



WEST SUSSEX MEDIATION SERVICE

ANNUAL REPORT

2019

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

CONTENTS

	Page
Those involved in the charity (2018/19)	2
Chairman's Review	3-4
Co-ordinator's Report	4
Picture memories (2018/19)	5
Statistics	6-9
Excerpt from the year (2018/19)	10
Referrals by Local Authority Area	11
Income/Expenditure sheets	12-14
Acknowledgements	15

MANAGEMENT COMMITTEE MEMBERS - 2018/19

Our thanks go to our dedicated team of volunteers and mediators who, during the year reported, continued to give their free time and skills in helping to resolve conflict in the community. They include:

Officers

Will Adler - Chair
Allan Gee - Hon. Treasurer (elected 27/09/18)
Paul Minter - Secretary (elected 27/09/18)

Members

John Steele (Trustee)
David Chubb (Trustee – resigned 30/04/18)
Sue Davies (Trustee)
Monica Hill (Trustee)

Staff

Nick Handley	Service Co-ordinator
Karen Trushaden	Family Co-ordinator
Christine Willmington	Caseworker (part time till Nov 2018)
Tina Skilton	Caseworker (30 hrs from Dec 2018)
Diane Whelan	Caseworker (part time from Aug 2018)

Mediators

Alex	Elspeth	Louise	Richard
Andrew	Eva	Liz	Robert
Ann	Fiona H	Lynn	Rocky
Anne D	Fiona M	Marianne	Ruth
Anne S	Ginette	Martin	Sally
Antony	Hazel	Mary C	Stella
Bob	Heather	Nick H	Sue
Bonny	Heba	Nick S	Susan
Christine W	Jacqui	Nick W	Susanne
Christine H	James	Nigel	Talitha
Christopher	John	Pam	Theodora
David	Julie S	Paul H	Tom
Dominique	Juliette	Pauline	Uschi
Dorrie	Lesley	Peter	Zyad

Other Volunteers

Della Edwards (PR/Publicity)
Dave Owen (Fundraising)
Mike Payne (Book-keeping)
Dave Powell (Photography)
Sushma Clark (External Examiner - accounts)

Chair's Review

I am very pleased to present my review as Chairman of the Charity in the 2018-19 Annual Report and Accounts.

Our overall result this year has been a small operating surplus of just over £1,300, much in line with previous years and with our budget at the start of the 2018-19 financial year.

Both income and expenditure were below budget. On the income side this was mainly as a result of several funders remitting their 2018-19 funds after the close of the financial year, so in that respect the position is very healthy. On the expenditure side, staff costs were below budget and having upgraded the IT systems in 2017-18, there were lower costs of IT maintenance and development.

Our major funders have all continued to support the Charity in 2018-19, and in particular, the Sussex Police and Crime Commissioner, again provided over 25% of our funding. We are extremely grateful to Katy Bourne and her team for their continued support and encouragement.

Ensuring that we maintain a stable level of funding is a very difficult task, and one which Nick Handley manages each year, despite the challenges of an ever-tougher financial climate. My thanks go to Nick for continuing to deliver on this key element of the Charity's business plan.

The other key element of our funding is through provision of paid services in the Family Mediation space. Here income levels were again comparable with previous years. My thanks go to Robert Savage and Heather Foster for their continued work for the Charity in this area.

The main metrics that allow us to measure activity within the service are the number of referrals received and the number of cases proceeding to mediation. In 2016-17, community referrals were at a record level, and 2017-18 levels were around 10% lower. In 2018-19, referrals received increased to 338, up from 2017-18 but not quite at the record levels of 2016-17. Of these 338, 154 were Family Mediation cases so both community referrals and family referrals were about 6.5% up on the 2017-18 levels.

We generally expect around 50% of referrals to proceed to formal mediations and this has proved to be the case during 2018-19 so I am confident that the number of actual cases proceeding to mediation will continue at least at the levels of 2018-19 into the future.

During the year, there have again been several staff changes. We said goodbye to Christine Hows and Christine Willmington and welcomed Diane Whelan and Tina Skilton to the team. Despite all these changes, the office has continued to function smoothly, and my thanks go to all the staff for making this happen.

The big news for the year is that the Charity has been bestowed with a Queen's Award for Voluntary Service. This award recognises the contribution of all our volunteers in their charitable activities. Our nomination was endorsed by the Duchess of Norfolk and Deputy Lord Lieutenant Carole Hayward and my thanks go to them for their support during the process.

At the last AGM some small changes to the constitution of the Charity were approved to enable the Board of Trustees and Management Committee to operate effectively. During the year, we also undertook a review of the status of the Charity in the wake of GDPR and other legislative changes with a view to potentially changing our status to that of a Charitable Incorporated Organisation (CIO). There are definite advantages to becoming a CIO, not least that it makes recruitment of Trustees easier. However, the process for the Charity to convert to a CIO is not straightforward and the Board felt that the distraction from the Charitable Purpose of the conversion process outweighed the potential advantages of conversion. As such, we will not be changing our charitable status unless and until the legislation changes to simplify the conversion process.

The Pan Sussex Alliance, which brings together the four mediation services in Sussex, continues to develop. Further meetings were held during the year to explore areas where we can all benefit from an across Sussex approach.

As usual, I would also like to thank the mediators for all their hard work given on a voluntary basis to enable us to continue to provide Community Mediation services, free at the point of delivery, across West Sussex.

And finally, I would like to thank my fellow Trustees for their time given freely and their skills and knowledge which have helped to steer the Charity through a difficult period and emerge stronger and better able to deal with the challenges of the coming months and years.

Will Adler
Chair

Co-ordinator's Report

I write my report for 2018/19 at a celebratory time for WSMS, when we have already progressed well into the new financial year. During the year reported, we were nominated for the Queen's Award for Voluntary Service and received a vetting visit in November 2018. This was conducted by the Duchess of Norfolk and a fellow Deputy Lord Lieutenant of West Sussex. We were notified formally in June that we were to receive the award and the presentation will take place in November 2019. We are very proud of this award, which is regarded as the MBE for voluntary groups.

2018/19 was again a busy year in terms of referrals with an increase of 6.5% over the previous year. We were busy with our Intergenerational Mediation service (IG), with a record number of referrals in this area of work. We have in fact seen year on year growth in IG since we started the service (in earnest) in 2016.

Antisocial Behaviour again took the number one slot for Community Mediation referrals from noise nuisance, which in many previous years had proved to be the hot topic. This is probably explained by the type of referrals being made by the Police. Sussex Police made a record number of direct referrals to us in the reporting year (61). We are very grateful to the Sussex Police & Crime Commissioner for the substantial grant support, shared by the four Sussex Mediation Alliance partners.

Several grants were received - post 31st March 2019, so they do not appear in our 2018/19 accounts. They were, however, payments/recompense for our work in 18/19 and will show in next year's accounts.

Fundraising expenditure reduced dramatically as we organised far fewer events in 2018/19 due to work pressures. We would love to attract some volunteer fundraisers/event organisers to help us in this area. Donations remained on par with the previous year, but at a low level, as has been the case historically.

We managed to generate some new income through the hiring out of our lovely meeting room at Park House. We have some regular users who make use of it when we are not carrying out our own mediation sessions.

Our mediator numbers remained stable, although we did recruit further mediators in September/October 2018 to bolster numbers in Arun and Chichester Districts. We were fortunate in attracting grant funding to support some of our training programmes during the year, with part carrying over into 2019/20. Spending on training does include supervision sessions and CPD for our two family mediators alongside training for our new and existing community mediators.

We try to be positive about the future but raising sufficient funds each year, to sustain the charity, remains a huge challenge. 2019/20 will be no different, so if anyone has time, energy or ideas to help us balance the books again this year, please do get in touch. We need funders to recognise our worth and acknowledge the difficulty we have in sustaining a free service when grants have remained static for many years, with no inflationary lift or compensation for an increase in workload.

As the citation on our Queen's Award will say, WSMS is a 'volunteer driven mediation service', so I would never end my report without acknowledging the fantastic work carried out by all our volunteers. That stretches beyond our mediators to include our trustees and a number of other dedicated individuals, performing other important roles. Through the work of our mediators we have been able to resolve many neighbour disputes, kept families together, settled workplace conflicts, resolved civil disputes and helped divorcing/separating couples dissolve joint finances and make meaningful child arrangements, in a civilised and cost-effective way. All together, we have played our part in making West Sussex a safer and more pleasant place to live and work.

Nick Handley
Service Co-ordinator

Picture memories - 2018/19



Crawley Borough Council Community Grants Awards ceremony (March 2019)



Collecting raffle ticket money from local business (April 2018)



Visit by the Duchess of Norfolk & Carol Haywood (Lord Lieutenant's office) - Nov 2018



New mediators in training (Bognor Regis – Sept 2018)



Work Experience students at our offices (June 2018)



Donated artwork from mediator/artist – Juliette Goddard (MA, RCA) (April 2018)



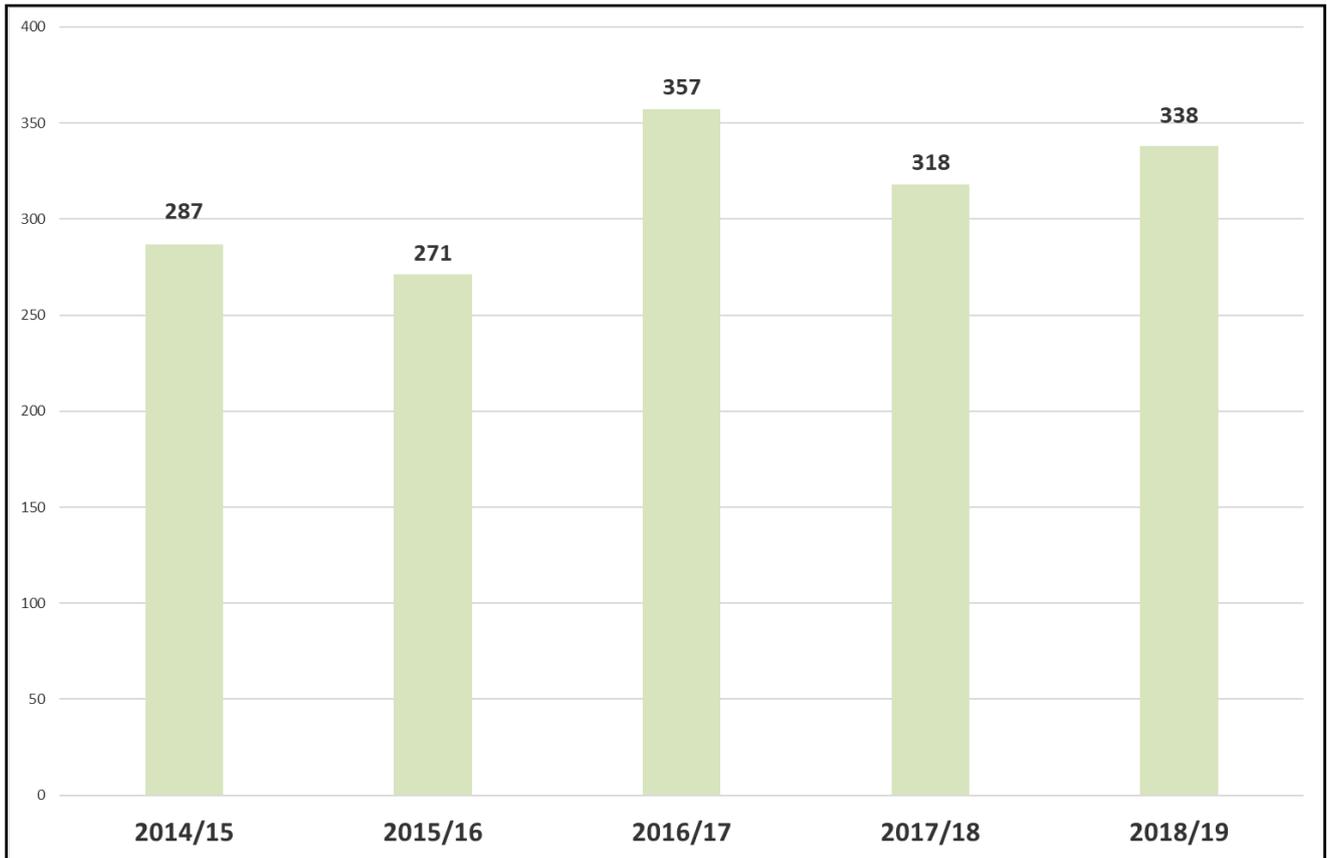
Nick meets 'Educating Yorkshire' inspirational student, 'Mushy' Asghar (Feb 2019)



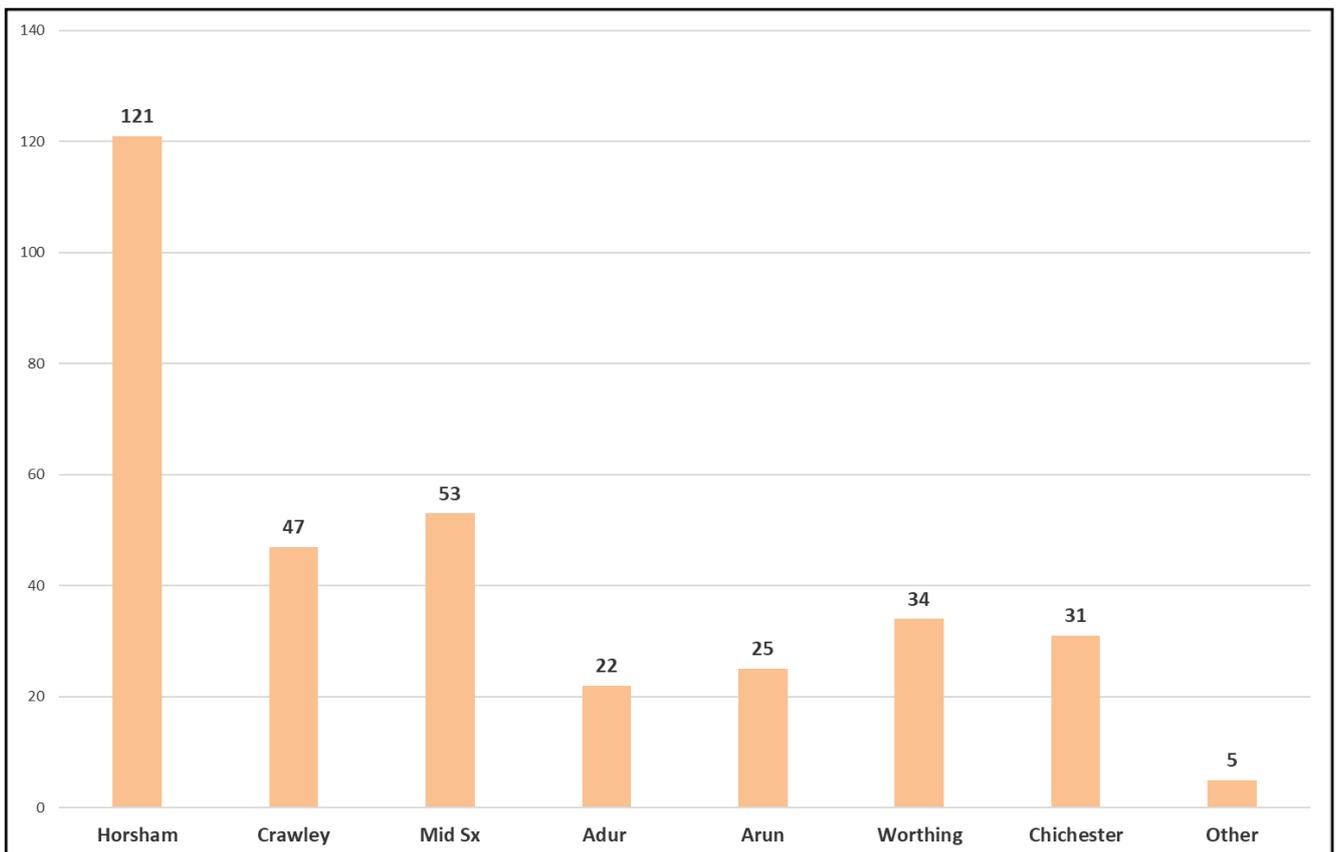
ITV Film crew filming in our Meeting Room (March 2019)

Statistics

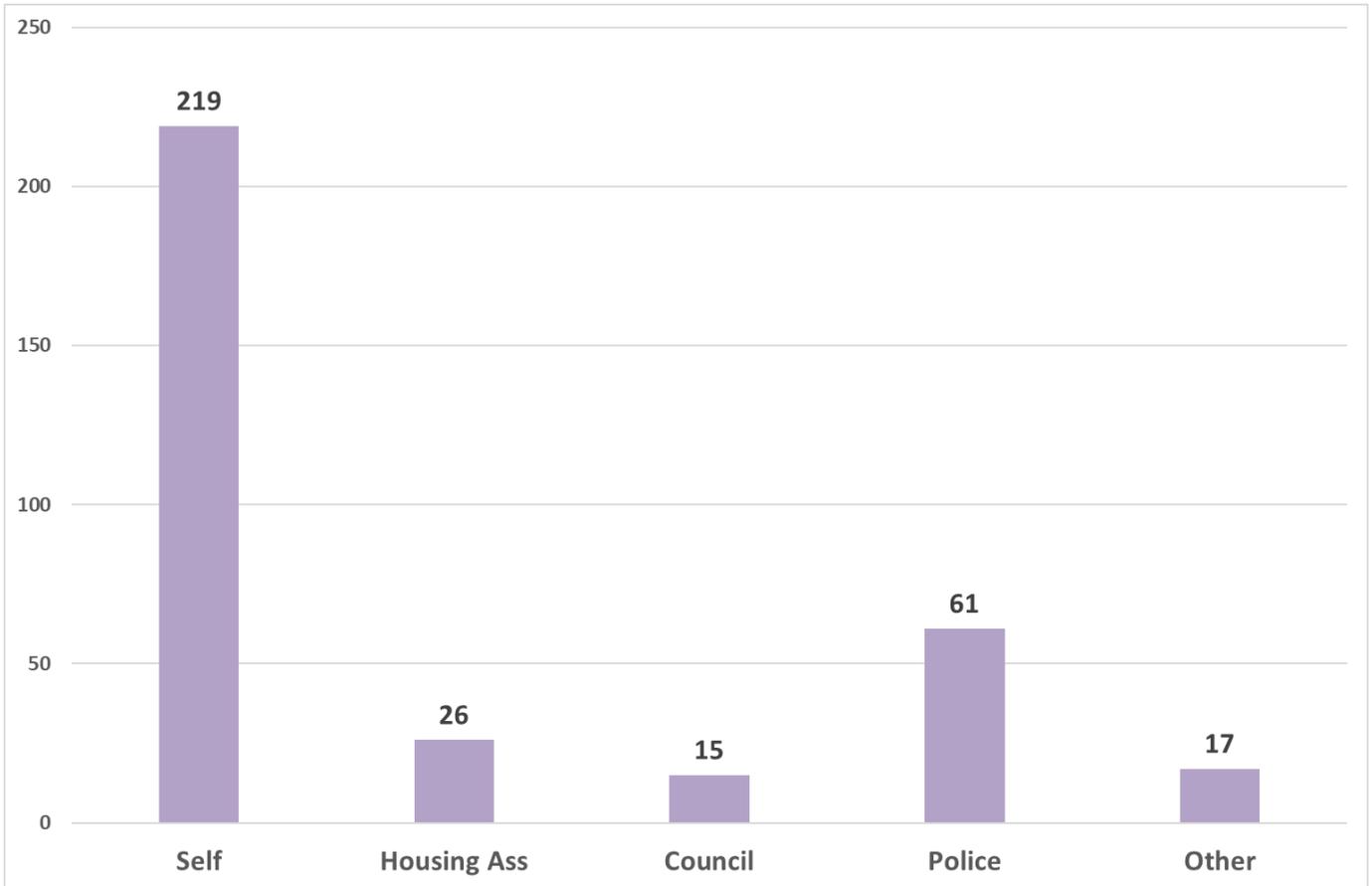
Total referrals – 5 year trend



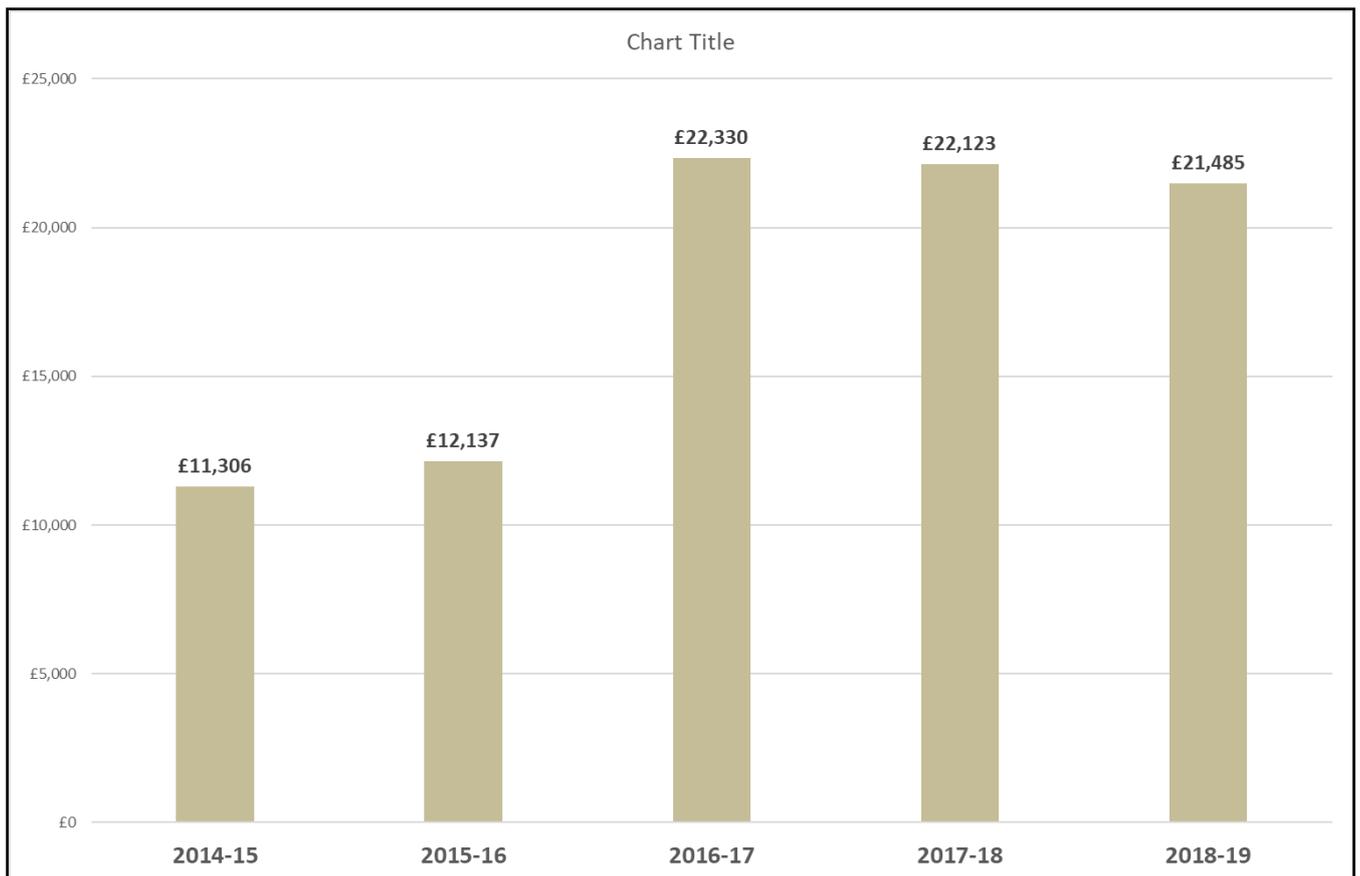
Referral by Local Authority Area (2018/19)



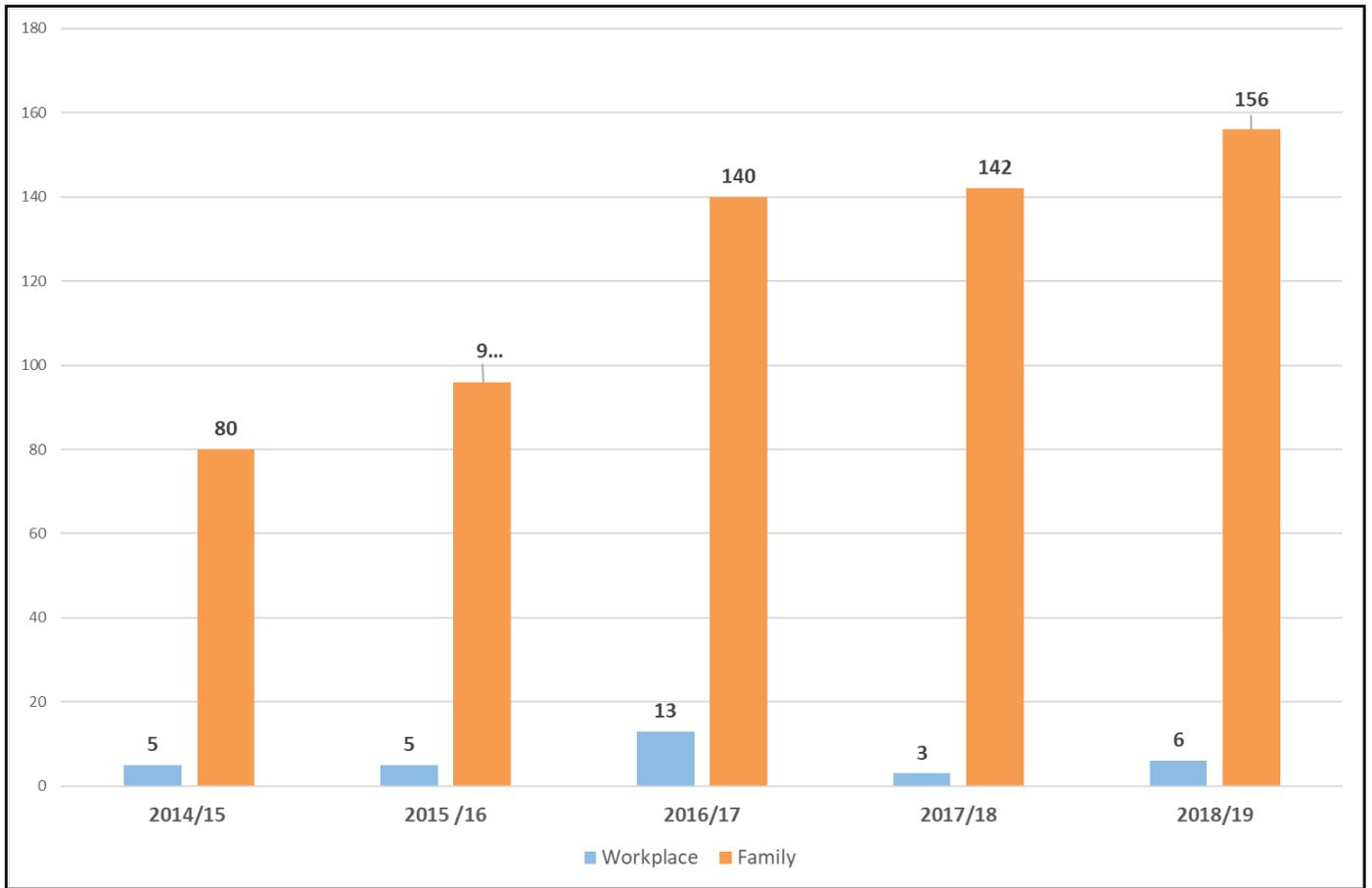
Source of Referrals (2018/19)



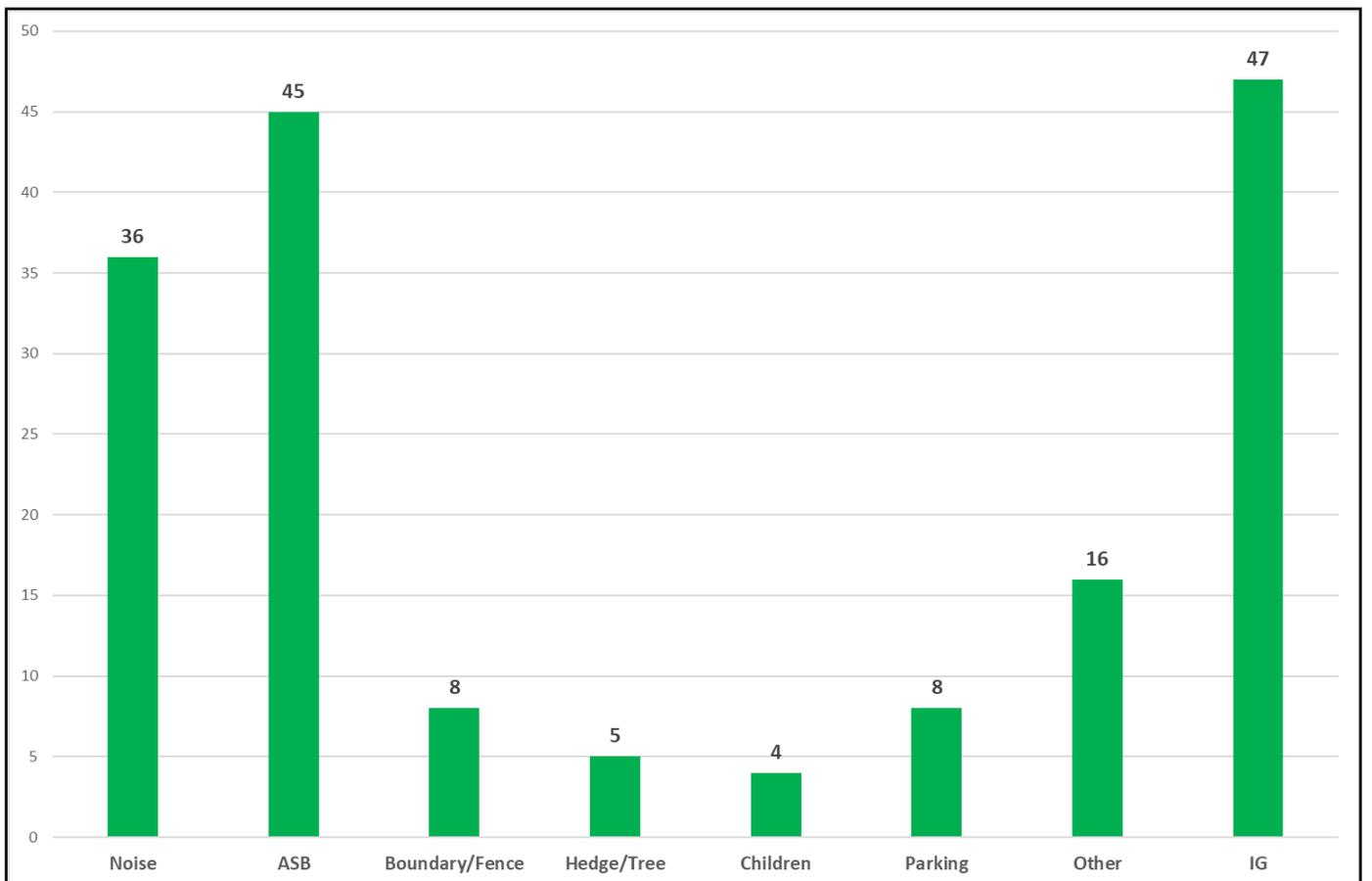
5 year Trend – Fee Earning Mediation



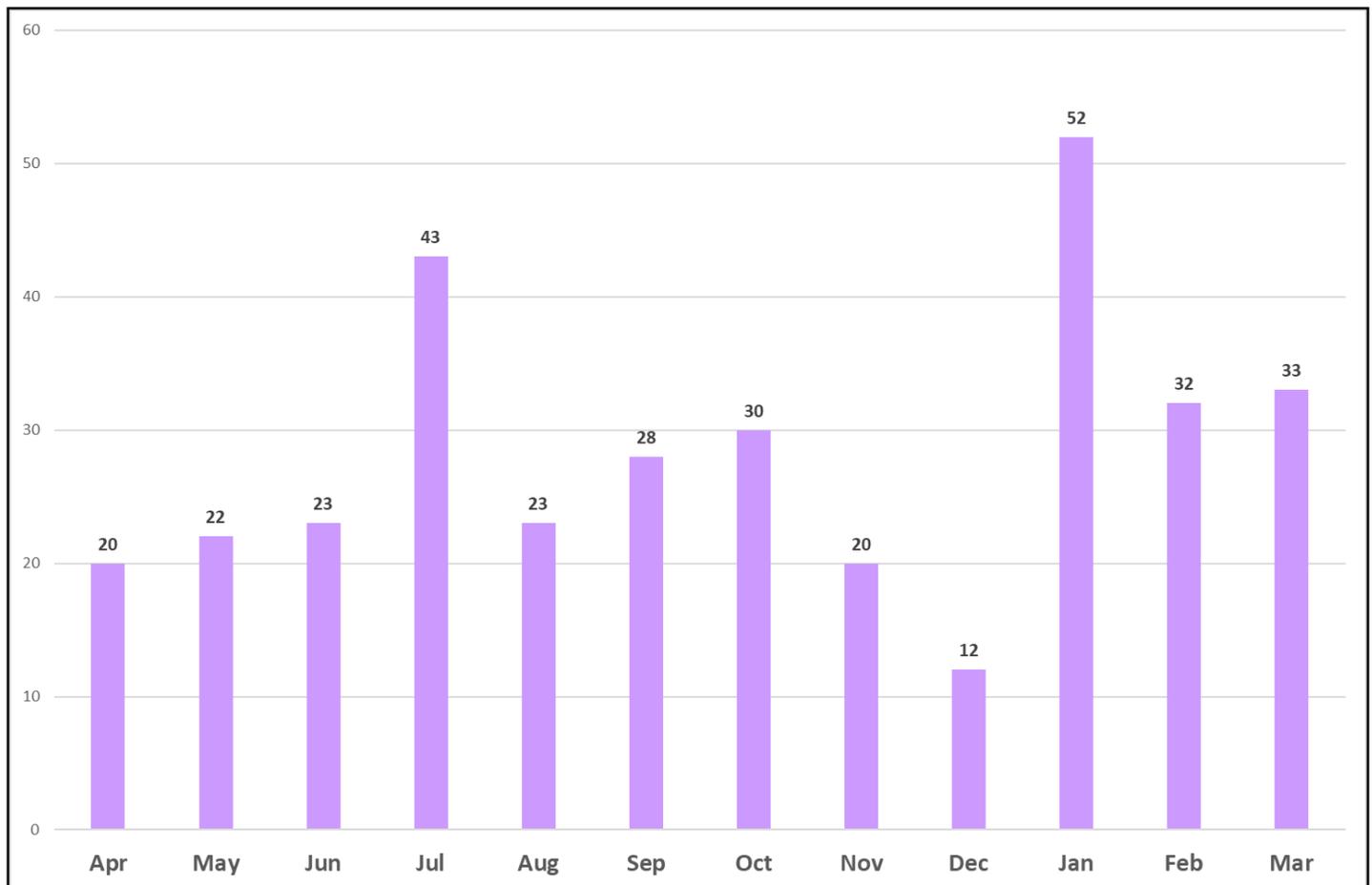
5 year Trend - Paid Mediation Cases



Referrals by topic – Community & Intergenerational (IG)



The Annual 'Wave' – monthly split of referrals



Testimonials

“The mediators were great, made us feel comfortable and open up and were very helpful in resolving our dispute overall.”

“Very helpful ladies in the offices, always friendly and efficient. Two lovely mediators that we had on both occasions.”

“Things are going swimmingly. Experiencing a wonderful environment currently. Immensely grateful to the mediators plus the office. Thought everyone was wonderful.”

“Your organisation is particularly important because it offers help to families and individuals who are having problems. I really think it saves lives and I think all are very grateful for the work you do.”

“I didn’t know how you were going to help. I felt the only way out was for us to move! It was amazing the way the mediators helped us all talk it out. I never thought the problems would be solved, but they have.”

Excerpts from our year - 2018/19

Referrals – 338 in total over the 12 month period - an overall **increase of 6.5%** over the previous year.

Intergenerational Mediation referrals were at their highest level since we launched the service back in 2011 (47 cases).

Conflict Coaching – we also saw a continuing increase in the take up of this service, which was introduced in late 2016, but became more mainstream in 2017/18. We provide this service when we cannot engage both sides in a dispute in formal mediation. Through the skills of our mediators we have taken cases back to mediation following Conflict Coaching.

Record month in January – a colossal **52** referrals, which was our highest ever figure achieved in one calendar month. This happened to coincide with 'divorce month'!

Outcomes –

- **85%** of joint mediation sessions reached agreement, either verbal or written and signed.
- Mediators were allocated in **45%** of all community referrals.
- Mediators were allocated in **40%** of all intergenerational referrals.
- Successful Conflict Coaching took places in **11** cases.

Work experience – we try to assist local schools and colleges by hosting their students for work experience in an office environment. This year was the turn of Viktorija from Worthing, who was studying Law at Chichester College and Ethan from Forest School. Both thoroughly enjoyed their time with us and learnt a lot about mediation and our charity.

New recruits – training course held in Sept/Oct 18, in Littlehampton, with a number of recruits graduating at the conclusion. We were seeking to increase mediator numbers in Chichester and Arun Districts.

Film crew – we were visited in March by an ITV film crew who filmed a mediation session involving TV personality, Katie Price and her ex. (This finally went on air in July 2019).

Case Study (Community)

The case concerned the use of a small patch of grass between two sets of houses, within a T-shaped close of about 25 houses. Boys were in the habit of playing football on the grass, using walls, a tree, a pole and a Sky junction box as markers. The boys, aged 10+, sometimes numbered up to 10. Neighbours were disturbed by shouting, alleged swearing, possible bullying, and the frequent arrival in their gardens of footballs, which the boys called to ask for, sometimes many times in a session. There were incidents of damage to parked cars. The complainant parties felt unsupported when they complained to the police or the council. One party in particular contacted the council and the police frequently.

Mediators visited the aggrieved parties; one party was very cynical about mediation, which they saw as a waste of time. The other party was eager to find ways to manage or improve the situation. Mediators also visited three parties, whose sons played football on the patch of grass, and who made the case that their sons were too young to go further away, and that they weren't doing any harm.

A Joint Meeting involving five parties is always a bit daunting. In this case, a sixth mother of a footballing boy turned up unexpectedly after about half an hour.

It started rather tense, with the complainant who didn't rate mediation making a bid to dominate, but the process held; everyone had their say, and then discussion ensued. The parties all traded views and ideas without the need for mediators, gradually arriving at what was practical and enforceable, with a recognition of what was outside their control (boys coming in from other streets to play there). As well as some suggestions being adopted in the final agreement, to the satisfaction of all, the parties agreed to several types of communication. Mediators agreed that it had all gone much more smoothly than they could have hoped.

Referrals – Breakdown by Area – 1st April 2018 to 31st March 2019

<p><u>Horsham District – 121 (93)</u></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tbody> <tr><td>Horsham</td><td style="text-align: right;">53</td></tr> <tr><td>Amberley</td><td style="text-align: right;">1</td></tr> <tr><td>Barns Green</td><td style="text-align: right;">1</td></tr> <tr><td>Billingshurst</td><td style="text-align: right;">7</td></tr> <tr><td>Broadbridge Heath</td><td style="text-align: right;">5</td></tr> <tr><td>Clemsfold</td><td style="text-align: right;">1</td></tr> <tr><td>Cowfold</td><td style="text-align: right;">4</td></tr> <tr><td>Dial Post</td><td style="text-align: right;">1</td></tr> <tr><td>Faygate</td><td style="text-align: right;">2</td></tr> <tr><td>Henfield</td><td style="text-align: right;">5</td></tr> <tr><td>Partridge Green</td><td style="text-align: right;">6</td></tr> <tr><td>Pulborough</td><td style="text-align: right;">8</td></tr> <tr><td>Rudgwick</td><td style="text-align: right;">3</td></tr> <tr><td>Shipley</td><td style="text-align: right;">1</td></tr> <tr><td>Slinfold</td><td style="text-align: right;">3</td></tr> <tr><td>Small Dole</td><td style="text-align: right;">2</td></tr> <tr><td>Southwater</td><td style="text-align: right;">6</td></tr> <tr><td>Steyning</td><td style="text-align: right;">1</td></tr> <tr><td>Storrington</td><td style="text-align: right;">3</td></tr> <tr><td>Twineham</td><td style="text-align: right;">1</td></tr> <tr><td>Upper Beeding</td><td style="text-align: right;">3</td></tr> <tr><td>Washington</td><td style="text-align: right;">1</td></tr> <tr><td>West Chiltington</td><td style="text-align: right;">2</td></tr> </tbody> </table>	Horsham	53	Amberley	1	Barns Green	1	Billingshurst	7	Broadbridge Heath	5	Clemsfold	1	Cowfold	4	Dial Post	1	Faygate	2	Henfield	5	Partridge Green	6	Pulborough	8	Rudgwick	3	Shipley	1	Slinfold	3	Small Dole	2	Southwater	6	Steyning	1	Storrington	3	Twineham	1	Upper Beeding	3	Washington	1	West Chiltington	2	<p><u>Mid Sussex - 53 (67)</u></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tbody> <tr><td>Bolnore Village</td><td style="text-align: right;">1</td></tr> <tr><td>Burgess Hill</td><td style="text-align: right;">16</td></tr> <tr><td>Copthorne</td><td style="text-align: right;">2</td></tr> <tr><td>Crawley Down</td><td style="text-align: right;">1</td></tr> <tr><td>East Grinstead</td><td style="text-align: right;">7</td></tr> <tr><td>Handcross</td><td style="text-align: right;">1</td></tr> <tr><td>Haywards Heath</td><td style="text-align: right;">16</td></tr> <tr><td>Hurstpierpoint</td><td style="text-align: right;">3</td></tr> <tr><td>Lindfield</td><td style="text-align: right;">5</td></tr> <tr><td>West Hoathly</td><td style="text-align: right;">1</td></tr> </tbody> </table>	Bolnore Village	1	Burgess Hill	16	Copthorne	2	Crawley Down	1	East Grinstead	7	Handcross	1	Haywards Heath	16	Hurstpierpoint	3	Lindfield	5	West Hoathly	1
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Shoreham	12																																																																		
Southwick	4																																																																		
Out of County	5																																																																		
<p><u>Worthing – 34 (41)</u></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tbody> <tr><td>Broadwater</td><td style="text-align: right;">5</td></tr> <tr><td>Central</td><td style="text-align: right;">6</td></tr> <tr><td>Durrington</td><td style="text-align: right;">5</td></tr> <tr><td>Ferring</td><td style="text-align: right;">2</td></tr> <tr><td>Findon</td><td style="text-align: right;">2</td></tr> <tr><td>Gaisford</td><td style="text-align: right;">2</td></tr> <tr><td>Goring</td><td style="text-align: right;">2</td></tr> <tr><td>Marine</td><td style="text-align: right;">1</td></tr> <tr><td>Salvington</td><td style="text-align: right;">1</td></tr> <tr><td>Selden</td><td style="text-align: right;">3</td></tr> <tr><td>Tarring</td><td style="text-align: right;">5</td></tr> </tbody> </table>	Broadwater	5	Central	6	Durrington	5	Ferring	2	Findon	2	Gaisford	2	Goring	2	Marine	1	Salvington	1	Selden	3	Tarring	5	<p><u>Grand Total</u></p> <p>338 (318)</p> <p>6.5% increase</p> <p>() = Previous year figures</p>																																												
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WEST SUSSEX MEDIATION SERVICE
STATEMENT OF FINANCIAL ACTIVITIES
YEAR ENDED 31 MARCH 2019

	Unrestricted Funds £	Restricted Funds £	2019 £	2018 £
INCOMING RESOURCES				
Adur Homes	-	-	-	2,500
Aldwick Parish Council	100	-	100	75
Arun District Council	1,000	-	1,000	500
Balcombe Parish Council	-	-	-	100
Bersted Parish Council	100	-	100	-
Billingshurst Parish Council	-	-	-	150
Broadbridge Heath Parish Council	150	-	150	-
Burgess Hill Town Council	-	-	-	400
Chichester District Council	3,000	-	3,000	3,000
Clarion Housing (Affinity Sutton Housing)	3,400	-	3,400	3,600
Cowfold Parish Council	-	-	-	25
Crawley Borough Council (Community Grant)	3,000	-	3,000	3,000
East Grinstead Town Council	-	-	-	200
East Preston Parish Council	200	-	200	200
Hassocks Parish Council	100	-	100	100
Hastoe Housing Association	500	-	500	500
Haywards Heath Town Council	-	-	-	250
Horsham District Council	3,100	-	3,100	3,100
Hurstpierpoint & Sayers Common P. Council	100	-	100	200
Lindfield Parish Council	100	-	100	100
Lindfield Rural Parish Council	100	-	100	100
Littlehampton Town Council	250	-	250	200
Midhurst Town Council	-	-	-	150
Mid-Sussex D. Council (Community Grant)	-	-	-	2,500
North Horsham Parish Council	500	-	500	500
Pagham Parish Council	50	-	50	50
Pulborough Parish Council	-	-	-	200
Rudgwick Parish Council	-	-	-	100
Saxon Weald Housing Association	2,000	-	2,000	2,000
Slinfold Parish Council	-	-	-	50
Southern Housing Group	-	-	-	2,400
Southwater Parish Council	250	-	250	-
Sussex Police & Crime Commissioner	21,100	-	21,100	24,000
Upper Beeding Parish Council	100	-	100	-
Viridian Housing	-	-	-	2,000
West Grinstead Parish Council	-	-	-	100
WSCC (small grants programme)	-	-	-	470
Worthing Homes	2,000	-	2,000	2,000
Yapton Parish Council	50	-	50	-
Carried forward:	41,250	0	41,250	54,820

	Unrestricted Funds	Restricted Funds	2019	2018
	£	£	£	£
Brought forward:	41,250	0	41,250	54,820
Charitable Trusts/Foundations/Corporates				
Awards for All (Big Lottery)	-	-	-	3,470
Carpenter Box Charitable Trust	250	-	250	-
Gatwick Airport Community Trust	-	-	-	1,500
Homity Trust	-	900	900	-
Kinex Community Scheme	-	500	500	-
Longley Trust	-	600	600	500
Peoples Postcode Trust	-	4,000	4,000	-
Rank Foundation	-	-	-	500
Sussex Community Foundation	-	2,000	2,000	-
Irwin Mitchell LLP	-	250	250	200
WH Smith Charitable Trust	-	250	250	100
Worthing Community Chest	-	-	-	800
Yorkshire Building Society Charitable Trust	-	700	700	-
Other Income				
Fundraising	869	-	869	3,905
Donations	1,582	-	1,582	1,545
Paid mediation	21,485	-	21,485	22,123
Training	-	-	-	340
Room hire	910	-	910	-
Bank interest	88	-	88	13
Other	-	-	-	-
Total income	<u>66,634</u>	<u>9,200</u>	<u>75,634</u>	<u>89,816</u>
RESOURCES EXPENDED				
Fundraising costs	554	-	554	2,151
Staff costs (note 2)	47,975	600	48,575	54,646
Rent	8,654	-	8,654	8,381
Telephone	1,682	-	1,682	1,496
Computer/IT	817	-	817	4,509
Advertising	268	-	268	1,040
Printing, postage and stationery	1,000	950	1,950	2,511
Insurance	717	-	717	736
Training/CPD	2,666	1,400	4,066	5,221
Mediator/staff expenses	3,815	-	3,815	2,556
Room hire	1,282	-	1,282	1,715
Membership and subscriptions	1,475	-	1,475	794
Sundry	246	-	246	180
Depreciation	214	-	214	-
Total expenditure	<u>71,365</u>	<u>2,950</u>	<u>74,315</u>	<u>85,936</u>
Net movement in funds before transfers	-4,931	6,250	1,319	3,880
Funds brought forward	49,172	0	49,172	45,292
Fund balances carried forward	<u><u>44,241</u></u>	<u><u>6,250</u></u>	<u><u>50,491</u></u>	<u><u>49,172</u></u>

WEST SUSSEX MEDIATION SERVICE

BALANCE SHEET

YEAR ENDED 31 MARCH 2019

	Notes	2019	2018
		£	£
FIXED ASSETS			
Tangible fixed assets	3	620	-
CURRENT ASSETS			
Bank account		9,169	11,210
Reserve account		45,110	35,022
PayPal account		183	55
Cash		29	66
Prepaid expenses		3,080	2,819
		<u>57,571</u>	<u>49,172</u>
CURRENT LIABILITIES			
Grants received in advance		7,700	-
		<u>7,700</u>	<u>-</u>
NET CURRENT ASSETS		49,871	49,172
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>50,491</u>	<u>49,172</u>
FUNDS			
Unrestricted	5	44,241	49,172
Restricted	6	6,250	-
		<u>50,491</u>	<u>49,172</u>

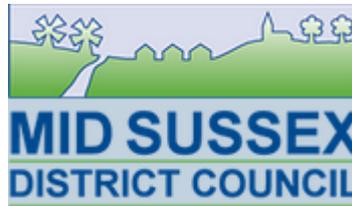
No expenses were paid to members of the management committee in respect of committee work.

The accounts were approved by the trustees on 22nd July 2019 and signed on their behalf by

A Gee
Treasurer (Re-elect)

W Adler
Chair

Some of our Funders during 2018-19



**Our thanks go to all our funders,
friends and supporters**