



**The Queen's Award
for Voluntary Service**

AGM

The A to Z of WSMS

mediation



working for agreement

A

A is for Alan (Mediator) – a former actor who appeared in a Star Wars film plus Indiana Jones. He still attends Star Wars Conventions and is asked for his autograph. (In true actor tradition Alan is currently ‘resting’ from Mediation)



A is Annual Report – hard copies are available on request. The report is also downloadable from our website, as are many of our historic reports.



B

B is for Bob (Mediator) - was working in the 90's, in conflict resolution for the World Food Program (WFP) in Somalia & Afghanistan - during war time, getting food across 'green' lines and responsible for production of 760,000 Naan breads a day for refugees in Afghanistan. He is the lead volunteer for the Ashurst 'Flix in the Stix' Community Cinema.

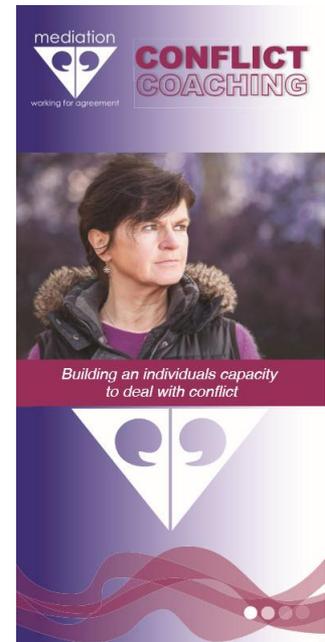
Bob has been mediating for WSMS since 2009. He receives his 10 year Certificate of Service.



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C

C is for Conflict Coaching – an increasingly popular service we offer when we can't engage both sides in formal mediation. Our specially trained mediators help individuals have an increased understanding of the conflict and provide them with a strategy to manage and productively resolve conflict through their own actions. This is a free service that we provide.



D

D is for Dominique (Mediator) - is a seasoned HR professional. In 2004, she experienced some problems with one difficult neighbour. She wondered why they just could not respect small thing as not blocking her drive! This led to her training as a mediator pleased to have witnessed many successful resolutions in the community ever since.



Pre-family, she was a keen scuba diver. Her favourite trip was to the Maldives, where she dived with sharks and played with a friendly puffer fish.



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E

E is for Eva (Mediator) a French lawyer and UK solicitor and Civil/Commercial accredited mediator, who has lived in the UK for 14 years. She is passionate about mediation and conflict resolution. Eva also volunteers for Brighton & Hove Independent Mediation Service, where she lives.



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F

F is for Family Mediation – a very important revenue stream for the charity and all down to two fantastic volunteers, Robert & Heather (both fully qualified family mediators).



F is also for Fiona (Mediator) - a chartered accountant and insolvency practitioner. She is a keen choral singer and has performed at Glyndebourne, Twickenham Stadium and the Olympic Park and recorded backing vocals for a charity single.



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G

G is for grants – we do still rely on grants from the Local Authority areas that we cover. Unfortunately these have tended to remain static for a number of years and not kept in line with inflation. Meanwhile our overheads increase including our rent and other core costs.

G is for Gift Aid – where we do receive donations from UK taxpayers we do reclaim Gift Aid back each year. (£136.53 in 2018-19)



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H

H is for Hazel (Mediator) – used to be a trapeze artist! She is also a Bereavement Volunteer with CRUSE, in a team of over 30 volunteers. She has found that her mediation skills have been really useful and applicable in the area of bereavement care.



H is for Hasu Mehta (MBE) – a former longstanding Supporter/Trustee/Life Member of our charity. Sadly, Hasu passed away in March 2019. May he rest in peace.

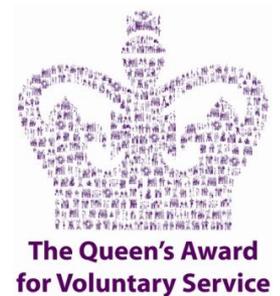


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I is for Intergenerational Mediation (IG).
In 2018/19 we received a record number
of 'IG' referrals (47).

In 2019 we trained an extra 11 of our existing
mediators for this line of work to meet the
demand.



J

J is for Juliette (Mediator) – who is also an artist who has exhibited internationally. She studied at Middlesex University graduating with a BA(Hon's) degree in Fine Art. She then continued to complete a Masters degree in Fine Art – printmaking at the Royal College of Art in London. Juliette has kindly donated several prints of her earlier work too WSMS. They are available to purchase!



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K

K is for Karen - who joined WSMS in January 2018 following a long career in the public sector. She currently co-ordinates the Family Mediation Service. Karen enjoys most sports, ice skating, ski-ing and horse riding. She is an animal lover with 8 cats.



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L

L is for Long Service – many of our mediators have been with us for substantial periods of time. The average length of service for our mediators is 6+ years. We will be recognising long service with Certificates of Service

L is for Lottery – help support WSMS by buying lottery tickets in the Horsham District Community Lottery.

<https://www.horshamdistrictcommunitylottery.co.uk/support/west-sussex-mediation-service>



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M

M is for Martin (Mediator) – who is our longest standing mediator with over 19 years of service with WSMS.



M is for Mike Payne – our long standing Bookkeeper who has tirelessly helped out with our payroll, HMRC returns, invoice payments and accounts. Mike served as the Treasurer of the charity for a number of years. He retired from a career in Railways, working for many years in the Far East, including Hong Kong.



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N

N is for Nick (S) (Mediator) - Nick is an FA qualified football coach and used to coach a team of youngsters. He continues to help out with another one now.



N is for Nigel (Mediator) - who attended the Queen's Garden Party this year, on our behalf, with a fellow mediator Lesley, as part of the Queen's Award celebrations. Nigel also volunteers at Arundel Castle.





O is for Outcomes – in 2019/20 we were successful in reaching agreements in **85%** of cases that we took to joint meetings. This is all down to the skills of our volunteer mediators and all the hard work of our office staff who managed to keep things together and help to entice clients to the process and stay committed until its conclusion.



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P

P is for Police – Sussex Police were our biggest funder in 2018/19 (via the Sussex Police & Crime Commissioner). The Police were also our No.1 referral agency, this year, with 60 referrals. Referrals primarily came from PCs on Response duties, PCSOs, staff in the Resolution Centre at Lewes HQ and Antisocial Behaviour & Hate Crime Co-ordinators.



**Sussex
Police & Crime
Commissioner**



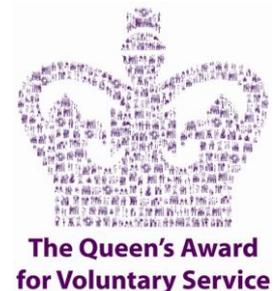
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Q

Q is for Queen's Award for Voluntary Service – the MBE for Charities.

We could get the fireworks out as the formal award ceremony is to take place on the 5th November at Arundel Castle – but it will take place in the morning.

We are very grateful to the Duchess of Norfolk for hosting the event in the library at the Castle. The award will be made by the Lord Lieutenant of West Sussex, Mrs Susan Pyper.



R

R is for Rocky (Mediator) - who retired from the Army - worked in security in Africa for 20 years. He has worked in Egypt, Iraq, Sudan, and also in Cyprus.

As well as mediating, he now volunteers for Citizen's Advice.

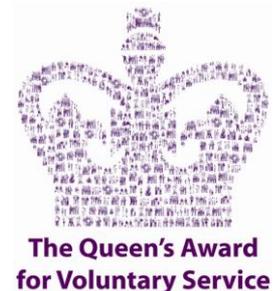
He is also a part time film extra!



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S

S is Sue Davies (Trustee & Volunteer Workplace Mediator), an HR practitioner at director level and an experienced workplace mediator. She has a particular interest in workplace mediation as a dispute resolution tool that usually retains the services of both parties to a dispute and gets their relationships onto a professional and effective footing, where many other dispute resolution tools do not.



T

T is for Theodora (Mediator) – a former magistrate and also a Registered Manager/ Matron



T is for Tina (Caseworker) – she once sat on the Prime Minister's loo at the Palace of Westminster (Gordon Brown MP at the time). A seat previously used by Winston Churchill !



U

U is for Uschi (Mediator) – Ursula means ‘little female bear’ in Latin. Uschi was born in Vienna, Austria. She graduated in Law at University of Vienna. Her natural habitat when growing up - Opera.



She became involved in farming in UK – proudest Achievement – when a consignment of her sheep won ‘best in market’ at Haywards Heath livestock market.



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V

V is for visits. Before we move to joint mediation sessions we always carry out home visits to all sides in a conflict. This is where we can fully explain mediation and its benefits, hear the full story of events so far, and entice clients to the process.

V is for volunteers. The charity would not function without all our fantastic volunteers – trustees, mediators and others. We thank them all for their dedication and commitment.

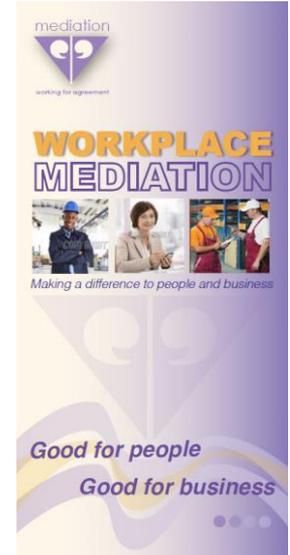


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W

W is for Workplace Mediation.

WSMS have a number of skilled Workplace Mediators able to help resolve disputes/ conflicts in the workplace. We are very keen to increase our income from this area of work so do spread the word.



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X

X is for kisses! We don't expect our clients to always 'kiss and make up' at the end of a mediation session but here is one feel-good case.

Our mediator had bumped into a client at a supermarket and relayed this:



“He was so enthusiastic about the mediation session (even although he originally didn't hold out much hope) and he was telling me how everything had changed since Thursday. They're all talking to each other and are positively friendly towards each other. (P2) even went round to borrow a ladder from the other party and they all ended up using it together to rescue a cat from a tree!”



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Y

Y is for Year End. We finished our financial year 2018-19 achieving a small surplus. Income was down on the previous year by some £14,000 but expenditure was kept well under control.

(We are at the half way stage for the current financial year (2019-20) and things are proving to be very tough.)



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Z

Z is for Zyad – (Mediator) from Crawley who trained with us in 2017 having seen an ad in the Crawley News.

He is a former Police Officer now working in IT.

He is a School Parent Governor for the School where his children attend.



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