



# West Sussex Mediation Service External Newsletter

## AGM Reminder

**Issue No: 160**  
**September**  
**2021**

Our 2021 Annual General Meeting is fast approaching. It will take place on **Thursday 7th October** (6.00pm for 6.30pm start) in Edes House, 27, West Street, Chichester, PO19 1RN. Please do join us if you can. We apologise if you didn't receive a personal invitation to the event. Perhaps share a lift with someone? We look forward to being in Chichester to promote WSMS.



### *Internal Edition*

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Mediation Service.*

## Referrals

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We took 21 referrals in August (seven for noise, five for Antisocial Behaviour, two for boundary disputes, two for family, one for parking, one for trees, one for animals, one for garden and one for Intergenerational Mediation).

Twelve referrals were made by Police Staff, five were self referrals, two from Housing Officers, one via a Council and one via a Solicitor.

We currently show 20 for September. Overall, numbers are down on 2019/21. We are well down on family mediation cases and are receiving less enquiries about workplace mediation.

We will be welcoming back David C-E to our list of mediators. He stepped aside a while ago, due to work commitments, but now finds he has time to resume his volunteering. David is trained in both Community and Workplace Mediation.

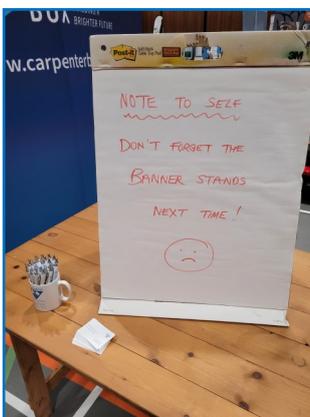
## News

**Wedding Bells** – our Chair has assumed a new name as she recently got married and took her husband’s surname. Nicky Wiltshire now becomes Nicky Neal-Smith. Our Congratulations go to her and husband Matthew.

Nicky had to defer the wedding several times due to the pandemic but finally managed to tie the knot recently and enjoy a much deserved honeymoon in the sun.

**Better Business Show** – Nick, our Service Co-ordinator, together with Trustee Elect – Debbie Sanders, recently attended the Better Business Show at the Worthing Leisure Centre to advertise our services. The well organised event was pulled together by the Worthing Chamber of Commerce. We were able to advertise our full range of services, with a strong lead towards Workplace Mediation and our other paid services, We networked with a wide variety of organisations and were able to hear from four keynote speakers.

During the day we canvassed a number of visitors to our stall. On the subject of Workplace Mediation. See Page 3 for the results of a poll that we conducted.



<- - - - This notice is fairly self explanatory!. Nick kicked himself, when he arrived at the venue to unload all his kit. On seeing everyone else unfurl all their lovely banner stands, he realised that he had forgotten to load our own versions from the basement store at Park House.

As it happened, it proved to be a conversation point and made us stand out in an unusual way. Worse things happen at sea!

We had some good interest in the work that we do and the services that we can provide and will be following up with a number of new contacts.

The rest of our display wasn’t too shabby, but we didn’t have many of the giveaways that bigger businesses could afford to spent out on.



All in all it was a very worthwhile venture.

Not too many people mentioned ‘Meditation’ rather that ‘Mediation’ this time, but you always get a few!



## Poll Results

We asked this question at our stand at the Better Business Show 2021 (Page 2) -

### **Do you think workplace conflict has increased since the pandemic?**

Twice as many respondents believed that conflict had increased since the pandemic. They felt that teams had worked under incredible pressure and this pressure, alongside anxiety, had created more conflict in the workplace.

Those who didn't think conflict had increased said that the pandemic had brought their teams together to find solutions during a very difficult time. This seemed to be particularly prevalent in small businesses where the pandemic was a real threat to the survival of the business.

We asked our respondents, **what do you think are the main causes of workplace conflict?** We gave them the following choices:

1. Management style (rated 3)
2. Working patterns (rated 4)
3. Workload (rated 1)
4. Differences between teams (rated 2)

The most popular choice was workload, followed by differences between teams, management style and working patterns. There was a common theme around perceptions of unfair allocation of work in some workplaces which led to resentment, if ignored.

Anxiety was also offered as a main cause of conflict which has affected mental health, affected family lives and work lives too. Another cause given to us was differences of opinion between generations at work on issues of equality, inclusiveness and diversity, with some younger people wanting these issues to be taken more seriously than some of their older colleagues.

Respondents were asked, have you used mediation to resolve conflict at work and the scores were evenly split with half having used mediation and half never having used mediation. Those who hadn't used mediation generally said that conflict had gone unresolved.

Finally, we asked our visitors, would you use mediation to resolve workplace conflict and the result was overwhelmingly 'Yes' with only one respondent saying 'No,!

With these responses, we need to get the message across that we are here to provide a quality Workplace Mediation service to any organisation in need of our help.

## Voluntary Sector facts

**16.3 MILLION**

people volunteered their time at least once during 2020/21 through a group, club or organisation. Find out more about who, how and where.

- People aged 65–74 are the age group most likely to volunteer formally (through an organisation) – though the gap with younger age groups has narrowed substantially during the last year.
- Women are more likely than men to volunteer both regularly (at least once a month) and occasionally (at least once a year).
- Volunteering participation varies by ethnicity, but different data sources tell different stories.
- Disabled people are just as likely to volunteer formally on a regular basis as non-disabled people, but slightly less likely to volunteer occasionally.
- People from the most deprived areas are half as likely to volunteer as those from the least deprived areas.

**People aged 65–74 are the age group most likely to volunteer on a regular basis – though the gap with younger age groups has narrowed rapidly during the last year**

**£56BN**

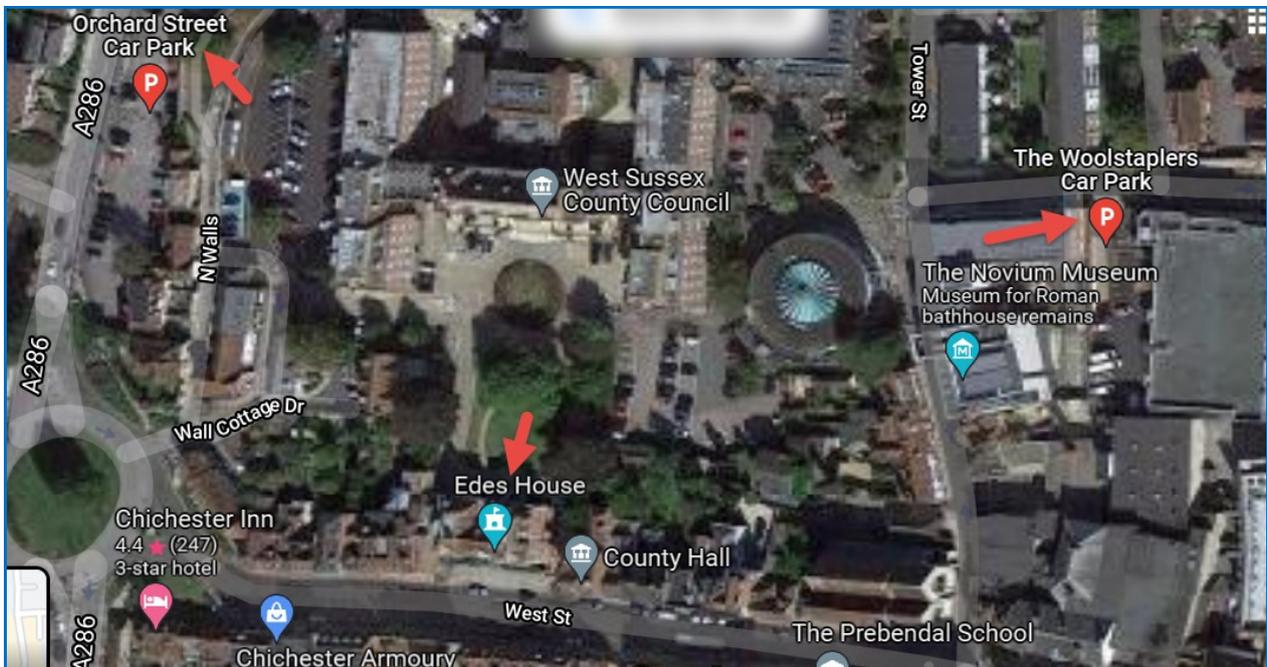
The sector's total annual income

**The voluntary sector employed about 951,611 people in September 2020, about 40,000 more than in 2019**

**The estimated value of formal volunteering was £23.9bn in 2016**

Source: NCVO UK Civil Society Almanac 2021

# AGM Venue



We believe that on street parking restrictions in West Street end at 6pm, so if there is space try and grab it! Check the signs for exact details.

Do contact the office if you have any queries about the event and how to get to it. This is the first time that we have held such an event in Chichester. We look forward to being there.