



# West Sussex Mediation Service External Newsletter

## Approaching Half Way

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### External Edition

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

At the end of September we will have reached half way through our current financial year (1st April 2017 to 31st March 2018).

**In terms of referrals** – we are not currently matching the frantic rates of referrals that we experienced last year. That is not a bad thing in some respects. Only May this year has been a busier month. June, July and August saw reduced numbers and April matched the previous year. Only Arun District is showing an increase in referrals over last year. The biggest drop is from Worthing Borough.



**In terms of finances**— we seem to be on track. Earned income from Family Mediation is on target but we are not achieving the number of referrals for Workplace and Civil mediation that we were hoping for. We are also suffering from a couple of outstanding payments from clients in Civil cases.

In terms of expenditure, we have managed to come in under budget on things such as expenses, office supplies, room hire and training. Any 'unexpected' spending has generally been covered by specific grant funding.

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## AGM

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More in October!

Our AGM is almost upon us – **Thursday 28th September**, 6.00pm for 6.30pm start to proceedings. This is going to quite an informal event. We have no guest speaker but there are a good number of trustees, mediators and staff who will be in attendance to chat to over refreshments, either before or after the formal proceedings. Feel free to join us unannounced.

The High Sheriff of West Sussex, Lady Emma Barnard, is no longer able to attend the AGM but we have arranged for her to pay a visit to our offices on 15th January 2018. This is a long way off but diaries for such dignitaries are planned well in advance. Friends are welcome to join us on this date also.

# News

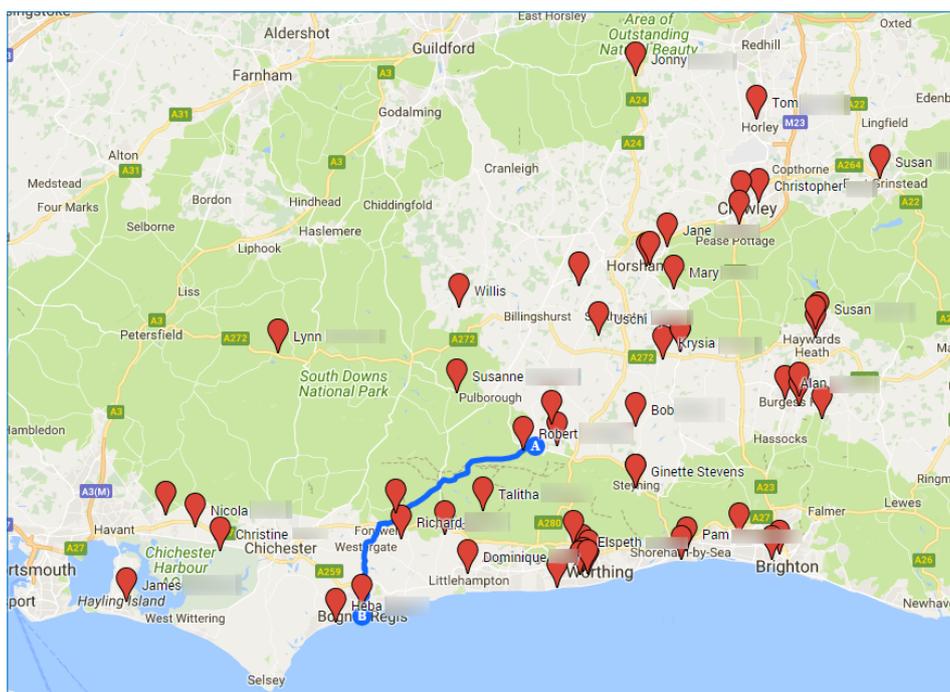
> **Live Chat** — Forever striving to keep up with modern trends in communication methods we have decided to add a 'Live Chat' facility on our website ([www.wsms.org.uk](http://www.wsms.org.uk)). This type of software presents a pop up window on the landing page to offer live typed conversation with a member of the office staff. We will instantly be able to respond to queries on our services, etc. We currently find that many clients don't make their initial enquiry by phone, they just use our website contact form. Many websites, particularly those selling goods and services, now provide this facility. It isn't too intrusive as it sits on the bottom right hand corner of the webpage.



Mediators could even use it for a quick online conversation with the office. The software is provided for free by **tawk.to** — which works for us! < ----- They feature this little chap as their logo.

> **Training Course** — Our thanks go to those existing mediators who have volunteered to attend certain days of our forthcoming Initial Training Course for new volunteers. Our trainer, Sandy Horvath requested some extra hands to re-enact scenarios for the recruits to practise their newly taught skills.

We have recruited volunteers from Billingshurst, Crawley, Warnham, Haywards Heath, Henfield, Littlehampton, Rudgwick, Hurstpierpoint and Horsham, which will help add extra pins on our West Sussex map of mediators.



## More news

> **What a Mug!** - Using some of our funds from our 'Friends of West Sussex Mediation' Account, we have taken delivery of some new promotional mugs. These bear all our contact details and will be a good reminder of our existence, to referral agencies. If you think you could give a good home to one of these mugs, do contact Nick in the office. We have already dispatched a few to an organisation well known for its tea drinking!



> **The New Computers** — In a previous newsletter we highlighted the fact that we had received some 'Awards For All' funding to replace our rather tired IT equipment. The new kit has arrived at our suppliers (**Qdos Computer Consultants**) and we are hoping that installation will take place on 29th September. This will undoubtedly cause some disruption to the functioning of the office that day as data is migrated and Office 365 set up to accommodate our email accounts, etc.



We will have to decide how to best dispose of our old equipment, whilst ensuring that all data has been safely removed. If you know of any one who could use our old monitors, and possibly the three Fujitsu PCs that we have, do get in touch.

> **Curry Night** — Our thanks go to all our guests who attended our Charity Curry Night on 19th September at the Haldi Indian Restaurant in Southwater. The food was great, as usual, and again we received good feedback regarding the event. We tested everyone's brains with a quiz and have included a copy of the picture round in this newsletter for a bit of fun. The answers are below.

The winning team were given a Marks & Spencer gift card. We also had a raffle, which added to the total raised from the event (approx £187).

Having been so engrossed in the evening, Nick forgot to capture any images to share with you.

5. Gustav Klimt	1. Edouard Manet
4. Vincent van Gogh	2. Claude Monet
9. Jackson Pollock	7. Edgar Degas
8. Pablo Picasso	3. Salvador Dali
	8. Pablo Picasso
	4. Vincent van Gogh
	5. Gustav Klimt

# Quiz

Name these famous artists



Answers are at the bottom of Page 3