

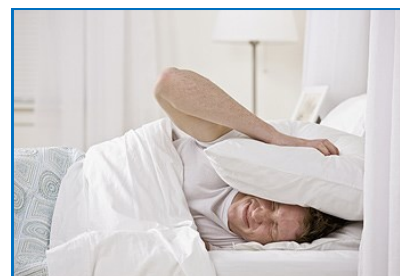
Noise Action Week

Issue No: 67
**Noise Action
Week—2014**

Noise Action Week falls between 19th & 24th May this year and the theme is how noise affects health & wellbeing.

WSMS will be displaying at the Horsham District Council offices to publicise the week. We had approached a number of public venues to host our display, including Swan Walk, Sainsburys in Horsham & Crawley and Asda in Crawley but drew a blank with all of them. This is further proof that corporates don't see our charity as attractive a proposition as the larger, higher profile ones and therein lies the rub.

We have a number 'Neighbour Noise' leaflets to hand out, which have been supplied by Environmental Protection UK, who sponsor the week. They are a charity in their own right.



External Edition

*Published for the
Funders and
Supporters of the
West Sussex
Mediation Service.*

Evidence against noise is clear:

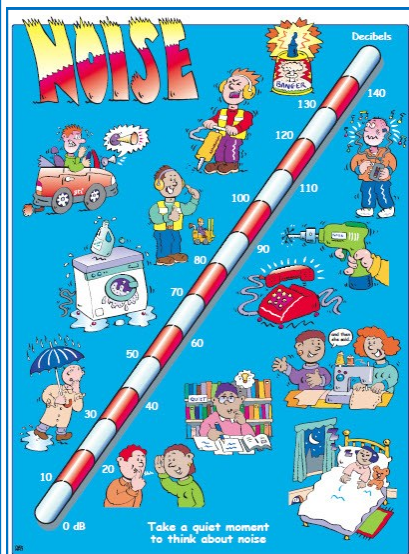
- Last year housing think tank HACT found noise has a greater impact on people's happiness than vandalism or damp.
- Freedom of Information requests found noise is the number one complaint to our councils, with over 200,000 complaints lodged in just 9 months of last year

- While a recent report on environmental groups found only 0.6% of their resource goes to tackling the local issues like noise, air and water pollution, noise is one of the indicators of [public health](#) now being used to inform government policy in England.

Reducing problem noise presents quite a burden on council tax payers – so preventing noise is in all our interests and more cost effective than answering complaints.

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Referrals

We had **31** referrals in April which was up from the **25** we took last April. Subjects included shared space, family, noise, intergenerational, fence, hedge and boundary. Horsham, Worthing and Arun featured well.

On 8th May, 14 mediators were shown on the board, allocated to current or pending cases.

By 19th May we had had 16 referral/enquiries to the office during the current month.

Events

We are sorry for any inconvenience caused by the postponement of the 2nd Away Day that should have taken place on 24th May. We will be rescheduling the event later in the year. The numbers of attendees was diminishing as the date approached and Nick and Peter, the Chair took the difficult decision to defer the event.

The trustees are keen to engage with all volunteers as they take forward the Business Improvement Plan and wanted a good audience to discuss how things were progressing. The theme for the revised date, won't change and promoting the role of charity 'Ambassadors' will be a key aspect of the input by our professional trainer/coach/consultant, Claire Fisher. The new date will be notified soon.

Speech

The Power of Your Voice

**Your Words =
7% of your
communication**

**Your Voice =
38% of your
communication**



<http://www.giveasyoulive.com/join/wsms>

News

> Nick recently carried out a training session with Housing Officers from Raglan Housing, which have premises in London Road, Crawley. Nick & Louise spent an hour with the staff, explaining how our service works and suggesting the best ways of enticing tenants to the process of mediation.



Nick is keen to do this elsewhere, so if you would like WSMS staff to pay you a visit, at no cost, do let the office know on 01403 258900.

> We have had a couple of Mediators stepping back from mediating for a while, due to other commitments/heavy workloads at work. Ten mediators are currently on holiday.

> We will be holding a one day Intergenerational Mediation Workshop for existing mediators on Monday 17th June. This will bring mediators up to speed on the relevant skills needed for this area of specialism.

Whilst we are not currently inundated with Intergenerational Mediation referrals, we do need a bigger pool of mediators capable of carrying out this work should things pick up.

> Just a reminder that Nick will be away on leave from 13th June to 29th June. He will be back to work on Monday 30th June.



> We are still on the search for a suitable venue for our AGM in September. The likely date is either 23rd, 24th or 25th. This year we hope to head West and hopefully find a venue with Arun District. If you have any suggestions for low cost venues, do let the office know.

> Nick is organising a Reunion for old colleagues from his days at Sussex Police and proceeds will go to WSMS. The Afternoon Tea event is to be held on Friday 30th May at Slaugham Manor nr Handcross. Slaugham Manor was once a Hotel and was purchased by Sussex Police to act as living accommodation for single Officers when the policing of Gatwick Airport was taken over by Sussex, requiring a large influx of personnel to the new Division. It then became a training and conference centre for the Police and other agencies.



The Manor is in the process of being sold off, so this will be the last chance for past residents/associates to enjoy the facilities.

It's a Mugs Game!



We recently took delivery of a sample batch of mugs with our logo and contact details on the reverse. Nick saw an offer advertised on Twitter and took advantage of it.

We hope to give them to good homes, where the recipients can be given regular reminders that we do exist and hopefully prompt some referrals or other support.

If you can tell us why you should be a lucky recipient, you might find one winging its way to you in the post. The first goes to East Preston Parish Council who responded to a post we placed on our Facebook page:

www.facebook.com/west.sussex.5

New Volunteer

Introducing Lara Sturgis, who lives in Pulborough. Lara recently approached WSMS having seen one of our volunteering vacancies on the West Sussex Skill Share website ([www.http://skillshare-westsussex.org.uk/](http://www.skillshare-westsussex.org.uk/)).

We had placed an opportunity, for someone with some photographic skills, to help us build a portfolio of stock photos that we can use to promote our work. Lara studied graphic design and has an interest in photography and has the benefit of having Photoshop editing software on her PC/laptop.



Lara came to Alphacom House to talk to Nick to get some ideas on what would be useful. Lara will now be busy taking pictures of high hedges, boundary walls, noise related subjects such as drills, musical instruments, sound systems, etc!

We often find that the media ask for photographs to accompany press releases and articles and we are mindful of not breaching copyright laws. It would be much easier if we could utilise our own images, that tend to be more realistic and relevant to our area.

We are grateful to Lara for coming forward to volunteer for us.



Have you discovered Local Puzzle yet? If you fancy a go use this link & remember to make WSMS your chosen charity.

<https://www.localpuzzle.com?puzzle-code=1370LP1050>

Poem

Our Secret Service

The phone rings, what will it be?
A noise complaint, abuse or a tree?
An angry voice starts to tell
about a terrible neighbour, from hell !
You listen as you've been taught
for them to finish their emotional talk
To protect identity we record as 'P1'
and promise to contact 'P2', the other one
'P2' takes a bit of persuasion
to see mediators and partake in mediation
The mediators use all their skills
at last the 'magic moment' – they say, "I will"
Agree to that, if you agree to this
All is checked, nothing left amiss
Within this group confidentiality agreed
Once more our 'secret service' does succeed

(Yvonne Helps 2014)