

ROTHERHAM HEROES SHOPPING GUIDE

COVID-19 CRISIS

Shopping for food and other household essentials is a massive challenge for people who are self-isolating and who have no family or friends able to do their shopping for them.

In this short guide we've listed some of the ways supermarkets and local shops are making it easier for people to buy groceries. It also explains how our Rotherham Heroes can help you to shop for what you need.



ONLINE AND TELEPHONE FOOD DELIVERIES

We know that being independent and doing as much for yourself as possible is important to most people, even in difficult times such as these.

If you have internet access you will be able to book an online delivery from one of the large supermarkets. You may need to wait for up to a week to get a delivery slot, but they are now available. The delivery drivers will not come inside your house and will be careful to maintain social distancing as much as possible.

LOCAL SHOP DELIVERIES

Many local businesses are offering delivery services for a wide range of products, including fruit and vegetables, meat and bread.

Some traders based at Rotherham Markets are offering delivery services. For information about availability and contact details, search for 'Rotherham Markets' on Facebook.

Facebook is a helpful tool to find out about local companies and the services they are offering to people who are isolating. If you are unable to access Facebook, friends or family may be able to look out for information which may be helpful to you.

There are also companies online offering milk deliveries, just like the good old days. Search online for milk deliveries in your area if you're able to.

FRIENDS, FAMILY AND VOLUNTEER SHOPPERS

Staying safe and protecting yourself and others is the number one thing to think about when asking someone else to do your shopping. You should not hand over cash or bank cards to people you do not know or trust.

Many supermarkets are now offering shopping or payment cards as a safe and secure way for friends, family and volunteers to pay for shopping on your behalf. Shopping cards are safe and secure as you do not need to hand over cash or any bank or card details to the person shopping for you. They can usually be topped up when their value runs low.

In most cases, the cards are emailed to your or the person shopping for you and the card's barcode can be scanned at the till in store either on a phone or it can be printed out. You are in control as you need only buy a shopping card for the amount of money you wish to spend.

FOR MORE INFORMATION AND TO ORDER A SHOPPING CARD VISIT:

Aldi: <https://vouchers.aldi.co.uk>

Asda: <https://cards.asda.com/volunteer>

Morrisons: <https://groceries.morrisons.com>

Sainsbury's: <https://sainsburysshoppingcard.co.uk>

Co-Op: Call 0800 029 4592. The shopping card will be posted to you within 2-3 working days.

FOOD BOXES

Aldi and Morrisons are both offering food boxes that are designed to provide you with food and household essentials without needing to leave your home. The boxes contain basic items at set prices and delivery is contact-free.

FOR MORE INFORMATION AND TO ORDER VISIT:

Aldi: www.aldi.co.uk/food-parcels

Morrisons: www.morrisons.com/food-boxes

ESSENTIAL SHOPPING SUPPORT FROM ROTHERHAM HEROES

Rotherham Heroes volunteers can support you with your shopping. If you need help you can contact us at the Rotherham Community Hub either by completing an online form or calling and talking to someone who will match you up with the right help.

If you, or someone on your behalf is able to order a shopping card, this should be done so that payment can be made safely and securely on your behalf by the Rotherham Heroes volunteer.

If you can access the internet, but not sure how to set up a shopping card, Rotherham Heroes Volunteers can help you with this. Just tell us this when you get in touch.

However, if this is not possible, the Council can help by enabling a Rotherham Heroes volunteer to pay when they collect your shopping, but you will need to pay the Council for any shopping purchased on your behalf.

The Council has shopping card accounts with Tesco and Morrisons and Rotherham Heroes volunteers can shop at the nearest store to you. They will pay with shopping cards issued by the Council, and once they have done your shopping, they will take a photograph of the receipt to send to the Council's Community Hub as proof of purchase. The original receipt will be given to you with your shopping so that you know how much you will need to pay. Your receipts will be used to make up the bill we send to you later.

Essential shopping support is a last-resort service if you have no other way of safely paying for your shopping. It is not a free food parcel and you will need to pay the bill the Council sends to you. If you are struggling financially please call the Community Hub on the number below and we will explore other ways to help you.

Rotherham Heroes Volunteer Programme is run by the Rotherham Community Hub which includes Rotherham Council, Voluntary Action Rotherham and the Rotherham Together Partnership.

**PLEASE NOTE: THIS GUIDANCE IS SUBJECT TO CHANGE.
IT WILL BE KEPT AS UP TO DATE AS POSSIBLE.**