



WEST SUSSEX MEDIATION SERVICE

ANNUAL REPORT

2014/15

**Alphacom House
8a Oakhill Road
Horsham
West Sussex
RH13 5SB**

Tel: 0300 200 0025

Email: info@wsms.org.uk

Web: www.wsms.org.uk

Twitter: @mediation1

Facebook: West Sussex Mediation Service

The printing of this report is kindly sponsored by

**Thomas
Eggar**

<http://www.thomaseggar.com/>

Registered Charity Number 1084592

CONTENTS

	Page
Management Committee (2014/15)	2
Chairman's Review	3
Co-ordinator's Report	4
Picture memories (2014/15)	5
Statistics	6 – 8
Area Referral stats & Client Feedback	9
Testimonials	10
Case Studies	11
Income/Expenditure sheets	12-14
Acknowledgements	15

MANAGEMENT COMMITTEE MEMBERS - 2014/15

Our thanks go to our dedicated team of volunteers and mediators who, during the year reported, continued to give their free time and skills in helping to resolve conflict in the community. They include:

Officers

Peter Magness	Chair
Allan Gee	Hon. Treasurer
Kim Pompilii	Secretary

Members

Will Adler	Caroline Buchan
James Craddock	John Green

Observers/Advisors

Cllr John Charles	Arun District Council
Cllr Chris Cheshire	Crawley Borough Council
Cllr Anne Jones	Mid Sussex District Council
Cllr Stephen Joyce	Crawley Borough Council
Tony Baldock	Crawley Borough Council
Johanne Batty	Viridian Housing
Richard Belcher	Southern Housing Group
Greg Charman	Horsham District Council
Nicky Fiondella	Worthing Homes
Jerry Taylor	Independent Business (HR)

Staff

Nick Handley	Service Co-ordinator
Pam Chatterton	Caseworker (part time)
Louise Duthie	Caseworker (full time)

Mediators

Alan	David C-E	James	Liz	Ruth
Amanda	Debra	Jan	Martin	Sarah
Anne	Dominique	John	Max	Stella
Antony	Dorrie	Jonny	Mary C	Susan
Bob	Elspeth	Julie J	Mary D	Susanne
Brian	Gerry	Julie S	Michael	Suzanne
Christine	Harry	Juliette	Nicola	Talitha
Christopher	Hazel	Kryisia	Paul	Thomas
Damian	Heather	Lawrence	Peter	Uschi
David	Jacqui	Lynn	Robert	

Other Volunteers

Della Edwards (PR/Publicity)
Mike Payne (Book-keeping)
Lara Sturgis (Stock photos)

Chair's Review

REVIEW OF THE YEAR

I am very pleased to present my third review of the Charity in the 2014-15 Annual Report and Accounts.

Over the last few years we have been under extreme pressure to provide additional service support to the community of West Sussex during a time of reductions in our funding. We were budgeting at the start of the year to breakeven and we managed to achieve a surplus of £15,225. This surplus arose as a result of the timing of a receipt of a £15,000 grant from WSCC – an advanced payment ahead of this financial year reported. This grant provision terminated this year.

The number of referrals we received during the year was on par with the previous year. We increased the number of family mediations cases handled, which was the result of the changes in legal aid and the court procedures. I want to take this opportunity to thank our volunteer, Robert Savage, for his sterling work in the delivery of this service. Robert gives freely of his precious time. In total there were 104 Family Mediation cases handled. We have added to our resource by training an existing mediator to supplement the service delivery of our Family Mediation. .

The management committee agreed that in order to grow the activities of WSMS we needed to find additional sources of funding beyond our traditional supporters. In response, we launched the Friends of West Sussex Mediation Service ("Friends"). The purpose behind establishing the Friends was to expand the numbers of ambassadors who support the charity, potentially grow an additional funding stream and raise the awareness of the service. The Friends is aimed at both corporate bodies as well as individuals.

We reviewed the workplace mediation service, redefined the scope of this service and its pricing. This is now being promoted through the website and to selected public and private sector clients. We are initially aiming to offer employee to employee mediation service at small to medium sized enterprises that might not have a dedicated resource or experience in delivering this type of mediation. This service is fee based.

The Pan Sussex Alliance, which brings together the four mediation services in Sussex, continues to develop. Further meetings were held during the year to explore areas where we can work to mutual benefit. At year end, we were waiting to hear whether we have been successful in our current year grant application, to the Sussex Police & Crime Commissioner. As a result of the increased awareness, resulting from the grant last year, we handled twice the number of cases from Sussex Police. We are planning to develop this work with Sussex Police and we are extremely grateful to Katy Bourne, the Police Crime Commissioner, her team and Sussex Police for their support and encouragement.

Through the sterling work of Nick Handley and his team, we are able to deliver an efficient and cost effective service to the local community. The demand for our services has remained constant and we are now pushing to increase the number of cases we handle. We have been testing a new administration system which should allow our volunteers to access the central database and input data remotely. We are hoping that this system will improve productivity and avoid duplication of activities.

No review of the year would be complete without an appeal for funding. We are always grateful for those bodies that continue to provide us with funding and they will be aware that we are very heavily dependent upon them to deliver the service free at the point of delivery. The management committee reviewed the pricing of the services and agreed that we would continue to deliver the community based mediation service free of charge. However, we need to ensure the financial sustainability of the charity and will always look for other means of fundraising. Nick Handley, our Service Co-ordinator, does an excellent job in contacting existing funders and finding new sources of funding and the management committee are very grateful to him for all the time he spends promoting the charity.

We have been very fortunate to attract new trustees to the management committee. In total, we have three new trustees who are seeking election. They will all bring different skills to the committee from their breadth of business and other experiences. We have to say goodbye to Kim Pompili who is standing down as required by our constitution after six years as a trustee and Honorary Secretary. In addition to being a trustee, Kim has attended the office on a weekly basis to support the team. She will be greatly missed and I hope that we will not permanently lose her enthusiasm, skill and knowledge of the charity. I am very grateful for all the support which she has provided me over the last three years. I have come to the end of my three year term and will not be seeking re-election. Will Adler will be taking over the responsibilities as chair, subject to his election at the AGM. I have enjoyed my period as your chair and I hope have been of benefit to the charity. I would like to thank all those supporters who I have met during this period for all the support and encouragement they have given me.

My thanks also go to the other members of the management committee who give their time freely to support the charity.

Also I wish to thank all the observers and supporters from local authorities and housing associations that attend and contribute to our meetings. We are very grateful for all the support and guidance you all have given us over the past year.

I would like to thank Nick Handley and his team for ensuring that the service is delivered effectively and efficiently and the mediators for all their hard work given on a voluntary basis to ensure that we continue to support our community in West Sussex.

Finally, I would like to pay tribute to all our stakeholders for the support and encouragement they provide. We are grateful to all our funders for the support they give us each year. Without this support, the service would not survive and be able to provide a community based mediation service free at the point of delivery.

All it now leaves me to do is to wish you all well and say how much I have enjoyed the last three years as your chair.

Peter Magness
Chair of Trustees

Co-ordinator's Report

My previous reports have tended to give mention to our volunteers, towards the end as part of the 'thank you' messages, but this time I thought I would give them pole position. We continue to enjoy a great team of dedicated mediators, many of whom have been with us for a considerable length of time and continue to add to an existing wealth of experience in conflict resolution. Take Martin, for example, who originally joined the service in 2001, having already had mediation experience with another service. Close behind, in terms of experience, are Max, Juliette and Dorrie who started volunteering with us in March/April 2003. The public of West Sussex can therefore benefit from some of the most experienced mediators in the field and at no cost to them. Being a volunteer doesn't mean not being professional. The majority of our mediators are accredited and continue along the path of professional development and training. Many have added specialisms to their portfolios such as Intergenerational and Workplace Mediation. Our sincere thanks go out to one and all.

WSMS can now offer a service in most mediation arenas, including community, intergenerational, workplace, family (divorce/separation) and even commercial. We can also offer skills training in conflict resolution.

Meanwhile back at the coalface, we have had completed yet another solid year. Family Mediation continues to grow organically and provides much needed additional income for the charity. Workplace mediation remains a slow burner.

The balance sheet looks healthier than normal, but this is skewed by the WSCC grant received in advance of the reported year. We won't in fact receive any West Sussex County Council funding in 2015/16. Let's hope that the paper figures don't put off potential funders, who might think that we are cash rich. Balancing the books involved a lot of hard work, as usual. Talking of the 'books', we are grateful to Sushma Clark of Your Accounts Team (<http://www.youraccountsteam.com/>) who has externally examined our accounts on a pro bono basis. This has saved the charity a good amount of money. I would also like to thank Thomas Eggar LLP (<http://www.thomaseggar.com/>) who kindly sponsored the printing of this Annual Report, for the second year running and who host this year's AGM at their Crawley offices. We always welcome any help in kind that local businesses can offer.

Our Annual Report is a reflective account of the previous years' activity but I am persuaded to make some reference to the present and future as we envisage big changes within the charity including an office move, continuing pressures on grant funding, the adoption of a new database and a new Chairmanship. Please stick around for the ride. It could be a bit of a rollercoaster! Our aim is to remain in the 'Theme Park' but hopefully have none of the Alton Tower type disasters!

Nick Handley
Service Co-ordinator, WSMS

Picture memories - 2014/15



Sparks in the Park (July 2014)



Mediator Training (Jan 2015)



Peter Magness (Chair)
o/s AGM venue (Sept 2014)



Pre-Christmas Gathering
Arundel Museum (Dec 2014)



Caroline Buchan (trustee)
Collecting our Fabvorg Award (Dec 2014)



'Walk & Talk' event
with Worthing Homes (Dec 2014)



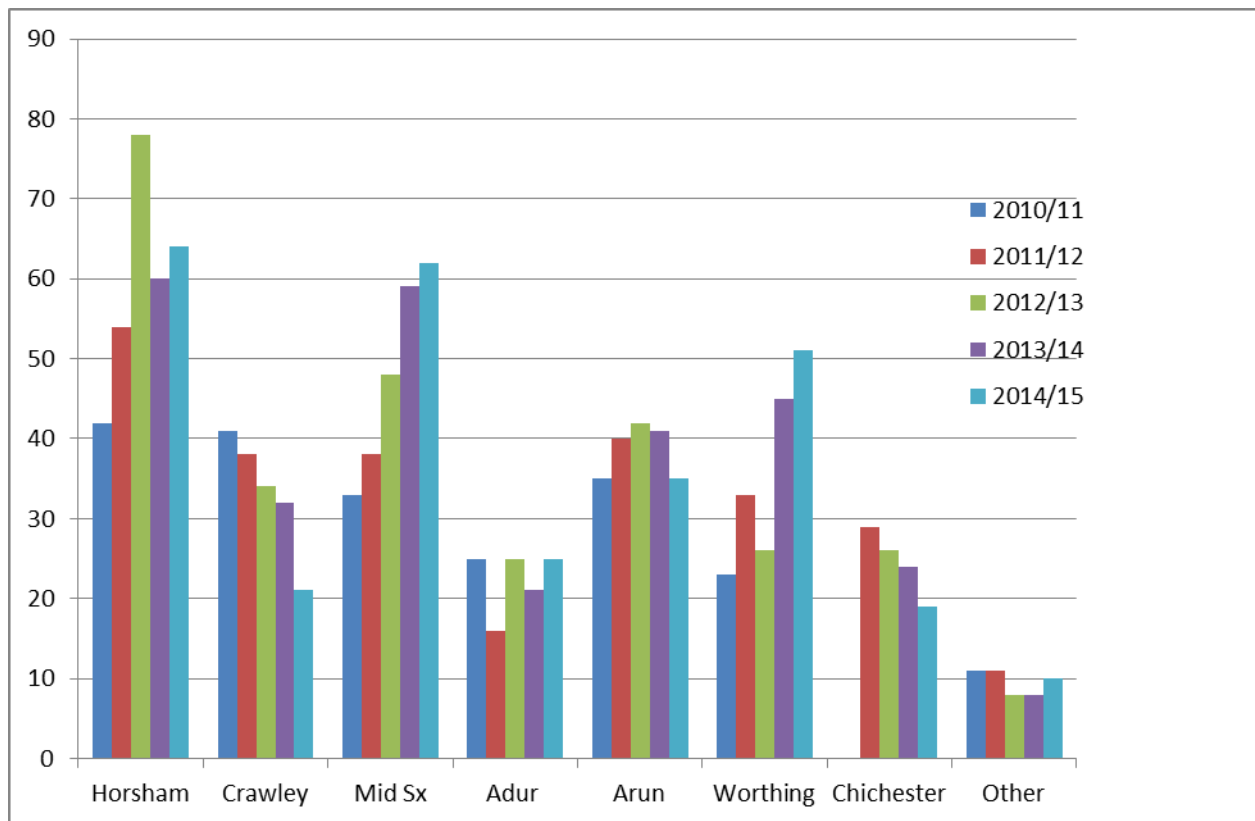
Pan Sussex Alliance representatives
receiving Sussex PCC cheque (July 2014)



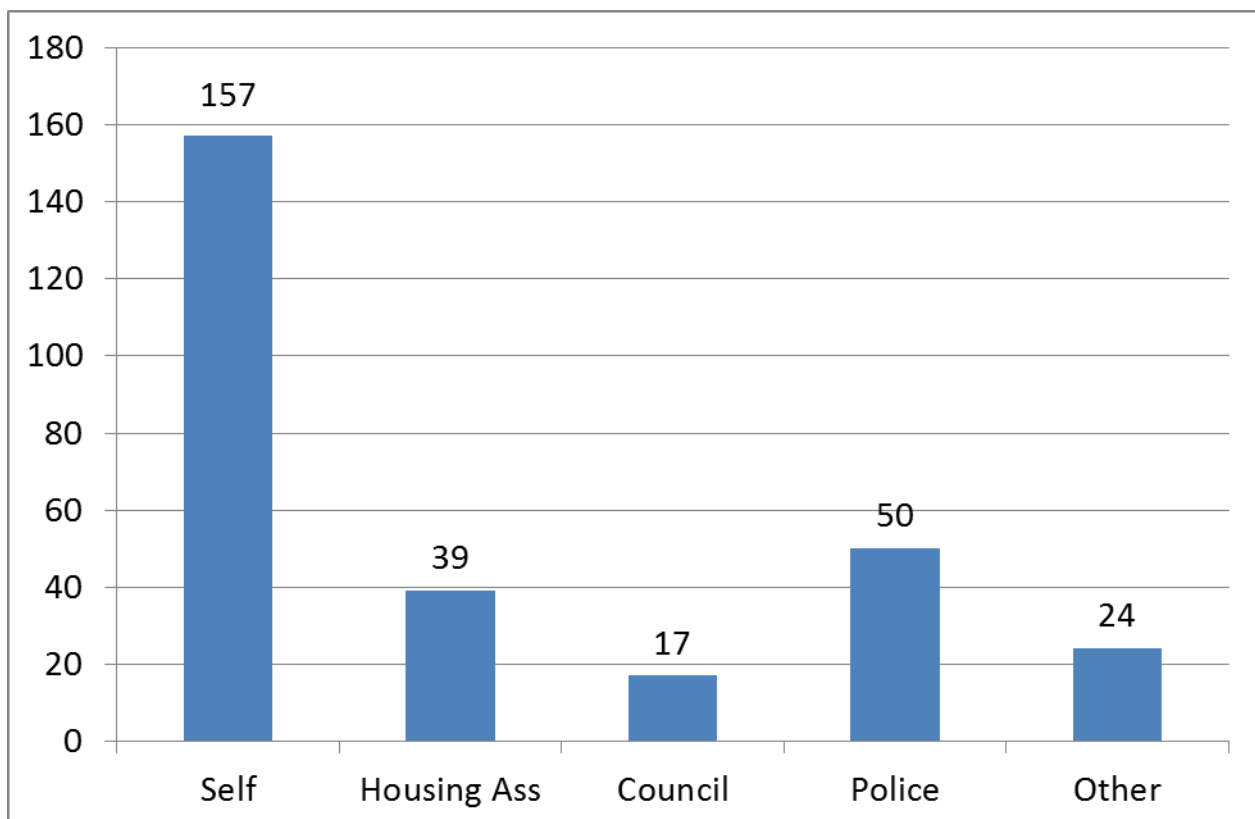
Kim (trustee) helping at our
Christmas Market stall (Dec 2014)

Statistics

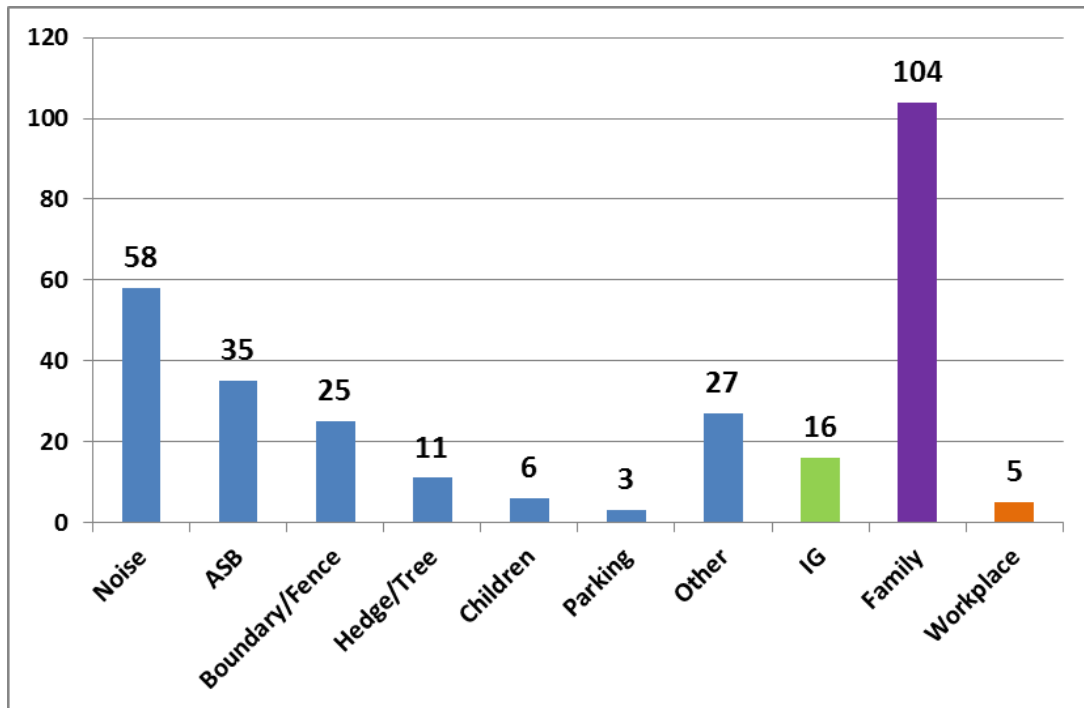
Five-year Trend by Local Authority Area



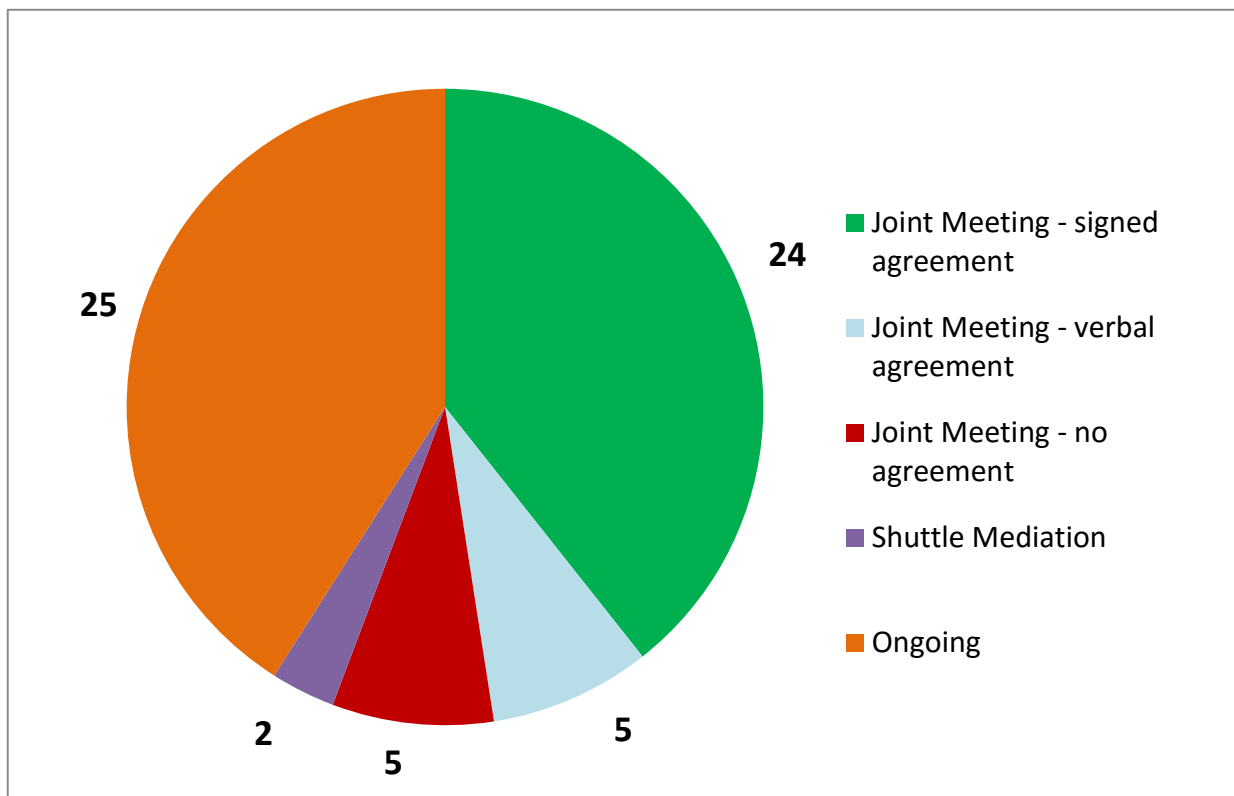
Source of Referrals



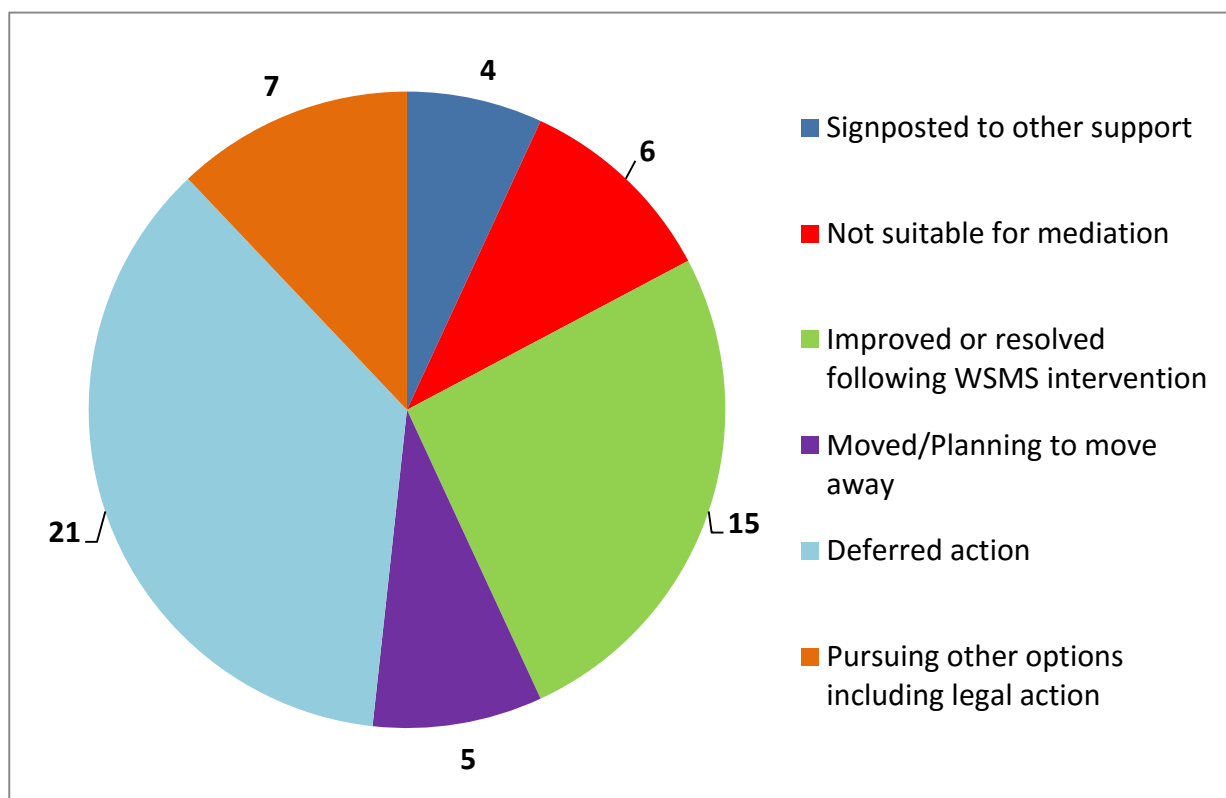
Main Topics of Referral



Round Table outcomes – Community



Outcomes before formal mediation – Community



Client Feedback

During the year reported, we sent out 68 **FeedBack Questionnaires (FBQ)** to clients.

15 forms were returned – equating to 22%.

The following statistics have been drawn from the completed returns:

- **82%** of clients would recommend our service to others.
- **100%** of clients felt our service was very efficient & helpful or quite efficient and helpful.
- **100%** of clients considered the mediators to be very helpful or quite helpful.
- **80%** of clients were either very satisfied or quite satisfied with the way the Service dealt with their case.

An additional questions on our FBQ's reads as follows -

“Did the conflict/dispute you were involved in affect your health or wellbeing in any way?”

In the majority (64%) of returns the answer was, **“Yes”**.

When asked,

“Has contact with our service helped improve your wellbeing or reduced any stress related to your case?”

A third of clients said, **“Yes”**.

Referrals – Breakdown by Area – 1st April 2014 to 31st March 2015

<p><u>Horsham District – 63 (60) (5% increase)</u></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tbody> <tr><td>Horsham</td><td style="text-align: right;">25</td></tr> <tr><td>Ashington</td><td style="text-align: right;">2</td></tr> <tr><td>Billingshurst</td><td style="text-align: right;">2</td></tr> <tr><td>Broadbridge Heath</td><td style="text-align: right;">4</td></tr> <tr><td>Coldwaltham</td><td style="text-align: right;">1</td></tr> <tr><td>Coneyhurst</td><td style="text-align: right;">1</td></tr> <tr><td>Coolham</td><td style="text-align: right;">1</td></tr> <tr><td>Henfield</td><td style="text-align: right;">5</td></tr> <tr><td>Maplehurst</td><td style="text-align: right;">1</td></tr> <tr><td>Nuthurst</td><td style="text-align: right;">1</td></tr> <tr><td>Partridge Green</td><td style="text-align: right;">1</td></tr> <tr><td>Pulborough</td><td style="text-align: right;">1</td></tr> <tr><td>Rudgwick</td><td style="text-align: right;">2</td></tr> <tr><td>Shipley</td><td style="text-align: right;">1</td></tr> <tr><td>Slinfold</td><td style="text-align: right;">1</td></tr> <tr><td>Southwater</td><td style="text-align: right;">4</td></tr> <tr><td>Steyning</td><td style="text-align: right;">1</td></tr> <tr><td>Storrington</td><td style="text-align: right;">6</td></tr> <tr><td>U. Beeding</td><td style="text-align: right;">1</td></tr> <tr><td>Washington</td><td style="text-align: right;">1</td></tr> <tr><td>West Chiltington</td><td style="text-align: right;">1</td></tr> </tbody> </table>	Horsham	25	Ashington	2	Billingshurst	2	Broadbridge Heath	4	Coldwaltham	1	Coneyhurst	1	Coolham	1	Henfield	5	Maplehurst	1	Nuthurst	1	Partridge Green	1	Pulborough	1	Rudgwick	2	Shipley	1	Slinfold	1	Southwater	4	Steyning	1	Storrington	6	U. Beeding	1	Washington	1	West Chiltington	1	<p><u>Mid Sussex - 62 (59) (5% increase)</u></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tbody> <tr><td>Albourne</td><td style="text-align: right;">1</td></tr> <tr><td>Ardingly</td><td style="text-align: right;">1</td></tr> <tr><td>Ashurstwood</td><td style="text-align: right;">1</td></tr> <tr><td>Balcombe</td><td style="text-align: right;">3</td></tr> <tr><td>Burgess Hill</td><td style="text-align: right;">11</td></tr> <tr><td>Copthorne</td><td style="text-align: right;">1</td></tr> <tr><td>Crawley Down</td><td style="text-align: right;">2</td></tr> <tr><td>Cuckfield</td><td style="text-align: right;">3</td></tr> <tr><td>East Grinstead</td><td style="text-align: right;">13</td></tr> <tr><td>Fulking</td><td style="text-align: right;">1</td></tr> <tr><td>Hassocks</td><td style="text-align: right;">3</td></tr> <tr><td>Haywards Heath</td><td style="text-align: right;">12</td></tr> <tr><td>Hurstpierpoint</td><td style="text-align: right;">3</td></tr> <tr><td>Lindfield</td><td style="text-align: right;">4</td></tr> <tr><td>Pease Pottage</td><td style="text-align: right;">2</td></tr> <tr><td>Sharpthorne</td><td style="text-align: right;">1</td></tr> </tbody> </table>	Albourne	1	Ardingly	1	Ashurstwood	1	Balcombe	3	Burgess Hill	11	Copthorne	1	Crawley Down	2	Cuckfield	3	East Grinstead	13	Fulking	1	Hassocks	3	Haywards Heath	12	Hurstpierpoint	3	Lindfield	4	Pease Pottage	2	Sharpthorne	1
Horsham	25																																																																										
Ashington	2																																																																										
Billingshurst	2																																																																										
Broadbridge Heath	4																																																																										
Coldwaltham	1																																																																										
Coneyhurst	1																																																																										
Coolham	1																																																																										
Henfield	5																																																																										
Maplehurst	1																																																																										
Nuthurst	1																																																																										
Partridge Green	1																																																																										
Pulborough	1																																																																										
Rudgwick	2																																																																										
Shipley	1																																																																										
Slinfold	1																																																																										
Southwater	4																																																																										
Steyning	1																																																																										
Storrington	6																																																																										
U. Beeding	1																																																																										
Washington	1																																																																										
West Chiltington	1																																																																										
Albourne	1																																																																										
Ardingly	1																																																																										
Ashurstwood	1																																																																										
Balcombe	3																																																																										
Burgess Hill	11																																																																										
Copthorne	1																																																																										
Crawley Down	2																																																																										
Cuckfield	3																																																																										
East Grinstead	13																																																																										
Fulking	1																																																																										
Hassocks	3																																																																										
Haywards Heath	12																																																																										
Hurstpierpoint	3																																																																										
Lindfield	4																																																																										
Pease Pottage	2																																																																										
Sharpthorne	1																																																																										
<p><u>Crawley Borough – 21 (32) (34% decrease)</u></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tbody> <tr><td>Crawley</td><td style="text-align: right;">3</td></tr> <tr><td>Furnace Green</td><td style="text-align: right;">1</td></tr> <tr><td>Ifield</td><td style="text-align: right;">1</td></tr> <tr><td>Langley Green</td><td style="text-align: right;">4</td></tr> <tr><td>Maidenbower</td><td style="text-align: right;">3</td></tr> <tr><td>Pound Hill</td><td style="text-align: right;">2</td></tr> <tr><td>Southgate</td><td style="text-align: right;">2</td></tr> <tr><td>Three Bridges</td><td style="text-align: right;">1</td></tr> <tr><td>Tilgate</td><td style="text-align: right;">3</td></tr> <tr><td>Worth</td><td style="text-align: right;">1</td></tr> </tbody> </table>	Crawley	3	Furnace Green	1	Ifield	1	Langley Green	4	Maidenbower	3	Pound Hill	2	Southgate	2	Three Bridges	1	Tilgate	3	Worth	1	<p><u>Chichester – 20 (24) (20% decrease)</u></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tbody> <tr><td>Chichester</td><td style="text-align: right;">5</td></tr> <tr><td>Bosham</td><td style="text-align: right;">1</td></tr> <tr><td>Boxgrove</td><td style="text-align: right;">1</td></tr> <tr><td>Bracklesham</td><td style="text-align: right;">1</td></tr> <tr><td>Hazelmere</td><td style="text-align: right;">1</td></tr> <tr><td>Lickfold</td><td style="text-align: right;">1</td></tr> <tr><td>Petworth</td><td style="text-align: right;">4</td></tr> <tr><td>Selsey</td><td style="text-align: right;">2</td></tr> <tr><td>Tangmere</td><td style="text-align: right;">1</td></tr> <tr><td>Westergate</td><td style="text-align: right;">1</td></tr> <tr><td>Westhampnett</td><td style="text-align: right;">1</td></tr> <tr><td>Wisborough Green</td><td style="text-align: right;">1</td></tr> </tbody> </table>	Chichester	5	Bosham	1	Boxgrove	1	Bracklesham	1	Hazelmere	1	Lickfold	1	Petworth	4	Selsey	2	Tangmere	1	Westergate	1	Westhampnett	1	Wisborough Green	1																														
Crawley	3																																																																										
Furnace Green	1																																																																										
Ifield	1																																																																										
Langley Green	4																																																																										
Maidenbower	3																																																																										
Pound Hill	2																																																																										
Southgate	2																																																																										
Three Bridges	1																																																																										
Tilgate	3																																																																										
Worth	1																																																																										
Chichester	5																																																																										
Bosham	1																																																																										
Boxgrove	1																																																																										
Bracklesham	1																																																																										
Hazelmere	1																																																																										
Lickfold	1																																																																										
Petworth	4																																																																										
Selsey	2																																																																										
Tangmere	1																																																																										
Westergate	1																																																																										
Westhampnett	1																																																																										
Wisborough Green	1																																																																										
<p><u>Arun – 35 (41) (15 decrease)</u></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tbody> <tr><td>Angmering</td><td style="text-align: right;">3</td></tr> <tr><td>Arundel</td><td style="text-align: right;">3</td></tr> <tr><td>Bognor Regis</td><td style="text-align: right;">11</td></tr> <tr><td>Clapham</td><td style="text-align: right;">1</td></tr> <tr><td>East Preston</td><td style="text-align: right;">1</td></tr> <tr><td>Felpham</td><td style="text-align: right;">1</td></tr> <tr><td>Littlehampton</td><td style="text-align: right;">8</td></tr> <tr><td>Rustington</td><td style="text-align: right;">5</td></tr> <tr><td>Walberton</td><td style="text-align: right;">1</td></tr> <tr><td>Wick</td><td style="text-align: right;">1</td></tr> </tbody> </table>	Angmering	3	Arundel	3	Bognor Regis	11	Clapham	1	East Preston	1	Felpham	1	Littlehampton	8	Rustington	5	Walberton	1	Wick	1	<p><u>Adur – 25 (21) (19% increase)</u></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tbody> <tr><td>Lancing</td><td style="text-align: right;">10</td></tr> <tr><td>Shoreham</td><td style="text-align: right;">9</td></tr> <tr><td>Sompting</td><td style="text-align: right;">3</td></tr> <tr><td>Southwick</td><td style="text-align: right;">3</td></tr> </tbody> </table> <p><u>Other Areas – 10 (8) (25% increase)</u></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tbody> <tr><td>Out of County</td><td style="text-align: right;">10</td></tr> </tbody> </table>	Lancing	10	Shoreham	9	Sompting	3	Southwick	3	Out of County	10																																												
Angmering	3																																																																										
Arundel	3																																																																										
Bognor Regis	11																																																																										
Clapham	1																																																																										
East Preston	1																																																																										
Felpham	1																																																																										
Littlehampton	8																																																																										
Rustington	5																																																																										
Walberton	1																																																																										
Wick	1																																																																										
Lancing	10																																																																										
Shoreham	9																																																																										
Sompting	3																																																																										
Southwick	3																																																																										
Out of County	10																																																																										
<p><u>Worthing – 51 (45) (13% increase)</u></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tbody> <tr><td>Broadwater</td><td style="text-align: right;">8</td></tr> <tr><td>Central</td><td style="text-align: right;">2</td></tr> <tr><td>Durrington</td><td style="text-align: right;">9</td></tr> <tr><td>Findon</td><td style="text-align: right;">2</td></tr> <tr><td>Goring</td><td style="text-align: right;">7</td></tr> <tr><td>Heene</td><td style="text-align: right;">4</td></tr> <tr><td>Marine</td><td style="text-align: right;">2</td></tr> <tr><td>Northbrook</td><td style="text-align: right;">3</td></tr> <tr><td>Tarring</td><td style="text-align: right;">3</td></tr> <tr><td>Salvington</td><td style="text-align: right;">2</td></tr> <tr><td>Selden</td><td style="text-align: right;">5</td></tr> <tr><td>Other</td><td style="text-align: right;">4</td></tr> </tbody> </table>	Broadwater	8	Central	2	Durrington	9	Findon	2	Goring	7	Heene	4	Marine	2	Northbrook	3	Tarring	3	Salvington	2	Selden	5	Other	4	<p><u>Grand Total</u></p> <p>287 (290)</p> <p>1% decrease on previous record year</p> <p>() = Previous year figures</p>																																																		
Broadwater	8																																																																										
Central	2																																																																										
Durrington	9																																																																										
Findon	2																																																																										
Goring	7																																																																										
Heene	4																																																																										
Marine	2																																																																										
Northbrook	3																																																																										
Tarring	3																																																																										
Salvington	2																																																																										
Selden	5																																																																										
Other	4																																																																										

Client Testimonials – 2014/15

- Thank you for your patience with us, and to (the family mediator) who mediated us fairly and professionally; the service you have provided is excellent and I am extremely grateful to you all, and will recommend you all highly.
- I never in a million years thought we would even be in the same room, let alone shake hands!
- It is an impressive service that you provide. I have recommended you to a friend.
- ...it's just really good that the matter appears to have been resolved. It was getting me down as it's such a nice area to live and so you and your team are due a 'thank you' for the work you have put in.
- It helped talking to an impartial person, as I was unable to talk on my own. Sitting in the same room as my neighbour would have been hard without some support. Thank you for everything you have done.
- Thank you for your professional mediation service – we were very impressed with the way you handled and approached this very tetchy neighbour.
- Thank you for all your help regarding 'the tree'; I now have light and sunlight on my house and garden.
- Thank you again for your successful mediation in the company's dispute with (tenants) regarding arrears dating back nearly two years. The success was consolidated when they paid the current year's charges without delay.
- The two mediators were excellent, calming and fair. We liked how much effort was made by your team to find a local venue and suitable date and time

Case Studies

Example 1 (Community Mediation)

This case was referred to us by a local PCSO (Police Community Support Officer). The dispute revolved around parking issues and children playing in the street which has led to verbal exchanges between the parties. The parties lived in a small street and their children attend the same afterschool clubs which meant it had become very awkward when collecting the children. The issues around parking began to escalate with both parties contacting solicitors, resulting in a number of letters being sent back and forth between them. This cost the parties both money and contributed to the growing hostility between them, without resolving the parking issue itself. The local police became involved and they made the decision to refer the case to WSMS. Home visits were carried out and the parties were encouraged to attend a joint meeting at a neutral venue, paid for by the service. Initially one of the parties didn't want to continue with the mediation process and was considering going to court instead. After speaking with the mediators and a caseworker in the office they decided that they would attend the joint meeting.

At the joint meeting the parties showed a willingness to resolve the dispute. Both parties were given uninterrupted free time to speak and be heard. There was a particular focus on explaining the emotional impact the dispute had had on both parties and mediators were able to guide the discussion and encourage communication. Both parties softened and were keen to be reasonable and made constructive suggestions for an agreement.

By the end of the meeting an agreement was reached and the parties even shook hands. The following day we received an email from the parties saying, "Please can we say a very big thank you for your help in settling our dispute with our neighbour, I never in a million years thought we would even be in the same room let alone shake hands. Our mediators were fantastic at keeping things on track, so skilled in their work...I feel now we can look to the future...this would not have been possible without your service." When our usual follow ups were carried out after 4-6 weeks, both parties reported an improvement and considered the matter to be resolved.

Example 2 (Intergenerational Mediation)

This case involved two parents who had been separated for around 5 years and their 11 year old son "James". The mother had recently remarried and had another baby. James was finding it difficult to live with his step-dad and had been visiting his father regularly but contact had recently been stopped, following an incident where his father had been under the influence of alcohol whilst looking after James.

Following this, support had been given to the family by James' school and social services but they felt that communication between both the parents and James could be improved so they referred the case to WSMS.

The mediators visited each party separately at home and James was able to have input on when and where he saw the mediators. It was agreed that the parents would meet initially to improve their own communication and to develop a plan for re-establishing contact. It was hoped that if the relationship between the parents improved then this would benefit James as well.

The joint meeting was held at a neutral venue close by. The parents adhered to the structure of the meeting and began talking whilst making an effort to co-operate and be positive. The mediators reported that they were respectful and listened to each other. An agreement was reached and contact between James and his father resumed. The option of James having a meeting with either parent was offered but James decided he was happy following the outcome of his parents' meeting so it wasn't necessary.

Follow ups were carried out with all parties. Everyone reported a big improvement following mediation. The parents were communicating again and James was much happier. James' father was particularly pleased with the outcome, he said that having his son back in his life had made a huge difference and it would not have been possible without mediation. Both parties were especially impressed with the skills of the mediators and how they had been able to turn the meeting around and guide them towards an agreement that suited everyone after things had begun to breakdown.

WEST SUSSEX MEDIATION SERVICE
STATEMENT OF FINANCIAL ACTIVITIES
YEAR ENDED 31 MARCH 2015

	Unrestricted Funds £	Restricted Funds £	2015 £	2014 £
INCOMING RESOURCES				
Adur District Council	2,500	-	2,500	1,000
Adur Homes	2,500	-	2,500	-
Affinity Sutton Housing Association	3,610	-	3,610	7,220
Aldwick Parish Council	50	-	50	50
Arundel Town Council	-	-	-	400
Arun District Council	3,500	-	3,500	3,500
Bersted Parish Council	100	-	100	100
Billingshurst Parish Council	100	-	100	-
Broadbridge Heath Parish Council	-	-	-	100
Burgess Hill Town Council	-	-	-	250
Chichester City Council	-	400	400	3,000
Chichester District Council	3,000	-	3,000	250
Cowfold Parish Council	25	-	25	25
Crawley Borough Council (Community Grant)	2,500	-	2,500	5,000
Cuckfield Parish Council	100	-	100	100
East Arun (County Local Committee)	-	-	-	250
East Grinstead Town Council	-	200	200	175
East Preston Parish Council	200	-	200	150
Felpham Parish Council	100	-	100	-
Hastoe Housing Association	250	-	250	250
Haywards Heath Town Council	-	250	250	250
Henfield Parish Council	-	-	-	50
Horsham District Council	3,090	-	3,090	3,090
Horsted Keynes Parish Council	-	-	-	50
Hurstpierpoint Parish Council	200	-	200	50
Hyde Martlet Housing Association	6,000	-	6,000	-
Lancing Parish Council	100	-	100	90
Lindfield Parish Council	100	-	100	100
Lindfield Rural Parish Council	75	-	75	75
Littlehampton Town Council	-	200	200	-
Midhurst Town Council	-	-	-	100
Mid-Sussex District Council (Community Grant)	1,500	-	1,500	-
Mid Sussex Partnership	2,500	-	2,500	-
North Horsham & Chanctonbury (CLCs)	-	1,000	1,000	1,500
North Horsham Parish Council	250	-	250	250
Pagham Parish Council	50	-	50	-
Pashley Fisher Ltd	-	-	-	250
Pulborough Parish Council	150	-	150	150
Rudgwick Parish Council	25	-	25	-
Rustington Parish Council	100	-	100	150
Saxon Weald Housing Association	2,000	-	2,000	2,500
Selsey Town Council	-	-	-	100
Southern Housing Group	2,000	-	2,000	2,000
Southwater Parish Council	200	-	200	-
Steyning Parish Council	100	-	100	-
Storrington & Sullington Parish Council	-	-	-	50
Sussex Police & Crime Commissioner	9,000	-	9,000	-
Upper Beeding Parish Council	50	-	50	50
Viridian Housing	4,000	-	4,000	2,000
Waitrose (Community Matters)	-	-	-	210
Walberton Parish Council	50	-	50	50
West Sussex County Council	15,000	-	15,000	15,000
Wisborough Green Parish Council	30	-	30	30
Worthing Borough Council	-	-	-	1,000
Worthing Homes	2,000	-	2,000	2,000
Worthing Lions	-	-	-	500
Carried forward to page 7:	<u>67,055</u>	<u>2,050</u>	<u>69,105</u>	<u>51,125</u>

	Unrestricted Funds £	Restricted Funds £	2015 £	2014 £
Brought forward from page 6:	67,055	2,050	69,105	51,125
Charitable Trusts/Foundations/Corporates				
Allen Lane Foundation	-	-	-	1,000
Carpenter Box	-	-	-	50
Chichester Cathedral	-	-	-	500
Co-operative Community Fund	-	1,008	1,008	1,008
Gatsby Foundation	7,000	-	7,000	9,000
Gatwick Airport Community Trust	-	-	-	1,000
Horsham Lions Club	-	50	50	-
Horsham Matters	-	-	-	1,000
Land Securities	-	1,000	1,000	-
Longley Trust	-	500	500	500
Sussex Community Foundation	-	500	500	4,000
Sussex Mark Benevolent Fund	-	250	250	-
Tanbridge House School	200	-	200	-
Thomas Eggar LLP	-	200	200	-
Worthing Community Chest	-	1,000	1,000	-
Pashley Fisher	-	-	-	250
Other Income				
Fundraising	1,010	-	1,010	1,053
Donations	1,500	-	1,500	958
Paid mediation	11,306	-	11,306	5,485
Training	425	-	425	3,291
Bank interest	19	-	19	19
Other	-	-	25	-
Total income	88,339	6,558	94,897	75,181
RESOURCES EXPENDED				
Fundraising costs	1,003	-	1,003	428
Staff costs	55,279	2,200	57,479	59,011
Rent	3,097	1,008	4,105	4,032
Telephone	635	220	855	980
Computer consumables	983	-	983	991
Advertising	303	-	303	925
Fees	-	-	-	200
Printing, postage and stationary	989	578	1,567	2,210
Insurance	666	-	666	563
Training/CPD	3,178	1,500	4,678	1,645
Mediator/staff expenses	3,170	600	3,770	2,202
Room hire	2,437	400	2,837	1,387
Membership and subscriptions	211	-	211	214
Sundry	366	302	668	207
AGM	-	-	-	205
Depreciation	529	-	529	605
Accountancy fees	18	-	18	360
	72,864	6,808	79,672	86,075
Net movement in funds before transfers	15,475	(250)	15,225	(10,894)
Transfers between funds	-	-	-	-
Net movement in funds for the year	15,475	(250)	15,225	(10,894)
Funds brought forward	17,056	2,750	19,806	30,700
Fund balances carried forward	32,531	2,500	35,031	19,806

WEST SUSSEX MEDIATION SERVICE

BALANCE SHEET

YEAR ENDED 31 MARCH 2015

	Notes	£	2015 £	£	2014 £
FIXED ASSETS					
Tangible fixed assets			350		354
CURRENT ASSETS					
Bank account		7,835		4,003	
Reserve account		26,014		30,000	
PayPal account		76		39	
Cash		38		52	
Prepayments		718		718	
		34,681		34,812	
CURRENT LIABILITIES					
Grants received in advance		-		15,000	
Accruals		-		360	
		-		15,360	
NET CURRENT ASSETS			34,681		19,452
TOTAL ASSETS LESS CURRENT LIABILITIES			34,031		19,806
FUNDS					
Unrestricted			32,531		17,056
Restricted			2,500		2,750
			35,031		19,806

No expenses were paid to members of the management committee in respect of committee work.

The accounts were approved by the trustees on2015 and signed on their behalf by

A Gee
Treasure



Saxon Weald



This report is sponsored by Thomas Eggar LLP

