



# West Sussex Mediation Service External Newsletter

## Onwards and Upwards

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### *External Edition*

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More next time

We are finally on the move — and it will be a case of ‘onwards and upwards’ as our new offices will be on a first floor as opposed to our current ground floor location. It will be good exercise for the staff, particularly if we keep getting deliveries or visitors to the door! We now have confirmation that we will be housed in the West Wing of Park House in North Street, Horsham at the front of Horsham Park. Our postcode will be RH12 1RL. Our landlord will be Horsham District Council, who have kindly offered the accommodation at a reduce community rate. Our actual moving date is yet to be set but we are hoping to aim to start their on 1st March.

Nick has been busy trying to make the move as smooth and as inexpensive as possible. We had received an offer, from an Office Relocation Company, of some free (second hand) office furniture. Unfortunately the cost of delivery and ‘installation’ were prohibitive.

Nick is driving a hard bargain for the installation of a new phone system. Being a spitting distance from the BT exchange, we have been told that we could get the fastest broadband speeds in the country, via cable. We will probably plump for the cheapest option however. We expect to get new phones for free. We would like to thank the Horsham Community Partnership who helped negotiate the community space in Park House.

Look out for your invitation to our ‘Office Warming ‘Party which will hopefully take place round about the time we move in and before the Easter Holidays.



## Message from Louise

Hi Everyone,

Last week marked three months since leaving WSMS and starting my new job at the Brighton and Hove Food Partnership and the time seems to have flown by. I can't quite believe it's been 3 months since I've listened to someone complaining about their neighbour's music, fence, pet, tree or car...the list goes on.

I remember writing a piece for the newsletter when I started my 6 weeks work experience back at the end of 2012, I remember being very sad that my time was nearly up and that I had no idea at the time where I was going to move on to so definitely didn't expect to still be at WSMS nearly 3 years later. In those three years I learnt an incredible amount and I will always be grateful for the opportunities that were given to me as well as the life skills and experiences I developed during my time there. A big thank you to Nick, Pam, Yvonne and Hazel for all of their support in the office and for always encouraging me. I'd also like to thank all of the mediators, particularly Robert for all of your help and support with the family cases, the service wouldn't be there without all of your hard work and you all made my job a lot easier.

My new job is going well, I am a Healthy Weight Referral Co-ordinator at the Brighton and Hove Food Partnership ([bhfood.org.uk](http://bhfood.org.uk)) and it really is great place to work. Everyone has been very welcoming and is very passionate about what they do so I have been very lucky as I was rather apprehensive after being so well looked after at WSMS. The biggest change has been that everyone I speak to on the phone these days tend to be nothing but positive and friendly, I'm still not quite used to getting such a positive reception when I phone someone up following a referral. I have to say though that I do miss the challenge, especially from some of the prickly customers we had to deal with...then again, maybe not all of them.

When I look back at my time at WSMS there are definitely a few (or several) cases that stick out my mind and all involving their own unique stories and characters, not all cases were a success but I don't think they needed to be to achieve a change. Of course some were probably memorable for the wrong reasons but that's what made the job so interesting.

I hope that things are still going well at WSMS following my departure, as I become more settled in my new role I will be keen to start getting involved in mediation again. I find there is so much that can be learnt when mediating and I would hate to lose the great skills I have developed over the past three years. I also miss working with everyone very much, so I hope to still be around at the odd event and hopefully working with some of you again in the not too distant future.

**Louise Duthie (former Caseworker at WSMS)**

## Messages!



< Men, be warned. This could result in a black eye and might not be mediatable!



< Our Mediator, Stella, came across this and thought it would be topical for our Newsletter. She's quite right, as noise nuisance is the No. 1 subject of referral.

## Quotes

Hope

Smiles from the threshold of the year to come,  
Whispering 'it will be happier'..."

**Alfred Lord Tennyson**

## Poor Mrs Cooke

### Summary of the Institute of Fundraising investigation following the death of Poppy seller Mrs Olive Cooke



Out of the charities they contacted, a total of 99 confirmed that they had Mrs Cooke's details on their database with 32 of the 99 charities contacting her for the first time within the last five years.

Mrs Cooke supported a total of 88 of these charities over the years; at varying stages, she was a regular donor to 48 organisations (55%), a sporadic donor to 24 and a one-off donor to 16.

Before the year 2000, they estimate that Mrs Cooke was being mailed by 19 of the charities in the sample. Over the past five years, this rose to over 70!

Typically, from the 99 charities in the sample, Mrs Cooke would receive up to nine addressed charity letters in a week, with each charity sending her an average of just under 6 mailings per year. This amounted to a peak of over 460 mail items in 2014.

24 charities (1/4 quarter of those with Mrs Cooke's details on their records) had shared her details with other organisations.

17 of the 99 charities did not know from where they had sourced Mrs Cooke's details. Of those that did know, 70 charities (85%) reported that her details were secured via a third party, 29 sourced her details from a list purchased from a fellow charity, 27 from a list broker and 14 by exchanging contact data with fellow charities.

It is known from an interview that Mrs Cooke gave to the Bristol Post on 30th October 2014 that she was also receiving a large number of additional fundraising approaches from charities which were not included in our investigation sample. The peak of 466 mailings in one year referred to in this report, on the basis of the charities in our sample, is therefore likely to represent only about one-sixth of the total mailings from charities that Mrs Cooke was actually receiving.

The I of F believe that the changes that have been made (and will be made) to the Institute of Fundraising's Code of Practice in response to recommendations made by the FRSB, after the news of Mrs Cooke's death was reported, will help to ensure that the donor lies at the heart of all future fundraising activities in future. They will also give public greater control over how often and in what ways a charity communicates with them.

**\* WSMS does not do any direct mailing or buy any donor mailing lists**



## Give a Gift

We've just joined another fundraising scheme called Give a Gift. Below is a simple explanation of how it works. It revolves around giving up unwanted Gift Cards that end up cluttering up purses/wallets or are left forgotten in drawers at home.

### How does Give a Gift work?



#### Got a gift card laying around?

Why not exchange it for one you really want and do some good at the same time.



#### Enter the details and choose your new card

Use their search engine to find a charity you love and enter the relevant details.



#### Get back something you actually want!

Select how much of your gift card you want back, if any, and they'll donate the balance to charity.

### Some of the gift cards currently available to exchange



amazon

GAP

ASOS marketplace

ebay

John Lewis



Google play

Here is WSMS's dedicated Fundraising Page:

[https://www.giveagifthq.com/charity/WEST\\_SUSSEX\\_MEDIATION\\_SERVICE](https://www.giveagifthq.com/charity/WEST_SUSSEX_MEDIATION_SERVICE)

### Contact details

Our new office numbers will remain the same. We will transfer our generic number **0300 200 0025** which appears on all our literature and website. That will sit on top of **01403 257800**, which is portable also.

We also retain **01403 258900**, as we luckily stay on the same exchange.

## Vacancy

# Part Time Admin Clerk

Based in our new Horsham office  
in Park House, North Street, Horsham

Covering office Admin tasks  
in support of our Caseworkers

Must be computer literate and have a good phone manner

Monday, Tuesday and Thursday

Expected weekly hours – approx 21

(Opportunity for further hrs to provide holiday cover, etc)

WSMS is an equal opportunities employer

Please note that there is no parking provision  
so this position may suit someone local to central Horsham  
or willing to use public transport

For further details contact: [info@wsms.or.uk](mailto:info@wsms.or.uk) or 01403 257800