supplies. They are available online and designed for people who are unable to get out to the supermarket.

- [Morrisons – £35*](#). You can choose between a vegetarian or meat-eater's box for £35, which includes a selection of food and essential household items, designed to feed two adults for a week. There's also a separate ready-meal box for £30, which has four different dishes (enough for eight meals).
- [Asda - £34](#) The complete food box bundle contains about 41 items with a combination of pantry items and fruit and veg.

More information

For more information about the government Covid-19 social distancing guidelines, see the NHS website:

<https://www.nhs.uk/conditions/coronavirus-covid-19/social-distancing/what-you-need-to-do/>

The government's advice on how to procure supplies:

<https://www.gov.uk/guidance/coronavirus-covid-19-accessing-food-and-essential-supplies>

NEED FURTHER SUPPORT?

Getting an online supermarket shopping delivery set up

If you've not set up an online supermarket shopping delivery, and want some help with this, there's help available. Do ask a friend or relative to help. There's also one-to-one support available from an Age UK Islington Digital Volunteer.

For more information, see our website:

<https://www.ageuk.org.uk/islington/activities-and-events/getting-started/>

Or you call our Helpline, and say that you'd like some Digital Support, on 020 7281 6018.

Getting help from a volunteer

If you are unable to get what you need online, or by phone from local businesses, there are local support groups that might be able to help. Volunteers can often help with a small amount of shopping. There are also paid services which can help with shopping. See our "How to - Get Help from Volunteers" guide.

Please note we cannot recommend or endorse. Information provided is accurate to the best of our knowledge at the time of publishing. If you find any inaccuracies, please notify us gethelp@ageukislington.org.uk

What can Age UK Islington help with? *Age UK Islington provides adults (16 yrs+) in Islington with information and guidance about anything to do with your wellbeing, e.g. debt, housing issues, bereavement, support for unpaid carers (Islington Carers Hub) and much more. We can also help you get the most of the local area, e.g. finding affordable social groups or training. Our staff are experts in finding the best way forward, and have lots of knowledge about local specialist partners.*

Contact Age UK Islington Helpline: 020 7281 6018 Mon to Fri 9 - 5pm / gethelp@ageukislington.org.uk, info@islingtoncarershub.org