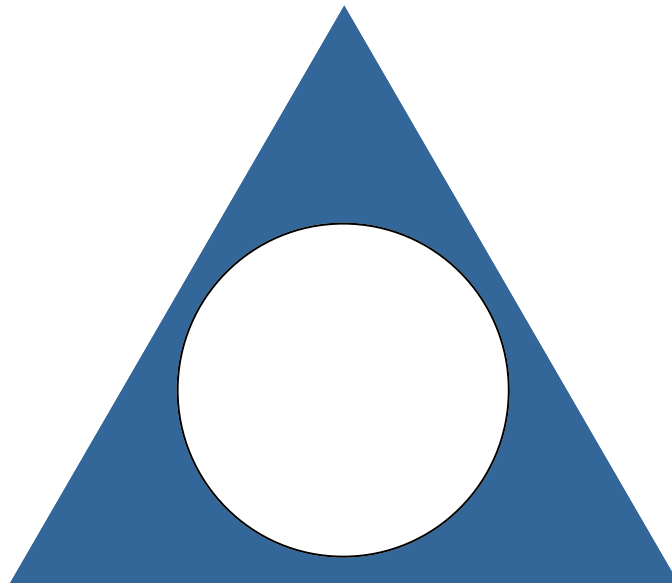


Al-Anon Family Groups UK & Eire
49th Conference



2018

14 - 16 September 2018
Hinsley Hall, Leeds

Inspired By Service
SUMMARY

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OPENING OF CONFERENCE

The Conference Chairman, Helen T, opened the 49th UK & Eire Al-Anon Family Groups Service Conference by welcoming everyone and reading from 'How Al-Anon Works' p 107 the *Declaration of Unity*:

Each member of the fellowship is a significant part of a great circle of hope. While respecting each other's individuality, our common welfare must come first. Our recovery depends on our mutual need and an atmosphere of trust.

ORIENTATION MEETING

The Orientation meeting aimed to give members a chance to settle in and ask questions before the business of Conference began.

Focus on UK & Eire

Delegates are representatives of Area and are entrusted to make informed decisions. Sometimes new information received at Conference may change a Delegate's decision. It is a Delegate's responsibility to ensure that everything is heard and that the voice of their Area is brought to Conference. Listening and participating in debates helps gain a broader picture of the common good for the UK & Eire as a whole.

Local concerns can be taken to the 'Sharing Area Experiences' meeting.

Importance of taking notes

It is important to take notes, and it is recommended that notes are reviewed at the end of each day. There may be handouts, and these should be made available to members of the Area Assembly.

What to report? It is important to report Conference decisions to Area. Ultimately it is up to Conference members to inform the Fellowship of matters of relevance.

Brochure

The Conference Brochure and the Service Manual are required at all sessions.

Voting

There are two kinds of votes at Conference: a simple show of hands and a formal motion. The formal motion process is explained at the beginning of Conference and in the Brochure. Please complete a motion slip when voting by writing the correct motion number and ticking the relevant box to indicate 'yes', 'no' or 'abstain'. All Delegates receive a motion log to help keep track of motions and the result.

It is important to state disagreement; this gives some idea why someone has given a 'no' vote. Also, an abstention means that someone has been unable to form an opinion, and it is useful for Conference to know why (it may form an important 'minority' view that has not come to light).

Vote Collectors

- Vote Collectors are selected from three tables prior to Conference.
- It is important that vote collectors take time to complete their own vote before collecting others.
- All Conference members should fold their papers after voting.
- All the votes will be collected and piled together on the table provided before they are opened and counted.
- When the collectors are in agreement with the count they should write the result down and give it to the Conference Secretary.
- If a member knows of a discrepancy to the vote, the Secretary should be informed as soon as possible at Conference.

Workshop Scribes and Chairs

Scribes and Chairs are selected prior to Conference. The Scribe takes notes which are later compiled into a report by the Workshop Groups to be delivered to Conference by the Workshop Chairs.

Floor motions

A Conference member may ask for a motion from the floor (i.e. one that is not on the Agenda). Motions from the floor can only be about topics that are being discussed at Conference. A floor motion may be written up

for presenting at a later session or may be deferred until the next Conference.

Traditional Approval

Trustees at Large (such as Standing Committee Chairmen), are selected by the General Service Board and members at Conference are asked to give their *Traditional Approval* of the selected nominee.

'Ask Me' Badges

Board Trustees wear badges saying "Ask Me" inviting members to approach with any questions. If they are unable to answer an enquiry they will go and find the answer.

Regional Trustees (RTs) are selected from nominations forwarded from the Areas within the Region concerned. (A Delegate who will be attending the Conference at which the Regional Trustee selection is approved is not eligible to become a candidate). Each year, application forms from two Regions are graded by the Regional Committee on Trustees and six Trustee members of the GSB Nominating Committee. The Regional Committee on Trustees consists of all of the Delegates within the region and two delegates from outside the Region chosen by lot at the previous year's Conference. The names of the selected candidates are presented to the Conference for traditional approval. Delegates may be selected to participate in a Selection Committee.

Annual Reports

Annual reports in the Brochure cover only up to the end of the accounting year 31 March. Updates are given during Conference.

ROLL CALL

Members in turn gave their name, Service Role and home Group.

Note: * * * Indicates third-year Delegate (A) Indicates Alternate Delegate
 * * Indicates second-year Delegate
 * Indicates first-year Delegate

UK & EIRE SERVICE DELEGATES

Area 1	Andrew R	*	Area 16	Breda B (A)	***
Area 2	Kenny M	***	Area 17	Anne H	***
Area 3	Derek T	**	Area 18	Louise H	***
Area 4	Elspeth H	***	Area 19	Breda W	*
Area 5	Connie M-D	*	Area 20	John F	*
Area 6	Jeanette C	*	Area 21	Anne F	**
Area 7	John T	**	Area 22	NONE	
Area 8	Jacqueline P	***	Area 23	Ursula O'M	**
Area 9	Liz W	**	Area 24	Karen M	***
Area 10	Jacki H (A)	**	Area 25	Dee M	*
Area 11	Celia R	*	Area 27	Lorna H	*
Area 12	Arlene H	**	Area 28	Joe McM	**

Area 13	Denise H	*	Area 29	Patricia K	***
Area 14	Pauric McM	*	Area 30	Giovanna C (A)	**
Area 15	Tim C	**	Area 31	Alf H	***

GENERAL SERVICE BOARD TRUSTEES

Chairman, General Service Board (GSB)	Susie Little
Treasurer	Angela Lidster
Chairman, Executive Committee Vice Chairman, GSB	Lynne Strelley
Regional Trustee, England South & East Chairman, TEAM Events Committee (TEC)	Becky Donohoe
Regional Trustee, Eire IAGSM Delegate	Miriam MacGrath
Regional Trustee, England North & North Wales	Carol Ashcroft
Regional Trustee, Ireland North	Joan Lawless
Regional Trustee, Scotland Chairman, General Service Board Nominating Committee (GSBNC)	Lan O'Donnell
Regional Trustee, England West & South Wales	Paul Grant
Chairman, Conference Committee	Helen Tominey
Chairman, Editorial Committee	Katherine Lanham
General Secretary	Nuala Carroll
Secretary to the GSB	(##) ♦ Margi Senior

SERVICE MEMBERS

Conference Secretary	(#)	Karen Marshall
Conference Recorder	(##)	Trish Bainbridge

Note:

- ♦ Members seated at General Service Board meetings with voice but no vote.
- (#) Members seated at Conference with voice but no vote.
- (##) Members seated at Conference with no voice and no vote.

VOTING STRENGTH

The Conference Chairman explained how the voting strength for Conference is set: 'The Al-Anon Family Groups UK & Eire Service Manual' p 66 states that 'the total number of non-Delegate votes will never exceed and always be as close as possible to one-third of the whole'. The voting strength was established at 42.

WELCOME by Susie Little, Chairman, General Service Board

Most of us have some person who inspires us – throughout history there have been inspirational figures from across the world in every field from philosophers, artists, scientists, humanitarians, religious and spiritual leaders and sportsmen. Who could fail to admire and be inspired by the ideals of Gandhi, the tireless, selfless work of Mother Theresa or the extraordinary bravery of the first man who ventured into space. We are especially inspired by those with whom we share a common interest: an artist might draw inspiration from Michelangelo, Van Gogh or Picasso; to a lover of sport their inspiration might come from the greats in their sport of choice – Mohammed Ali in boxing, Roger Federer in tennis. We know as lesser mortals we could never hope to emulate them, but still they inspire us because their thoughts, endeavours and actions, their "extraordinary-ness" touch us and lift us up in some way.

To inspire means to fill someone with the urge or ability to do or feel something. To inspire is to create a positive feeling, to awaken a desire, to ignite a spark, to sow a seed.

Other things have the ability to inspire. The beauty and awe-inspiring power of nature touches me deeply and can change the way I feel. Great writing inspires and moves me. Writing is only the product of the people who put their thoughts on paper of course, but words on a page can have such a powerful effect. Who in this room hasn't experienced that feeling when you pick up 'One Day at a Time' or 'Courage to Change' and find an inspirational reading which can completely turn around your 'stinking thinking' and leave you feeling calmer and more spiritually connected?

We wouldn't be here today if it wasn't for Bill and Lois Wilson. It was undoubtedly desperation that drove Bill to his rock bottom but out of that came the divinely-inspired idea that, in order to achieve and maintain sobriety, he had to surrender and learn to rely on his Higher Power and other alcoholics. It was Lois's inspiration that allowed her to see how the programme could also work for families and friends. She in turn inspired many others who helped to make Al-Anon the worldwide force for good we know today.

I mentioned earlier that we are often inspired by those with whom we share a common interest. Well I certainly share a common interest with Lois and she has been an inspiration to me and many others in Al-Anon. We are all connected because we have been affected by alcoholism, but what binds us together beyond that is that we are all inspired to serve the Fellowship. I know it is not enough to take what this Fellowship has to offer without giving something back, and you know it too, which is why you are here.

I have always found inspiration in service. I have seen what it can do for others and I know what it has done for me. Service embodies the healthiest kind of selfishness, inspired by the knowledge that Al-Anon has been one of life's greatest gifts to me, but in order to keep it, I have to give it away. In order to give it away I need to be of service. I could read our literature and study the Steps, Traditions and Concepts all day, but I'd be no closer to becoming a spiritual giant, because for my recovery to grow and become strong, I have to be actively involved in service. When I open myself up to doing service, I have the opportunity to be a channel for my Higher Power. I can move beyond my own problems and learn to give without conditions or expectations, but in doing so I find I receive so much more.

I feel honoured when I am asked to sponsor a newcomer, who trusts me enough to share their story. This form of service brings its own rewards but more often than not they come in the form of insights gained that benefit me and throw light on my own situation. Being of service can change the way I feel about myself. I can give and receive spiritual benefit simply by being willing to be of service to others. That's why service is inspiring to me. As long as I'm in Al-Anon I will continue to be involved in service. If at times I feel I can't be bothered, or I'll leave the job to someone else, that's a sure sign that it's time to take a long hard look at myself. If I'm not getting that positive feeling, that deep, heart-warming sense of being connected to my fellow members through service, then the problem rests with my recovery and no-one else's. At times like that I seek inspiration in our wonderful literature, in the sharing of others at meetings and through service.

I am honoured to serve on the General Service Board and definitely inspired by the dedication of all our Trustees. We are very different people, each with our own strengths and challenges. We don't agree with each other all the time, but our collective experience of service teaches us that we can always work things through, and that unlike most organisations we can ask our Higher Power to keep a hand on the tiller with us. We have a simple but effective structure, which has evolved organically over the years into a unique, enlightened way of functioning in this world. We have the Twelve Concepts of Service to guide us and teach us about how personal leadership, delegated authority, participation, shared responsibility, right of decision, right of participation, right of appeal and right of petition form the guiding principles of our Fellowship, to keep everything in balance and ensure that we stay on track. Above all we have a service structure which allows for the voice of every member to be heard and I find that truly inspiring.

What inspires me today is looking around the room and seeing members from all over the UK & Eire who love this Fellowship and understand the importance of service. **You** are all inspiring. This weekend let's hope to inspire each other. Thank you for being here. Enjoy your Conference.

CONFERENCE MATTERS

The dates for Conference 2019 are Friday 6 to Sunday 8 September at Hinsley Hall, Leeds. The dates for Conference 2020 are Friday 18 to Sunday 20 September at Hinsley Hall, Leeds. Please note these dates in your diaries.

It is imperative that we have new Delegates in place by 31 December, in order that they are able to participate fully as a Delegate to Conference. Second year Delegates can be on the lookout for someone they could approach; offer to nominate them to become the next Delegate and pass on the privilege that they themselves have experienced. Could you please impress upon your Area the time scale and the importance of having someone in place to keep our channels of communication open?

Completing evaluation forms is helpful to the Committee in making your Conference as you want it to be.

Delegates are required to send a separate copy of their Conference report to the General Service Office.

PRESENTATIONS

WORKSHOP

Presentation by Lan O'Donnell, Regional Trustee, Scotland and Chairman, General Service Board Nominating Committee (GSBNC) and Miriam MacGrath, Regional Trustee, Eire and IAGSM Delegate

The Theme running through Conference and the Workshop is INSPIRE.

Not that I think you don't know what Inspire means but I liked these definitions:

- fill someone with the urge or ability to do or feel something, especially to do something creative
- to make someone feel that they want to do something and can do it.

The Manual has references to your Area Delegate role on numerous pages but the one I was most 'Inspired' by is in on p 55:

The conscience of Al-Anon can work effectively only if it is informed. The Delegate is a channel through which information flows, bringing to the Conference the viewpoint of the Area on matters affecting the entire fellowship and returning to the Area with a broader perspective of Al-Anon. He is the bridge of understanding which links the Groups in the Area with worldwide Al-Anon and Alateen to help them to continue to function in unity. The Delegate is the servant of Al-Anon as a whole.

For this workshop you will NOT be using your Manual. Your answers will be based on your actual experience as an Area Delegate.

It's been explained over the last two years that the whole reason for bringing workshops to Conference was to 'inspire or arm' you with the tools to go out there to your Areas to pass along the understanding and learning – to be the 'bridge of understanding' with the wider perspective of looking to inspire others into service.

There are two parts to the workshop:

The first part requires you to share with each other while the second part will be to write your answer and again share with each other. The job description that you are asked to write is what you've done and how you would explain it to someone who is interested in the role – be honest! Following on from the two parts; is there anything you would do differently? Do you have a Service Sponsor? If yes, then why? If no, then why not? How will you inspire members into a service role?

From the floor

Q Are job descriptions only to be written by Area Delegates?

A Area Delegates, Regional Trustees and Trustees at Large are asked to write job descriptions during the workshops.

CONTINUING SERVICE

Presentation by Paul Grant, Regional Trustee, England West & South Wales

Over the last 30 years I have known a number of former Delegates who have finished their final year and then dropped out of sight. Some of them no longer attend Group meetings and I believe that this Fellowship is all the poorer for it. I hope and pray this does not happen to you.

Your experience as an Area Delegate over the last three years means you are up to speed on the challenges and opportunities that face us today. It would be a tragedy if we were to lose contact with that experience whilst you sit back on your laurels and take a back seat, or worse still, deny your fellow Group members access to your own experience, strength and hope.

You may feel well placed to be a Service Sponsor because of the breadth of your service experience. The challenge of participating behind the scenes in a TEAM event for your Area might be your thing. My own Area has not yet held a TEAM event. You may wish to serve on your Area Committee, or one of the Standing Committees. One day you may become a Trustee at Large, or Regional Trustee. There is also the possibility of serving on a work group; a thought force which is composed of thinkers, or a task force which is composed of doers. You can find more details of what the duties and responsibilities entail by looking at p 74 of your Service Manual.

Please do not feel that this Conference marks the end of something; rather that this is the start of something else. You are perhaps ideally placed to offer Service Sponsorship, either as a trusted servant supporting your replacement, or a more long term relationship with a member in service.

There is an old saying that as one door closes another opens. It is up to you to choose whether to pass through and pass on understanding. I hope you make the right choice.

DELEGATES' MEETING – SHARING AREA EXPERIENCES

This meeting took place as part of Conference for the first time. Delegates discussed the following:

- Alateen Co-ordinator support network
- Alateen Policies and Practices
- Communications with the General Service Office
- Area WhatsApp group
- Service role requirements in Area

WEBSITE UPDATE

Susie Little, Chairman, General Service Board (GSB)

Conference 2017 gave us the go-ahead to spend some of the legacy on creating a new website, as part of our overall campaign to raise the profile of Al-Anon to the outside world. We began by setting up a working party to look into how to go about producing a new website that would meet our needs. As always in this

Fellowship, when you ask for help it is forthcoming. We discovered some wonderfully talented members with just the right skills to move the project forward.

The first task was to do an audit of our existing site to establish what worked and what didn't. A member from Scotland who just happens to be a media & digital consultant, was the perfect person to take a look. His initial audit came to the following conclusions:

- website cluttered - too much information
- key messages lost
- visually outdated - no consistent style on fonts, spacing, colours
- not easy to navigate
- half of all visitors to the site go no further than the home page
- visits less than one minute on average
- no ability to search
- members' pages – confusing, not user-friendly.

So, although our website served its purpose for many years, these findings came as no real surprise. The key audiences we want to reach remain the same; they are potential newcomers (particularly younger age group), professionals including medical, social workers, counsellors, media and existing members.

In consultation with other members of our working party, which included members of GSO staff who manage the website on a daily basis, we were able to agree the next course of action. That meant defining our:-

Goals:

- to be cleaner and more visually appealing
- to be more user-friendly, more inviting, positive, inclusive language and images
- to be found by more people
- to be more dynamic (encourage visitors to take action) and appealing to younger people
- to work equally well on all devices
- to “de-clutter” members' area - clear links to resources, service tools, PI information.

What would success look like?

- increased awareness of Al-Anon
- more people at meetings
- website easily found and easier to use
- good feedback, more email enquiries, more use of the helpline
- moving towards being as widely known as Alcoholics Anonymous (AA).

Next steps:

- insight research – what members think and what needs to change
- recruitment of website development agency
- workshop – establish key messages for each audience/site map/wireframe
- preliminary design – home page
- detailed design phase.

As you can imagine, this was a complex task (especially for someone with as little technical knowledge as me), made possible only by the support of the team involved, so they deserve huge thanks for all their efforts. So, I am finally able to show you our brand-new, shiny, all-singing all-dancing website.....

I hope you'll agree it meets the objectives we discussed. It's clean, simple, clear, easy to navigate, the language is warm and inviting and in terms of functionality you should find it easy to locate everything you need. We believe this will be a huge boost to our aspirations to increase awareness of the Fellowship. There will be a test phase in October.

From the floor

Q Many other websites offer different text sizes, has this been considered?

A This will be taken back to the working party.

Q Does the new website have an option to escape from the page quickly?

- A** This will be taken back to the working party.
- Q** Did the working party access analytics or ask members from Ireland to contribute towards the website?
- A** The new website was discussed at Conference 2017 and Delegates are relied upon to feed back to their Areas.
- Q** When did the research take place for the website; when was feedback asked from members?
- A** Members were involved whilst researching for the new website at the beginning of 2018.
- Q** Is there a search facility on the website?
- A** Yes.
- Q** Is there an audio facility for the visually impaired?
- A** This will be taken back to the working party.
- Q** How much did the website cost?
- A** £11,500 for the website, £883 for the copyright and £500 for the illustrator, totaling £12,883.
- Q** Will the website be monitored and reviewed to keep it up to date?
- A** Yes, we have a webmaster who will monitor and review the website.
- Q** Will there be a facility to allow members to donate to the General Fund?
- A** Yes.
- Q** How many pages does the new website have?
- A** Approximately 23 pages.

LEGACY PROJECT

Susie Little, Chairman, General Service Board (GSB)

Following receipt of a large legacy, the 2017 Conference discussed how best to use the money. It was proposed and agreed that the legacy should be spent on a major campaign to raise awareness of Al-Anon. Conference 2018 heard what progress has been made so far and what plans are in place.

What we agreed in 2017 – we need:

- national campaign to raise awareness of Al-Anon
- new website – Al-Anon’s “shop window”
- new helpline number
- the help of a PR professional to review existing communications and advise on strategy.

The current situation:

- Al-Anon membership decreasing - fewer new groups
- 2016 membership survey - 42% of members 51-64 yrs, 29% over 65 and predominately married, white females
- 29% of members found Al-Anon through AA referral – only 15% via internet
- lack of pro-active communications in Public Information (PI)
- outdated website/limited social media presence
- awareness of Al-Anon remains low.

What we have going for us:

- a wealth of information and resources
- a programme that works
- members who are passionate about Al-Anon
- powerful stories to share
- a Higher Power-sent opportunity to “raise our game”.

The way forward – our objectives:

- to raise the profile of Al-Anon among...
 - younger potential members (25-45yrs)
 - media
 - Professionals
- deliver a national Public Relations (PR) campaign during Alcohol Awareness Week (19-25 November)

- develop communications strategy beyond 2018 to maintain momentum and keep us in the public eye
- need to find a simple, effective way to share our story.

The 2018 campaign - Introducing: 'The Untold Story' What is 'The Untold Story'?

We know that the focus remains on the alcoholic - familiar story to everyone:

- stories of addiction often depicted in media and popular culture
- what is not shown in any meaningful way is the devastating impact of alcoholism on family and friends
- this is still an untold story.

We can use storytelling to attract new members:

- we don't promote, have any opinions on outside issues, or affiliate with third parties
- we do have powerful (anonymous) stories of how Al-Anon helped us
- it's these stories that new and prospective members will relate to/identify with and be inspired by
- we need to put storytelling at the heart of our communications.

The Untold Story campaign – what will happen:

- national media relations: Alcohol Awareness Week - media more receptive to covering stories related to problem drinking
- we have powerful shares (case studies) to inspire the media to write about us
- professional media relations: trade media of several different professions (including medical, social care, emergency services) to encourage them to refer potential members to us
- launch our new website and helpline number
- launch two new social media channels – Instagram and Twitter.

Bringing 'The Untold Story' to life:

- need to create content – especially for our new digital channels
- we need an eye catching way to instantly engage and interest our target audience
- we need to preserve the anonymity of our members, yet tell their stories in a simple, visual way
- the solution – Untold Story book illustrations!

Six original illustrations will tell six real “untold stories”

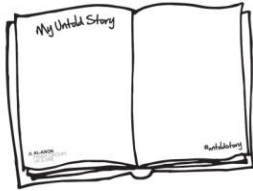


- illustrations will populate our social media channels and campaign page of our website
- use them to accompany our media relations - preserve anonymity
- we need your help to do more!

We need you to tell your own 'Untold Stories':

- complete the story book template – one sentence to sum up what brought you to Al-Anon and how it has helped you
- take a photo (on your phone) holding up the story book (no faces) – send to: pi@al-anonuk.org.uk
- your stories will be part of our social media campaign - #untoldstory #alanon
- simple, positive stories people can identify with
- more stories = greater impact.

Telling YOUR untold story



The Untold Story template will be available to download. Send your stories to: pi@al-anonuk.org.uk

Other ways to get involved in PI

As well as sharing your untold story for Alcohol Awareness Week get involved in other PI activities by using the PI pack, created for Alcohol Awareness Week, with ideas for how to contact the local media with template press releases, full social media guidelines and ideas to engage local professionals (GPs etc.) and materials to distribute.

From the floor

Q Should the Untold Story template have 'Al-Anon Family Groups' instead of 'Al-Anon'?

A It is on the footer of the template.

Q Is the Untold Story template available electronically?

A The template is available by contacting PI at the General Service Office.

Q How do we protect our anonymity when we retweet?

A If you are concerned about protecting your anonymity do not retweet. Guidance is available on the website regarding anonymity.

WORKSHOP FEEDBACK

Starting in 2016 for a trial period, a topic was discussed in workshops. This year the topic discussed was 'Inspire into Service'.

How were you inspired into this role?

- by others
- curiosity; wanting to know more about the role
- motives – being a role model; an example to others rather than people pleasing; being passionate about Al-Anon; recovery through service
- giving something back – giving back to the Fellowship. Aspired to have what others had; serenity, fun and enjoyment.

Do you have a Service Sponsor? If yes; why? If no; why not?

- an equal amount of members had a Service Sponsor
- an equal amount of members had good and bad experiences with a Service Sponsor
- members who hadn't had a Service Sponsor have been inspired to get one
- it is important when establishing a relationship with a Service Sponsor to set boundaries and expectations
- remain teachable
- a Service Sponsor and Sponsee needn't be from the same Group or Area.

How will you inspire members into a service role?

- allow others to shine for themselves
- show humility.

ANNUAL REPORTS OF THE SERVICE ARMS OF AL-ANON
FAMILY GROUPS UK & EIRE
for the year ended 31 March 2018

These Annual reports relate to the year 1 April 2017 to 31 March 2018 and were approved by the General Service Board at the June meeting. It is the practice at Conference for updates to Annual Reports to be given, followed by questions and comments from the floor. The full reports originally appeared in the Conference Brochure.

ANNUAL REPORT OF THE CHAIRMAN OF THE GENERAL SERVICE BOARD (GSB)

GSB meetings:

During this reporting period I chaired the GSB meetings held in Leeds in June, September and January. I welcomed Delegates to Conference in September. In addition, I also attended the following Standing Committee meetings at each GSB meeting:

- TEAM Events Committee (TEC);
- General Service Board Nominating Committee (GSBNC)
- Alateen Committee (at Conference in September)

The General Service Board (GSB) approved the following appointments for a three-year term commencing January 2018:

- Miriam MacGrath - Regional Trustee, Eire
- Carol Ashcroft - Regional Trustee, England North & North Wales
- Linda Whetherly - Chairman of the Public Information (PI) Committee
- Angela Lidster - Treasurer

These selections were ratified by the Board at its post-Conference meeting in September. Miriam MacGrath was appointed IAGSM Delegate at the January GSB meeting for a period of four years.

Following each GSB meeting I prepared Information Letters 64, 65 and 66 for circulation to keep the membership up to date with the activities of the Board.

I also attended meetings of the Agenda Team in London. The Agenda Team meets to prepare for each GSB meeting, to formulate the agenda and to finalise the Report of the previous meeting.

Legacy Project:

I presented the Legacy Project to Conference, where approval was given to commit funds to hiring a professional to help with our Public Relations (PR) strategy, re-launch the website and undertake various other initiatives. An audit of the existing website was commissioned and a Website Task Force set up, which I am chairing. To date the Task Force has met twice, in February and March 2018. Along with the outgoing and incoming Chairs of the PI Committee, Elaine Round and Linda Whetherly, and Kim Anderson, who was General Secretary at the time, in November I chaired the interview process for the PR professional, who is now in place. I have held two meetings with her to date – an introductory briefing and a meeting to progress website development.

Dublin Information Centre:

Following discussions at the Board about issues concerning the Dublin Information Centre, I corresponded with the Information Centre Chairman and attended a meeting in Dublin, along with Lynne Strelley, Chairman of Executive Committee, Frank O'Shaughnessy and Miriam MacGrath, outgoing and incoming Regional Trustees for Eire, to discuss issues raised. The meeting was generally positive and has been reported in the minutes of the January GSB meeting. The situation will continue to be monitored.

Executive Committee:

I attended the December meeting of the Executive Committee to discuss actions to be taken in the wake of the General Secretary's resignation, and to give an update on progress with the Legacy Project.

Throughout the period I maintained regular contact with GSO staff and the Executive Committee.

Susie Little
Chairman, General Service Board

At Conference

No updates
No questions

ANNUAL REPORT OF THE CHAIRMAN OF THE CONFERENCE COMMITTEE

Members: Helen T (Chairman), Nita L, Trish B, Helen McM, Karen M (Conference Secretary).

In accordance with the Committee's Desk Diary we met five times in the reporting period in preparation for Conference.

At the May meeting we continued preparations for the 2017 Conference for sending the usual routine letters. The draft Conference Brochure and the draft Conference Agenda were finalised at the June meeting to be submitted to the General Service Board for their approval. Finalising preparations for Conference continued at our meeting in August.

At Conference in September the Committee fulfilled the usual duties. The collection of the evaluation forms helped determine if there were any changes required for the following year. In October the Conference Committee started preparing the Summary from the draft produced by Trish B, the Conference Recorder. Trish has agreed to be the Recorder for 2018 Conference. When the Committee met in February, work commenced on preparation for Conference 2018 with the theme: 'Inspired By Service'. Preparations began for the Workshop at Conference that is to be 'Inspired Into Service'.

We continue to work closely with the Conference Secretary whose help is appreciated in enabling us to carry out Committee duties and commitments according to our Desk Diary.

Helen Tominey
Chairman, Conference Committee

At Conference

No updates
No questions

ANNUAL REPORT OF THE CHAIRMAN OF THE TEAM EVENTS COMMITTEE (TEC)

Members: Margi S (Chairman to January 2018), Becky D (Chairman from January 2018) Joan L, Frank O'S (to January 2018), Lan O'D, Susie L, Paul G, Kim A (General Secretary to January 2018), Miriam MacG (from January 2018) and Carol A (from January 2018).

The Committee met three times during the reporting period, in June, September and January. All three meetings were held at Hinsley Hall in Leeds.

At the June meeting the Committee reviewed the evaluations from the TEAM events held in March and May. The feedback was positive, however there were concerns that the second event did not adhere to the TEAM Event Guidelines. Only one of the three events originally planned for the second half of 2017 was in the advanced planning stage.

Members had engaged in preparing draft amendments to the Guidelines, via email, prior to the meeting and these were finalised in readiness for approval by the Executive Committee. Members requested that the approved Guidelines be added to the members' section of the website as well as the intranet.

It was agreed that the presentation to Conference would be a short PowerPoint presentation followed by a 'speed dating' session.

The Host Committee of the TEAM Event in Cork piloted taking responsibility for their own finances.

The Committee agreed that the TEAM Event support pack, Terms of Reference and Service Manual required amendment to reflect the changes to the Guidelines. This was subsequently undertaken via email and the amended documents forwarded to the Executive Committee and Manual Task Force for their consideration.

Margi Senior
Chairman, TEAM Events Committee

For the period January 2018 to March 2018

I chaired my first TEC Meeting in January 2018 at Hinsley Hall, Leeds, with all members present.

The revised TEAM Event Guidelines were approved by the Executive Committee and copies were received for the GSB meeting.

Miriam (Regional Trustee, Eire) was able to give us some first-hand feedback from the Cork TEAM Event that took place in October (organised by Area 15) and mentioned a workshop that was well received. Joan (Regional Trustee, Ireland North) proposed that an event would take place in Ireland North in Spring or early Summer 2019.

The TEAM Events currently being planned for in 2018 are:

Area 29	April	Drogheda, Co Louth
Areas 18 & 20	June	St Ethelburga's Centre for Peace and Reconciliation, London
Area 9	November	Tankersley, Barnsley

Becky Donohoe
Chairman, TEAM Events Committee

At Conference

No updates

No questions

ANNUAL REPORT OF THE CHAIRMAN OF THE GENERAL SERVICE BOARD NOMINATING COMMITTEE (GSBNC)

Members: Frank O'S (Regional Trustee, Eire & Chairman to January 2018), Lan O'D (Regional Trustee, Scotland & Chairman from January 2018), Elaine R (Chairman, PI Committee to January 2018), Linda W (Chairman, PI Committee from January 2018), Lynne S (Chairman, Executive Committee), Kim A (General Secretary to January 2018, Susie L (Chairman, GSB), Steve C (Treasurer to January 2018), Angela L (Treasurer from January 2018) and Miriam MacG (Regional Trustee, Eire from January 2018).

In this reporting period the Committee met in June, September and January during the weekends of the GSB meetings.

In June I reported on the grading of candidates for the positions arising from January 2018. The Committee, having considered all candidates, agreed to recommend the following to the General Service Board:

- | | |
|---|-----------------|
| • Treasurer | Angela Lidster |
| • Chairman, Public Information Committee | Linda Whetherly |
| • Regional Trustee, Eire | Miriam MacGrath |
| • Regional Trustee, England North & North Wales | Carol Ashcroft |

In September vacancies for 2019 were outlined as follows:

- Chairman, Executive Committee
- Regional Trustee, Ireland North
- Regional Trustee, England West & South Wales

It was agreed that maybe the time had come to allow the return of grading sheets by email. If the person has the ability to scan the completed grading sheet this will be offered to people grading next year on a trial basis. Since there are no personal details on the grading sheets, this would not pose data protection issues.

It was agreed by members that future applicants for all Trustee positions must include the ability and competence of applicants in the use of personal email.

The second meeting of the Committee with Allocated Delegate members at Conference focused on the activities and work of the Committee. The Conference workshop then followed involving all members.

In January the vacancies for 2019 were again outlined to members and prospects for finding applicants discussed.

Selection of members to the GSB Nominating Committee was discussed and will be looked at in more detail along with any amendments due to the Terms of Reference and Desk Guide.

Frank O'Shaughnessy
Chairman, GSB Nominating Committee

Lan O'Donnell
Chairman, GSB Nominating Committee

At Conference

No updates

No questions

ANNUAL REPORT OF THE CHAIRMAN OF THE PUBLIC INFORMATION (PI) COMMITTEE

Members: Elaine R (Chairman to January 2018), Linda W (Chairman from January 2018), Betty L (to Sept 2017) Pete C, Kim A (General Secretary to January 2018) and Shina W (PI Officer).

The PI Committee met six times in this reporting period. I attended the General Service Board (GSB) in June and September 2017 (including Conference). I also attended the GSB Nominating Committee meetings in June and September.

At Conference I gave a presentation and provided a workshop to discuss increasing awareness of the advantage of having an active Area PI Co-ordinator in post. During Conference I met with the Area Delegates allocated to the PI Committee and discussed the contribution they provide to the PI Committee.

I attended the Area 15 TEAM Event in Cork and gave a PI presentation. Kim and I also attended the 5th Scottish Parliament AI-Anon event at Holyrood.

I was invited to attend the annual World Drug event, hosted by Deidre Boyd in London. It was a high profile event and our literature and banner were displayed prominently. I made contact with other recovery agencies during the event.

The PI Newsletter was distributed to all groups via the All Group Mailings. It was also put on the intranet for Area PI Co-ordinators and Area Delegates allocated to the PI Committee.

The incoming PI Chairman and I participated in the interviews to select the Public Relations (PR) Consultant for the Legacy Project.

Monthly Focus ideas continued to assist the membership with local PI activities. The 2017 PI Magazine 'Families Surviving Alcoholism' was finalised by the Editorial Committee and made available for members to

purchase in time for Alcohol Awareness Week in November. A media release was produced to support Alcohol Awareness Week.

For the second year Alcohol Concern agreed to include 100 copies of our PI Magazine in their Delegates' Packs for their annual Conference held in Wales.

We provided a selection of PI literature to support a play about alcoholism being held in Glasgow. Some of the literature was also used to support an Alcoholics Anonymous (AA) event at Glasgow Library displaying the 'History of AA'.

This is my last Annual Report as Chairman of the PI Committee and I would like to thank the PI Committee who supported me during my term in office.

Elaine Round
Chairman, PI Committee

From January 2018

I attended my first GSB meeting in January in Leeds and I also attended the GSB Nominating Committee. In February I chaired my first PI Committee meeting.

A PI Newsletter was prepared and sent out in the February All Group Mailing. Media releases were prepared for Dry January and Children of Alcoholics Week in February. A new PI postcard was prepared for use in shops, post offices, etc. and the monthly focus for April and May was put on the website.

Members of the PI Committee attended a National Association for Children of Alcoholics (NACOA) event at Portcullis House in London which was hosted by Liam Byrne MP. NACOA receive approximately 100 calls a day on their helpline, about twice the number Al-Anon receives. It was a useful exercise in extending our understanding of how another charity addresses the issues.

Linda Whetherly
Chairman, PI Committee

At Conference

No updates
No questions

ANNUAL REPORT OF THE CHAIRMAN OF THE EDITORIAL COMMITTEE

Members: Katherine L, (Chairman), Vanessa R, Lindsey H, Anna H, Annie B and Phil A (from January 2018).

The Committee produced four issues of 'Al-Anon Today' during the reporting period: June, September, December and March. Annie re-vamped the design to make it clearer and cleaner, with one share per page as often as possible. The e-zine is readable on tablets and devices. We receive weekly Google analytics which show that roughly 30 people a week are looking at the e-zine. We are sometimes short of contributions from members, often having only just enough for one issue. Two flyers were sent in the All Group Mailings and we continue to try to motivate members to send us their shares. We mooted the idea of surveying the membership to find out what they want from or think of 'Al-Anon Today'. Currently we don't carry events news.

The Editorial Committee joined forces with the Public Information (PI) Committee to help with the design of, and sourcing of material for a new PI Magazine, which is produced every other year.

Shares were designed for the new Al-Anon UK and Eire Facebook page and weekly shares have been posted since the page went live. The source material has been contributions from current members and re-using shares from old 'News & Views' magazines and old PI magazines.

I attended the General Service Board (GSB) meetings in June, September and January.

Katherine Lanham
Chairman, Editorial Committee

At Conference

No updates

No questions

ANNUAL REPORT OF THE CHAIRMAN OF THE ALATEEN COMMITTEE AT CONFERENCE

Members: Kim A (Chairman to January 2018), Lynne S (Chairman, Executive Committee), Susie L (Chairman, GSB), Kenny M (Area 2), Jeanette C (Area 6), Arlene H (Area 12), Marie B (Area 13), Agnes L (Area 16), and Alf H (Area 31).

The Committee met at Conference 2017. The Committee discussed changes to the screening process and documents in the UK and the National Vetting Bureau Process in Eire.

Changes to the Screening Process and Screening Documents

The new screening process for England and Wales was explained to the Committee. This involves an announcement at Group and Area which has replaced the anonymous vote. Anyone with concerns, in child protection terms only, will need to write, giving their name and address, to the General Service Office (GSO) within 28 days. No anonymous allegations will be accepted.

The identity checking process has changed to ensure Al-Anon is compliant with the Data Protection Act and Area Delegates as well as Trustees can now check identity papers. The identity check is done with both the applicant and the documents in front of the checker when the details are input to the secure website.

The application form, interview sheet and identity checking sheets have been amended to reflect the changes made.

Amendments were made to the Alateen Policies and a revised booklet circulated to all Group Sponsors.

New Alateen meetings now have to be at the same time and day as an Al-Anon meeting and at the same venue.

National Vetting Bureau Process

Eire has introduced compulsory vetting for anyone working with children under The National Vetting Bureau (Children and Vulnerable Persons) Act 2012 & 2016.

At the General Service Board (GSB) meeting in January 2018 it was decided, on consultation with the Regional Trustee for Eire, to suspend Alateen in Eire with immediate effect. This is due to legal issues which have arisen regarding child protection and Garda clearance of Alateen Group Sponsors. Further legal clarification is being sought on these issues by the GSB.

Following the decision to suspend Alateen in Eire, in March it was decided to extend the suspension of Alateen meetings to also include young people attending Al-Anon meetings in Eire. This applies to anyone under the age of 18 years. We are working with the statutory bodies to try and find a way through the legal issues regarding child protection.

Kim Anderson
Chairman, Alateen Committee at Conference

Update at Conference

As Alateen in Eire has been suspended figures for Eire are not included. Areas 14 and 16 had 10 sponsors each.

Areas 3, 4, 7, 8, 9, 13, 18, 20, 25, 28 and 31 have plans. Areas 2, 5, 6 and 10 have new plans in 2018.

There are 15 Groups in the UK. Two meet weekly and the rest meet either once or twice per month.

There are 70 Alateen Group Sponsors in the UK.

The general Service Board has instructed solicitors in the UK and Ireland to begin the process to bring Family Groups Ltd into compliance with Irish charity law. Garda Vetting and compliance with Child Protection requirements for young persons attending Al-Anon and Alateen meetings will then follow.

From the floor

Q Please explain why £5,000 has been budgeted for legal advice detailed in the accounts under 'charity status'?

A Solicitors' fees will be incurred to bring Family Groups Ltd into compliance with Irish Charity Law.

Q Will Alateen Co-ordinators be informed when Family Groups Ltd are in compliance with Irish charity law?

A Yes.

Q Is it a requirement to have charity status to be able to hold Alateen meetings in Ireland?

A We cannot operate in Ireland without charity status. It is a legal requirement.

Q Does the Policies and Practices apply to Scotland?

A The Policies and Practices apply to England and Wales. The Policies and Practices for Scotland and Northern Ireland will be looked at when work for Eire is complete.

Q Can we confirm that in Scotland under 18 year olds are not permitted to attend Al-Anon meetings and that Alateen is suspended?

A There are currently no Alateen meetings in Scotland although Alateens are welcome to attend Al-Anon meetings.

- Thanks go to the General Service Board and the General Service Office for not giving up on Alateen meetings in Ireland and for all their hard work.
- Al-Anon Groups in the UK are breaking the Traditions by not welcoming young people into the meeting.

ANNUAL REPORT OF THE INTERNATIONAL AL-ANON GENERAL SERVICES MEETING (IAGSM) DELEGATE

I was unable to attend the European Zonal Meeting (EZM) taking place in Essen, Germany, in August this year. Arrangements were therefore made for Lynne Strelley to attend as IAGSM Delegate.

Kim Anderson IAGSM Delegate (to January 2018)

I attended the EZM in August in place of Kim Anderson, IAGSM Delegate. Delegates from 15 countries attended including evolving structures who are able to attend this meeting as, unlike the IAGSM, there is no requirement to have a formal structure and a GSO. It was an inspiring and humbling weekend for me. Topics covered included anonymity, modern communications, Tradition Seven and the availability of literature. The Delegates were very interested in our intranet, our new Facebook page and our website. We are the oldest structure in Al-Anon outside the US and Canada so we have a lot of experience to share and, in my opinion, these meetings are worth attending for that reason.

Lynne Strelley
Chairman, Executive Committee

At the General Service Board Meeting on 25 and 26 January I was elected as IAGSM Delegate. Subsequently with the assistance of the General Secretary I have registered at WSO as the UK & Eire Delegate. I have also been connected to AFGConnects and have access to the shared platform.

Miriam MacGrath
IAGSM Delegate (from January 2018)

At Conference

I will be attending the IAGSM on 3-5 October 2018. We last hosted the IAGSM in 1988 and have submitted a bid to host the 2020 IAGSM.

No questions

ANNUAL REPORT OF THE GENERAL SECRETARY

Kim Anderson, General Secretary, resigned in December 2017. Nuala Carroll, previous General Secretary, returned to GSO in January 2018 to oversee the running of the office.

Prior to her resignation, Kim regularly attended Executive, Public Information (PI) and Conference Committee meetings and kept in regular touch with the Chairman of the Board, Chairman of the Executive Committee and the Treasurer. She attended the General Service Board (GSB) meetings in June and September, Conference in September and the Agenda Team meetings. She was invited to and attended the World Service Conference in Virginia Beach from 24 - 28 April 2017.

In November, along with the outgoing and incoming Chairmen of the PI Committee, and the Chairman of the Board, she took part in the interview process for the Public Relations (PR) professional, who is now in place. Susan Fiddian's contract will run for a period of 39 weeks. Susan is in the office two days per week working on a PI Strategy with Shina our PI Officer.

Kim, together with Elaine, the Chairman of the PI Committee, attended the 5th Scottish Parliament Al-Anon event at Holyrood in October 2017.

GSO

Jayne McK resigned from the Literature Department in March. One of our volunteers, Trish B, stepped into the role to ensure a smooth transition. The staff at GSO have worked hard to maintain the level of service to the membership despite staffing problems at the office. Marion who oversees Group Records department returned to work in mid-March following a car accident in October. The office experiences a lot of calls from members about problems at Groups. We are encouraging them to use the Structure and available materials to solve Group problems and not refer to the office for definitive answers. We are also encouraging them to email GSO rather than call.

Lone Members

Lone members continue to receive a monthly share. We encourage the use of electronic and telephone meetings overseen by the World Service Office. Few Lone Members seem able to access these.

Groups

As at 31 March 2018, there were 754 Al-Anon Groups (752 in 2017) and 20 Alateen Groups (21 in 2017).

We very much appreciate the continued help of Groups and Area Delegates in compiling accurate Group numbers. The percentage of Annual Record Checks returned this year was 82% compared with 75% last year. The majority of Groups completed the optional request for information on the ARC regarding size of Groups. The survey showed the following results up to July 2017:

20% indicated Groups of a size 0-5

49% indicated Groups of a size 6-9

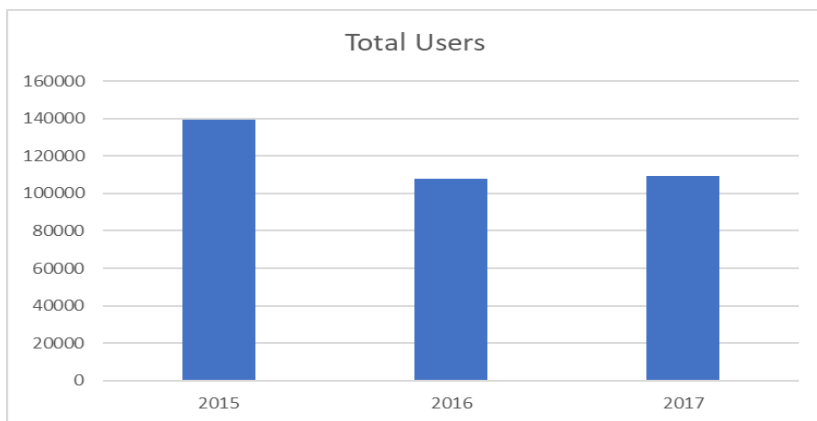
31% indicated Groups of a size 10 and above

Group Public Liability Insurance

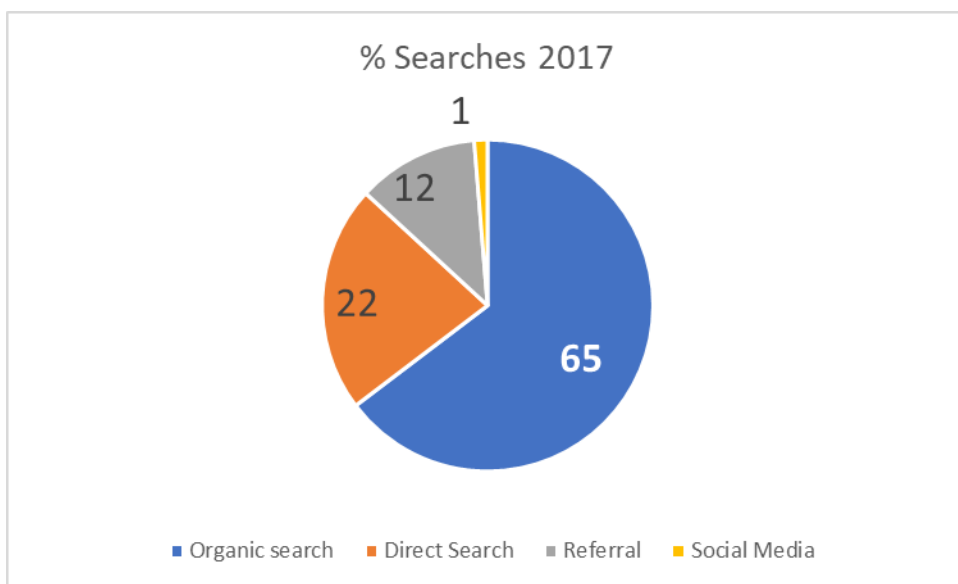
Al-Anon's public liability insurance was renewed for 2018/19.

Website

There was a change in definition of users for website data in 2014 and now using purely Google Analytics data from 2015 we see a pattern of reducing usage.



The primary channels used to access the Al-Anon website show that we are not yet obtaining a feed from social media. The majority of visits come from Google 'organic searches' (individual selection of search terms).



The use of podcasts continues to grow both in visits and in the time:

Podcasts	Total visits	Average Duration (minutes)
2017	11493	4.03
2016	8796	3.49
2015	10526	3.41

Members' Resources Section

This section has extensive information for all members of the Fellowship. Staff and members can access a broad variety of material to deal with queries. However, we are aware that the material can be difficult to find because of the extent of the information held there. eNewsletter subscribers now currently number 1,137 all of whom receive an update when new items are uploaded to the website. We continue to send out an All Group Mailing on a quarterly basis.

Public Information (PI)

The Public Information desk at GSO takes calls from professionals seeking information about Al-Anon Family Groups in the UK & Eire.

Several radio interviews and two open Al-Anon meetings were organised and broadcast on major radio stations, including BBC Radio 1, BBC Radio 2 and BBC Radio 5 Live. We sent 91 PI folders to professionals on request; professionals tend to request downloadable literature now, rather than hard copies. Professionals

are also asking for bundles of one or two specific pieces of literature rather than a range of literature in a PI pack.

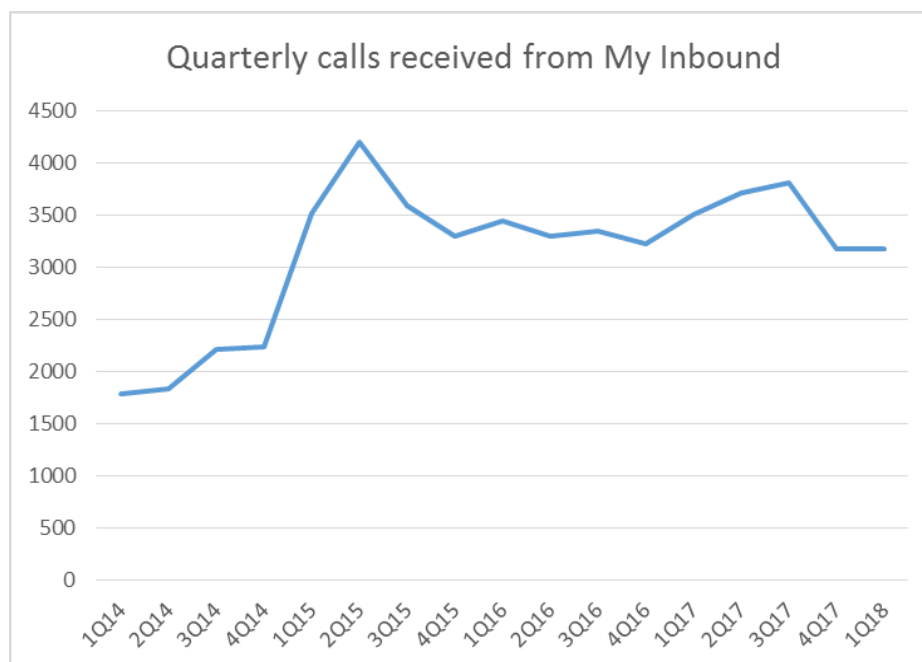
Requests for speakers went to Area PI Co-ordinators, with Area Delegates copied.

The PI Officer, Shina, has responded to 174 Alateen distress emails. Shina has worked on national PI activities and, as a member of the PI Committee, participated in PI activities reported by the Chairman of the PI Committee.

Helpline Service

The Helpline operates from 10am to 10pm, 365 days a year. On weekdays from 10am to 4pm, volunteers at GSO field it. At all other times, volunteers take calls from home, with calls automatically diverted from the office.

The Helpline currently receives approximately 1,100 calls a month. The graph below shows that the Helpline is sensitive to media impact. The spike in the second quarter of 2015 followed a TV soap depicting the distress of a problem drinker's family. The slight rise in calls in the third quarter of 2017 followed mention of Al-Anon Family Groups on radio programmes throughout the UK. Overall the Helpline calls have risen.



We need 10 volunteers a week in GSO to answer the Helpline and many of them regularly do the same day. Volunteers often cover both Out of Hours (OOH) and In-house, to fill an unexpected gap. Experienced volunteers train In-house volunteers on a one-to-one basis using training materials developed in workshops over the years. All telephone volunteers are obliged to attend annual training workshops which take place both at GSO and around the country. These sessions also provide induction training to those who have offered to cover the OOH shifts. You can man the OOH telephone service from anywhere in the UK and we are always delighted when members commit to regular slots.

Two refresher telephone training workshops were held at the General Service Office in May and November. Both in-house and out of hours volunteers were encouraged to attend these.

Experienced volunteers who volunteer at GSO took six members through the training programme on a one-to-one basis. Five of these members are now volunteering on the Helpline.

The remote training sessions around the country continue to be well attended and new volunteers have signed up following these events. These are arranged by AnneMarie W, with assistance in setting dates and hiring venues, from current volunteers. Training workshops in 2017 were held in Manchester, Sheffield,

Glasgow, Darlington, Birmingham, Liskeard, Peterborough and in March the first workshop of 2018 was held in Manchester.

The trend in sources of calls is similar to last year. Nearly 40% of calls are generated by an internet search and 24% continues to be generated by Alcoholics Anonymous (AA) referral. Professional referral and word of mouth are both significant generators of calls. Some callers have known about Al-Anon 'for ages' and eventually call the helpline.

eResponders

Elaine M, one of our volunteers, commenced the work at GSO in 2015 to develop a team of volunteers to respond to emails sent to the Al-Anon website or to the enquiries email address. A webpage was developed to give eResponders access to the incoming emails and Office 365 was set up to handle the helpline and enquiries@al-anonuk.org.uk emails and any responses to the webmail replies.

eResponders are part of the Helpline team and are trained to the same high standard. They have access to sample responses to ensure correct and consistent information is given out, but are encouraged to write in their own style. The service is co-ordinated by a volunteer.

The service came on line on 1st October 2017.

Source	General distress emails	Requests for meeting information	Requests for Alateen information	Other requests	Total number of replies 1-10-17 to 31-03-18
Webform	189	109	12	70	380
Office 365	162	115	8	47	332
					712

Many of the requests for meeting information are from first contacts. All requests for Alateen information are referred to GSO.

There are currently eight volunteers responding to help emails, with three more volunteers waiting to be trained. Volunteers have the use of a live rota on the intranet which has proved very efficient with all days being covered.

Facebook

Work was carried out by a Task Force of volunteers, the Chairmen of the Executive and PI Committees and members and Chairman of the Editorial Committee to design and set up all aspects of the page. A plea was sent out for suitable shares and members volunteered to be the administrator and moderators. Work was carried out on FAQs for the members' website ahead of the launch.

Our Facebook page went live in January 2018 and is authenticated. Building a following is slow but steady and more shares that would attract newcomers would be welcome.

Literature Despatch and Sales

We sent 2,341 parcels and packages in the UK and Eire.

The following orders were sent to Information Centres:

Belfast 12 orders online
Dublin 4 orders by post

Book Sales (a selection)	16-17	17-18	Difference
<i>Courage to Change</i>	2,848	2,345	↓503
<i>One Day at a Time</i>	813	552	↓261
<i>Hope for Today</i>	820	601	↓219

<i>Paths to Recovery</i>	256	163	↓93
<i>Paths to Recovery Workbook (New in July 2017)</i>		127	↑127
<i>Alateen - A Day at a Time</i>	101	64	↓37
<i>Courage to be Me</i>	30	18	↓12
<i>Living today in Alateen</i>	20	22	↑2
<i>Reaching for Personal Freedom</i>	260	187	↓73
<i>Conflict Resolution using our Twelve Traditions</i>	24	83	↑59
Totals for this selection	5,172	4,162	↓1,010

Literature orders generated via the eShop average 34 per week.

Conference

The Conference Secretary assists the Conference Committee with preparations for the Annual Conference in September. She also attends and assists the Chairman of Conference throughout Conference.

TEAM Events

Two TEAM events took place in Eire in the reporting period; Area 14 in May and Area 15 in October. There were 56 attendees at Area 14 and 41 registered for Area 15.

Accounts

An external Company, which prepares our quarterly management accounts, liaises with the auditors for year-end accounts. Staff process cash receipts, payments to suppliers and literature orders.

Alateen

We continue to administer the Alateen procedures. There have been changes to the Alateen Policies and a new Policies Booklet was issued to all Alateen Group Sponsors in December. The main changes were to the Group and Area Screening where the vote has been changed to an announcement and to the identity checking in the UK. New Alateen meetings can only be set up in a venue where there is an existing Al-Anon meeting. The Alateen meeting needs to be on the same day and at the same time.

Of the 20 Alateen Groups reported, four are situated in Eire. Following the GSB meeting in January it was decided to suspend Alateen in Eire with immediate effect. This is due to legal issues which have arisen regarding new child protection regulations and Garda vetting of Alateen Group Sponsors. Further legal clarification is being sought on these issues by the GSB. The suspension was further extended to include anyone under the age of 18 attending Al-Anon meetings in Eire. We are working hard with the statutory authorities to see if we can find a way for Al-Anon to meet the child protection and Garda vetting requirements.

Volunteers

We continue to be supported by volunteers at GSO. They are important in staffing the General Service Office. We use volunteers on the Helpline, both in house and out of hours and remotely from home. Some of our volunteers manage sections of administration (i.e. All Group Mailing, eResponders, website updates and Helpline training). Our costs would increase substantially were it not for our many volunteers. We are very grateful to all of them for their continued support.

Kim Anderson
General Secretary
Nuala Carroll
General Secretary

At Conference

No updates
No questions

GSO Matters at Conference

GSO has four full time and three part time members of staff. There are skilled volunteers who assist with Group records, website, literature, and other office tasks. There are over 100 helpline volunteers, for whose service Al-Anon UK & Eire is very grateful. GSO always require volunteers for helpline and manning new services as we bring them in e.g eResponders service which has been led by a volunteer.

Karen generates the rotas for the helpline. She is fire warden/first aider and office contact for various suppliers. She is Conference Secretary and co-ordinates all aspects of the annual Conference. The Conference Committee meets at GSO five times a year. Standing Committees are always looking for members to join. They can live anywhere in the Structure and participate via Skype or Conference calls.

The literature staff member works three days per week. There are three regular volunteers who assist with literature dispatch. There are approximately 34 orders made through the eShop every week and during 2017/2018, over 2,300 packages were sent out in the UK & Eire.

A 50th limited edition anniversary 'One Day at a Time' book is available to buy until the end of December or while stocks last. A book 'Intimacy in Alcoholic Relationships' and the leaflets 'Hope and Understanding for Parents & Grandparents' and 'Al-Anon Family Groups Welcome Adult Children of Alcoholics' are all new pieces of literature that will be available to buy following Conference. There will also be a pamphlet 'Welcome Newcomer!' available soon which is currently being proof read. When ordering literature please check you have given a correct and current address and when ordering online it is helpful to include a telephone number, as this enables the order to be processed more efficiently. Order banners separately to literature orders and any queries from members ordering banners need to go to Instantprint and not GSO – email: office@instantprint.co.uk. It is the member's responsibility to check if any literature orders are not received in the post and will not be replaced until the literature has been returned, undelivered to GSO.

Trish started her new role as Office Manager in July, working full time. She is in charge of the day-to-day running of GSO and reports to the General Secretary. She has also been covering the literature section since March and will train the new literature dispatch person when employed.

Anne carries out all aspects of Alateen administration at GSO. She also volunteers one day a week in the literature department.

Shina works on PI and deals with enquiries from professionals and the media. She liaises with PI Co-ordinators and provides PI resources to members as necessary. She is working on the national campaign with the PR Consultant. Shina also answers Alateen distress emails.

Posters must only be used to let the public know where to get in touch with Al-Anon. They are copyrighted to GSO and must never be changed in any way to publicise any Al-Anon events. World Service Office (WSO) owns the copyright to all literature and GSO owns the copyright for all artwork on UK website and UK material. There is currently no PI committee.

Beth deals with all bookkeeping and accounts. She co-ordinates changes and upgrades to the website and the intranet e.g. new fields required. She liaises with the literature department when new literature and price lists are introduced to update the online shop. Cheques should always be made payable to Family Groups Ltd (which is the name of the account and Charity) although Al-Anon Family Groups is also accepted but not GSO. The bank will reject/return cheques incorrectly written. For any direct lodgements/credits to the bank account please email accounts@al-anonuk.org.uk with the details as this allows Beth to correctly identify the donation for receipt purposes. If you need a receipt please give us details so we can send it in the post or via email. Please ensure expenses are claimed within the same year they were incurred for accounts purposes and avoid waiting months to claim.

Marion manages the Annual Record Checks (ARC). If you need a replacement ARC please get in touch with GSO. Do not use a registration form from either our website, or as some members have done, from the WSO website. The UK & Eire Al-Anon website is www.al-anonuk.org.uk and the WSO website is www.al-anon.org. This leads to confusion for the volunteer at GSO who registers a new Group only to find it is already in existence and what should have been sent in was an ARC or information regarding a change to an existing Group. Marion deals with queries from Groups and is the initial contact for complaints about Groups and the Helpline. She trains In-house Helpline volunteers and Helpline trainers. She also trains eResponders to help with distress emails. Marion co-ordinates regular all Group mailshots with a volunteer.

When naming new Groups, it has to be welcoming to newcomers. Most newcomers just want to find an answer and for someone to tell them what to do to get the alcoholic to stop drinking. If a Group, for example, was named a 'Step meeting', 'Study Group', 'Step Eleven' or 'Double winners'; newcomers may never have heard of this and may be put off trying Al-Anon as a support. What the Group discusses at their meeting is up to them but let the newcomer get in the door first so they can learn what support we do give. Although USA use some of these names they have 13,000 Groups and we have less than 800 therefore less choice for the newcomer.

On the whole, the number of Groups continues to drop with Groups disbanding. New and disbanded Groups are shown on the website.

From the floor

Q A list of Groups from GSO who had not returned ARC forms advised that in fact they had returned the forms. Is there a delay from sending in the form and GSO compiling a list?

A The form may have got lost in the post or been returned unsigned.

Q Should Groups listed as 'Do Not Refer' complete ARC forms?

A Yes.

Q If a meeting runs over the time stated on their ARC form is it covered by the insurance if an accident occurs?

A A claim has never been made under these circumstances therefore it is unknown if Groups would be covered under the insurance.

Q When advertising a meeting or event it is practical to amend posters to include detail. Why has this been asked not to be done?

A Posters available to download on the website are copyrighted and cannot be altered in any way. This has always been the case. Posters should only be used for the purpose for which they have been produced; to let the public know about Al-Anon. Copyright laws should be adhered to.

Q Do all posters produced (including internal posters i.e. for weekend and one day conventions) have to be approved by GSO?

A Not usually, although members are encouraged to request that GSO check information is current and correct i.e. email addresses and telephone numbers. Conventions are outside of the UK & Eire structure and therefore approval is not needed, however members do ask GSO to check that the information is correct as mistakes do occur.

- To keep it simple it is reassuring to run anything past GSO. This can help keep the Fellowship unified.

Questions Raised at Conference 2017

Q Could some of the legacy be used to relocate the Eire telephone helpline to GSO?

A This would be very expensive to do as it would involve international calls.

Q When newcomers call the Helpline they are asked not to leave a message when given Group contact telephone numbers. Can this be changed to "if you leave a message please give a safe number to call back"?

A This was discussed at two meetings – one with just the staff and another one with other members involved in the Helpline. It is not a good idea because we never know if it is safe to call someone. Our calls are not recorded so we would not have information to show that permission had been provided. More detail is covered in the helpline training.

Q Does the General Service Office approve of members giving out the website address to Alateen enquiries?

A GSO always give the website address to those who call about Alateen.

Q Are there any plans to reprint the postcard size PI card?

A This is now available on the on-line shop.

Q When will we see/know the results of the membership survey?

A This is in the members' section of the website.

Q Could some of the legacy money be used to translate literature for developing countries?

A We have written to WSO but have had no response yet.

Q Can ARC forms be sent in October instead of April during the All Group Mailing and a deadline given for January?

A This was considered by GSO and was decided that staff resourcing was better in the April period than in the period from October to December. The ARC is not sent in a general quarterly All Group Mailing as it is too important to be included with other papers where it can be overlooked. There is no deadline because we wouldn't want a Group not to return a form because they think it is not worth returning if they have missed a date.

ANNUAL REPORT OF THE TREASURER

For the period 1st April 2017 to 31st March 2018

During the year Steve Crowcroft attended the GSB meetings, held in Leeds in June, September and attended Conference in September. Angela Lidster attended GSB in January. We both attended Executive Committee meetings held throughout the year at the General Service Office.

Activities

The usual annual activities took place: -

- The 2016-17 Accounts were prepared, approved by the GSB and presented at Conference
- The 2017-18 amended budget and 2018-19 budget were prepared, approved by the GSB and presented at Conference.
- The equalised fee for the 2018 Conference was agreed.
- There was a review of literature prices in May.

Finance

Following a successful trial of the Gift Aid Small Donations Scheme (GASDS), the Board authorised the go ahead of the Group Gift Aid scheme to the wider Fellowship. At the end of March 2017 there were over 30 Groups registered. In May 2017 we were informed by Her Majesty's Revenue and Customs (HMRC) that there had been an error on their part in approving the scheme. The GASDS scheme was thereby closed but HMRC gave permission to continue until September 2017 so that Conference could be informed.

A trial of the Xero stocktaking module was successful and adopted for use in the General Service Office.

Financial Performance

Total income this year was £196,096. General Donations/Gift Aided donations were £175,633 (2017 - £189,325). Excluding legacies, this represents a reduced income of 7%. The overall total includes Gift Aid and two legacies totalling £11,500.

Literature sales have increased for the second year running and were £89,474 (2017 - £84,309), an increase of 6%.

Expenditure has remained very stable £307,769 (2017 - £306,259) with savings made on support administration, Conference and TEAM events.

Stephen Crowcroft
Treasurer (to January 2018)
Angela Lidster
Treasurer (from January 2018)

At Conference

A question was raised at Conference 2017 in which the previous treasurer advised part of the answer would be brought to Conference 2018.

Q What is the £8,000 in 'other staff costs' for?

A Approximately £1,000 was training. Approximately £3,000 was consulting fees. Not sure what the other £4,000 was used for. This will be brought back to Conference 2018.

A The £4,000 was for volunteers' travel costs.

Review of 2017-18 Accounts

In the year 2017/18 we had a budget deficit of £6,757, which means our income is less than our expenditure.

Our two largest sources of income are donations (52%) and literature sales (30%), the remainder coming from Gift Aid and legacies. Although we experienced an increase in literature sales, it did not make up the majority of income. There was a decrease in donations, both general and gift-aided.

Volunteers help us keep our staffing costs to a minimum, but general costs are increasing and there is little scope to cut costs.

The Legacy Project is being administered separately from the main budget and £73,000 has been earmarked for expenditure on Public Relations consultancy, the website development and Health Professionals conferences.

Looking forwards, we will continue to operate with a budget deficit unless we can encourage a higher level of donations and literature sales.

The Treasurer will try to encourage Al-Anon members to donate to the General Fund by quarterly newsletters and articles in 'Al-Anon Today'.

Q If 97% of income is literature, donations, gift aid, gift aid tax refunds and legacies, what is the remaining 3%?

A The remaining 3% is miscellaneous.

Q Some members receiving a pension do pay tax; can they gift aid?

A Yes, if you are a UK tax payer.

Q Why was the budget adjusted?

A It was felt the budget was too optimistic therefore the budget was adjusted to be more realistic.

Q Why was there a deficit if there was a rise in donations?

A A deficit is the difference between income and expenditure. There was a higher rise in expenditure than income.

- Q** Does UK tax payer include Northern Ireland?
A Yes.
- Q** How do we encourage Areas to donate if they are required to keep a reserve?
A Encourage Areas to budget and work out what is a realistic reserve for their Area and send any remaining funds to the General Fund.
- Q** It can be helpful for Areas to advise Groups how much is needed to keep the Area self supporting.
A This will be included in the quarterly Treasurer's newsletter.
- Q** Districts and Areas have carried out national Public Information (PI). Should this be done by the General Service Office?
A The General Service Office has assisted when Districts and Areas have taken on larger PI events.
- Q** How can we fundraise during Conventions?
A In many different ways decided upon within the Convention Committees, as long as the funds come from members.
- Q** If an entrance fee is charged at an event that includes non-members can the money be given to the General fund?
A Money collected from non-members cannot be given to the General Fund. Only money given by members can be donated.
- Q** Could a non-member give money to a member to enable them to buy literature thus donating to the general fund?
A Literature can be purchased by anybody including the public.
- Q** Please define 'member'.
A Anyone who attends Al-Anon meetings. Please refer to Tradition Three.

Review of 2018-19 Amended Budget

- General donations were reduced from £170,000 to £160,045 following a review of a five year trend.
- Gift Aid donations were reduced from £20,000 to £16,405 following a review of a five year trend.
- Literature income increased from £85,000 to £88,940 after a review of sales trends.
- Staff salaries were increased from £121,000 to £128,339 following a staffing review which will temporally increase staff cost.
- £7,000 was added to building costs following recommendations from ECPM Committee.
- £5,000 for legal costs to regularise our charity status in Eire.
- There is an anticipated deficit of £40,000.

- Q** In which year is there a £20,000 deficit?
A The deficit refers to 2019/20 budget.

- Q** Have we asked the Fellowship if there are any members who are solicitors to reduce legal costs?
A A Trustee has investigated the best possible value regarding solicitors' service and fees.

Review of 2019-20 Budget

- The Legacy Project budget is being kept separately from the general budget as it will be spent over several financial years.
- An assumption that donations and gift aid donations will increase, if members respond to the Treasurer's appeal.
- Literature sales are assumed to be increasing due to the new literature that is becoming available this year.
- Staff costs have been reduced in-line with 2017/18 levels.

- Q** What is £10,000 'for Venue and Catering' in the Legacy Project?
A Although £10,000 has not been allocated to anything specific it does have to be shown in the budget therefore it has been put in 'Venue and Catering'. This amount can be used elsewhere if required.

Q Why is there an increase of over £1,000 for 'Venue and Catering'?

A This is to cover the possible increase of venue costs.

Q Why is there no budget for legal costs to regularise our charity status in Eire?

A The budget in 2017-18 for £5,000 should cover all the legal fees for Eire.

Q Why has the interest rate and mortgage repayments declined in the accounts if interest rates are rising?

A This is due to the type of mortgage repayment plan we have. Interest is paid on the amount of mortgage remaining.

- The budget for the new helpline number is not included in the Legacy Project budget but in 2018-19 budget.
- Utilities are reviewed on a regular basis to ensure we are getting value for money.

AMENDMENTS TO AL-ANON FAMILY GROUPS UK & EIRE SERVICE MANUAL

Conference 2017 requested amendments to the Al-Anon Family Groups UK & Eire Service Manual 2016 to amend the text on page 113 under 'In Memoriam Contributions' be brought back to Conference 2018. The GSB have agreed that further discussion is needed before bringing it back and will therefore be brought to Conference 2019.

MOTION – Terms used in Al-Anon	
To amend the text on pages 46 to 48 of the <i>UK & Eire Service Manual</i> 2016 under 'Terms used in Al-Anon', and page 49 under 'Area' as follows: (New text is <u>underlined</u> and bold . Strikethrough indicates deletion.)	
Current version as it appears in the UK & Eire Service Manual 2016 edition	Proposed amended version
<p><i>The term 'Al-Anon' is always understood to include Alateen. To keep it simple, the pronoun 'he' is used throughout.</i></p>	<p><i>The term 'Al-Anon' is always understood to include Alateen. To keep it simple, the pronoun 'he' is used throughout.</i></p>
<p>Area A designated geographical part of the UK & Eire represented at the annual UK & Eire Service Conference by a Delegate.</p>	<p>Alternate <u>An eligible member elected or appointed who can temporarily step in and/or complete the service term of a person unable to do so. Some examples of this service role are Alternate Group Representative, Alternate District Representative, and Alternate Delegate.</u></p>
<p>Area Assembly</p>	
<p>Area Co-ordinator</p>	
<p>Area Service Committee</p>	
<p>Delegate See UK & Eire Service Delegate page 49.</p>	<p>Delegate See UK & Eire Service Delegate pages <u>48 and</u> 49.</p>
	<p>District Representative (DR) A former or serving GR, or an active past GR, who is elected by the other GRs in his District to represent the Groups on the Area Service Committee.</p>

<p>Districts</p> <p>District Meeting</p> <p>District Representative (DR) A GR, or an active past GR, who is elected by the other GRs in his District to represent the Groups on the Area Service Committee.</p> <p>General Fund</p> <p>General Secretary The General Secretary is responsible to the General Service Board (GSB) and the Executive Committee, through its Chairman, for the general administration of Al-Anon Family Groups UK & Eire.</p> <p>General Service Board (GSB)</p> <p>General Service Office (GSO)</p> <p>Group</p> <p>Group Representative (GR)</p> <p>Information Centre Representative (ICR)</p> <p>International Al-Anon General Services Meeting (IAGSM)</p> <p>IAGSM Delegate A member appointed by the General Service Board to represent the UK & Eire at the International Al-Anon General Services Meeting and the European Zonal Meeting and report back.</p> <p>Property Fund The use of this fund is restricted to the purchase and maintenance of the office.</p> <p>Region</p> <p>Service Arms</p> <p>Standing Committees These are made up of Al-Anon/Alateen members with a broad understanding of our programme, who concentrate on one of the elements of our fellowship such as Conference, Public Information, etc.</p> <p>TEAM (Together Empowering Al-Anon Members) Events</p> <p>Regional Trustee</p> <p>Trustee at Large</p>	<p>General Secretary The General Secretary (<u>an Al-Anon member</u>) is responsible to the General Service Board (GSB) and the Executive Committee, through its Chairman, for the general administration of Al-Anon Family Groups UK & Eire.</p> <p>IAGSM Delegate A member appointed by the General Service Board to represent the UK & Eire at the International Al-Anon General Services Meeting and the European Zonal Meeting (<u>EZM</u>) and report back.</p> <p>Property Fund The use of this fund is restricted to the purchase and maintenance of the office.</p> <p>Standing Committees <u>Committees with permanent status are sometimes referred to as Standing Committees.</u> They are made up of Al-Anon /Alateen members with a broad understanding of our programme, who concentrate on one of the elements of our fellowship such as Conference, Public Information, etc.</p> <p>UK & Eire Service Delegate' Alternate A former or serving DR or GR elected to work closely with the Service Delegate and to replace him if the Delegate is unable to complete the term.</p> <p>The <u>UK & Eire Area Service Delegate</u> is a member</p>
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<p>Sustaining Trustee</p> <p>UK & Eire Service Conference</p> <p>UK & Eire Service Delegate</p> <p>UK & Eire Service Delegate's Alternate A former or serving DR or GR elected to work closely with the Service Delegate and to replace him if the Delegate is unable to complete the term.</p> <p>World Service Office (WSO)</p> <p>World Service Conference (WSC)</p> <p>Page 49: Area An Area is a designated geographical part of the UK & Eire. Group members within an Area meet regularly at an Assembly to ensure adequate exchange of information about service ideas and activities, not only in the immediate Area but throughout the UK & Eire.</p> <p>The Area Service Delegate is a member elected by the Area to represent it at the annual UK & Eire Service Conference.</p>	<p>elected by the Area to represent it at the annual UK & Eire Service Conference.</p>
<p>Proposed version as it will appear in the next edition of the UK & Eire Service Manual</p>	
<p>Pages 46-48 <i>The term 'Al-Anon' is always understood to include Alateen. To keep it simple, the pronoun 'he' is used throughout.</i></p> <p>Alternate An eligible member elected or appointed who can temporarily step in and/or complete the service term of a person unable to do so. Some examples of this service role are Alternate Group Representative, Alternate District Representative, and Alternate Delegate.</p> <p>Area A designated geographical part of the UK & Eire represented at the annual UK & Eire Service Conference by a Delegate.</p> <p>Area Assembly A meeting of the Group Representatives (GRs) within the Area, which is open to any Al-Anon member. Only GRs may vote.</p> <p>Area Co-ordinator An Al-Anon/Alateen member, not necessarily a GR, who is elected at an Assembly to co-ordinate a special service such as Public Information (PI) or Alateen.</p> <p>Area Service Committee This committee consists of the officers of the Area, the Delegate, District Representatives, Co-ordinators and Information Centre Representatives where applicable.</p> <p>Delegate See UK & Eire Service Delegate pages 48 and 49.</p> <p>Districts Convenient segments into which an Area is divided.</p>	

District Meeting

A meeting of GRs, open to any Al-Anon member, held as necessary in an agreed location within a District.

District Representative (DR) A former or serving GR who is elected by the other GRs in his District to represent the Groups on the Area Service Committee.

General Fund

This is the fund in which Al-Anon's income is deposited and from which UK & Eire services are financed.

General Secretary

The General Secretary (an Al-Anon member) is responsible to the General Service Board (GSB) and the Executive Committee, through its Chairman, for the general administration of Al-Anon Family Groups UK & Eire.

General Service Board (GSB)

The GSB which is composed of Trustees (see page 50), is the principal committee of Al-Anon Family Groups UK & Eire.

General Service Office (GSO)

The General Service Office, the clearing house of Al-Anon Family Groups UK & Eire, located in London, is also the registered office of the Charity, Family Groups Ltd.

Group

The Group is the basic unit, where close personal interchanges among members take place, where Al-Anon ideas are discussed and applied to specific personal problems.

Group Representative (GR)

A member, with a basic understanding of the Al-Anon programme, who is elected for a three-year term by his Al-Anon or Alateen Group.

Information Centre Representative (ICR)

A member who may be appointed or elected by the Area for a three-year term to serve on the Area Service Committee in order to be a link between the Information Centre and the Area it serves.

International Al-Anon General Services Meeting (IAGSM)

A biennial meeting consisting of up to two Delegates from each of the General Service Structures throughout the world and members of the World Service Office International Co-ordination Committee.

IAGSM Delegate

A member appointed by the General Service Board to represent the UK & Eire at the International Al-Anon General Services Meeting and the European Zonal Meeting (EZM) and report back.

Region

The UK & Eire is divided into six Regions, each of which consists of a number of adjoining Areas.

Service Arms

The General Service Board, the General Service Office and various committees responsible to the General Service Board.

Standing Committees

Committees with permanent status are sometimes referred to as Standing Committees. They are made up of Al-Anon/Alateen members with a broad understanding of our programme, who concentrate on one of the elements of our fellowship such as Conference, Public Information, etc.

TEAM (Together Empowering Al-Anon Members) Events

Service events organised by Areas.

Regional Trustee

One member, with wide Al-Anon experience, from each of the six Regions serving as a member of the General Service Board.

Trustee at Large

A member of the General Service Board with wide Al-Anon experience and other specialised skills.

Sustaining Trustee

The General Secretary.

UK & Eire Service Conference

The annual Al-Anon Service Conference of the UK & Eire provides guidance for the Service Arms in service matters brought to its attention.

UK & Eire Service Delegate

A former, or serving District Representative (DR) or Group Representative (GR), who has been elected Service Delegate for a three-year term by the GRs at an Area Assembly. At the Conference the Delegate shares Area experience and brings the views and the spirit of Conference back to the Area.

World Service Office (WSO)

The World Service Office, also known as Al-Anon Family Group Headquarters Inc., renders services to Groups all over the world.

World Service Conference (WSC)

This is the senior conference of the Al-Anon fellowship worldwide.

Page 49:**Area**

An Area is a designated geographical part of the UK & Eire. Group members within an Area meet regularly at an Assembly to ensure adequate exchange of information about service ideas and activities, not only in the immediate Area but throughout the UK & Eire.

The **UK & Eire Service Delegate** is a member elected by the Area to represent it at the annual UK & Eire Service Conference

From the floor

Q Why do we use “He” rather than gender neutral?

A To keep it simple we use “He”.

Q Why do we refer to page 49 when the text is on page 48?

A The title ‘Areas’ is on pages 48-49.

MOTION – General Service Office (GSO)

To amend the text on pages 69 to 70 of the *UK & Eire Service Manual* 2016 under ‘General Service Office (GSO)’ as follows:

(New text is underlined and **bold**. Strikethrough indicates deletion.)

Current version as it appears in the UK & Eire Service Manual 2016 edition**The General Service Office (GSO):**

- acts as the clearinghouse for enquiries from those who need help or want information
-
- organises and preserves material of historic interest for the archives.

Proposed amended version**The General Service Office (GSO):**

- acts as the clearinghouse for enquiries from those who need help or want information
-
- organises and preserves material of historic interest for the archives.
- **takes out block insurance for public liability for all Groups registered with GSO**

Proposed version as it will appear in the next edition of the UK & Eire Service Manual

The General Service Office (GSO):

- acts as the clearing-house for enquiries from those who need help or want information
- serves the Al-Anon/Alateen Groups in the UK & Eire
- registers new Groups and provides them with literature, information and help
- informs Delegates of new and disbanded Groups in their Areas
- maintains a database of Al-Anon/Alateen Groups in the UK & Eire
- maintains a telephone service for distressed callers
- ensures that current information is disseminated to all those concerned
- corresponds with the World Service Office (WSO) and other structures
- co-ordinates and handles Public Information at the national level
- publishes and distributes Al-Anon Public Information literature
- encourages the carrying of the Al-Anon message to institutions and the formation of Al-Anon Introductory Meetings
- distributes Conference Approved Literature (CAL)
- reprints some items of CAL with the permission of the WSO
- publishes an e-zine *Al-Anon Today* on the members' website
- distributes material on behalf of the WSO to all Groups in the UK & Eire
- co-ordinates and administers the UK & Eire Service Conference
- helps to administer TEAM events
- keeps the Register of Alateen Screened Group Sponsors and administers the screening procedure
- co-operates with the General Service Office of AA, where appropriate
- reports its activities three times a year to the GSB and annually to the Conference
- organises and preserves material of historic interest for the archives.
- takes out block insurance for public liability for all Groups registered with GSO

From the floor

No questions.

MOTION - IAGSM Delegate

To amend the text on page 72 of the *UK & Eire Service Manual 2016* under 'IAGSM Delegate' as follows:
(New text is underlined and **bold**. Strikethrough indicates deletion.)

Current version as it appears in the UK & Eire Service Manual 2016 edition	Proposed amended version
<p>IAGSM Delegate A member appointed by the GSB to represent the UK & Eire at the International Al-Anon General Services Meeting and report to the GSB and Conference.</p> <p>The IAGSM is a biennial meeting at which Delegates from each of the General Service Structures throughout the world and the WSO International Co-ordination Committee come together to discuss the worldwide affairs of Al-Anon Family Groups. The WSO invites two Delegates to attend.</p>	<p>IAGSM Delegate A member appointed by the GSB to represent the UK & Eire at the International Al-Anon General Services Meeting <u>and the European Zonal Meeting (EZM)</u> and report to the GSB and Conference.</p> <p>The IAGSM is a biennial meeting at which Delegates from each of the General Service Structures throughout the world and the WSO International Co-ordination Committee come together to discuss the worldwide affairs of Al-Anon Family Groups. The WSO invites two Delegates to attend.</p> <p><u>The EZM has a mission to improve co-operation between European structures in order to support the growth of Al-Anon and Alateen in Europe. It meets biennially between IAGSM events, and is attended by Delegates of any European country that has a GSO or an evolving structure.</u></p>

Proposed version as it will appear in the next edition of the UK & Eire Service Manual

IAGSM Delegate

A member appointed by the GSB to represent the UK & Eire at the International Al-Anon General Services Meeting and the European Zonal Meeting (EZM) and report to the GSB and Conference.

The IAGSM is a biennial meeting at which Delegates from each of the General Service Structures throughout the world and the WSO International Co-ordination Committee come together to discuss the worldwide affairs of Al-Anon Family Groups. The WSO invites two Delegates to attend.

The EZM has the mission to improve co-operation between European structures in order to support the growth of Al-Anon and Alateen in Europe. It meets biennially between IAGSM events, and is attended by Delegates of any European country that has a GSO or an evolving structure.

From the floor

No questions.

MOTION – Membership and Groups

To amend the text on page 94 of the *UK & Eire Service Manual 2016* under ‘Membership and Groups’ as follows:

(New text is underlined and **bold**. Strikethrough indicates deletion.)

Current version as it appears in the UK & Eire Service Manual 2016 edition

Membership and Groups

Membership Eligibility

Anyone who feels that their personal life is or has been deeply affected by close contact with a problem drinker is eligible for membership in Al-Anon (see page 133). Alateens are members of the Al-Anon fellowship. Where there is no Alateen meeting available, young people seeking help are encouraged to attend Al-Anon meetings. Alateen is designed for members between the ages of 12 and 17 inclusive. Members beyond the teen years are encouraged to attend Al-Anon meetings. Family members below teen years may not be ready for the Alateen self-help programme. Such children may have to depend on others to choose what they learn. This dependency could lead to the development of a teaching programme rather than a shared learning experience. ‘Teaching’ is not compatible with the Al-Anon principle of sharing.

Proposed amended version

Membership and Groups

Membership Eligibility

Anyone who feels that their personal life is or has been deeply affected by close contact with a problem drinker is eligible for membership in Al-Anon (see page 133). Alateens are members of the Al-Anon fellowship. Where there is no Alateen meeting available, young people seeking help are encouraged to attend Al-Anon meetings. Alateen is designed for members between the ages of 12 and 17 inclusive. Once Alateen members reach 18 ~~beyond the teen years~~ they are encouraged to attend Al-Anon meetings. Family members below teen years may not be ready for the Alateen self-help programme. Such children may have to depend on others to choose what they learn. This dependency could lead to the development of a teaching programme rather than a shared learning experience. ‘Teaching’ is not compatible with the Al-Anon principle of sharing.

Proposed version as it will appear in the next edition of the UK & Eire Service Manual

Membership and Groups

Membership Eligibility

Anyone who feels that their personal life is or has been deeply affected by close contact with a problem drinker is eligible for membership in Al-Anon (see page 133). Alateens are members of the Al-Anon fellowship. Where there is no Alateen meeting available, young people seeking help are encouraged to attend Al-Anon meetings. Alateen is designed for members between the ages of 12 and 17 inclusive. Once Alateen members reach 18 they are encouraged to attend Al-Anon meetings. Family members below teen years may not be ready for the Alateen self-help programme. Such children may have to depend on others to choose what they learn. This dependency could lead to the development of a teaching programme rather than a shared learning experience. ‘Teaching’ is not compatible with the Al-Anon principle of sharing.

From the floor

- Q** Have the issues in Ireland with regards to Alateen been resolved so that the amendments are relevant?
- A** The issues have not been resolved although the Service Manual will not be printed until 2019/20 and the issues are expected to be resolved by that time. If not, the amendments will be reviewed.

ASK-IT-BASKET QUESTIONS

- Q** Can Group/District/Area meetings be held in private homes and be covered by public liability insurance?
- A** Meetings held in members' homes are not covered by public liability insurance.
- Q** Are there General Data Protection Regulation (GDPR) Guidelines available?
- A** Information was sent out in the All Group Mailing. Guidelines can be found on the Information Commissioner's Office website.
- Q** Can Group Representatives have a code to access the Al-Anon website to up-date their Group's information and upload events?
- A** No. The General Service Office needs to check that Group information is correct.
- Q** Why did the previous General Secretary resign?
- A** For personal reasons.
- Q** What were/are the issues concerning the Dublin Information Centre?
- A** A meeting took place with the Dublin Information Centre to clarify some things that were being carried out incorrectly (selling the American Service Manual and non Conference Approved Literature). All of these issues have now been resolved.
- Q** Can books be made digitally available?
- A** We have no books digitally available in our structure.
- Q** When young people attend Al-Anon meetings are there any safeguarding issues if they have to make their own way home in the evening?
- A** We all have a duty of care towards both Al-Anon and Alateen members. It is not good practice to leave an Alateen alone after a meeting although it is also not good to take them home in a car alone.
- Q** Is it time that gender neutral, gender equal language be used in the UK & Eire Service Manual 2016 especially pertaining to service positions p 43-90.
- A** Please refer to the Al-Anon Family Groups UK & Eire Service Manual 2016 p 46.
- Keep it Simple – there are too many gender definitions.
 - The world has, will and is still changing. We need to accept the possibility that we may need to change our literature in the future.
 - The IAGSM Delegate agreed to obtain opinions whilst at the IAGSM.
- Q** Al-Anon members who are also Adult Children of Alcoholics (ACOA) members are promoting ACOA during Al-Anon meetings. Can we create a statement to make members aware that ACOA is not affiliated with Al-Anon?
- A** Please refer to Tradition Three and Six.
- Q** Can Alateen Group Sponsors regard attending ACOA meetings as the same as attending Al-Anon meetings?
- A** No, ACOA is a different fellowship.
- Q** Why is the Birmingham Convention allowed to run each year if it is not organised through the General Service Office?
- A** The General Service Office does not organise Conventions. Please refer to the UK & Eire Service Manual p 56 and 99.

- Q** Can we have a definition of how regularly an Alateen Group Sponsor has to attend Al-Anon meetings (weekly fortnightly or monthly).
- A** We have no definition of how regularly an Alateen Group Sponsor is required to attend meetings. Alateen Group Sponsors are supported by Alateen Co-ordinators and through Alateen Group Sponsors' meetings.
- Q** In order to comply with the General Data Protection Regulations (GDPR), the Annual Record Check (ARC) forms now require Group Current Mailing Addresses (CMA) to provide a signature. This confirms approval for the General Service Office (GSO) to hold their personal data. The guidance on GDPR issued in June suggested that data controllers at District and Area only need to update their records (contact lists) regularly and use the BCC field to protect personal email addresses. What other steps should these data controllers be taking to ensure they are compliant with GDPR? Should they be seeking permission to hold and process personal data (as GSO does with ARC's)? What steps, if any, should they take when transmitting written contact lists as attachments to emails or by any other means of communication (e.g. Royal Mail)? Should they be informing anyone that they are holding personal data?
- A** To comply with GDPR Districts and Areas need to ensure that the data they hold is kept safe and secure and is used only for the purpose for which it was obtained.

SPIRITUAL SHARINGS

Alf H – Area 31 Delegate

Throughout the three days of Conference, it is necessary to focus on Service issues to do the business of Al-Anon to the best of our ability. We remember through these sharings that the will and strength to undertake and fulfil our Service roles has been brought about by our recovery in the Al-Anon Fellowship, and that we continue to grow in service.

As a third year Delegate, I was surprised to find an email inviting me to be a ten-minute sharer at this year's Conference. I accepted because it was an opportunity to review my service in Al-Anon to date. Something I'd never given a thought to, it has been something I just do. Looking back has helped me to see just how far I've come and how much I can still offer.

Service started for me as a newcomer simply by being invited to make tea and coffee at our meeting. Longer term members encouraged me to take part in these activities and little did I understand that not only was I doing service, but they too were doing service by encouraging me to break out of my self-imposed isolation. I was also encouraged to help set up the meeting and to clear away at the end. At that time service of any other kind was not on my horizon as my work took me away from home as a traveller for months on end.

As time went by I realised that Al-Anon was for me, and that to "get" I had to "give" but how? I was frequently away from my home group due to work commitments. By then I had found a Sponsor who encouraged and invited me to attend District meetings and Area Assemblies when I was home on leave. I was very encouraged and inspired by the people I met who, although some still had difficult home lives, and who's loved ones were still drinking, were happily involved in service. My thoughts at the time were "I want some of that".

After a number of years my work patterns changed and although I was still a traveller, I had enough stability to volunteer to do service at meetings in the South of England, firstly, by chairing meetings, and then Group Secretary and Treasurer. In all of this I continued to go to Assemblies and conventions and other meetings around the country whilst on my work travels. In all of these places, evidence of other people's recovery was staring me in the face and I knew it was no coincidence that their recovery was related to the service they were doing.

My sponsor pointed out that Al-Anon had three legacies; Recovery through the Steps, Unity through the Traditions and Service through the Concepts. All three elements of these guidelines were necessary for my recovery. By now I was becoming increasingly frustrated that my working life precluded me from committing to longer service roles as I recognised the benefits. It was at this point that my Sponsor suggested it may be my Higher Power letting me know that the time was not yet right for me and "Easy Does It". I could do what I could, when I could, and not feel guilty that my work got in the way. People pleasing was a character defect I had at that time.

In 2011 I was given the opportunity to take voluntary redundancy from my career and after careful consideration and a lot of soul searching I decided to retire early. I threw myself into attending meetings and at the first opportunity, volunteered to be Group Representative for my home Group. This gave me a boost and started me on the journey to understanding more about how Al-Anon works beyond Group level. I saw for myself how necessary it was for me to offer service to the Fellowship. The Fellowship that had given me a purpose in life after living with alcoholism both in the active drinking and in sobriety where I really didn't know much about myself, or what I wanted in life.

Since that time I have continued in service both at Group level and at Area where I served as Area Chair and now as Area Delegate. Along the way and in the background, Public Information (PI) has always interested me. I had been someone who was willing to put posters up in supermarkets and newsagents but never felt confident enough to talk to an audience. That was until I was asked to talk to trainee police officers in the Southampton area. I thought that I didn't know "enough" about Al-Anon to talk to anyone outside of the Fellowship but the PI Co-ordinator reminded me that I was simply sharing my experience, strength and hope. For me it was like a lot of firsts in life, once it's done, I think "why did I think it was so difficult in the first place?"

Al-Anon has helped me change those negative thinking patterns and attitudes. Since that time I have volunteered to do PI in a number of places. I always come away with a boost knowing that I am trying to carry the message. I even joined my local patient group at my doctors specifically to try and give them an awareness of what Al-Anon is and is not. Other ways I have contributed to service is by sharing at conventions (a daunting experience) but again something which gave me a boost. The first time someone thanked me for my share, I remember thinking "I am ok" and people recognised my story and the feelings that go with it.

As my time as Area 31 Delegate comes to an end, I am looking to take a step back and recharge my batteries. Life is constantly changing. I have a new partner in my life and finding a balance is important. The maxim "little and often" comes to mind when it comes to service. Looking back at my service in Al-Anon, I can see how it has been essential to my recovery. There is a truth in the title of Al-Anon's booklet 'When I Got Busy I Got Better', I have experienced that simple, yet profound statement.

Thank you for the opportunity to perform this act of service by being here today and allowing me the privilege to share my story with you.

Louise H – Area 18 Delegate

My journey in the Fellowship began when I was dragged along, aged 12, to my first Alateen meeting by my mum. I imagine she had been waiting eagerly for my twelfth birthday. The thing I remember most vividly was seeing someone in the meeting from my school. It was a big moment, that realisation that someone I knew, was going through the same thing. Up until then it was like the craziness I was living through was confined to our family home, now there was a connection between 'this thing' and the outside world. It was confusing but also enormously reassuring.

Over the coming weeks the size of the Alateen meeting dwindled until, one week, it was just me and the Sponsor (these being the days before two Sponsors). This one-to-one session was far too intense for my liking and I didn't return. Probably a year or so later, I did begin attending another Alateen meeting, a Group with more regular members and two Sponsors - much more comfortable! I stayed there until my eighteenth birthday.

The principles of Alateen were simple but had an impact on me. I learned to separate the alcoholic from my father. I heard about the three Cs (I didn't cause it, I can't control it and I can't cure it). As I began to learn about my dad's illness I also learned that I had no power over it. I think about how grateful I am to have learned this lesson early. I learned about boundaries and saying no. I came to experience a spiritual connection with what was to become my Higher Power. This happened when I asked for help one day, overwhelmed by my dad's drinking, I didn't know who or what I was asking, or what I was asking for, but the relief I felt in that instant of prayer was enormous and I have never forgotten it. Once I had these basics I even learned, with time, to treat my dad with respect again.

In those Alateen years, service took a few different forms. I did a stint as Group Representative. I'd love to say that I found the experience inspiring but in reality most of it went over my head; it sometimes felt like a bit of a chore. However, I did get a first glimpse of what Al-Anon looks like beyond my home Group. A sense of being part of something and a sense of fellowship.

I was asked to share at mini conventions and also a fair few not-so-mini-conventions. I was a painfully shy child. My mum tells me that she was beginning to despair of how shy I was but that Alateen brought out a new side to me. The fact that I could share on a platform or with a microphone in front of hundreds of people was really rather remarkable. It still amazes me that the shy girl I used to be could go on to do the things I have done in my life.

I also enjoyed helping out at conventions and Fellowship events. I didn't, and still don't always find it easy to talk to people. Having a job meant I had a purpose and a reason to talk to people. The more I took on these roles, the more I felt that sense of fellowship. It is still the same today; serving on the Area Committee gives me that extra push to go and speak to people, especially someone I haven't seen at an Assembly before.

When I moved on from Alateen to Al-Anon and went to university I couldn't guarantee attending regularly and this was my excuse not to take on service positions in the Group. I was incredibly lucky to have a wonderful home Group with very welcoming members, and I formed some wonderful friendships. However, I realised later that I missed out on a sense of belonging in that Group as a result of not committing myself to service positions.

Having moved around London in recent years, I was always taken by surprise at how hard it was attending new Groups. I was leaving a group of people that I'd grown to love and know well. More importantly my fellow members knew me. But eventually I remembered how useful service was and realised that if I wanted to get that sense of belonging then there was an easy way; I get out what I put in. Having a reason to talk to other members before, after or between meetings helped me get to know them, and them to get to know me. Even something as simple as knowing names, which happens through getting involved in service roles gave me a sense of belonging.

When I moved to London I took up the Area Secretary role, then Chairman. When I moved Area I took on the Chairman role again. At a Regional gathering I heard the previous Chairman say that "in Area 18 the Chairman usually goes on to become Delegate" and so my fate was sealed!

I'm in the process of job-hunting at the moment. This throws up a range of feelings and emotions, most commonly self-doubt and thoughts that 'I'm not good enough; I couldn't possibly do that job'. Also, excitement at a new direction, it's an opportunity to identify what I've achieved. So many of my strengths and achievements come from service positions I've held in Al-Anon. Doing service doesn't mean I'm always working with perfect, or even sane people, but it does give me so many opportunities to learn and see healthy behaviour in action.

It's also a huge boost to my confidence. At the debrief meeting following our recent TEAM event I swear we spent about a third of the meeting praising each other in turn and recognising everyone's contributions.

The relationships I've formed with members in service are amongst the strongest of all. These are the people I turn to for support even though we may see each other infrequently. The experience of Conference; the sense of fellowship and belonging has stayed with me all year. There is a power that comes from having so many people in a room together with the purpose of recovering and helping others to recover. Oh, and being silly and having fun!

I'm sure my fate will be sealed once again and I'll find myself in another service position. Whilst I'm looking forward to a little service break come the end of my Delegate role later this year, I have no doubt I won't be able to stay away for long.

Karen M – Area 24 Delegate

I came to my first meeting to find out what to do. Not how to get the alcoholic sober, but whether to take him back into our home or not.

Coming along to my early meetings I didn't realise service was at work. I was the distressed new member. I was comforted, looked after, encouraged to share my feelings (who knew that would work), I was told about the importance of anonymity, taken along to conventions, invited to put out the chairs, told I was brilliant at making tea, encouraged to read the literature and talked through the Steps and Traditions. All this being the start of me working the Al-Anon programme.

An early memory of this time was that I was taken to a member's house whilst my husband appeared in court. He had been charged with domestic abuse and I was distraught, not because it was against me but at the thought of him going to jail. I thought I was going to talk about how hard the situation was; instead I was taught how to bake scones. Yes, the members were making scones and I was shown how to rub butter into flour etc. and we then had a cuppa and a homemade scone. My mind was taken off the current horror for an hour, how did that happen? By real caring and sharing at work. Older members were practising service at Group level, and showing me, by example, how it worked. I was then encouraged to carry this on and pass to new members as they came through the doors of Al-Anon.

My first experience of wider service in Al-Anon was at a Regional Service Seminar in Langbank. This was the first one held in Scotland and I was told it would be good for me. We went to an old seminary about 15 minutes from where we lived and a member's husband took us to it. At that time none of us were drivers. Part of the presentation was from a member who worked in the General Service Office (GSO). She had a suit on and carried a briefcase, I aspired to that. I was a young mum who couldn't live without my alcoholic husband and had never worn a suit never mind owned a briefcase.

At this time I suffered severe panic attacks and had real anxiety issues, so when I was taken anywhere, members knew I needed to know where the toilet was and were very patient whilst I planned my escape route. This got better when I found out what was happening to me. I had started to be able to concentrate enough to go to the library and get a book about it, that understanding, and practising meditation in my life, meant I was able to control the anxiety better. I also found a Higher Power through working Step Two and by handing over things I couldn't control; I found I was trying to work Step Three but it took a lot of effort and still does.

During the first few years of my Al-Anon journey my husband got sicker, but I got better. I got busy working on myself, desperately trying to change the things I could and getting courage to make those changes. I remember very clearly the first time I said no to the alcoholic. I used to do his washing even though he was living with another girl, after all he loved me the best! It dawned on me one day that he was using me, imagine that. I marched round to their flat with the washing, threw it at him and told him to do his own washing in future. I was so pleased with myself and couldn't wait to get to my meeting the next morning to tell everyone. The members were very encouraging and one member said "it might not have been what I would have done then or how I would have handled it, but if you feel good about it that's brilliant". It was brilliant at that time in my life, but I might not do it that way today.

My concentration was getting much better, so I went back to further education and my home group practically came with me. They were with me in spirit for every train journey I had to go on to get to university, they knew every exam I was sitting and they encouraged me daily for the next four years. My favourite saying from a much loved member at that time is "this is no time for humility Karen, tell us how well you are doing" and I did. That same member still refers to me as the "wean" meaning child, which I was then, even though I am now a gran to a 19 year old.

I took the role of District Secretary. The members decided I was getting clever and they were all helping me so it was only fair I did something in return. They told me I would be a great Secretary and so I was, I wrote down every single word everybody at the meeting said. This was so I didn't need to look at anybody during the meeting when there was any conflict, and there seemed to always be some kind of conflict going on at District then. Now I know from the Integrity Statement that our programme is a gentle one and if I encounter conflict at our Area meetings I try the gentle approach, modulate my voice (who knew that would work!) and treat people with courtesy and respect even if they are angry Al-Anon members.

As I continued to work the programme, and I do work very hard at it on a daily basis, I believe if you don't change yourself then nothing will change regardless of the length of time you are in Al-Anon. I then got more and more courage and eventually divorced my alcoholic husband. I still loved him but hated the disease of alcoholism. I could no longer live with active alcoholism in my home. He never got sobriety and sadly died at the age of 40 from chronic alcoholism. That unfortunately was the only way he could get peace and sobriety.

So what did I do? I continued to work the programme. I looked after myself and my teenage daughters. I then met and married the second love of my life, who couldn't have been more different from my first husband. He was gentle, kind, softly spoken and sober!

Over the years Al-Anon had given me hope that I would meet someone else, they told me for years "just you concentrate on getting yourself better, and you will attract someone healthy who will be good for you" and I did, and for that I'm truly grateful.

I'm now so grateful for many things in my life, as living with and loving an active alcoholic took away my self worth, my confidence, my Higher Power and my dignity. I lived in a world of fear and denial but working the programme has allowed me to find and have a relationship with a Higher Power, given me a voice, let me work on my confidence and self worth and encouraged me to be the best person I can be. I also managed, little by little, to step into the real world and face the reality of every situation I now find myself in. Over the years denial protected me, but for me to grow as a person I had to move into reality and the real world and start feeling feelings.

Three years ago at our Area meeting, I was Group Representative and the Regional Trustee for Scotland was visiting. She knew we were looking for a new Area Delegate, a role I hadn't done in our current service structure. I spoke earlier of the gentle Al-Anon approach; well this was the good old Scottish approach to service. "Well if nobody takes on the role the Area will just have to shut, then you will have to travel to Glasgow to be part of another Area". Then the guilt trip; "What has Al-Anon given you? Are none of you grateful enough to give back?" At this point I was inspired into Service.

Being an Area Delegate has been such a privilege and inspired me in my Al-Anon recovery. I've visited most of the Groups in our Area along with my Sponsor who I'm very grateful to have in my life. She was one of the members who sat with me in her kitchen all those years ago and she was the one who said she would be my Alternate Area Delegate and support me through this service role, as she felt she was too old to do it, and she has. I asked this member to be my Sponsor because I wanted her serenity, I wanted to be confident, caring and be able to speak in a low gentle voice like her – well the low voice didn't happen but I do have serenity. Some days it's hyper active serenity and some days it's just being at peace with the world and letting go of problems.

This is my final year as Area Delegate, a role I have loved, and guess what? The previous Area Delegate gave me her briefcase when she passed on the paperwork! I've met lots of new people and the travelling up and down to Conference is every bit as enjoyable as Conference itself. The Scottish Area Delegates meet up regularly during the year to discuss our Areas – well we really just meet up to have a laugh, share with each other and do what Al-Anon does best - support each other. I've been to other Area meetings, something I would never have thought of doing but is encouraged by our Regional Trustee who actively supports us all.

I've enjoyed everything about Conference and learning more about the Al-Anon structure and in particular the food. My first report from Conference also included every meal I had enjoyed. I will always do some kind of service as I have to work on my personal recovery every day, as life is a constantly changing target. I get great personal growth out of helping other members work through the programme and use the same tools I've used over the years and continue to use. In the words of our book 'When I Got Busy I Got Better' an Al-Anon philosophy that I've found works, I continue to be inspired by service and the members in this wonderful fellowship. I would like to thank you for trusting me enough to allow me this time of personal growth at Conference, thank you.

UNFINISHED BUSINESS

The deadline to receive shares for the Christmas edition of 'Al-Anon Today' is 18th November 2018. The theme is 'Surviving Christmas'.

There is currently no Public Information (PI) Committee. This is because there is no Chairman and only one/two members. The General Service Board is re-thinking the Committee and would like fresh ideas from the Areas.

Members attending Conference 2019 will be chosen (by drawing names) to take the 'Al-Anon Pig' for the year ahead. It can be taken to different Al-Anon events to raise funds for the General Fund. The member drawn for this year is the Area 3 Delegate.

TRUSTEE APPOINTMENTS

DRAWING OF LOTS FOR MEMBERS OF THE REGIONAL COMMITTEE ON TRUSTEES (RCT) 2018

The two Delegates from outside the Region to complete the Selection Committees were drawn by lot as follows:

For 2019: England South & East - Areas 14 and 19
 Scotland - Areas 23 and 7

TRUSTEE AT LARGE APPOINTMENTS

Elisabeth Pritchard was selected as Trustee at Large, Chairman, Executive Committee, Vice Chairman, General Service Board

REGIONAL TRUSTEE APPOINTMENTS

Angela Brice was selected as Regional Trustee, England West & South Wales
No candidate came forward as Regional Trustee, Ireland North

CLOSE OF CONFERENCE

The Conference Chairman asked all retiring Delegates and Trustees to stand. Conference then showed its appreciation for these members' service with a round of applause.

*God grant me the Serenity
to accept the things I cannot change,
Courage to change the things I can,
and Wisdom to know the difference.*

LIST OF MOTIONS DISCUSSED BY THE 2018 UK & EIRE SERVICE CONFERENCE

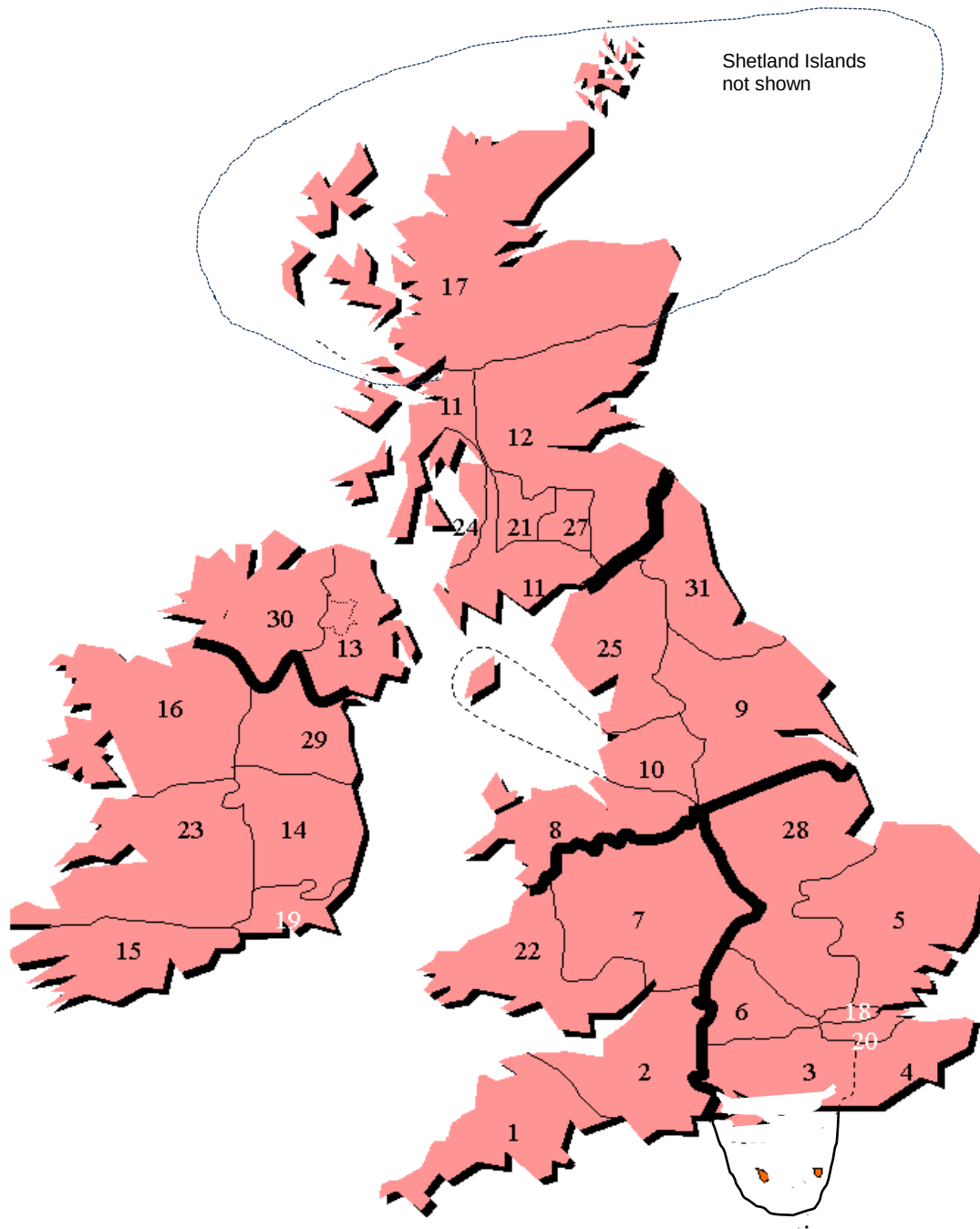
- | No. | Motion |
|-----|---|
| 1. | to approve the Annual Reports of the Service Arms for the period 1 April 2017 to 31 March 2018
CARRIED: unanimous |
| 2. | to approve the Treasurer's Report on the Income and Expenditure Accounts for the year ended 31 March 2018
CARRIED:41 for, 0 against, 1 abstain |
| 3. | to approve the amendments to the Budget for the financial year 2018-2019
CARRIED: unanimous |
| 4. | to accept the proposed Budget for the financial year 1 April 2019 to 31 March 2020
CARRIED: unanimous |
| 5. | to approve amendments to the text on pages 46 to 48 of the <i>UK & Eire Service Manual</i> 2016 under Terms used in Al-Anon and page 49 under Area
CARRIED: 39 for, 3 against, 0 abstain |
| 6. | to approve amendments to the text on pages 69 to 70 of the <i>UK & Eire Service Manual</i> 2016 under General Service Office (GSO)
CARRIED: unanimous |
| 7. | to approve amendments to the text on page 72 of the <i>UK & Eire Service Manual</i> 2016 under IAGSM Delegate
CARRIED: unanimous |
| 8. | to approve amendments to the text on page 94 of the <i>UK & Eire Service Manual</i> 2016 under Membership and Groups
CARRIED: unanimous |
| 9. | to approve the appointment of Elisabeth Pritchard as Trustee at Large Chairman, Executive Committee Vice Chairman, General Service Board
CARRIED: unanimous |
| 10. | to approve the appointment of Angela Brice as Regional Trustee for England West & South Wales
CARRIED: unanimous |

Voting strength: 42

ACRONYMS USED AT CONFERENCE

AFG	Al-Anon Family Groups
AA	Alcoholics Anonymous
ARC	Annual Record Check
CAL	Conference Approved Literature
CMA	Current Mailing Address
CRBS	Central Registration Body Scotland
DBS	Disclosure and Barring Service
DR	District Representative
EZM	European Zonal Meeting
ECPM	Executive Committee for Property Management
GASDS	Gift Aid Small Donations Scheme
GR	Group Representative
GSB	General Service Board
GSBNC	General Service Board Nominating Committee
GSO	General Service Office
HSE	Health Service Executive (Ireland)
IAGSM	International Al-Anon General Services Meeting
ICR	Information Centre Representative
OOH	Out of Hours
PI	Public Information
TEAM	Together Empowering Al-Anon Members
TEC	TEAM Events Committee
WSC	World Service Conference
WSO	World Service Office
RCT	Regional Committee on Trustees

MAP

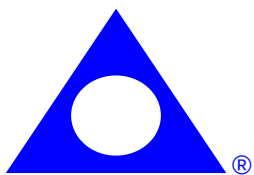


Areas

1, 2, 7, 22
 3, 4, 5, 6, 18, 20, 28
 8, 9, 10, 25, 31
 11, 12, 17, 21, 24, 27
 13, 30
 14, 15, 16, 19, 23, 29

Regions

England West & South Wales
 England South & East
 England North & North Wales
 Scotland
 Ireland North
 Eire



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