



West Sussex Mediation Service External Newsletter

The Move

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External Edition
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We are pleased to announce that we will be moving into our new offices in Park House, North Street, Horsham on **31st March** with a view to 'start trading' on 1st April to coincide with the start of our new financial year. We have managed to negotiate free rent for the final two months of our stay at Alphacom House. Our move is being facilitated by Horsham Matters, who have two vans, but the odd additional helper would be welcomed as there are a number of stairs to be negotiated with all our furniture and belongings.

We have decided to stay with our current Telecom provider, **2Circles**, who are a charity specialist, for our telephone and broadband needs. We will be moving to a VOIP system (Voice over Internet Protocol) with the required cabling being installed to achieve good quality calls. We are hoping for a seamless transition between the two locations but as a contingency we should have the ability to divert any calls to mobiles, if there are any outstanding issues with the phone system. As previously mentioned in our last newsletter, all our existing phone numbers will be ported across.

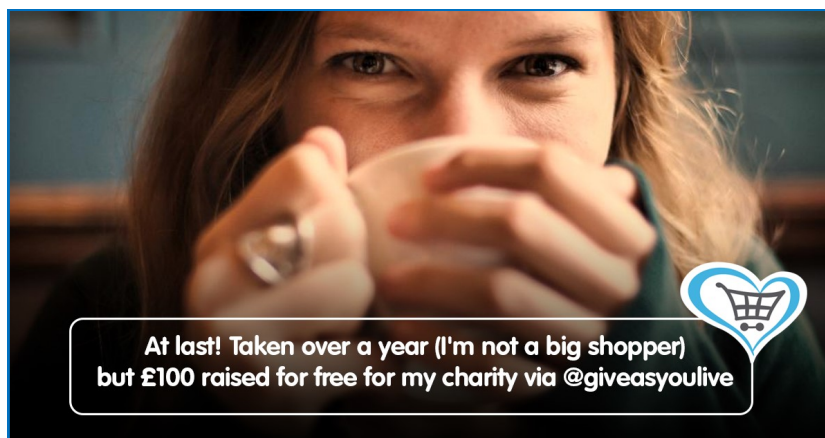
Our new postal address will be: **1st Floor offices, Park House, North Street, Horsham, West Sussex, RH12 1RN.**



< - - - - Here is a picture of our 'Meeting Room' showing our newly acquired table and chairs. As you can probably see the room looks out over the lovely Horsham Park. We will use this for mediation sessions, trustee meetings and other similar gatherings. I am sure that we could come to some arrangement if other local groups would like to make use of the room at times when we are not utilising it. Speak to Nick, once we have moved in.

Online Referral Form

We now have an online referral form on our website for use by organisations. This is the link: <http://wsms.org.uk/2014/referral-form/> or otherwise follow the 'contact us' tab on the website. It is very simple to use and requires only a minimum amount of information. We have even had a self referral via the form already.



The average shopper spent £1,174 online in 2015

www.give.as/charity/wsms

Junk Mail

If you think you have it bad, checkout this snapshot from Nick’s deleted folder! For the last couple of weeks he has been inundated with rogue emails from a different ‘person’ each time. If you ever need some ideas for a child’s name, just speak to him! He had been getting up to 500 a day but things seem to have settled down recently with just the odd one going into the junk box. Hopefully you are not the next target!

From	Subject	Received	Size	Catego...
Maximo	An Enquiry from Intergenerational Mediation page	Thu 25-Feb-16 1:31 AM	8 ...	
Arnulfo	An Enquiry from Intergenerational Mediation page	Thu 25-Feb-16 1:31 AM	8 ...	
Ahmed	An Enquiry from Intergenerational Mediation page	Thu 25-Feb-16 1:30 AM	8 ...	
Nicole	An Enquiry from Intergenerational Mediation page	Thu 25-Feb-16 1:30 AM	8 ...	
Rodney	An Enquiry from Intergenerational Mediation page	Thu 25-Feb-16 1:25 AM	8 ...	
Jimmi	An Enquiry from Intergenerational Mediation page	Thu 25-Feb-16 1:25 AM	8 ...	
Bella	An Enquiry from Intergenerational Mediation page	Thu 25-Feb-16 1:25 AM	8 ...	
Korey	An Enquiry from Intergenerational Mediation page	Thu 25-Feb-16 1:25 AM	8 ...	
Mary	An Enquiry from Intergenerational Mediation page	Thu 25-Feb-16 1:24 AM	8 ...	
Johnie	An Enquiry from Intergenerational Mediation page	Thu 25-Feb-16 1:24 AM	8 ...	
Jamaal	An Enquiry from Intergenerational Mediation page	Thu 25-Feb-16 1:24 AM	8 ...	
Erasm	An Enquiry from Intergenerational Mediation page	Thu 25-Feb-16 1:24 AM	8 ...	
Shaun	An Enquiry from Intergenerational Mediation page	Thu 25-Feb-16 1:24 AM	8 ...	
Calvin	An Enquiry from Intergenerational Mediation page	Thu 25-Feb-16 1:24 AM	8 KB	
Hyman	An Enquiry from Intergenerational Mediation page	Thu 25-Feb-16 1:24 AM	8 ...	
Gustavo	An Enquiry from Intergenerational Mediation page	Thu 25-Feb-16 1:24 AM	8 ...	
Wilbert	An Enquiry from Intergenerational Mediation page	Thu 25-Feb-16 1:24 AM	9 ...	
Morgan	An Enquiry from Intergenerational Mediation page	Thu 25-Feb-16 1:24 AM	8 ...	
Sara	An Enquiry from Intergenerational Mediation page	Thu 25-Feb-16 1:24 AM	8 ...	
Orville	An Enquiry from Intergenerational Mediation page	Thu 25-Feb-16 1:24 AM	8 ...	
James	An Enquiry from Intergenerational Mediation page	Thu 25-Feb-16 1:23 AM	8 ...	
Williams	An Enquiry from Intergenerational Mediation page	Thu 25-Feb-16 1:23 AM	8 ...	
Louie	An Enquiry from Intergenerational Mediation page	Thu 25-Feb-16 1:23 AM	8 ...	
Sylvester	An Enquiry from Intergenerational Mediation page	Thu 25-Feb-16 1:13 AM	9 ...	
Jonathan	An Enquiry from Intergenerational Mediation page	Thu 25-Feb-16 1:12 AM	10...	
Kraig	An Enquiry from Intergenerational Mediation page	Thu 25-Feb-16 1:12 AM	9 ...	
Freddie	An Enquiry from Intergenerational Mediation page	Thu 25-Feb-16 1:12 AM	10...	
Randell	An Enquiry from Intergenerational Mediation page	Thu 25-Feb-16 1:12 AM	9 ...	
Warren	An Enquiry from Intergenerational Mediation page	Thu 25-Feb-16 1:12 AM	10...	
Willie	An Enquiry from Intergenerational Mediation page	Thu 25-Feb-16 1:12 AM	10...	
Mickey	An Enquiry from Intergenerational Mediation page	Thu 25-Feb-16 1:12 AM	10...	



We are currently selling a New Fellowes Home A4 ‘Mars’ Laminator on eBay for the bargain price of £19.99 if anyone is in need of one. Collection only. Follow this link: <http://www.ebay.co.uk/itm/Fellowes-Mars-Laminator-A4-NEW-/182041182655?ssPageName=ADME:L:LCA:GB:1123>



We are adding an 'S'

You will soon see our web address starting with https:// instead of http://

We are buying an 'S' to add security to our website! This is known as an SSL Certificate.

What are SSL Certificates you ask? SSL Certificates, sometimes called digital certificates, are used to establish a secure encrypted connection between a browser (user's computer) and a server (website). The SSL connection protects sensitive data, such as credit card information, exchanged during each visit (session).

We thought that our website should be encrypted now that we have an online referral form, which will contain personal details of clients (see Page 2). The existing weblinks on our Donation Page to Paypal and BT MyDonate are already encrypted.



Referrals

Last month proved to be our busiest February since the start of the charity with **34** referrals received in the 'short' month of 29 days. A good number of these were for Family Mediation which we hope will translate to income for the charity, if we are able to take things forward.

We also experienced our busiest November towards the end of 2015 with **30** referrals.

We continue to vie for first place on Google searches for 'Mediation' + 'Sussex' and currently sit in second position. This is all important as a marketing tool to get people picking up the phone to enquire about our services. The days of Yellow Pages and Telephone Directories are long gone. The power of Google is immense. We continue to sing the praises of our webmaster— Brian Creasey, who maintains our website on an ongoing basis (<http://www.bcdd.co.uk/2015/>)

In this financial year as a whole, we are slightly down on total referrals on last year, with one month to go. We will publish all the full figures in our Annual Report, which will be produced in the summer. Meanwhile we encourage referring agencies to continue to make use of us.

TV interest

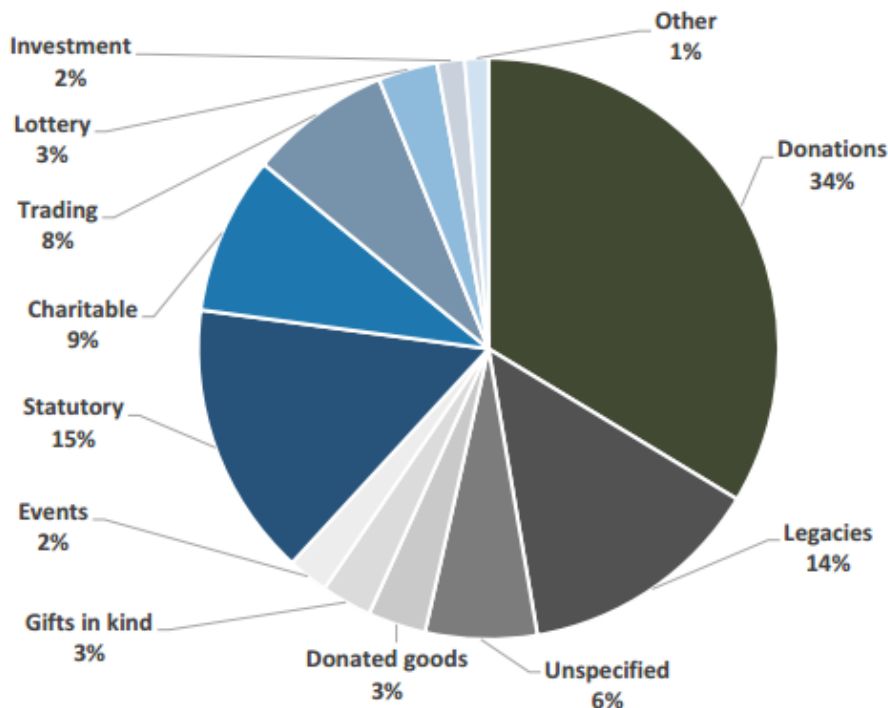
We have had another approach from a TV production Company interested in creating a new series on Parking issues. Century Films (www.centuryfilmsltd.com) produced a previous three part series, which was featured on ITV. Last time it highlighted the actions of wardens.

If you have any good tales involving parking disputes the researcher might like to talk to you. You could possibly be on camera if you fancied it. Their researchers are happy to hear from anyone who would like to air their views on local issues and we can put you in touch with them. We would like to promote mediated disputes if we can.



Charity Income

Percentage (%) share of total income to Top 100 charities by funding stream 2014/15



This is an interesting pie chart of how the top 100 charities in the UK raised their funds in 2014/15. They accounted for **£9.5billion** in income! It is surprising how little, as a percentage, was achieved through events and showed the importance of public donations and legacy giving.

Meet the Mediator

Name: Anne D.



Where did you train as a mediator?

With West Sussex Mediation Service.

When did you train?

In November 2015

What types of mediation are you trained to do?

Community Mediation.

Where do you live? Plummers Plain, but literally one step away from Mannings Heath.

Do you undertake any additional volunteering?

No, not any more, I belong to a few groups and I'm on the committee for one.

What is/was your career path?

I used to work in a bank, but I've now taken to being a slob very well.

Do you have any hobbies?

I'm an obsessive compulsive photographer, OCP. I also garden for the benefit of wildlife and me, so its flowers, flowers, flowers and I have a few friends who keep me out of mischief on a regular basis.

Tell us something unusual about yourself, why you came to mediation, ambitions, and/or hopes for the future:

Boring answer but I live for now, I never look back and only look ahead to good weather, if it's bad. I throw in the odd challenge, like mediation, but generally I like an easy life and one I don't need a holiday from.