



Gateshead Shopping Service



Background

In 2011 Gateshead Council looked at how they could support people who struggled to do their own shopping.



Objectives

To provide a user friendly shopping service for those who are unable to do their own shopping.



Approach

The client/carer rings in the food order to a number of operators (four in total) at Gateshead Council.

Council staff order the shopping from the supermarket on-line and provide the client/carers with a delivery date for the order.

The Council pays the supermarket by credit card and clients/carers are sent an invoice.

Clients/carers do not pay any additional costs for this service.



Outcomes

Gateshead Council have approximately 250 people on their list at any one time with very positive feedback being received.