

IMPORTANT NOTICE

This food box service will end Friday 31 July

From 1 August, the Government is no longer advising you to shield, which means that from that point, if you are able to, you can leave your house to go food shopping.

You should still follow guidance on social distancing and wear a face covering on public transport and in shops and supermarkets unless you have a good reason not to.

We hope you have found our food box service helpful over recent months. There are now a number of alternative options available if you are unable to shop for yourself.

You can find more details about the changes in this leaflet or visit www.gov.uk/coronavirus

If you have concerns about getting food, or if you need any other information and advice to help you stay safe and healthy, please call Sandwell Community Offer on **0121 726 3983**

If you need support from our Adult Social Care team, please call **0121 569 2266**

There are a number of very helpful groups that can support isolated members of the community.

For details visit

www.sandwell.gov.uk/coronaviruscommunitygroups

Please continue to follow the latest health advice at www.nhs.uk/coronavirus



This food box service will end 31 July

What does this mean for you?

- You will not receive a food box from the Council after 31 July 2020.
- **Please be aware that your final food box may arrive any time during the week before this date.**
- As the food box service will be stopping from the end of July, we recommend that you begin exploring other ways of accessing food now.

What other ways are there to access food?

- **Supermarket deliveries:** If you registered online on the government website as needing support with food, your data was shared with supermarkets so that they could give you priority access to delivery slots. To use this service you must be an existing online customer or set up an online account by signing up as a new customer with any of the supermarkets which offer deliveries. Please check participating supermarket websites for more information.
- **Sandwell Community Offer:** For vulnerable residents who need extra help during this difficult time, teams of community-based staff provide practical support, from shopping to collecting prescriptions. To make a referral, email ifa1996.community_offer@nhs.net or call **0121 726 3983**.
- **NHS Volunteer Responders:** The NHS Volunteer Responders can pick up your shopping and deliver it to you. Please call **0808 196 3646** between 8am and 8pm, 7 days a week to register. When you call, mention that you received information about NHS Volunteer Responders in your food box.
- **Other commercial options:** Many food retailers are also selling their own set food boxes or can deliver prepared meals for you. Other commercially available options include telephone ordering, food box delivery, prepared meal delivery and other non-supermarket food delivery providers. You can check online or try calling local stores to see what is available.
- **Route2Wellbeing:** Find your nearest foodbank and community kitchen at www.route2wellbeing.info and click on 'Emergency Provision'.

Supermarket food box orders

Aldi

Food box available? Yes. Single option includes cupboard essentials, drinks and personal care items **Food box price:** £20

www.aldi.co.uk

- One box per customer
- Free voucher delivery
- Elderly/vulnerable priority hours 07:30-08:00 Monday to Saturday
- Emergency workers (including social care workers) priority hours 09:30-10:00 Sunday

Asda

Food box available? Yes. Cupboard filler food box **Food box price:** £25

foodboxes.asda.com Phone: **0800 952 0101**

- NHS/Carers hours 08:00-09:00 Monday, Wednesday and Friday
- Have introduced a volunteer shopping card

Home Bargains

Food box available? Yes. Single option includes meat, fruit, veg and some essential items **Food box price:** £24

www.homebargains.co.uk

M&S

Food box available? Yes. Meat, fruit and vegetable options

Food box price: £20+

www.marksandspencer.com or regular lines via Deliveroo from selected BP M&S and M&S stores

- One box per customer
- Priority delivery for over 70s
- First hour of trading is dedicated to vulnerable and older customers on a Monday and Thursday
- First hour of trading is dedicated to NHS and emergency workers on Tuesday and Friday

Morrisons

Food box available? Yes. Meat, fish, vegetable, gluten free, vegetarian and prepared meals **Food box price:** £22+

www.morrisons.com/food-boxes or via Deliveroo

- Dedicated phone line for elderly and vulnerable: **0345 611 6111**
- Allocated community champion per store to identify customers who need help
- NHS priority hours 06:00-07:00 Monday to Saturday and 09:00-09.30 Sunday

Ocado

Food box available? Yes. Single option includes fruit, veg and some essentials

Food box price: £17+

www.ocado.com

- Access for existing customers only • Priority delivery for vulnerable

Prepared meals or recipe box

Apetito/Wiltshire Farm Foods

Food box available? No. Prepared meal options available

- Dedicated vulnerable person telephone line: **0800 066 2610 / 0800 046 5614**

www.wiltshirefarmfoods.com

Gousto

Food box available? Yes. Recipe boxes including cooking instructions.

Meat, fish and veg options **Food box price:** £25+

www.gousto.co.uk

Hello Fresh

Food box available? Yes. Recipe boxes including cooking instructions.

Meat, fish and veg options **Food box price:** £30+

www.hellofresh.co.uk

In-store shopping



Aldi

www.aldi.co.uk

Open 08:00-22:00 Monday to Saturday and 10:00-16:00 Sunday

- Priority access for emergency workers and social care workers 09:30-10:00 Sunday
- Priority access for elderly and vulnerable 07:30-08:00 Monday to Saturday

Safety measures including: priority ahead of queues for key workers in the NHS, police and fire service

- information on best times to shop
- social distancing in stores
- in-store signage and markings • screens
- trolley and basket cleaning stations • limited entry

Asda

www.asda.com

Open 08:00-20:00 Monday to Saturday and 11:00-17:00 Sunday

- NHS/Carer hours 08:00-09:00 Monday, Wednesday and Friday and 09:00-10:00 for browsing on Sunday

Safety measures including: 2m distancing • in-store signage and guidance

- volunteer shopping card
- counter closures • customer limits
- 1 adult per trolley • screens at checkout

Iceland

www.iceland.co.uk

Reduced hours which vary by store

- Last hour of trade dedicated to NHS customers
- In food warehouse stores, NHS customers have a priority slot

Safety measures including: social distancing

- in-store radio announcements and signage
- marked floors

Morrisons

groceries.morrisons.com

Open 07:00-20:00 Monday to Saturday and 09:30-16:00 Sunday
• NHS hour at 06:00-07:00 Monday to Saturday and 09:00-09:30 Sunday

Safety measures including: reduced cash handling
• hand sanitiser at checkouts

Sainsbury's

www.sainsburys.co.uk

Most supermarkets 08:00-20:00
• Elderly/vulnerable priority 08:00-09:00 Monday, Wednesdays and Fridays
• NHS and social care workers 07:30-08:00 Monday to Saturday

Safety measures including: phone orders for vulnerable people
• extended opening hours • safety screens
• volunteer shopping cards • 1 adult shopper at a time
• 2m distancing

Tesco

www.tesco.com

Tesco supermarket opening hours are 08:00-22:00
• Tesco Express opening hours vary
• Elderly and vulnerable customers have priority 09:00-10:00 in all major stores on Monday, Wednesday and Friday

Safety measures including: limited flow of customers in store
• hand sanitisers • floor markings • protective screens at checkout

Waitrose

www.waitrose.com

Open as usual but varies by store • First trading hour of each day is prioritised for elderly and vulnerable shoppers

Safety measures including: limited access to customers • queue marshals
• screens • one customer or family per lift
• contactless payment is preferred



Always follow
guidance
on social
distancing

