**Getting food and essentials**

**Please remember to follow guidance to Keep Croydon Safe**

* **Hands**- Wash your hands regularly with soap and water or use hand sanitiser/wipes when out and about.
* **Face**- Wear a face covering (if you can)
* **Space**- Keep your distance – you are less likely to pick up the virus if you are not close to people. Where possible stay 2 metres away from others.
* **Get tested**- If you or anyone in your household has symptoms of coronavirus, no matter how mild, **self-isolate immediately** and book a free test by going online [www.gov.uk/get-coronavirus-test or call 119](http://www.gov.uk/get-coronavirus-test%20or%20call%20119)
* **Always follow the rule of 6**- you must not meet in groups larger than 6 with some limited exceptions.

Visit [www.gov.uk/coronavirus](http://www.gov.uk/coronavirus) for Government updates

Visit [www.croydon.gov.uk/coronavirus](http://www.croydon.gov.uk/coronavirus) for local updates

If you need urgent help or assistance, please call Croydon Council 020 8604 7787

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Below is some information giving details of how you could get your food and essentials online or by the phone. Also information if you need some additional support.

**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

**ClearCommunityWeb** is a local organisation that helps develop digital skills in older people, vulnerable adults, carers and the community groups that serve them -[clearcommunityweb.co.uk/](https://clearcommunityweb.co.uk/)

**Supermarkets**

**Please check individual Supermarket websites for updates.**

*This summary has been compiled based on publicly available information, as at 10/2020. 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**  | **How** | **Website and online shopping**  | **Food box** | **Other methods**  | **Contact details**  | **Placing an order by phone**  |
| --- | --- | --- | --- | --- | --- | --- |
| **ALDI** | Full grocery range is not available to buy onlineApp | [www.aldi.co.uk](http://www.aldi.co.uk)deliveroo.co.uk  | No | A limited number of Aldi stores are currently on Deliveroo, with others being added regularly, delivery fee applies | Customer service - 0800 042 0800 |  |
| **Amazon Fresh** | OnlineAppFree for Amazon Prime members*Entire Morrisons range is available*  | [www.amazon.co.uk](http://www.amazon.co.uk) and search for Fresh | No |  | Online only | N/A |
| **Asda** | OnlineApp | [groceries.asda.com/](https://groceries.asda.com/) for normal shopping ordering[foodboxes.asda.com](https://foodboxes.asda.com/) | Currently a fruit and veg box available |  | Customer service team 0800 952 0101 |  |
| **Co-op** | OnlineApp - deliveroo | [www.coop.com](http://www.coop.com)[deliveroo.co.uk/](https://deliveroo.co.uk/) | No | [www.coop.com](http://www.coop.com) search for ‘On Demand Shopping’Postcode checker available on website, you need to spend a minimum of £15.Deliveroo – Download the App from your app store and search for Co-Op or groceries, delivery fee applies | Call centre - 0800 0686 727 |  |
| **Iceland** | Online  | [www.iceland.co.uk](http://www.iceland.co.uk) | No  |  | Customer service team 0800 328 0800 |  |
| **Marks and Spencer**  | Ocado for onlineApp - deliveroo | Ocado for food shopping – [www.ocado.com](http://www.ocado.com/) | No  | Deliveroo – Download the App from your app store and search for M&S or groceries. Selected M&S stores and in over 100 BP M&S stores, delivery fee applies | Food customer services – 0333 014 8222  |  |
| **Morrisons** | Online AppsPhone shopping Team for vulnerable residentsVia deliveroo and Amazon Fresh   | www.morrisons.com  | **Food boxes** Order by phone or online. (meat, fish, vegetable, gluten free, vegetarian and prepared meals. £22+)**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) | Deliveroo - [deliveroo.co.uk/](https://deliveroo.co.uk/) or download the appAmazon Fresh – amazon.co.uk  | **Online Shopping Service** team 0345 322 0000. | **Doorstep deliveries** for vulnerable people, 0345 611 6111, option 5 for a telephone ordering service, customers can choose from a selection of 47 essential products. Pay at door step, card only within 10 miles of the store**Food box delivery** (0345 611 6111, option 4). Delivered by DPD, card payment on phone. Call before 3pm for next day delivery |
| **Ocado** | OnlineApp  | Online – [www.ocado.com](http://www.ocado.com/) | Yes. Online only, includes fruit & veg   |  | Customer services - 0345 656 1234 | N/A  |
| **Sainsburys** | OnlinePhoneApps | [www.sainsburys.co.uk](http://www.sainsburys.co.uk) | No | Sainsburys on Chop Chop app – groceries delivered by bikeDelivery within 60 minutesMinimum spend £15£4.99 delivery feeDownload Chop Chop App <https://chopchopapp.co.uk/> | The general telephone order number for all customers is 0800 328 1700  | For customers who are vulnerable and registered with Sainsbury’s via the Shielding Service and are unable to place their order online, call 0800 917 8557  |
| **Tesco** | OnlineApp  | www.tesco.com | No |  | 0800 917 7359 |  |
| **Waitrose** | OnlineApp | Waitrose Rapid Response: <https://rapid.waitrose.com/>Online Shopping – <https://www.waitrose.com/> | No | Rapid Response - Choose up to 25 of your favourite Waitrose & Partners items and they’ll deliver them to you within two hours in London. | Customer Services - 0800 188 884 |  |
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**Apps**

There are a range of apps you can download to order your groceries such as Uber Eats, Deliveroo, Beelivery and many more. The best thing to do is to search your app store on your smart phone for grocery delivery.

**Recipe Box** (more available by searching online)

| **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](http://www.hellofresh.co.uk/) | Country-wide |
| Gousto | Recipe boxes including cooking instructions. Meat, fish and veg options | £25+ | Online – [www.gusto.co.uk](http://www.gusto.co.uk/) | Country-wide |
| KBK | One option includes meat and veg | £45 | Online – [www.kbk.co.uk](http://www.kbk.co.uk) | Country-wide |
| New Covent Garden Market | Fruit, veg and salad options | £15+ | Phone – some suppliers take telephone orders, see websiteOnline – [www.newcoventgarden.com](http://www.newcoventgarden.com/) | Greater London |
| All Greens | Fruit and veg options | £30+ | Online – [www.allgreens.co.uk](http://www.allgreens.co.uk/) | Greater London |
| Pale Green Dot | Meat, fruit, veg and dairy options | £13+ | Online – [www.palegreendot](http://www.palegreendot.co.uk).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 |
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**Food Stops**

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

| **Food Stop name** | **Address** | **Opening times (may change so contact first)** | **Contact number** | **Email** |
| --- | --- | --- | --- | --- |
| Family Centre Fieldway/New AddingtonWards - ‘New Addington North’ and ‘New Addington South’ | The Family Centre - Fieldway, New Addington, Croydon, CR0 9BS | Tuesdays – 9.30am to 12.30pmWednesdays – 9.30am to 12.30pmFridays – 9.30am to 12.30pm (Food Stop Plus – over 65’s only) | Tel: 01689 844277Mob: 07498 058 733 | familycentre.fieldway@virgin.net  |
| St Francis Church – Monks HillWards: ‘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: 020 8657 7864 | foodstop.stfrancis@gmail.com |
| Parchmore Methodist Church and Community Centre – Thornton HeathWards: 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 | Tel: 020 8668 6260 | foodstop@ollbc.org.uk  |

**Support getting shopping**

|  |  |  |  |
| --- | --- | --- | --- |
| **Organisation**  | **Description**  | **Website**  | **Phone number**  |
| Croydon Mutual Aid | Croydon residents who are volunteering to help their neighbours. | [www.croydoncovid19mutualaid.uk](http://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**

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

Many supermarkets have the option to buy gift vouchers:

* [**Aldi**](https://vouchers.aldi.co.uk/) – volunteer gift cards for set amounts - <https://vouchers.aldi.co.uk/>
* [**Asda**](https://cards.asda.com/volunteer) – volunteer gift card re-loadable online - <https://cards.asda.com/volunteer>
* **Co-op** – volunteer shopping card bought over phone (08000 294 592)
* [**Marks & Spencer**](https://www.marksandspencer.com/we-re-all-in-this-together-volunteer-e-gift-card/p/gcp60282075) – volunteer gift cards for set amounts - <https://www.marksandspencer.com/we-re-all-in-this-together-volunteer-e-gift-card/p/gcp60282075>
* [**Morrisons**](https://www.morrisons-corporate.com/media-centre/corporate-news/volunteer-buying-your-groceries-send-them-an-egift-or-gift-card/)– 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**](https://sainsburysgiftcard.co.uk/) – volunteer gift cards for set amounts - <https://sainsburysgiftcard.co.uk/>
* **Tesco** – volunteer gift cards for set amounts - <https://www.tescogiftcards.com/>
* [**Waitrose**](https://johnlewisgiftcard.com/JohnLewisWaitrose/ByEmail/JohnLewisWaitrose/ChooseProduct?productGroup=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>