



# West Sussex Mediation Service External Newsletter

## Duchess visit

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### *External Edition*

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On 5th November we were visited by the Duchess of Norfolk and the Deputy Lord Lieutenant of West Sussex, Carole Hayward. Such visits haven't previously been attended by the Duchess but she showed interest in attending ours. She became a Deputy Lord Lieutenant herself in 2016.

The Lieutenancy is dedicated to representing the Crown in West Sussex, carrying out duties throughout the county on behalf of Her Majesty and generally supporting activities – particularly those involving voluntary organisations – which enhance the lives of its residents.

The visit followed our nomination for the Queen's Award for Voluntary Service. Local assessment panels look at all the nominations and decide which ones to send to the National Award Committee.

The committee makes recommendations to the Department for Digital, Culture, Media and Sport (DCMS), which sends a final list to the Queen for her approval.

Winners are announced on 2nd June 2019 in the London Gazette. We are grateful to all the volunteers who attended the meeting to provide feedback on their individual roles within the charity. They included trustees and mediators. We now have a long wait for the outcome, but welcomed the opportunity to further raise awareness of our charity.



## Staff Vacancy

Sadly, due to health reasons, our Caseworker, Christine Willmington is 'winding down' from her work commitments and moving towards retirement.

This is, of course, sad news for WSMS as she is highly respected and very skilled in the role and an experienced mediator able to entice potential clients to the process of mediation and maintain their commitment, as things progress from the initial referral.

Christine suggested that we start the recruitment process for her replacement, sooner rather than later. We advertised the role on indeed.com and received a lot of interest in the role. We were looking for coverage over 4 days a week to about 28-30 hours with some flexibility.

We shortlisted six candidates who were invited in for interview. The successful candidate will be notified by the 24th November and invited to start work almost immediately. We will introduce that person in our next newsletter.

Christine will be missed and we hope to give her a good send off when she leaves, if she allows us to celebrate her time with us. We wish her well with her retirement by the sea, when that happens.



## Getting the word out

One of our Trustees, Monica Hill, recently sent out an email to all our volunteers asking if anyone had the capacity to help in marketing the charity. The Trustees are keen to promote the charity, and the services we provide, right across the county. The trustees do appreciate all the volunteering hours our mediators give to the charity already and didn't want to overburden them. However, just in case anyone had the time and inclination to go above and beyond that commitment, there are possible opportunities to utilise existing networks and reach through social media, work, social activities or family and friends. Much can be done behind the screen of a PC, tablet or mobile phone.

The trustees are particularly keen to achieve greater take up of our **workplace mediation** skills (as per Page 3 bottom).

We would like more people to know about us, whether they are potential funders, supporters or clients. We are sad to hear the common mantra, "We didn't know you existed and might have used you before, if we had heard about you."

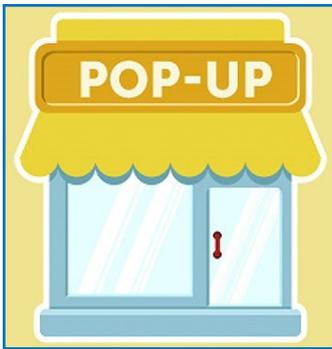
# News

**Business cards** - we recently took delivery of some newly printed cards that have all our contact details on one side and a list of our mediation services on the reverse. We hope to distribute these widely.

If anyone would like a supply do get in touch with Nick.



**Pop up Christmas Shop** — on **Wednesday 28th November**, between **1pm and 2pm**, we will be displaying all our Christmas fundraising stock, for sale, in the **Wicker Room** on the ground floor at **Park House**.



We have a range of Christmas Tree decorations—including the very popular hand painted elephants, hessian Santa sacks, Christmas garlands and stocking fillers for kids (books, cuddly toys). Just turn up at the front door of Park House and press the WSMS buzzer to gain entry.

Nick our Co-ordinator, supported by volunteer, David Chubb held a stall at the AgeUK Horsham, Christmas Extravaganza at the Drill Hall, Horsham on 17th November and raise £100 for the charity. A local choir did some carol singing and a troop of children performed some dance routines.



**Workload** — we currently have 24 of our mediators shown as assigned to a case(s) on our dry wipe board in the office, which includes community, intergenerational and conflict coaching cases. By 22nd November we were showing 16 referrals for the month which is a bit slower than the last couple of years. We expect December to be quiet. The most referrals we have ever had in that month has been 18.

**Workplace Mediation** — we have carried out some very successful cases recently thanks to the efforts of Christine H, Marie, Uschi and Nigel. We are very well priced on this service and welcome any new introductions that people can make with employers, on our behalf.

**Recent quote from an employer:** “It was lovely to meet you (mediators) on Friday and thank you for your support. I have received feedback from the parties, both of whom found the day to be extremely successful”.

## More News

**Visit** – Nick, our Service Co-ordinator, recently paid a visit to the Sussex Police Resolution Centre at the Police Headquarters in Lewes. This was a joint visit with our Sussex Mediation Alliance partners from Brighton and East Sussex. The visit was arranged in order to train the staff from the Resolution Centre on how to make mediation referrals, across the county.



The centre aims to contact a caller within 24 to 48 hours of the initial call and resolve the incident at the earliest opportunity without a need to deploy an officer. There is a team of 40 officers and staff. Working hours are 8am to 10pm and they deal with issues where there is a low threat or risk of harm and where the incident is not an emergency.

Use of our Pan Sussex Mediation services is an ideal way of taking the pressure of the very stretched resources of Sussex Police, whether it be a neighbour dispute, inter family conflict or problems including a group of people.

Our thanks go to Pc Jack Bowry who was an excellent guide/host for the day. We have been invited back to repeat the visits at intervals of about 9 months as their staff turnover is quite high. We also hope to expand the awareness training to new recruits joining Sussex Police as Constables.

**Printer** – we recently took delivery of a reconditioned multifunction printer for our office, thanks to the generosity of Jon White – Head of Service Delivery at Principal. Principal is a UK-leading independent provider of managed print services. They have offices in the Parsonage Business Park in Horsham and have been operating for some 30 years. Their aim is to help organisations find more efficient ways to work, by offering innovative and bespoke print solutions, which are responsive to market changes.



You can check them out at <https://www.principal.co.uk>

**THANK YOU** Principal – and for our Caseworker, Diane who was able to make the connection via a family member. We had numerous issues with our old printer, it will be head for the scrap heap if no-one wants it for spare parts. (Canon MFC9420CDN).

## Sponsor's Advert



Your Local Office:

Irwin Mitchell  
Belmont House  
Station Way  
Crawley  
RH10 1JA

Contact: Caroline Shelton - 0370 1500 100

Specialities:

Money & Tax, Private Wealth Probate & Estate Administration, Private Wealth Wills & Estate Planning, Court of Protection, Wills & Estates, International Services, Estate Administration & Probate, Being a Trustee, Personal Legal Services.

## Funnies



Message in a Bottle 21st century style!

## Footnote

If you know of anyone who would like to place an advertisement in one (or more) of our monthly newsletters, for a small contribution or help in kind, do let the office know.