



Useful Help and Support Advice During Lockdown.

Visit: <https://www.gov.uk/coronavirus-shielding-support> to register if you have not already if you or someone in your family are classed as extremely vulnerable.

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 <https://lewisham.gov.uk/my services/coronavirus-covid-19>

Food Ideas for Shielding/Vulnerable People

This information was compiled using a number of sources. The information provided is subject to change but efforts have been made to ensure its accuracy on the 03/11/20

The following pages contain information that may be helpful

Name	What and How	Is there a food box / price	Website and Contact Details	In store priority shopping hours
Sainsbury's	Prioritised slots for vulnerable customers to have an online delivery who have shopped with them before and are on the Governments shielding list Assisted shopping via the phone	No	https://www.sainsburys.co.uk/shop/gb/groceries/working-to-feed-the-nation/latest-information-- Customer careline - 0800 636262 Assisted Shopping -Sainsbury's	Customers are now welcome to shop with us at any time during store opening hours, however NHS and care workers will still

			<p>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.</p> <p>Call the Customer Services team. 0800 328 1700</p>	<p>have priority entry from 7:30am to 8am Monday to Saturday and elderly, vulnerable and disabled customers will still have priority entry from 8am to 9am Monday, Wednesday and Friday</p>
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>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>www.morrisons.com</p> <p>via Deliveroo - https://deliveroo.co.uk/</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>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
Asda	<p>Online</p> <p>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</p>	<p>Online yes</p> <p>Cupboard filler food box - a typical box contains 31 items, the Cupboard Filler Box is intended to restock your cupboards with</p>	<p>https://foodboxes.asda.com/</p> <p>Customer service team 0800 952 0101</p>	N/A

	match those you gave the government. This will help them identify you	your everyday household items. Delivery is included in the price Currently £25		
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 Customer service - 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
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	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.

		contactless delivery.		
Waitrose	<p>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.</p> <p>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. 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>	Phone Yes. Care box includes staple foods and some treats £25	<p>Waitrose Rapid Response: https://rapid.waitrose.com/</p> <p>Online Shopping: https://www.waitrose.com/</p> <p>Care Box https://www.johnlewis.com/waitrose-partners-food-box/p4999059</p> <p>Care box currently unavailable.</p> <p>Care Box - Phone on 0800 022 4055</p> <p>Customer Services - 0800 188 884</p>	The first hour of opening will be dedicated to the elderly and the vulnerable, plus their carers
Marks and Spencer	<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>	Online – M&S food box Cost is £15+	<p>Food box - https://www.marksandspencer.com/c/food-boxes</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>	Older and vulnerable customers will be entitled to the first hour of opening at M&S on Mondays and Thursdays
Home Bargains	<p>Essentials Boxes can be bought online 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>	Yes Online only £23.99	<p>https://www.homebargains.co.uk/products/18539-essential-food-box-delivery-included.aspx</p> <p>To help keep prices low they don't have a call centre</p>	Shops are open, but Home Bargains is not a supermarket
Co-op	<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.</p>	No	<p>www.coop.com search for On Demand Shopping</p> <p>Postcode checker available on website</p>	Dedicated shopping hour for vulnerable customers, those who care for them -

	You need to spend a minimum of £25. Can order in certain areas using deliveroo		Deliveroo – Download the App from your app store and search for Co-Op or groceries Call centre - 0800 0686 727.	8am to 9am Monday to Saturday and from 10am to 11am
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Lewisham Food Banks

Name	Info
Lewisham Food Bank	<p>If you need a food parcel, Lewisham Foodbank can support you. You will need to ask for a referral through someone like your GP, teacher, health visitor, housing officer, advice worker, social worker.</p> <p>If you are unsure who to ask, you can call Lewisham Foodbank on the national referral helpline on 0808 208 2138. Advice Lewisham and Community Connections Lewisham, can make a referral on your behalf.</p> <p>Food distributed by delivery only.</p> <p>Hope Centre, Malham Road, Forest Hill SE23 1AN</p> <p>Food donation drop-off available Monday–Friday, 9am–5pm.</p>
Living Water Christian Food Service	<p>Delivery service to SE4 area only. Anyone making a request will need to provide their: name, telephone, family size, allergies and dietary requirements.</p> <p>Delivery will be weekly on a Wednesday only. Requests need to be made by 3pm on Tuesdays.</p> <p>To make a request email Lwccfoodservice@gmail.com or text 07783441973.</p>

<p>LewCAS Food Bank</p>	<p>For refugees and asylum seekers.</p> <p>Food distributions on Tuesday mornings at St John's Church SE8 4EA, 11am–1pm.</p> <p>Contact Peter on peter.stjohnsdeptford@gmail.com or 07786160993.</p>
<p>Whitefoot & Downham Community Food Project</p>	<p><i>Hope Church Downham (formerly Christian Centre), Downham BR1 5SF</i></p> <p>Contact: info@wdcfplus.org.uk or 020 8698 7945</p> <p>Criteria: anyone in hardship – proof of address or benefit required.</p> <p>Food distribution: Thursdays from 7pm to 8.30pm.</p> <p>Food donations: Thursdays, 2–5pm. Or at Brook Lane Community Church, BR1 4PX, Monday–Friday 10am–12 noon. Please call beforehand: 02086987945.</p> <p><i>Hope Church, Downham BR1 4PX</i></p> <p><i>Wednesday 10am to 12 noon.</i></p>
<p>Eliot Bank and Kelvin Grove Children's Centre Food Bank</p>	<p>Provide food and basic essentials for people in need in the local community. You can self-refer but you will need to register with the centre when you arrive.</p> <p>Grove Children's Centre, Kirkdale, Sydenham SE26 6BB.</p> <p>Wednesdays, 11am to 12.30pm.</p> <p>Contact: 02086130172.</p>

Salvation Army (Deptford Church and Community Centre)	<p>Provide food for anyone experiencing financial hardship in the SE8 area. Delivery only.</p> <p>Accept referral from agencies or self-referral. Contact deptford@salvationarmy.org.uk.</p>
St Peter's Church Brockley Food Bank	<p>Deliver food parcels and frozen meals in the SE4 area on Wednesdays.</p> <p>You can request support from St Peter's Church Brockley on their website.</p>
The Helping Hands Food Bank	<p>Run by Action for Refugees. This food bank supports, refugee, asylum-seekers and vulnerable migrant families.</p> <p>To make a referral or request support email foodbank@afrii.org.uk.</p>
We Care Food Bank	<p>Based in Deptford but provide London-wide support.</p> <p>Provides free food box deliveries. Can also give guidance on other essential support services.</p> <p>Referrals only.</p> <p>Call Ray Woolford on 07871187162 for more information.</p>

Further Help and Support

Name	Info	Contact
NHS Volunteer Responders	<p>If you are medically vulnerable, NHS Volunteer Responders can help collecting shopping and medication.</p> <p>You are considered medically vulnerable if you:</p> <ul style="list-style-type: none">• are 70 years or over and have an underlying health condition• are extremely vulnerable and have been sent a letter asking you to shield• are pregnant• newly socially vulnerable as a result of COVID-19• have a disability as defined by the Equality Act 2010• have another high risk condition which could include:<ul style="list-style-type: none">➤ chronic lung disease or moderate to severe asthma➤ a serious heart condition➤ people who are immunocompromised➤ severe obesity➤ underlying medical conditions such as diabetes, dementia and liver disease.	<p><u>Visit the NHS Volunteer Responders' website for more information.</u></p> <p><u>https://nhsvolunteerresponders.org.uk/services</u></p> <p>To request help or refer someone you care for call 0808 196 3646.</p>

Local Mutual Aid Groups	Mutual aid groups connect those in need with local volunteers.	Find your local mutual aid group to get support. https://covidmutualaid.org/local-groups/
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**If you are in serious need and you feel that as a result your child is at risk
contact CWDS:**

<https://lewisham.gov.uk/organizations/children-with-complex-needs-service>

Address

Kaleidoscope Child Development Centre, 32 Rushey Green, London, Se6 4Jf

Telephone [020 7138 1272 / 020 7138 1275](tel:02071381272)

Email CWDS@lewisham.gov.uk