



### **Morrisons doorstep delivery service**

The Morrisons doorstep delivery service is available to vulnerable and elderly members of the community, who are unable to go shopping in-store.

Call **0345 611 6111** and select option 5 to place your order.

For any order placed before 5pm, Morrisons will aim to deliver the next day. In order to use this service you must live within 10 miles of a Morrisons store. There is a limit of three per item whilst using this service.

Deliveries will adhere to the current social distancing rules so to avoid contact they strongly encourage contactless card payments only. If this isn't possible, chip and pin card payments are available, but no cash payments can be accepted. Visit the Morrisons website for details and available items (you can specify dietary requirements on the call if applicable):

[Morrisons Doorstep Deliveries](#)

### **Markets offer**

This is for vulnerable people (who currently have no support from friends or family, or other means of getting food) who are self-isolating but can afford to pay for their food via credit or debit card.

The markets can offer a meat package (£21.50) or a vegetarian package (£17.70). This is available Monday to Friday and in emergencies on Saturday. Delivery will usually be 2 days after ordering – so orders placed on a Monday will be delivered on a Wednesday.

If you think this option would be suitable for the individual you are supporting, please contact your local VCS Anchor.

### **Local Welfare Provision**

1. The Local Welfare Provision team can arrange food vouchers for people who are making new benefits claims, to use at PayPoint registered supermarkets (people need to be able to visit the shops to buy the food using the vouchers). Where need is assessed and confirmed Monday to Friday, a voucher will normally be issued the same day or the next working day.
2. The Local Welfare Provision Team can also refer to the food banks for the delivery of a food package for people who cannot afford to buy food. Referrals made Monday to Friday will usually result in a food parcel being delivered the next working day.
3. The Local Welfare Provision Team can provide support for people who only have cash, are isolated and can't get out.

**Option 1** - Please check first with the individual to see if they can come to their own arrangement with a known and trusted family member or friend, who can make a payment with a card.

**Option 2** - If the individual has no debit card or trusted other, you should make a referral to the Local Welfare Provision team who will do checks and balances. This service will pay for the food if the person really has no access to non-cash payment.

Use the following contact details from 10am to 5pm, Monday to Friday:

**Local Welfare Provision Team**

**Phone:** 01484 414782

**Email:** [LWP@kirklees.gov.uk](mailto:LWP@kirklees.gov.uk)

## Responding to weekend emergencies

### Emergency purchase cards via the Hubs

This is only to be used in emergencies. Contact the Covid-19 Community Response helpline number with a clear list of basics the individual needs and relevant details such as the drop off address. Please call directly (rather than giving the number to individuals who need support).

**Covid-19 Community Response helpline:** 0800 4561114  
open 10am to 4pm on Saturday and Sunday

Hub staff will then call you back to discuss your needs and look at making an arrangement with you to pay for essential items using their purchasing card. Items can either be collected or dropped off by you (staff or volunteer), or by the Hub team if they have capacity. This will be discussed on a case by case basis and **should only be used as a last resort**.

### Criteria

Groups shouldn't be expected to provide food beyond offering emergency support for an individual or family. To make sure that we're not creating ongoing dependencies on VCS organisations and community groups, it's important that support is provided where emergency need is identified. We should aim to provide sustainable, wrap around support for people, unless it's clear that this is not necessary.

Where mutual aid groups are buying food on behalf of individuals, or referring people for emergency support with food, we suggest that the following should be explored with the individual or family:

1. How many people are in the household?
2. How much food do you have now?
3. How long will that food last you?
4. When will you be able to pay for food again?
5. What other options have you explored? For example, reaching out to family and friends.

Where there is confirmed, or even suspected, lasting need (beyond a couple of days) please make a referral to the Local Welfare Provision team at Kirklees Council, who deal with benefits claims and financial support, so that they can complete a thorough assessment and set the right processes in motion to guarantee sustainable income and support. They are open Monday to Friday from 10am to 5pm.

### Local Welfare Provision Team

**Phone:** 01484 414782

**Email:** [LWP@kirklees.gov.uk](mailto:LWP@kirklees.gov.uk)