

Local support

Here2Help is a community action response to Coronavirus (COVID-19), set up by Worcestershire County Council. This site provides a central location for the vulnerable that are unable to seek help from family, friends and neighbours. You can request help, volunteer to help and find useful resources.

The website is at <http://www.worcestershire.gov.uk/here2help>

There is a link to fill in a form to request help (they aim to get back within 48 hours). This should be for actual needs in the next few days, rather than for help which is only potentially required.

A phone number has been set up to help those who can't access the internet, to help them fill out the form. The dedicated number is: 01905 768053. This can be used Monday to Sunday between 8am and 8pm.

Local shops

Deyus butchers are now operating delivery only.

Narraway's shop is still open.

The Post Office is opening 9am-1pm, Monday to Saturday.

Colston's Bakeries are currently opening 8am-4pm (checked 1st April).

Ogles are only allowing one person at a time into the shop and the pharmacy with two queues (one for the shop and one for the pharmacy) outside. They are opening:

Monday-Friday: 9.30am-1pm and 2pm-5.30pm

Saturday 9am-3pm with emergency advice by phone (07921120127) from 8.30am-9am and 3pm-5pm.

Henwick Road Co-op is closed.

Local food deliveries

Dayus 01905 422459

Dayus' butchers in St Johns are taking orders by phone and are doing free home delivery. Payment can also be over the phone. They were advertising on their FB Page the other day that they were offering a 14-day selection for £26 of individually wrapped meat portions for one person (e.g. sausages, chicken breast etc.) that could be frozen. They are happy to adapt selections dependent on numbers of people in the household, meats included etc. They also stock other items such as eggs. <https://www.facebook.com/hdayusfamilybutchers/>

Narraway 01905 424488

We're very proud of our St. Johns community and communities often show their levels of strength in times of adversity. We are without question, experiencing uncertain times currently.

We are here for all our customers and community. None more so than our Elderly following who have supported us for decades. We have reached out to many of these and are delivering produce to them to insure we keep them out of harms way. If anyone knows of any elderly in the St. John's community that are currently in self isolation and need help with their shopping, please do get in contact and we will try and do our utmost to help.

<https://www.facebook.com/narrawaysbutchers/>

Worcester Produce 01386 562402

Worcester Produce are currently doing free home deliveries and can be contacted on 01386 562402. They have specific 'produce boxes' (as shown in their current press advert below) and you need to order two of these to get free home delivery. You can also order through their website www.worcesterproduce.co.uk - go to 'Produce Box Ordering'.

Mixed Produce Box for Two

At least 10 items included of a combination of salad, fruit and veg.

Mixed Produce Box for Four

At least 10 items included of a combination of salad, fruit and veg.

Clive's Meat Box

500g Worcestershire Sausages • 500g Back Bacon
500g Worcestershire Mince • 500g Worcestershire Stewing Steak
Optional add on ~ 1.5kg Roasting • Pork Joint or a 1kg Roasting Beef Joint

Kitchen Essentials Box

2 x 250g Butter • 1kg Granulated Sugar • 2L Milk (Full Fat/ Semi Skimmed/ Skimmed)
800g Bread (White or Wholemeal) • 30 x Free Range Lion Stamped Medium Eggs

Add a Box of 15kg Baking Potatoes OR 10kg Salad/ Baby Roasting Potato Box

Add 2L Milk

Add 800g Bread

Many Other additional are available including fresh produce, kitchen essentials and an expansive dairy range

Order between 10am and 4pm

Choose any two boxes of your choice for free delivery. Simply call the office to make payment prior to your delivery. With every order, delivery instructions will be needed to ensure your boxes can be securely delivered without the need for any contact.

Contact the office: 01386 562402 OR sales@worcesterproduce.co.uk

Please note - our telephone lines are very busy. If you have access to email, please use that and we promise that you will receive a reply the same day. If we could keep the phone lines free for customers who cannot email that would be a real help - Thank you.

Pershore Produce Ltd

Information received about another Pershore based firm, Pershore Produce Ltd, who will deliver to the St Johns area with no minimum order size. They deal mainly in fruit and veg, but they also do other grocery staples such as bread and milk. Orders by phone (01386) 553178 / 552645 or by filling the order form on their website which lists their full order inventory. <https://www.pershoreproduce.co.uk>

Top Barn Farm 01905 621954

Top Barn Farm offer both 'call and collect' and some deliveries. Please phone all orders in so they can assist with selection and inform of any items not available due to shortages.

They "have an early opening hour 7 – 8 am on Tuesdays and Wednesday focused (but not enforced) for the more elderly and vulnerable to be able to come in and shop at a quieter time. There is likely to be just one member of staff on duty to minimise contact but we aim to provide as full a service to you in this hour as we can. We have recently (to help people returning from work later) also opened an extra hour on Thursday evenings until 6 pm, this is not an official quiet hour but at the moment as less promoted is also a time when we just have one member of staff serving and currently have fewer customers."

Three Counties Produce

This is the fruit and veg shop by St Swithun's Church. They supply widely to professional kitchens as well as home delivery. They offer FREE delivery within 5 miles of Worcester City Centre on all orders over £15.00. (£2.50 under £15). Order via their website <https://www.threecountiesproduce.co.uk/shop/> or contact them on (01905) 23676 or 07767624197 or orders@threecountiesproduce.co.uk. They offer a range of premade home delivery boxes or you make a bespoke order.

An order placed on the evening of 31st March was delivered on 1st April and the recipients are delighted with the quality.

These suppliers have been suggested but I have not heard from anyone who has used them:

Checketts of Ombersley <https://www.checketts.co.uk/>

"If you can't get to us – Checketts will come to you!! Fresh Meat, Fish, Fruit, Veg, Dairy Produce, Bread, Homemade Ready Meals & Convenience items delivered to your doorstep.

Call 01905 620284 to place your order and book a slot for yourself, friend, neighbour or family member. Minimum spend applies. Free Delivery within a 10 mile radius. [*The whole of St Johns is well within ten miles*]

Churchfields (A38 near Droitwich)

<https://churchfields.farm/news/2020/coronavirus-update/> - they are doing click and collect and advertising a wide range of basic foods.

Supermarket opening hours and access arrangements

Co-op St Johns (entrance/exit via the back door only)

Current opening hours (from notice in shop 24th March):

- Monday - Saturday: 7am to 8pm with 8am-9am reserved for priority customers**
- Sunday: 10am - 4pm with 10am-11am priority customers**

**Priority customers = vulnerable customers, those that care for them, and NHS workers.

Aldi

Aldi have brought their closing time (Monday-Saturday) forward to 8pm.

All day everyday, key workers in the NHS, Police and Fire Service will take priority ahead of queues into our stores upon showing a valid ID. In addition, on a Sunday, they can enter stores 30 minutes prior to opening.

Sainsbury's

Supermarkets are open from 8am to 8pm Monday-Saturday. Sunday opening, Sainsbury's Local and petrol station hours have stayed the same.

Every Monday, Wednesday and Friday, all our supermarkets will dedicate 8am to 9am to serving elderly, disabled and vulnerable customers, as well as NHS and Social Care workers.

Anyone with NHS ID can shop from 07.30-08.00 every day from Monday to Saturday.

M&S

All of our standalone food stores and food halls in larger stores are open. We are reserving the first hour of trade:

- Every Monday and Thursday for our more vulnerable and elderly customers
- Every Tuesday and Friday for NHS and emergency workers

Lower Wick - open 24 hours, 7 days a week. All these opening hours 3rd April.	City Centre** Mon-Sat: 8am - 6pm Sunday:10.30am-4.30pm** (** Closed Easter Sunday)	Warndon** Mon-Thu: 9am-8pm Fri-Sat: 8am-8pm Sunday:10.30am-4.30pm**
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Tesco

NHS workers: Priority 9am-10am Tuesdays and Thursdays. Also, every Sunday, all Tesco stores will prioritise a browsing hour before checkouts open for NHS workers, giving them dedicated time to shop for their essentials.

Elderly and vulnerable: Priority for one hour between 9am and 10am every Monday, Wednesday and Friday (not Express stores).

Tesco Worcester St Peters and Warndon opening hours, taken from Tesco website (**re-checked 3rd April**).

Sunday	10am - 4pm
Monday - Saturday	8am - 10pm

Asda

Prioritising NHS workers in larger stores every Monday, Wednesday and Friday from 8am to 9am.

Asda Worcester opening hours, taken from Asda website (**re-checked 3rd April**):

Sunday	11:00 AM - 5:00 PM
Monday - Saturday	8:00 AM - 8:00 PM

Waitrose

To support our elderly and vulnerable customers, and those who look after them, we are offering a dedicated shopping hour during the first opening hour of our supermarkets. Opening hours from their website (**re-checked 3rd April**):

Worcester, London Road	Great Malvern
Sunday: 10:00 - 16:00	Sunday: 10:00 - 16:00
Monday - Saturday: 07:30 - 20:00	Monday - Friday: 08:00 - 21:00
	Saturday: 08:00 - 20:00

Supermarket delivery arrangements

Registering as extremely vulnerable

News story - <https://www.bbc.co.uk/news/business-52051498>:

“A government database of vulnerable shoppers in England will be used by retailers to help prioritise delivery slots during the coronavirus pandemic.”

You can register for this government database here. It is only for the **extremely** vulnerable, i.e. those with the serious health conditions, plus pregnant women. Age alone does not qualify. You can register another person.

<https://www.gov.uk/coronavirus-extremely-vulnerable>

Sainsbury's - Identifying our elderly, disabled and vulnerable customers

From Monday 23 March, our existing online customers who are over 70 years of age, vulnerable or who have a disability will get priority access to online home delivery and click & collect slots.

We've already been able to identify some existing customers who are elderly, vulnerable and disabled through the information that we have about them and we will be emailing these customers over the course of the weekend, but we know that we haven't been able to identify all of our vulnerable customers. We're working hard, alongside the government and retail industry, to identify more of them.

There'll soon be a process in place so you can tell us that you're elderly, disabled or vulnerable and get added to our vulnerable list and we'll let you know how to do this through our website.

Tesco

Tesco is still allowing new customers to register.

Tesco has said that online shoppers will have their deliveries capped at 80 items from now on.