



Covid-19 Emergency Response Shopping Service

RBKC Covid Hub:
020 7361 4326

Lines are open 7 days a week from
Monday to Sunday from 9am to 5pm



The Royal Borough of Kensington & Chelsea, Venture Centre, Westway Community Transport and Age UK Kensington & Chelsea supported by Kensington & Chelsea Social Council are collaborating in this new initiative to support those people who due to their health conditions or social situation because of the lockdown, need some help to get their weekly shopping.

The service is for:

- People asked to self-isolate by the track and trace system or because they know they have been in contact with someone with Covid-19, or with Covid-19 symptoms
- People with Covid-19 at the time of the referral
- People who are 'clinically vulnerable' or 'clinically extremely vulnerable' cohort (the Shielded group) eligibility
- Self-isolating and without support in the community for support with food supplies
- Digitally excluded to shop online
- With and without the means to pay for food (those without the means will be supported by the Covid Hub to access the Local Support Payment

How to refer someone to the service:

1. By calling RBKC Covid Hub:

020 7361 4326

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2. The team will send the referrals to Age UK Kensington & Chelsea (covid19refer@aukc.org.uk) who will be directing them to the organisation best able to meet the needs of that person.

3. Organisations will work in partnership with RBKC to ensure that this approach operates and fully integrates with wider food and support systems including foodbanks for which a voucher will be issue, if appropriate.

Additionally, those who are self-isolating may be entitled to apply for a one-off grant up to (£500).

