

St Marks Support Net

FAQ

1. How can I refer someone if am not a Home group or Community ministry leader?

If you are a member of the congregation you can communicate with any HG leader in the church to share your concern; he/ she will then refer the person to the Support Net Coordinator.

2. What do I do if I join a meal rota?

All requests will arrive via email as a notification from our blog. If you want to join a meal rota you shall click on the link in the email where you can sign up and find key information such as dietary requirements, allergies, how many people need catering and the date the meal is required. When you join the rota please make sure to note the meal you are cooking as we would like to generate a variety of meals.

Once you sign up you will receive the food safety guidelines which are there to ensure we cook and store food to good health and safety standards.

In order to join a meal rota you will need the following:

-  A cool bag to bring the food from your kitchen to the church
-  Labels that will be provided by the Support Net coordinator.
-  Food containers with the following specifications:
 - For 2 people small size: 148x123mm
 - For 4 people, medium size: 219x158mm

All food will be stored at St Mark's and delivered by the Support Net coordinator to keep things simple during our initial start up. However if you are interested in helping to deliver food please get in touch.

3. What is Acts 435 and how do we use it?

Acts 435 is a website that allows people to donate money directly to those in need. It works mainly through Churches all around the country. An advocate from the church shares the need online and people can donate towards it. A person can apply for up to £120 in support.

St Mark's has become an Acts 435 church which means we can communicate our need via the website. A link to the need will be shared with the congregation and then they can decide if they want to donate or not. The money collected will be received by the Support Net coordinator and be used to cover the need. No money will be given directly to the person requesting support.

4. For how long will be supporting people?

The idea is to give extra help in an emergency and/or in the event of an unforeseen circumstance. With this in mind we are more likely to provide a one off support. However we are open to discussing case by case as there are many options available for us to support the community.

5. I am a Primary Contact. Who do I refer?

These are the main guidelines if you are a primary contact for our scheme.

- ✚ Before referring to SMSN, make sure you have exhausted other resources. There are many governmental bodies and charities which may be more suitable. At Support Net we would like to help those that can't access help from other organizations.
- ✚ Do not promise anything to the person. You might express that you are going to try to find resources and ask for help but never promise anything without consulting/referring as we want to make sure we can deliver.
- ✚ Fill in a referral form and email it to the SMSN coordinator (kateryn.florez@smbr.org.uk). If easier then you can call to discuss the individual you want to refer (020 7326 9416) and the coordinator can advise you on next steps. Forms will be available at the reception desk or via the Support Net coordinator.

6. Who is the Support Net coordinator?

The Support Net coordinator is Kateryn Florez. You can contact her Monday to Thursday by email on kateryn.florez@smbr.org.uk or by calling 020 7326 9416.