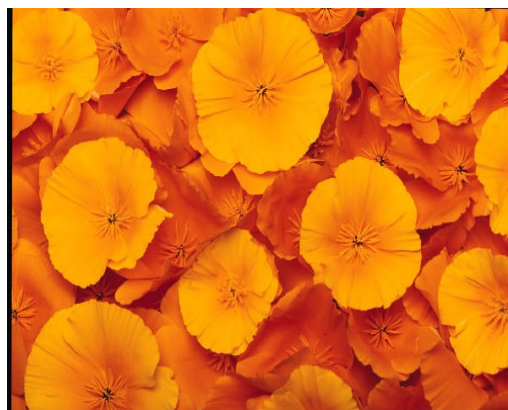


# August 2010

## Would you be willing to help promote HCM at public events and visits to Councillors?

As many of you know, there are often public events around the Borough that provide opportunities for local organisations to publicise what they do. Some are active and interesting and sometimes even quite a lot of fun, while others are a bit less 'exciting'. A couple of events that are usually quite useful and productive for us to be involved in are:

**September 11<sup>th</sup> 2010**  
**Hillingdon Homes Fun Day**  
**Connaught Recreation**  
**Ground, Uxbridge Road ,**  
**Hillingdon.**



If you would be able to help out on a stall that day please let Alan know.



*“Dear Mediator, we have been absolutely inundated with cases recently. If you are able to take on a new case, or an additional case, please contact us by phone or email and we will pass on some case details to you without delay”.*

## Streets Ahead Events

These are public events organised by LBH around the Borough. They are usually associated with a particular area such as Hayes, Ruislip etc. and are made up of a week of events organised by local services and organisations to publicise what they do. We are considering offering a free 3-hour workshop on dealing with conflict (name still to be decided) to the general public in each area, but may also have a stall at some of the events. If this is of interest to you in terms of helping out at the workshop or being on a stall, please let Alan know.



## Welcome to Susie Adams our new Case Manager

I'm delighted to welcome our new Case Manager, Susie Adams, following Leone's departure in May this year. Susie was our first ever Case Manager in April 2000 and so brings an immediate understanding of what's involved in the job. Susie is also a Trainer having worked on many of our previous training courses and she has also practiced mediation outside of her work with HCM. Those of you who have been with us for a while will already know Susie and those of you who joined us more recently will very soon have the pleasure

of doing so on cases and at Support Sessions and Themed Training Evenings. Susie has been involved in some fascinating areas of work since she was last with us including work with Act For Change and Chiltern Lighthouse Mentoring Service and she brings an enormous passion for what the practices of mediation can offer to all sorts of areas of activity as well as its direct application in disputes and complaints.

**Alan**

## Message from Susie .....

On Monday 19<sup>th</sup> July I resumed my employment with HCM and surprisingly have remembered quite a lot about the day to day management of the cases.

Since leaving HCM I continued to work on a self employed basis, mediating special educational needs disputes, schools and work place disputes. I also worked for a charity called Act For Change as a Project Co-Ordinator/Trainer/Faciliator. Act For Change introduced a survivor from the Holocaust to Year 9 pupils. The Survivor talked to the young people about the suffering they experienced and what made a difference for them. After the talk I facilitated a workshop to debrief the young people on what they heard and encouraged them to consider change and making a difference. During the session



the young people wrote a message on what they could change about themselves and then at the end of the day we collectively let go of an eco friendly balloon with their message attached marking their intentions of change.

In July 2009 I commenced employment with E.A.S.E. (empowering action and social esteem) and my role was to establish a family outreach service in an area of high deprivation, supporting families to access core services. In this role I facilitated a monthly coffee morning for the families. Each month we had a different theme decided by the families, some of

the sessions included: dealing with anger, mediation skills, teenagers, cultural awareness and living in shared accommodation. For part of the session I invited a representative from the Police, Housing, Healthy Hounslow, Health Visitors etc for them to talk about the services they provide, creating a link between them and the local community.

I also work with the co-founder for the Chiltern Lighthouse Mentoring Service training mentors. Chiltern Lighthouse Mentoring Service provide a free confidential one-to-one mentoring service to young people aged between 8 and 18 who live in South Bucks.

I am very much looking forward to meeting you all and working with you.



## Conflict Coaching – New Manager!

In order to bring a bit more consistency and structure to the Conflict Coaching project we've appointed a Manager for the Project – Denis!

Denis will be organising the support sessions for Conflict Coaching and allocating coaches to clients etc. in a similar way to the management of the mediation aspect of our work, though there will be differences. Denis will be in

the role until the end of March 2011 by which time we will have a bit more clarity about HCM's future and hopefully a better idea of how we can develop Conflict Coaching as a project if HCM is to continue beyond that date.

Denis has already sent round an email about the next support session on Thursday 16<sup>th</sup> September, from 6.30pm – 9.00pm at Christchurch *Cont'd on back page*



## Hillingdon Community Mediation

Key House  
106 High Street  
Yiewsley  
Middlesex UB7 7BQ  
Director: 10895 447700  
Service Manager: 01895 447772  
Case Managers: 01895 446611

**Need to resolve a disagreement?  
Why not try mediation?**

## DIARY DATES

### Volunteer Support Sessions

At Key House, Yiewsley  
Tues, 3rd August '10, 2.30pm ~ 4.30pm

At Christ Church, Uxbridge  
Wed, 11th August '10, 6.30pm ~ 8.30pm

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### Management Committee Meeting

At Key House, Yiewsley  
Mon, 16th August '10, 6.00pm ~ 8.30pm



## Conflict Coaching—New Manager (cont'd)

to which he has also invited any mediators who presently are not involved in Coaching but may wish to join the project or just to find out a bit more. The September session will be less about practice and more about reflecting on the project itself and taking it forward, how the management of it will proceed etc. Beyond September there will be a monthly Support Session for the review of Coaching practice, much like our mediation support sessions. Denis will be sending out the dates of these in the near future.

As a result of the management now being carried out by Denis, please use the Case Line number: 01895 446611 for future notifications of your client sessions and for other enquiries about Coaching. He may sometimes have to prioritise mediation before finding time to respond but will always be able to get back to you.

**Alan**

