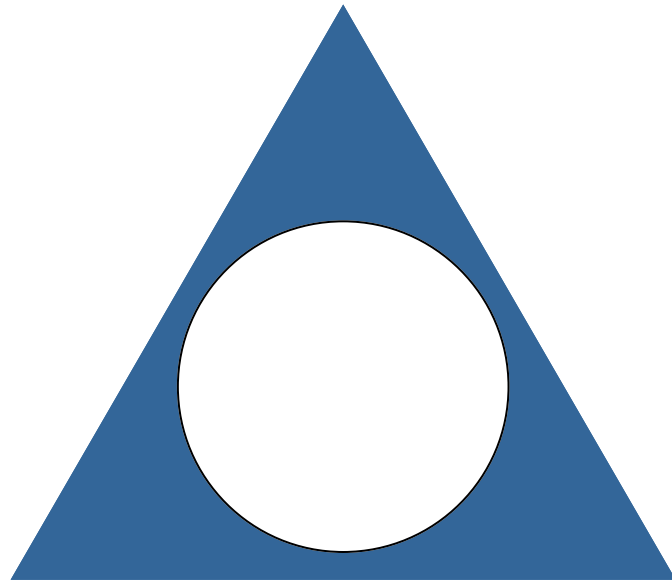


Al-Anon Family Groups UK & Eire

50th Conference



2019

6 - 8 September 2019
Hinsley Hall, Leeds

Service: The Hidden Diamond in Recovery

SUMMARY

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OPENING OF CONFERENCE

The Conference Chairman, Helen T, opened the 50th UK & Eire Al-Anon Family Groups Service Conference by welcoming everyone and reading Al-Anon's Declaration of Unity from *How Al-Anon Works* p 107:

'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 gives members an opportunity to settle in and ask questions before the business of Conference. The Chairman of Conference explains the format and procedure of 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	Breeda B	*
Area 2	Dawn S	*	Area 17	Peter C	*
Area 3	Derek T	***	Area 18	Jo B	*
Area 4	Caroline D	*	Area 19	Breda W	**
Area 5	Connie M-D	**	Area 20	John F	**
Area 6	Janet H	**	Area 21	Anne F	***
Area 7	John T	***	Area 22	VACANT	
Area 8	Sally H	*	Area 23	Ursula O'M	***
Area 9	NOT REPRESENTED	***	Area 24	Helen R	*
Area 10	Teresa S	***	Area 25	Dee M	**
Area 11	Celia R	**	Area 27	Lorna H	**
Area 12	Arlene	***	Area 28	Joe McM	***
Area 13	Denise H	**	Area 29	Catherine M	*
Area 14	Pauric McM	**	Area 30	Michael D	***
Area 15	NOT REPRESENTED	***	Area 31	Nicki D	*

GENERAL SERVICE BOARD TRUSTEES

Chairman, General Service Board (GSB)	Susie Little
Treasurer	Angela Lidster
Chairman, Executive Committee Vice Chairman, GSB	Liz Pritchard
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	VACANT
Regional Trustee, Scotland Chairman, General Service Board Nominating Committee (GSBNC)	Lan O'Donnell
Regional Trustee, England West & South Wales	VACANT
Chairman, Conference Committee	Helen Tominey
Chairman, Editorial Committee	Katherine Lanham
Chairman, Public Information Task Force	Pete Colton
General Secretary	Nuala Carroll
Incoming General Secretary	(#) ♦ Trish Bainbridge
Secretary to the GSB	(#) ♦ Margi Senior

SERVICE MEMBERS

Conference Secretary	(#)	Karen Marshall
Conference Recorder	(##)	Helen McMorrow

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 39. There were 27 Area Delegates and 11 non-Delegates – seated 38, one Trustee to vote twice, to establish voting strength at 39.

WELCOME by Susie Little, Chairman, General Service Board

Our theme is, Service: The Hidden Diamond In Recovery.

When I was thinking about what to say in opening Conference on this theme, I did a bit of research to gain some inspiration. To be honest I took a look at the theme again, and thought to myself – service is everywhere in Al-Anon, so it's not exactly hidden is it? You don't have to look very far for references to service – I'm holding our Service Manual for a start. This is a Service Conference. We are all here because we are in service in our fellowship. So I was struggling to reconcile that with the "hidden" part of the theme.

But then I looked back over my journey in service and remembered it didn't begin the moment I came into Al-Anon. It didn't begin when I was sitting in those early meetings feeling resentful because "I shouldn't need to be here". It didn't begin while I was still struggling to put the focus on me and not on the alcoholic. It didn't begin when I first noticed that I was gradually applying the slogans to my life beyond meetings, or even when I began to look for a sponsor or started to work the Steps. Sure, I was making tea and putting out chairs, but I didn't see that as service. I was just being helpful. In truth I was probably taking charge, assuming control and doing the job properly because other people couldn't make tea or line up chairs as well as I could. That's not exactly what I now understand service in Al-Anon to mean. At that point the Traditions were still a mystery and I'd never even heard of the Concepts.

As part of my research I wanted to find out what they said about service in the early days when our fellowship was newly formed and still developing. I wondered when the Concepts first came into being and how they were arrived at. I looked through our literature and I noticed some interesting things. It appeared to me as though the real importance of service dawned quite slowly on the fellowship as a whole. If you take a look at our first daily reader *One Day At Time in Al-Anon*, published in 1968, there is not one page reference to service in the index. I then looked at *Courage to Change*, our next reader, published in 1992 and by this time there were six readings in which members shared about service. By the time *Hope for Today* came along in 2002 there were nine references to service.

In our other books; *How Al-Anon Works* was first published in 1995 and has 15-page references to service. Two years later when *Paths to Recovery* came into being, there were 50-page references to service and many more covering Service Arms, Service authority, Service boards, Service centres, Service responsibility and Service Sponsors.

So, it seems service took on a greater significance in our literature as time went on, maybe because our collective wisdom and experience told us that service was a really huge part of recovery and we needed to say more about it. In fact, service was always there, otherwise the Groups and Al-Anon as a whole could not have functioned and grown. It might not necessarily have been the main focus of attention in those early days, when members were coming to terms with the fact they needed to take the focus off the alcoholic, look at themselves for recovery and work the Steps.

Although service itself was never hidden, what I began to realise as I thought more about this theme is that what was hidden to me was the true nature of service – the hidden diamond in recovery.

I mentioned earlier, my idea of service in my first few years in Al-Anon could be translated as “give the job to me because I’m someone who gets things done and I can do it better than you”. I might have thought I was serving the fellowship, but I can see now that that kind of service has nothing to do with recovery. I wasn’t serving others by being ‘large and in charge’ and I certainly wasn’t serving my own recovery needs. I thought I was serving by doing and I wanted others to tell me I was doing a great job. I was actually trying to do for others what they ought to have been doing for themselves. First of all, I needed to look inwards, take stock and work out exactly what I needed to do for my personal recovery.

Eventually I was spiritually well enough to start to look outwards to the needs of the Group from a different perspective, as expressed in our Traditions. Then I slowly became aware of the wisdom inherent in our amazing Concepts of Service. As my personal recovery developed through working the Steps and learning about the Traditions, I was beginning to think more clearly. I noticed that my attitude to service was changing.

Service has come to mean something very different to me after years in the fellowship. Service is so much more than just my way of giving back to the fellowship I love and rely on for my serenity and sanity. I had to come to an understanding of the healthy selfishness inherent in doing service. I do service for me. If I’m not doing some sort of service role, I am not fully in recovery, because it is in giving service that I receive the true benefits of recovery – that, to me, is the hidden diamond. Service is how I gauge whether I am adopting an attitude of gratitude or whether I’m straying from my programme and doing service with resentment or resignation. Service for me today is about having the humility to keep my ego in check. Service done with love and humility is how I bring out the best version of myself. I can recognise that it has its own rewards and I don’t need to hear from others that I’m doing a good job. In service I am learning to accept my strengths and my limitations with equal acceptance and good grace – well, sometimes.

The huge discovery for me was the slowly dawning realisation of just how much of my recovery depends on my being of service. I had to wait to find that hidden diamond; I had a lot of unlearning of old attitudes to do. Now that I’ve found it, I have to keep it polished and sparkling and continue to ‘wear it’, in the hope others will see it and choose to find that hidden diamond for themselves. I hope you enjoy your Conference.

CONFERENCE MATTERS: Helen Tominey, Chairman of Conference

The dates for Conference 2020 are Friday 18 to Sunday 20 September at Hinsley Hall, Leeds. The dates for Conference 2021 are Friday 10 to Sunday 12 September at Hinsley Hall, Leeds. Please note these dates in your diaries.

It is important to have an Area Delegate in place to keep our channels of communication open. New Delegates ought to be in place by the 31 December ready to begin as the new Area Delegate in January.

Conference attendance forms need to be completed and sent to the General Service Office by 1 May along with the Conference Fee.

The Sharing Area Experiences meeting was included as part of Conference last year because the previous year was not well attended. This year it is the original format. Do Area Delegates want this meeting? Attendance is voluntary as it is not part of Conference.

PRESENTATIONS

WORKSHOP

Lan O'Donnell, Regional Trustee, Scotland and Chairman, General Service Board Nominating Committee (GSBNC)

At a Board meeting we discussed making Conference more interactive. Not only to supply Delegates with information, but to give service tools for use beyond Conference. It states on p 136 of the *UK & Eire Service Manual* that we pass along understanding. It was suggested to hold workshops which could make this idea possible.

I come from an Area that holds service workshops regularly and was fully on board with introducing them and somehow got the job. So, since 2016 we have included these in the agenda for Conference and the themes have been service based.

The theme for this year's Workshop is 'Service: I'll never be able to'. A phrase I'm sure we have all said at one time or another. Have some fun, share with each other and be equipped to take back to your Areas something learnt from Conference.

Workshop feedback

In the workshop we listed the benefits to our own recovery from doing the service roles we thought we would never be able to do...

- increased self esteem
- taking responsibility
- stop people pleasing
- overcoming fear
- becoming honest
- feeling equal
- being able to ask for help
- maturity
- trust in self and others
- learning to deal with conflict
- admitting that I don't know

EIRE UPDATE - Bringing Al-Anon in Eire into compliance with Irish charity law

Miriam MacGrath, Regional Trustee, Eire, IAGSM Delegate

Shortly after I became Regional Trustee in Eire, the General Service Board became aware that Family Groups Ltd (Al-Anon Family Groups UK & Eire) was not in a position to support Alateen Groups in Eire as we were unable to comply with the Children First Act 2015 and the National Vetting Bureau (Children & Vulnerable Persons) Act 2012 as enacted in 2016. This became clear after discussions with the National Vetting Bureau.

Subsequently, with the changes in Irish charity law, it became clear that it was necessary to set up a separate registered charity in Eire. Al-Anon like every other entity in Eire must comply with the law. However, we also needed to ensure that, through the process, Al-Anon remains Al-Anon and that the legacies and principles of Al-Anon are maintained while ensuring compliance with Irish charity law.

As options were explored, it became obvious that it was not logistically possible to set up a separate Al-Anon structure in Eire, neither was it possible to set up a subsidiary company. The General Service Board then set

about ensuring that, when we established a charitable company, it would remain within the Al-Anon fellowship and the UK & Eire structure.

Our legal advisers both in the UK and Eire advised us on the process. The legal advisers in Eire are working to ensure, in setting up a charity, that it honours our legacies and principles, complies with the charity legislation, and in so far as possible, is future-proofed for future challenges.

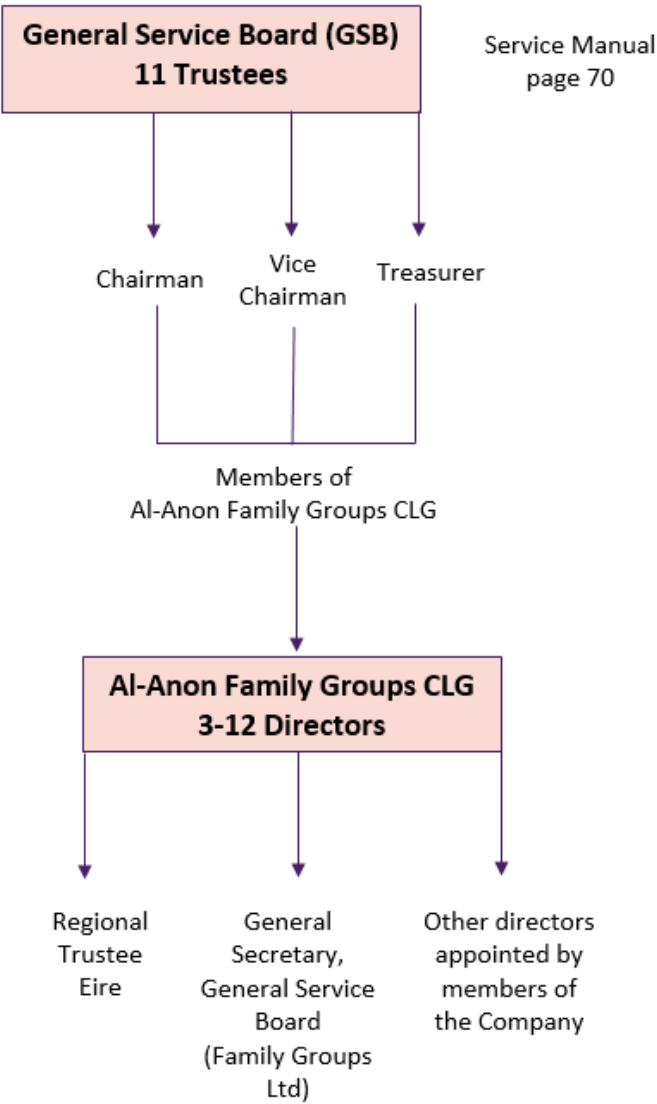
The legal structure is there to support our fellowship in fulfilling our primary spiritual aim to help families of alcoholics both now and into the future. We need our legal structures to stand the test of time and not have legal issues being a constant diversion from our primary purpose.

The establishment of the company was the first part in the legal process. This has now been completed and the Certificate of Incorporation has been received. Now that this is completed, application will be made to register with the Charities Regulatory Authority. This application is required to be accompanied by a number of policies and plans. This will then give Al-Anon Family Groups Company Limited by Guarantee (CLG) charitable status in Eire. The charity will then also be registered with the Revenue Commissioners.

When all of this is complete, we will then be in a position to apply to the National Vetting Bureau to be registered, as a relevant organisation for the purposes of Garda vetting of Group Sponsors for Alateen.

The diagram below shows how the Irish Company and charity fits into the UK & Eire structure.

Al-Anon Family Groups UK & Eire (Family Groups Ltd)



It is our understanding that a lot of the work that's been done for Eire can be replicated for Scotland and Northern Ireland so it won't cost as much the next time hopefully. The Regional Trustee for Eire will automatically be a Director of the Company. The General Secretary of the General Service Board will automatically be a Director of the Company. The third Director will be Frank O'S, the retired Regional Trustee for Eire. Two of the three Directors must be resident in Eire for it to qualify.

Supervising the Company are Members. Members in Irish Law are 'the wise people'. Their purpose in this is to ensure that Al-Anon Family Groups CLG remains within the Traditions and the Concepts so there's not a loose cannon of a legal Company acting outside of the structure. The three Members are the Chairman, the Vice-Chairman and the Treasurer of the General Service Board.

From the floor

Q Do the Members of the Company have to be resident in Eire?

A No.

Q Who was consulted on choosing the three Directors?

A Under the Concepts, the legal responsibilities for Al-Anon UK and Eire lay with the General Service Board and as a legal responsibility the General Service Board took the decisions.

Q Are the Directors time-served?

A Yes there is a three-year term. There's a maximum time that can be served as a Director of a Charity in Ireland which is nine years but we have put in a maximum of two terms so that would be six years.

Q If it's time served, how do we work around the General Secretary being ongoing?

A The General Secretary isn't time served.

INTERNATIONAL AL-ANON GENERAL SERVICES MEETING (IAGSM)

Miriam MacGrath, Regional Trustee, Eire, IAGSM Delegate

The 19th International Al-Anon General Services Meeting was held in Virginia Beach, USA, from 3 - 6 October 2018. The theme of the IAGSM was Leading by Example: Structures Supporting Structures.

On Wednesday afternoon following registration and induction the Delegates were bussed over to the World Service Office (WSO) where we were introduced to staff and given a tour of WSO. When we rounded the corner into the WSO car park, our first view was of all the WSO staff lined up outside to welcome us. It had a real Al-Anon fellowship feeling.

In the foyer, the picture of Lois W and Anne B and the plaque dedicated to Lois were the first things that caught my attention. The Plaque presented by the Trustees of Stepping Stones reads as follows:

In Memoriam of Lois Burnham Wilson 1891-1998.

"We the members of Al-Anon Family Groups earnestly pledge to carry on the work of Lois W. Her memory will be sustained and with each new generation of families and friends of alcoholics everywhere. She leaves us the legacy of the Al-Anon Program and we will continue to search within our hearts to meet each new challenge, with the guidance and inspiration that Lois had provided. Her life has been a blessing and her work is kept alive each time there is one more newcomer to the fellowship of Al-Anon."

We then met Vali F, the Executive Director and the two Associate Directors, Marsha W, Director of Programs and Kerri K International Director. All three attended the IAGSM as members of the International Co-ordination Committee. During the tour we met the Literature team, the Forum team and my personal favourite the Archives. The UK & Eire has seven boxes in the Archives and I managed to view two of these in the time we had.

The first session began on Thursday morning at 8am. The session began with the traditional flag ceremony where Delegates place the flag of their structure on the top table and a coloured pin on the world map.

The keynote address was given by Vali F. In her address, Vali shared that in leading by example much of leadership resides in navigating the delicate balance of timing: the patience to wait in the hall for our Higher Power's direction while not succumbing to the paralysis of fear. She also pointed out that Al-Anon members love progress but don't like change.

Many of the sessions dealt with the impact and uses of technology in Al-Anon. Terry from South Africa presented on the challenges they face with distances and travel. The General Service Conference (GSC) head office in Cape Town is 1397 km from the Johannesburg office and 1635km from the Durban office. The GSB in South Africa meets three times a year with two face to face meetings and one electronic meeting. The National General Service Committee meets every second month. Members are 1500 km apart. Costs of meetings were escalating, and it was difficult for some members to commit to service given the travel requirements. Some of these meetings are now conducted electronically. The protocols to protect privacy, anonymity and confidentiality are in place and being constantly reviewed. Members from Areas in close proximity meet together for these meetings. No member logs in on their own.

In the session on Challenges and Pitfalls of Social Media for Al-Anon/Alateen, Rauni shared on their experience in Finland. The UK & Eire are more or less in the same place on this development. Debbie G described the path that WSO took in connecting to social media and the care that was taken to ensure that in using the platforms, Al-Anon continue to practise the legacies.

The session on Concepts of Service was presented by Rosa M from Mexico who pointed out that the Concepts bring the clarity we need at the moment of making decisions in Al-Anon. Trusted servants need to practise these Concepts in order to effectively serve the Al-Anon fellowship. A quote from Lois W from our book *Many Voices, One Journey*, p 160: 'As new service needs and problems arise in the future, and new generations of world servants see a need for improvements, the Concepts are a frame within which needed changes can be made. If unwise radical changes disregard the Concepts and result in bad blunders, the Concepts will be there to guide a safe return...'

Sally from New Zealand presented on Service Sponsorship. Most members in service in New Zealand have Service Sponsors. They notice that where service sponsorship is absent there is a recurring theme of confusion of service roles and responsibilities which often results in conflict. Sally shared that without service sponsorship, she would not have found spiritual solutions that lead her back to serenity when conflicts arose.

On behalf of the UK & Eire, I presented on Incorporating Spiritual Principles into Business and Policy Discussions. When I saw the topic first, I felt challenged. However, as I worked on it, I learnt so much about the Concepts and how they shape decisions we make in Al-Anon. One thing that became clear to me is that when a decision is approached with honesty, commitment to the greater good and with absolute trust, the Higher Power will guide the outcome.

The Big Question coming from the IAGSM for all of us in service to consider is: How we empower our members to use our Legacies and policies when seeking solutions to issues.

The enthusiasm and commitment of Delegates and their structures to carry the message of Al-Anon was a hallmark of the Conference. Language and cultural differences posed no barrier as we focused on the Al-Anon principles and how to fulfil the commitment to carry the message of Al-Anon to those who are yet to reach out for help. Delegates generously and enthusiastically shared their experience, strength and hope with each other. One Delegate reminded us of the words of Lois W, "In Al-Anon we focus on what we can do, and we do it with all our heart".

The final session of the IAGSM was to decide who would host the IAGSM in 2020. The UK & Eire bid was successful so the 20th IAGSM next year will be in London. It is a privilege for the UK & Eire to host the

IAGSM. The last time we did so was in 1988. We look forward to welcoming Al-Anon members from all over the world to London.

The IAGSM was an amazing personal experience and I want to say thank you for giving me the opportunity to represent the UK & Eire in Virginia Beach.

From the floor

No questions

PUBLIC INFORMATION / MEDIA UPDATE

Pete Colton, Chairman, Public Information Task Force

The Public Information Task Force was set up to establish if a Public Information (PI) Committee was necessary. It concluded that it was. A PI Committee was necessary to help Al-Anon as a whole move forward and adapt to the way the public receive our information through social media, such as Facebook, Twitter and Instagram. The PI Committee would work closely with Shina our PI Officer at the General Service Office (GSO).

We are now in the second year of the successful, Untold Story campaign. This was made possible by the overwhelming response from the members of the fellowship, who sent their shares to be used on social media sites. The PI Committee is hoping to encourage members to continue sending shares to help build on this success and so to provide more material for mini PI campaigns planned for the future.

We will be sending out information about mini campaigns in eNewsletters and we ask all members to sign up to the eNewsletter on the website. The mini campaigns will be co-ordinated through the PI Officer at GSO.

Please inform Area PI Co-ordinators of any PI work that is done and they will inform Shina at GSO. Alcohol Awareness Week and Dry January are PI opportunities. Please let GSO know of any links that have been made with local and national newspapers, hospitals, surgeries, etc.

The success of the PI Committee will depend on participation from all members of the fellowship and we hope to build on the work already ongoing.

LEGACY PROJECT

Susie Little, Chairman, General Service Board (GSB)

When we began the legacy project, the original brief was to raise the profile of Al-Anon among younger potential members, the media and professionals. It also included delivering a national Public Relations (PR) campaign starting in November 2018 and developing a professionally produced communications strategy for 2019 and beyond.

This relaunch of Al-Anon included:

- a national media launch during Alcohol Awareness Week 2018
- a new website and helpline number
- addition of two new social media channels
- a media campaign aimed at professionals

We decided that we should make the most of what we are best at – telling our stories. We developed The Untold Story campaign to do just that, using eye-catching visuals and sharing anonymous stories contributed from members around the Structure. Over 300 stories were created for use on Facebook, Instagram and

Twitter. Press releases were prepared for use locally and the website hosted a dedicated Untold Story campaign page.

During Alcohol Awareness Week there were seven posts a day on social media which markedly increased our followers and reached a wide audience. Delegates at Conference 2019 were shown examples of the impact we made on Facebook, Instagram and Twitter. We even managed to get a guest campaign on Mumsnet, which sees 8.2 million users a month. There was widespread coverage in national and local press and on radio, which in total reached a readership of over 1.8 million people.

The Untold Story campaign also attracted many new visitors to the new website and generated over 300 calls to the new Helpline number during Alcohol Awareness Week alone. Overall the campaign was a huge success. It gave us a presence across more social media channels and reached new audiences cost effectively. The use of stories and illustrations proved to be a great way to bring the campaign to life and to introduce Al-Anon to a wider audience. We had some very positive feedback from the national press, and we need to build on the relationship formed with them. Web traffic increased and calls to the Helpline number have also continued to increase. It was wonderful to see that the campaign captured the imagination of the membership and led to greater involvement in Public Information (PI) at local level, on which we must continue to build.

The Chairman of the Board, added that at several Area Assemblies, PI wasn't even on the Agenda. She asked all Area Delegates to make sure it was on every Area Assembly agenda. It is part of what we do. We want Al-Anon to thrive and survive, and PI is critical to this.

From the floor:

Q Why does the campaign not target men?

A Our specific target was to increase our strike rate among young women because that's where we feel we have a stronger message at the moment.

Q Has there been an increase in newcomers attending meetings as a result of the campaign?

A We have an increase in traffic to the website, calls to the Helpline have increased, and members say there are more newcomers.

**ANNUAL REPORTS OF THE SERVICE ARMS OF AL-ANON
FAMILY GROUPS UK & EIRE
for the year ended 31 March 2019**

These Annual Reports relate to the year 1 April 2018 to 31 March 2019 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 2019:

- Liz Pritchard – Chairman, Executive Committee
- Angela Brice – Regional Trustee, England West & South Wales

These selections were ratified by the Board at its post-Conference meeting in September.

The GSB also welcomed Nuala Carroll, who returned as General Secretary as an interim measure, following the resignation of the previous General Secretary.

As no one came forward to be Regional Trustee for Ireland North, a former Area Delegate agreed to be co-opted onto the Board as Trustee at Large with responsibility for Ireland North. However, for personal reasons, they did not take up the position.

Following each GSB meeting I prepared Information Letters 67, 68 and 69 for circulation to keep the membership up to date with the activities of the Board.

I also attended three 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:

During the reporting period I oversaw the production of the new website and the development of the 2018 PR Campaign, as part of the Legacy Project. I liaised regularly with Susan Fiddian, the PR professional responsible for the development of 'The Untold Story' campaign and prepared two presentations on both the website and the legacy project which I delivered to Delegates at Conference 2018.

On 1 May I met with Susan Fiddian, Linda W, Chair of the PI Committee and Shina, Public Information Officer, to discuss how to involve members in the PI Campaign, timed for Alcohol Awareness Week in November 2018.

On 21 May I attended interviews with web design agencies, from which we selected Eyes Down to design and produce the website.

On 20 June I attended a workshop with Eyes Down, GSO staff and other volunteers to take development of the website to its first stage.

On 6 October I attended a meeting of the Executive Committee at which the Legacy Project and the PI Task Force were discussed.

Public Information (PI) Committee:

After some discussion I accepted the resignation of Linda W, who stepped down as Chair of the PI Committee in June 2018 due to pressure of work.

I prepared a brief, and drafted Terms of Reference for the PI Task Force which was set up early in 2019 with the intention of reporting to the June 2019 GSB on ideas for the restructuring of the PI Committee.

On 18 December I attended a meeting to discuss the PI Task Force with Pete C, Susan Fiddian, Trish, Office Manager and Shina, Public Information Officer.

It was suggested that Pete C be co-opted onto the GSB as Trustee at Large with responsibility for PI, which was agreed at the January GSB meeting.

Parliamentary Public Information Event:

On 23 October I accompanied the Public Information Officer, representing Al-Anon at AA's annual parliamentary PI event at Portcullis House.

Al-Anon/Alateen in Eire:

In consultation with the Regional Trustee Eire, the General Secretary, and our legal advisors, I responded to a request for information from the Child Safeguarding Statement Compliance Unit of the Child & Family Agency, TUSLA, regarding our compliance with the Children First Act 2015, in relation to the current status of Alateen in Eire. We are in continuing dialogue with TUSLA.

I was also involved in ongoing discussions about the requirement for Al-Anon to be registered as a charity in Eire.

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, Helen McM, Paula T, Nicky L, Karen M (Conference Secretary)

In accordance with the Committee's Desk Diary we met five times in the reporting period to carry out preparations for Conference.

At the May meeting we continued preparations for the 2018 Conference with the sending of the usual letters. A draft Conference Brochure and Agenda was finalised at the June meeting to be submitted to the General Service Board for their approval. Our August meeting was used to finalise preparations for Conference.

In September we successfully carried out the usual commitments at Conference. We collected 41 completed evaluation forms that help the Committee determine if there are any changes required for the following year.

At the October meeting the Conference Committee started preparing the Summary from the draft produced by Trish B, the Conference Recorder.

Work commenced on preparations for Conference 2019 when the Committee met in February with the theme: 'Service: The Hidden Diamond in Recovery'. The Workshop at Conference this year is to be 'Service: I will never be able to...'

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: Becky D (Chairman), Paul G (to January 19), Joan L (to January 19), Lan O'D, Carol A, Miriam MacG, Susie L (Chairman, GSB), Angela B (from January 19) and Nuala C (General Secretary)

The Committee met three times in the reporting period: 22 June 2018, 13 September 2018 and 25 January 2019. All three meetings were held at Hinsley Hall in Leeds.

The TEAM events that took place during the reporting period were:

28.04.18 – Area 29 – Co Louth, Eire

09.06.18 – Areas 18 & 20 – London

03.11.18 – Area 9 - Barnsley

23.03.19 – Area 27 – Coatbridge, North Lanarkshire

At the June meeting, the Committee reviewed evaluations and discussed feedback from the TEAM events that had taken place. Only one event had made a financial loss, but lessons have been learnt from this. The importance of involving the Regional Trustee in the organisation of a TEAM event and, more generally, members with TEAM experience, was emphasised.

At the September meeting, following some feedback from a host committee, the Committee discussed whether it would be possible to alter the options of presentations deemed 'compulsory' for TEAM events, i.e. those on structure and finance. This is because some members may have attended several TEAM events in different Areas over a period of time and listened to the same information several times. It was pointed out that the presentations held at GSO were merely examples and that it was possible to present the information differently, i.e. as a quiz or workshop. The importance of 'going back to basics' was impressed, so as long as the message about the structure and the finances of Al-Anon is there, then host committees can and are in fact encouraged to deliver the topics in a creative, fun and interactive way provided the content is cleared by GSO.

In January, a small amendment to the TEC guidelines was agreed by the Committee and will be put forward for approval by the GSB at the June Board Meeting.

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: Lan O'D (Chairman, RT Scotland), Lynne S (Chairman, Executive Committee to January 19), Angela L (Treasurer), Miriam MacG (RT, Eire), Linda W (Chairman, PI Committee, resigned June 18), Susie L (Chairman, GSB) and Nuala C (General Secretary).

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

June 2018 meeting: The Chairman reported on the grading of candidates for the positions arising from January 2019. The Committee, having considered all candidates, agreed to recommend the following to the General Service Board:

- | | |
|--|---------------|
| • Chairman, Executive Committee | Liz Pritchard |
| • Regional Trustee, England West & South Wales | Angela Brice |

There were no nominations for the post of Regional Trustee, Ireland North.

The issue and return of the grading papers went reasonably well this year. There were not as many problems as last year. An updated tally sheet has been produced and worked well. The following vacancies for 2020 were announced at the meeting:

- Regional Trustee, Scotland
- Regional Trustee, England South & East
- Chairman, Conference Committee
- Chairman, Editorial Committee
- Chairman, GSB (Board appointment)

September 2018: I attended GSB and Conference. I was unable to attend the Nominating Committee meeting on 13 September due to illness, but the meeting went ahead with the other members. The main issue discussed was Ireland North having no nomination and it was agreed at that time to take this to Conference. During Conference a former Delegate agreed to cover the vacant post but this was later retracted, leaving the post empty once again.

I chaired the GSB Nominating Committee with allocated Delegates where we looked at the selection process and grading procedures in more detail. Updated guidance was issued to all attendees.

January 2019: I chaired the GSB Nominating Committee where we discussed the upcoming vacancies listed above.

It was agreed to include the information on the process of selecting and grading Trustees to all Delegates at Conference and not just the Nominating Committee allocation.

Another Trustee was asked to join the Committee as we were one person short. She has agreed to do this.

Lan O'Donnell
Chairman, GSB Nominating Committee

At Conference

No updates

No questions

ANNUAL REPORT OF THE CHAIRMAN OF THE EDITORIAL COMMITTEE

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

The Committee produced four issues of *Al-Anon Today* during the reporting period June, September, December and March. The general theme of the winter issue was surviving Christmas. We sent out a flyer in the All Group Mailing and asked Delegates to tell their Areas. This was a great success and we had more shares than we needed. The meeting at Conference with Delegates indicated that members like to have a topic to write about.

Due to date clashes the committee was unable to meet up to prepare two of the issues but were still able to produce the e-zine via email.

Shina and I decided it would be simpler if she designed the posts for Facebook simply because she was responsible for the posts for Twitter and Instagram and could do them all at the same time and in the same way. I am continuing, however, to help Shina find the source material for our social media platforms by contacting members and asking for shares. I am also able to use these for *Al-Anon Today*, so it's a win-win situation.

In the absence of a Public Information (PI) Committee, Shina and I met in February to discuss the design and production of the new PI magazine which will be produced in time for Alcohol Awareness week in November. It is a biannual magazine, made up of shares from members and health professionals.

I joined the PI Task Force and we met in March to share how the PI committee and Editorial Committee can perhaps work together.

I attended General Service Board meetings in June and September 2018 and January 2019.

Nobody has come forward to fill the role of Chair of the Editorial Committee and I am happy to do a second term.

Katherine Lanham
Chairman, Editorial Committee

At Conference

No updates

No questions

ANNUAL REPORT OF THE ALATEEN COMMITTEE AT CONFERENCE

Members: Nuala C (Chairman), Lynne S (Chairman, Executive Committee to January 2019), Susie L (Chairman, GSB), Kenny M (Area 2), Arlene H (Area 12), Denise H (Area 13), Breeda B (Area 16), John F (Area 20) and Alf H (Area 31)

The Committee met at Conference 2018. The Committee discussed changes to the screening process and all the documents relevant were reviewed to ensure all members were familiar with the process.

Amendments were made to the *Alateen Policies and Practices booklet* and a revised booklet dated August 2018 circulated to all Alateen Group Sponsors. It is now called *Policies and Practices concerning Alateen in England & Wales*. This was revised to reflect the suspension of Alateen in Eire and to inform the Alateen Group Sponsors that the booklet now refers to Alateen in England and Wales only.

Alateen in Eire

It came to the attention of the General Service Board (GSB) that new legislation meant the legal position of the charity (Family Groups Ltd) in Ireland had to be regularised. At the GSB meeting in September, a motion was passed by the Board as follows:

That the Board instruct solicitors in the UK and Ireland to begin the process to bring Family Groups Limited into compliance with Irish charity law.

As a result of this, the four Alateen Groups in Eire were suspended. It was also noted that persons under 18 years of age could not attend an Al-Anon meeting in Eire. The GSB will also look at registering the charity in Northern Ireland and Scotland. Once this work has been completed, the process of registering with Garda Vetting will begin.

A focus day for Alateen was held at GSO in March 2019 which was well attended by members from various Areas in the Structure.

There are currently 13 Alateen Groups and 13 Areas with an approved Alateen Plan in place. There are 74 Group Sponsors on the Register of Screened Group Sponsors held at GSO.

Nuala Carroll
Chairman, Alateen Committee at Conference.

From the floor

- Q** In the report it states that the GSB are looking at registering the charity in Northern Ireland. Is there any more information on that?
- A** No. At the moment the focus is on getting the charity set up in Eire. We will then look at Northern Ireland and also Scotland.

Alateen Update at Conference

All documents relevant to the screening process were reviewed to ensure all the allocated Delegates were familiar with the process, highlighting the small changes that have been made over the past year. Area Delegates are requested to be Evidence Checkers to complete the online DBS checks. Once the DBS Certificate has been seen and the information has been uploaded to the secure website of Human Resource Background Checks (HRBC), the applicant is then sent a letter to confirm that they are now on the register of screened Alateen Group Sponsors.

The *Policies and Practices* booklet was updated in August 2018 and is now called *Policies and Practices concerning Alateen in England & Wales*. This is now valid only in England and Wales and the relevant Area Delegates have a booklet.

The Alateen Committee has been updated on the situation in Ireland. The company Al-Anon Family Groups CLG (Company Limited by Guarantee) has been set up and now has to make an application for charitable status. The Garda vetting will then be able to take place as we will become a relevant organisation by way of charitable status. We will keep you updated each time we move into another part of the process.

An Alateen Focus Day was held at GSO in March which went really well. It was attended by Alateen Group Sponsors, Area Alateen Co-ordinators, GSO staff and some Area Delegates. It is hoped that this will happen again as we can learn a lot from sharing our experiences.

The Alateen Helpline slot (Sunday afternoon between 4pm and 10pm) was trialled for a period of three months. It was manned by Alateen Group Sponsors, who were also Out of Hours Helpline volunteers. The decision has been made to go forward with this, when we have the required, trained volunteers.

We currently have 82 Alateen Group Sponsors, 15 Alateen Groups, and 35 members in the screening process. We are not including Areas 14 and 16 in Eire where Alateen is suspended at the moment.

Al-Anon has set up the guidelines, policies and procedures which have to be followed to allow Areas to have Alateen meetings. This is a legal requirement.

The General Service Office approached the World Service Office for information regarding online Alateen meetings. We were informed that this has been trialled in the past and has been proved unsuccessful. Currently they do not have any written policy on online Alateen meetings.

Nuala Carroll
General Secretary

From the floor:

- Q** When an Alateen Group Sponsor has no Alateen Group to attend for a prolonged period of time, are they still eligible to sponsor when the Alateen Group starts again?
- A** Yes within reason, as long as they are up to date with the Alateen training and their Annual Record checks.
- Q** Is there a timescale from when the evidence check is completed, to when the Interview Form is returned to GSO?
- A** No, the form is returned to GSO when the DBS certificate has been received by the applicant and seen by the Evidence Checker.

- Q** When is the next Alateen Focus Day?
A Alateen Co-ordinators will be advised by GSO when a date has been arranged.
- Q** Please explain the charge of £43.20 as I thought DBS checks were free for volunteers?
A The £43.20 is an administration fee which we pay to our umbrella body HRBC.
- Q** Can an Al-Anon Group support an Alateen meeting?
A Yes.
- Q** We have asked the parent/guardian of a young person attending an Al-Anon meeting to stay in the building. Are we permitted to say this?
A I don't see the harm in putting our own safeguards in place.
- Q** Can the Alateen Policies and Practices booklet be put into the UK & Eire Service Manual?
A No. The Alateen booklet is a working document and the UK & Eire Service Manual is updated approximately every 5 years.

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

During this period, I attended the General Service Board in June, September and January. I also attended Conference in September.

I represented the UK & Eire Structure at the 19th IAGSM which was held in Virginia Beach, USA, from 3 to 6 October 2018. The theme of IAGSM was: Leading by Example – Structures Supporting Structures.

The IAGSM opened with the traditional flag ceremony where each Delegate places the flag of their structure on the top table. The UK & Eire structure is the only one with two flags. The meeting was attended by Delegates from sixteen structures. Representatives from the International Co-ordination Committee (ICC) which includes World Service Office staff also attended.

I was invited to make a presentation on Incorporating Spiritual Principles into Business and Policy Discussions. All presentations must be submitted to the ICC and are circulated to Delegates before the IAGSM. As Delegates coming from different structures speak different languages this facilitates translations and study of the papers.

The Conference consisted of general sessions and workshops. The general sessions included a presentation followed by a general discussion. Sessions started at 8.30am and concluded at 9pm each evening. All Delegates were required to attend all sessions.

The enthusiasm and commitment of Delegates and their structures to carry the message of Al-Anon was a hallmark of the meeting. One thing that struck me forcefully was in spite of their own difficulties all Delegates listened to and embraced the opportunity to learn from each other.

Language and cultural differences posed no barrier as we focused on the Al-Anon principles and how to fulfil the commitment to carry the message of Al-Anon to those who have not yet reached out for help. Delegates generously and enthusiastically shared their experience, strength and hope with each other.

A full report on the IAGSM has been submitted to the General Service Board. The full IAGSM Summary will be available on the WSO website.

In 1988 the UK & Eire hosted the first IAGSM outside the United States. Our bid to host the next IAGSM in London in October 2020 was successful.

The IAGSM and the opportunity to visit WSO was an amazing experience for which I am very grateful to the fellowship.

Miriam MacGrath
IAGSM Delegate.

At Conference

No updates

No questions

ANNUAL REPORT OF THE GENERAL SECRETARY

During the year I attended meetings of the General Service Board, the Executive Committee, TEAM, Conference and General Service Board Nominating Committee (GSBNC). I participated in one Telephone Training Session held at GSO.

Throughout the year I have kept in touch with the Chairman of the Executive Committee, the Chairman of the General Service Board and the Treasurer and have provided back-up to the Trustees and Standing Committees as required. The staff and I have dealt with many questions from members by telephone, email and letter, some of which were forwarded to the relevant Standing Committees to be dealt with.

I attended a meeting with Solicitors in Dublin along with the Regional Trustee for Eire on the issue of legal status of Al-Anon Family Groups in Ireland.

General Service Office

Trish B took on the role of Office Manager in July 2018 and following her appointment, the Literature Department is being manned by volunteers and staff at the office until a permanent replacement is in place. Beth B retired at the end of January and her replacement Iain L started in February as the bookkeeper. Anne P, Alateen Admin, resigned in September 2018 and her replacement Linda G took on this role in November 2018.

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 (WSO) and provide links to the podcasts. Few Lone members seem able to access the WSO telephone meetings. A survey of lone members to confirm agreement to data protection requirements has resulted in a reduced listing of lone members.

Groups

As at 31 March 2019, there were 737 Al-Anon groups (754 in 2018) and 13 Alateen Groups (20 in 2018). The four Alateen Groups in Eire were suspended in the period. There is continued growth in the establishment of Polish-speaking Groups which now total 23 located in England, Scotland and the Republic of Ireland.

We very much appreciate the continued help of Groups and Area Delegates in compiling accurate group numbers and information. The percentage of Annual Record Checks (ARC) returned this year was 78% compared with 82% last year. This year there was the additional requirement for members to provide signatures to affirm permission for GSO to hold personal data in accordance with data protection requirements. The majority of Groups completed the optional request for information on the ARC forms regarding size of Groups. The survey showed the following results up to 31 March 2019:

14% indicated groups of a size 0-5

36% indicated groups of a size 6-9

49% indicated groups of a size 10 and above

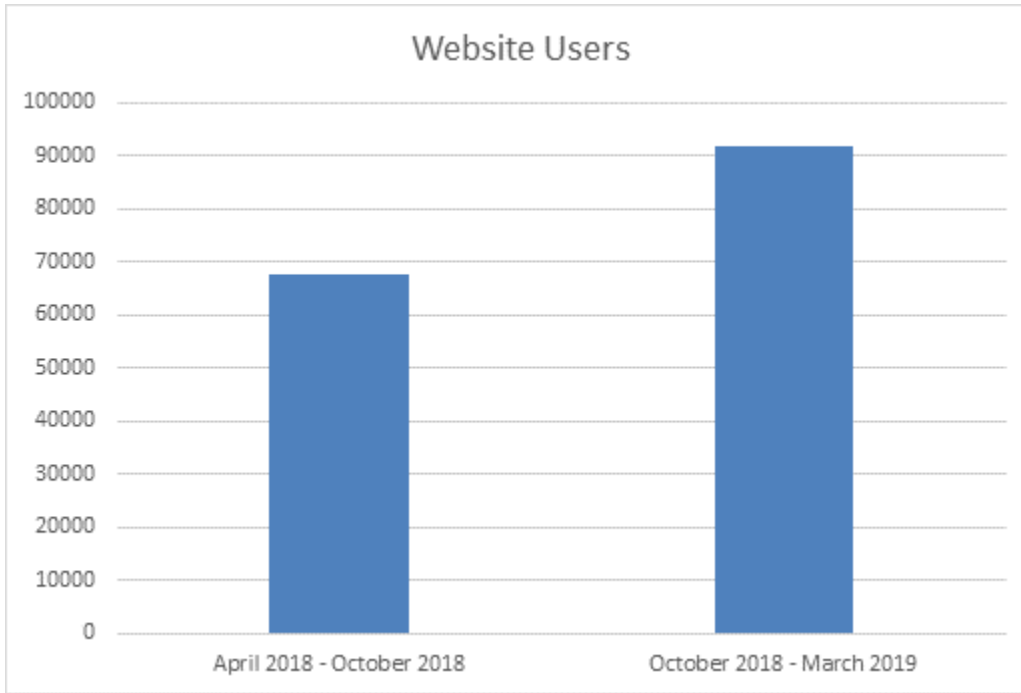
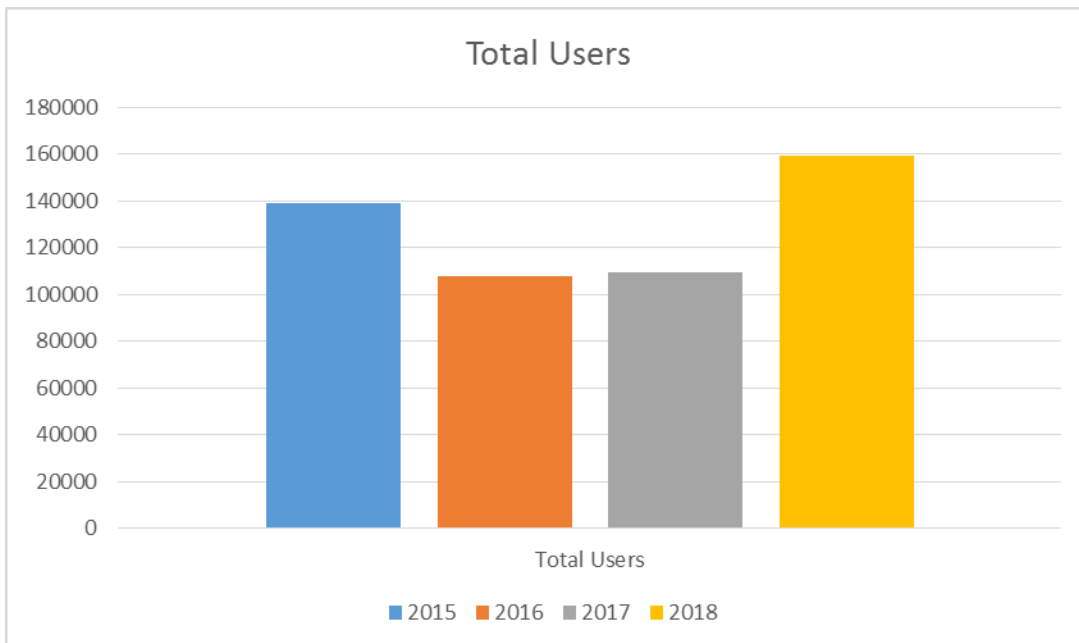
Group Public Liability Insurance

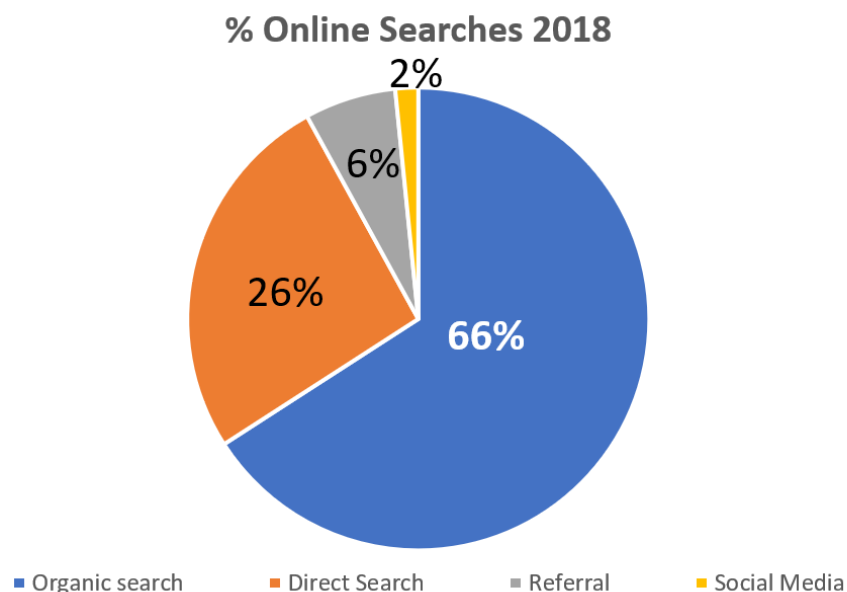
Al-Anon's public liability insurance was renewed for 2019/20.

Website

Google analytics shows that we received 24,404 more users in the second half of the year.

- 1 April 2018 to 22 October 2018 – 67,498.
- 22 October to 31 March 2019 – 91,902 (this data includes robot traffic).





The new Public Information (PI) campaign is beginning to show some growth in searches from social media channels. 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 spent listening:

Podcasts	Total visits	Average Duration (minutes)
2018	10311	4.22
2017	11493	4.03
2016	8796	3.49
2015	10526	3.41

Members' Resources Section

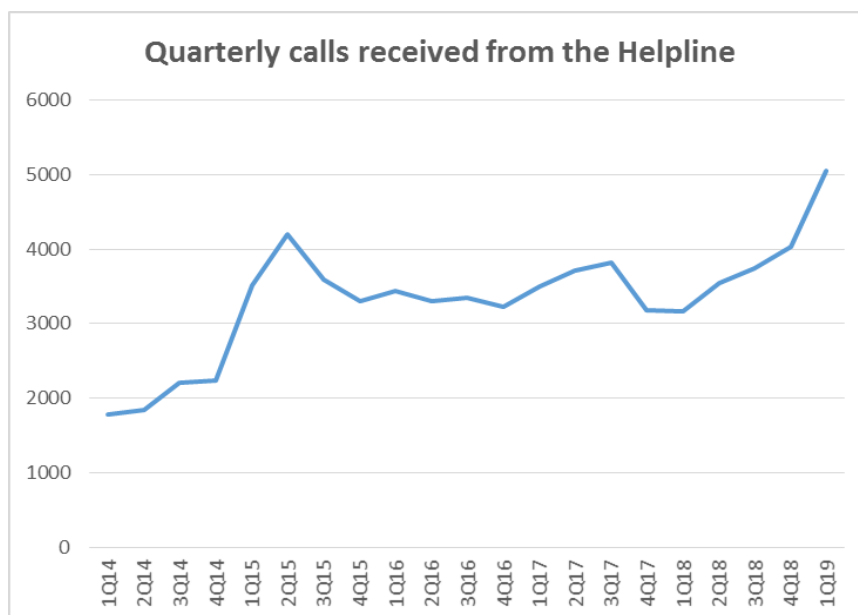
The focus of the 2018 AI-Anon website development process was a PI project. The members' website links to the AI-Anon Intranet where documents can be found (e.g. UK Guidelines, UK & Eire Service Manual and the Conference Summary). There are 1,165 subscribers to the eNewsletter, all of whom receive an update when new items are uploaded to the website and the intranet. We continue to send out an All Group Mailing on a quarterly basis and the items mailed are also sent out via eNewsletter.

Helpline Service

The Helpline Service is a priority for staff at GSO.

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. On most Fridays and training days we are now diverting the calls through to Out of Hours (OOH) volunteers working from home during the day.

The graph below shows that the Helpline is sensitive to media impact. The impact of the new website and the freephone Helpline number introduced in October 2018 show the impact on calls in the fourth quarter of 2018 and the first quarter of 2019.



During the first half of the year the Helpline received approximately 7,067 calls. In the second half of the year it rose to 9,078 calls.

We require ten volunteers a week in GSO to answer the Helpline. Volunteers often cover both 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 UK. These sessions also provide induction training to those who have offered to cover the OOH shifts. Members can man the OOH telephone service from anywhere in the UK and we are always delighted when members commit to regular slots.

We are conscious that the PI impact may lead to a higher demand for Al-Anon and we have examined the call data to establish the growing demand for Helpline responders. Consequently, we have compared the number of calls received to the Helpline number (020 7403 0888) before October 2018 with the calls received to the Helpline numbers (0800 0086 811 and 020 7403 0888) after October 2018 and the total calls increased. The percentage of calls to the freephone Helpline number, following its introduction on 22 October 2018, was of 69% of the total calls.

More calls to the Helpline are made from mobile phones. In the first half of the year 64% of website hits were from mobiles and this rose to 69% in the second half of the year. In the first half of the year in 2018, 65% of calls were from mobile phones. This has grown to 67% of calls from 22 October 2018 to March 2019.

We do not answer all the calls we receive during 10.00am to 10.00pm. The unanswered calls could be due to having only two phone lines and volunteers not always being available to cover both lines.

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

We have five new regular Helpline volunteers at GSO who were taken through the training programme on a one-to-one basis by experienced volunteers.

There were four remote training sessions around the UK (Melrose, Leeds, Glasgow and Liskeard) and new volunteers have signed up following these sessions. We are grateful for Area Delegates recognising when there is a need for training in their Area and assisting in sourcing a suitable venue for these training sessions.

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 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

The project has been devised and managed by a member who has volunteered her time in GSO.

The core eResponders' team was established in October 2017 with five volunteers in the team. As at end March 2019 the team comprised 12 regular eResponders. Most of the training takes place via Skype with assistance from experienced volunteers.

From March 2018 to October 2018, 632 distress emails were responded to. After the launch of the new website the number of emails responded to, doubled to a total of 1,275.

Public Information (PI)

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

The PI Officer, Shina, responded to 223 Alateen distress emails. Shina has worked on national PI activities and continued to do the work of the PI Committee including the Monthly Focus and the PI Newsletter. Shina has worked with PR Consultant, Susan Fiddian for eleven months on rebranding Al-Anon, by creating a new website and launching a national campaign during Alcohol Awareness Week. (see Appendix 1 – PI Campaign: The Untold Story).

Several radio interviews and magazine articles were organised and broadcast/published on major media outlets, including a full-page feature in the Community Nursing Journal and Healthista magazine. There were 76 PI folders sent to professionals on request; professionals are now asking for more digital information such as downloadable literature and digital posters rather than hard copies. Professionals seem less willing to purchase literature however, although banners were purchased by a couple of universities.

Requests for speakers went out to Area PI Co-ordinators, with Area Delegates copied. There are currently 21 Areas with PI Co-ordinators.

The PI Officer and the Chairman of the Board attended the Alcoholics Anonymous event at Portcullis House, Westminster, London in October 2018, where they met the Communication Officer for the organisation Alcohol Change (formed by the merging of Alcohol Concern and Alcohol Research UK) who agreed that Al-Anon could do a piece for their blog during Alcohol Awareness Week. This was posted at the beginning of November 2018 where they promoted the new Al-Anon freephone Helpline number and linked to our website and to all our social media channels.

The green and orange banners were produced with the Belfast Information Centre and the Dublin Information Service contact details.

Mumsnet was contacted in December and a Guest Campaign was organised on their website for January 2019 targeting young women and mothers. A case study was produced by a member who kindly agreed to share her experiences of Christmas and the New year with an alcoholic. A new illustration was designed to accompany this share. The information was also tweeted on their Twitter account three times, linking to the Al-Anon website.

The PI Newsletter 2019 Issue 1 was sent out in the January All Group Mailing, uploaded on the website and intranet.

The January-February Monthly Focus was approved by Exec and uploaded on the website and intranet.

A new downloadable poster, *You don't have to drink to suffer from alcoholism*, is available on the website. It is also available with the Belfast and Dublin helpline numbers. A landscape version of the poster was produced for professionals. This enables the posters to be used on TV screens in waiting rooms and is also available on the website.

Case studies from members of different backgrounds were finalised. These can be used throughout the year in media releases and when contacting journalists. The aim is to produce a minimum of six case studies every year.

A PI Calendar 2019 for the UK and Eire has been produced for the website. This will allow GSO and members to prepare for appropriate awareness days in advance.

Literature Despatch and Sales

We sent 2,614 parcels and packages in the UK and Eire.

The following orders were sent to Information Services:

Belfast Information Centre	20 orders online
Dublin information Service	4 orders by post

Literature orders generated via the eShop average 49 per week.

Book Sales (a selection)	17-18	18-19	Difference
<i>Courage to Change</i>	2,345	2,546	↑ 201
<i>One Day at a Time</i>	552	767	↑ 215
<i>Hope for Today</i>	601	859	↑ 258
<i>Paths to Recovery</i>	163	243	↑ 80
<i>Paths to Recovery Workbook</i>	127	231	↑ 104
<i>Alateen - A Day at a Time</i>	64	61	↓ 3
<i>Living today in Alateen</i>	22	16	↓ 6
<i>As We Understood</i>	46	59	↑ 13
<i>Intimacy In Alcoholic Relationships</i> (Available since September 2018)		318	↑ 318
<i>The Dilemma Of The Alcoholic Marriage</i>	77	77	0
Totals for this selection	3,997	5,177	↑ 1,180

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

There were four TEAM events in the reporting period, in Ireland (30 members registered), London (53 registered) South Yorkshire (36 registered) and North Lanarkshire (58 registered).

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 process here at GSO. Area Delegates are now more involved in the process and some have been set up as Evidence Checkers which allows them to complete the Disclosure & Barring Service (DBS) checks on prospective Alateen Group Sponsors using the secure Human Resources Background Checks (HRBC) website. HRBC is the umbrella body we use to facilitate the processing of DBS checks.

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, out of hours (remotely from home) and eResponders. Some of our volunteers manage sections of administration (i.e. All Group Mailing, eResponders, website updates, Helpline training and some aspects of Social Media). Our costs would increase substantially were it not for our many volunteers. We are very grateful to all of them for their continued support.

Nuala Carroll
General Secretary

Appendix 1 – PI Campaign: The Untold Story

The aim of the campaign was to attract new members, aiming at a target audience of women aged 25-45.

- **Case studies and list of speakers**
Six interviews were organised with members (face-to-face and over the phone) in preparation for drafting case studies.
- **Illustrations**
An external illustrator produced six illustrations for us to match the six case studies. These were shared on our website and all social media channels.
- **Social media**
A Twitter and Instagram name and page for Al-Anon was created. The PI Officer assists in the production and management of post. To generate a wider audience, hashtags including #alanonukandeire #alcoholawarenessweek #selfhelp #selfsupport #alcoholism and #family are used.
- **Traditional Media**
A media release was sent out to trade press. As a result, Al-Anon was offered a full-page piece in the *Community Nursing Journal*.

The media release was also sent out to all national papers, magazines, and suitable blog editors. Healthista (The UK's fastest growing online health channel for women) showed interest in our campaign and asked to interview one of our case studies. The member's share was anonymously posted on their website and their Twitter page.

A media release for Children of Alcoholics Week (10-16 February 2019) was sent out to professionals at the beginning of February. Shares from Al-Anon adult children were used in social media posts.

Social media

Prior to the campaign, Facebook was mainly run by the Editorial and Executive Committee. Shina worked with Katherine (Chairman of the Editorial Committee) to produce some of the posts. However, since October 2018, it was agreed that it would be easier for Shina to manage all social media accounts to suit the campaign.

Untold Story shares from members are posted on Al-Anon social media channels. The PI Officer liaises with the Chair of the Editorial Committee in resourcing shares.

Our followers on Facebook are rapidly growing with currently 1,508 followers. Whilst our Instagram and Twitter pages are followed by a range of different organisations and professionals including MSPs, doctors, and some NHS pages. This is also thanks to all the members who 'like', share, and retweet our post.

Having a presence on social media means that it's becoming easier to share information and raise awareness to a mass audience.

Monthly statistics are produced for Al-Anon social media channels. Some of those statistics can be found below.

Instagram

Total Followers – 130

Top post – Reached 392 people



Facebook

Total followers - 1,508

Total likes - 1,335

Most reached post since creating account – 5,516 people

22 March 2019

Al-Anon Family Groups UK & Eire
Published by Later (?) · 22 March at 09:00 · 🌐

www.al-anonuk.org.uk
#alananukandeire #alananuk #alananon #alcoholism #alcoholic #supportgroups #family

**YOU DON'T HAVE
TO DRINK
TO SUFFER FROM
ALCOHOLISM**

**Call our Confidential
FREE Helpline
0800 0086 811**



Get more likes, comments and shares
Boost this post for £10 to reach up to 32,000 people.

5,516 People reached
606 Engagements

Boost Post

and 77 others · 3 Comments · 83 shares

5,516 People Reached

316 Reactions, comments & shares

195 Like	76 On post	119 On shares
17 Love	2 On post	15 On shares
1 Wow	1 On post	0 On shares
6 Sad	1 On post	5 On shares
14 Comments	4 On Post	10 On Shares
83 Shares	83 On Post	0 On Shares

290 Post Clicks

49 Photo views	11 Link clicks	230 Other Clicks
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NEGATIVE FEEDBACK

1 Hide Post 0 Hide All Posts
0 Report as Spam 0 Unlike Page

Reported stats may be delayed from what appears on posts

Second most reached post – 4,724 people

10th February 2019

Al-Anon Family Groups UK & Eire
Published by Later (?) · 10 February · 🌐

#alananukandeire #alananon #alcoholism #alcoholic #selfsupport #selfhelp #love #family

**It's easy to see what alcohol is doing
to the drinker...**

**... But can you see what it's doing to
YOU?**

Get more likes, comments and shares
Boost this post for £10 to reach up to 32,000 people.

4,724 People reached
478 Engagements

Boost Post

4 Comments · 56 shares

4,724 People Reached

243 Reactions, comments & shares

134 Like	56 On post	78 On shares
21 Love	14 On post	7 On shares
1 Wow	0 On post	1 On shares
14 Sad	13 On post	1 On shares
16 Comments	4 On Post	12 On Shares
57 Shares	56 On Post	1 On Shares

235 Post Clicks

60 Photo views	0 Link clicks	175 Other Clicks
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NEGATIVE FEEDBACK

2 Hide Post 2 Hide All Posts
0 Report as Spam 0 Unlike Page

Reported stats may be delayed from what appears on posts

Twitter

Total Followers – 105

Some Twitter highlights from November 2018- March 2019



Bill Bowman MSP @billabowman · Feb 19

Attending @AlAnonUKandEire Parliamentary Information Event in @ScotParl hosted by @johnmason. Found out how Al-Anon offers understanding and help to those affected by someone else's drinking enquiries@al-anonuk.org.uk Very persuasive and compelling presentations. – at Scottish Parliament Building



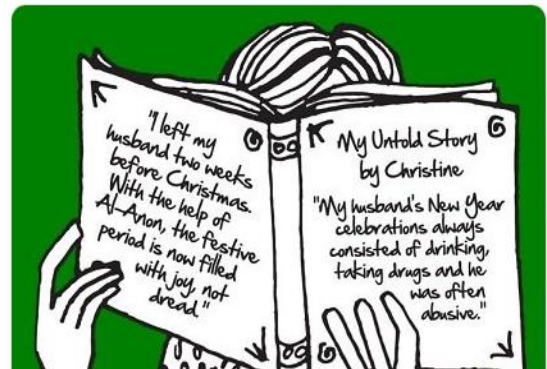
John Mason @JohnMasonMSP · Feb 19

Powerful and moving personal accounts @AlAnonUKandEire event in Parliament this evening. Al-Anon is a worldwide resource for families and friends of problem drinkers. Themes included, meeting with others who have similar problems and being powerless but not helpless.



Mumsnet @MumsnetTowers · Jan 2

@AlAnonUKandEire is launching a new campaign "The Untold Story" to encourage more people living with problem drinkers to get help and find their local Al-Anon meeting. #untoldstory tiny.mn/2EYCnE0



Sussex Living Mag @sussexliving · Jan 22

#Alcoholism can be a devastating disease not just for the drinker, but for their family and friends as well. Emma Mogg tells us how @AlAnonUKandEire Family Groups can help... tinyurl.com/y85axaq6



Healthista @HealthistaTV · 28 Nov 2018

'I was addicted to my alcoholic partner' After seeking help from @AlAnonUKandEire Annie finally found the courage to leave. This is her story: buff.ly/2KtHNYy #AlcoholAwarenessWeek #alcoholawareness #alcohol #therapy #reallife #alcoholism #AlAnon



At Conference

No updates

No questions

GSO Matters at Conference

GSO has three full time and four part time members of staff. There are also 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 requires volunteers for the out of hours (OOH) Helpline but also for manning new services as we bring them in, for example, the eResponders service has been led by a volunteer. We are currently looking for someone to help with the Lone Members Service as well as volunteers with IT skills.

Karen M generates the rotas for the OOH Helpline. She is also fire warden/first aider and office contact for various suppliers. She is Conference Secretary and co-ordinates all aspects of the annual Conference. Conference is always a busy time for GSO, and we welcome any help leading up to this time. The Standing Committees are always looking for members to join them. The Conference Committee meets at GSO five times a year. Members can live anywhere in the Structure and participate via Skype or Conference calls.

Linda P is the literature staff member and works three days a week. There are three regular volunteers who assist with literature dispatch. There are approximately 49 orders made through the eShop every week and during 2018/2019, over 2,600 packages were sent out in the UK & Eire.

When ordering online it's helpful to put a telephone number on as it gives us options for contact when querying an order. Please check the correct and current address is given. Order banners separately to literature orders. All queries from members ordering banners need to go to Instantprint and not to GSO. Please email: office@instantprint.co.uk. Literature is posted out and any lost orders must be traced via the post office by the member ordering and may not be replaced until the literature is returned to GSO. Please allow 28 days for delivery, however it may not take that long.

The following leaflet, *UK70 Al-Anon Family Groups Welcomes Gays and Lesbians* and the cartoon booklet *UK62 If Your Parents Drink Too Much* have been discontinued, due to the withdrawal by WSO as they were deemed inappropriate for use.

Shina is the PI Officer at GSO. She deals with enquiries from professionals and the media. She liaises with Area PI Co-ordinators and provides PI resources to members as necessary. Shina also answers Alateen distress emails. She does the Facebook page, Instagram and Twitter feeds as well as the website. She worked on the 2018 national campaign The Untold Story, with the Public Relations (PR) Consultant Susan Fiddian. Please would Area PI Co-ordinators and Area Delegates keep in contact with Shina at GSO regarding any PI in their Areas.

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 the UK website and UK material.

The PI Committee, which meets at GSO six times a year, needs members. Pete is Chairman of the PI Task Force. Please ask him, if you have any questions about PI or being on the Committee.

We have new PI posters which includes the new freephone 0800 Helpline number. Members are requested NOT to use the freephone 0800 number, it is for the Helpline only and it will cost Al-Anon quite a lot of money if a member uses the number to get in touch with GSO rather than using the admin telephone number. The old Helpline number, 020 7403 0888, can still be used. We have UK posters with the old Helpline number on;

these are still relevant and can be used for the foreseeable future. If members would like some of those posters, just pop a note in with your literature order and we'll send you some for free.

Linda G works three days per week and carries out all aspects of Alateen administration and deals with bookkeeping and accounts.

Cheques should always be made payable to Al-Anon Family Groups or Family Groups Ltd. This is the Charity name on the account. Our Bank will reject/return cheques incorrectly written. Any direct lodgements/credits to the bank account, please email accounts@al-anonuk.org.uk with the details as this allows us to correctly identify the donation for receipt purposes. If you need a receipt, please give us details so we can send in the post or via email. Some members are writing 'notes' on the front of cheques, this is not a good idea as it could cause difficulties when banking cheques. Ensure that expenses claimed from GSO are within the same financial year they were incurred for accounts purposes.

Marion oversees the Group Records section. If you need a replacement Annual Record Check (ARC) form please get in touch with GSO. Do not use a registration form from either the 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

Signatures are now required for all personal data on ARCs and all updates or changes during the year need to be sent by email to records@al-anonuk.org.uk so that we retain a record of permission provided. We had 66% (78% last year) return for ARCs. Where there is no signature, we have had to remove Group Contact details. We are very grateful for all the work Area Delegates do which help us at the office to manage records more accurately.

Marion deals with queries from Groups and is the initial contact for complaints about Groups and the Helpline. She trains In-House, OOH Helpline volunteers and Helpline trainers. She, along with a volunteer, trains eResponders to help with distress emails. Marion co-ordinates regular all Group mailshots with a volunteer.

When naming new Groups, it needs to be welcoming to newcomers. Most newcomers just want 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', or 'Double Winners meeting'; newcomers may never have heard of these terms and may be put off trying Al-Anon as a support. Although the USA use some of these terms, they have 13,000 Groups and we have less than 800 therefore there is less choice for the newcomer in our Structure.

Can you take this back to your Areas? Consider how you name your Group. Perhaps have a workshop at your next Area Assembly about naming Groups and bring your feedback to Conference 2020.

Groups have autonomy on topic choices (provided they stay within the programme) but if they want to have a study group or meditation session before or after the meeting on the same day and in the same venue the insurance will cover that but this does not need to be in the public domain. Guided meditation is not considered to be part of what Al-Anon has to offer. We have guidelines for Welcoming Newcomers into our Groups.

We have now clarified that a Group is insured for the period they occupy the venue.

Trish commenced her employment at GSO in the Literature department and moved on to the Office Manager role with the idea that she would eventually take on the role of General Secretary when Nuala retired. Trish has been shadowing Nuala since June as the incoming General Secretary.

Nuala works two days per week and deals with the GSB meetings and company papers. She has been involved in the setting up of the new charity in Eire.

The number of Groups continue to fall as Groups disband. The updated statistics are as follows: Groups: 737, Alateen groups in England: 13.

Please refer to the website for the email address of the department you wish to contact.

From the floor

Q Can cheques be made payable to AFG?

A No, please write Al-Anon Family Groups or Family Groups Ltd only.

- Can we remind members to use the admin number for GSO, 020 7593 2070. Please do not use the Helpline numbers.

ANNUAL REPORT OF THE TREASURER

For the period 1 April 2018 to 31 March 2019

During the year I attended the GSB meetings, held in Leeds in June, September and January and presented my report at Conference in September. I attended Executive Committee meetings held throughout the year at the General Service Office.

Further to these scheduled meetings I have been part of several interview panels to recruit new staff and met with our accountants either in person or more often using Skype.

Activities

The usual annual activities took place: -

- The 2017-18 Accounts were prepared, approved by the GSB and presented at Conference
- The 2018-19 amended budget and 2019-20 budget were prepared, approved by the GSB and presented at Conference
- The equalised fee for the 2019 Conference was agreed
- There was a review of literature prices in May

Finance

After a financial review at the start of my term as Treasurer I was concerned that our anticipated level of donations was unrealistic given the past five-year trend and needed to be adjusted downwards. Gift aid donations were also declining, and we were heavily reliant on legacies to meet the deficit each year. I explained to Conference that we were facing a £40,000 deficit if nothing changed. I asked Conference delegates to help pass this message to the membership and consider how they could increase contributions to the General Fund.

To help increase awareness of our financial needs, I included a Treasurer's Letter in all quarterly Group mailings.

Financial Performance

Our members responded generously to our appeal and we received total donations of £213,013 (2018 £196,096) an increase of 6% (excluding legacies). This total includes a gift aid claim of £4,455 and legacies totalling £17,222.

Literature sales also increased significantly, helped by a new book, leaflets and the Welcome Newcomer! pamphlet and were £100,186 (2018 - £89,474) an increase of £12%.

Expenditure has increased to £380,945 (2018 £306,816), a large proportion of this was due to budgeted expenditure on the Legacy Project and a short-term increase in staff costs.

Due to these increases in income, the predicted deficit of £40,000 was avoided and instead the deficit was just over £3,000.

Angela Lidster
Treasurer

At Conference

No updates

No questions

At Conference

Review of 2018/19 Accounts

The accounts this year have been prepared under the new 2015 Statement of Recommended Practice (SORP) rules for small charities.

Total donations, including legacies, increased by £16,917, an 8.6% rise from last year. Total legacies were £17,222 and played a significant part in reducing the projected deficit. Excluding legacies, donations increased by 6%.

There was a very marginal increase in Gift Aid Donations, reversing a five-year downward trend. The Gift Aid claimed from HMRC, reduced by £4,508 compared to last year, as we can no longer take advantage of the small group scheme (GASDS) which was included in 2018 figure.

Literature sales increased by £10,712 a 12% rise on last years' figure, sales being driven by new literature.

The increase in donations and literature sales meant that the budget deficit was just over £3,000 (instead of the forecasted £40,000 deficit).

Overall expenditure year on year, increased by £74,129. This was due to expenditure of the legacy fund on the new website and PR campaign. General overheads kept largely to budget.

Due to the budget deficit, our Free Reserves have reduced to 8 months operating costs. Our policy is to have reserves to cover 9-12 months.

From the floor

Q How much does the All Group Mailing cost?

A This will be brought back to Conference 2020.

Q Is there an easier way to transfer money to the General Fund?

A Information can be found via the website.

Q Can we have the bank details included on the Treasurer's Newsletter?

A Yes.

Review of 2019/20 Amended budget

Following the first quarter results, a number of changes were made to the 2019/20 budget in order to more accurately reflect our forecasted income and expenditure.

Staff changes at GSO, the new website, the new freephone number and legal costs for Charitable status in Eire and Scotland are now reflected in the amended budget.

From the floor

No questions

Presentation of budget 2020/21

Projected expenditure for the next financial year was presented and discussed.

From the floor

Q TEAM events cost of £13,000, can you explain what that is for?

A This amount is the total cost of Conference and TEAM events which appear in the accounts as income and costs for these events will appear under various headings in expenditure. Conference and TEAM events are costed so that they break even, they do not provide any income to the fellowship.

Q The £5,000 recurring fee for PR, how often will that recur?

A This has been budgeted for next year and will be reviewed going forward.

Note: Gift Aid forms are available for regular or single donations. This is very easy to do on the website.

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

MOTION 5 – Al-Anon as it Relates to Others

To amend the text on page p.128 of the *UK & Eire Service Manual* 2016 under 'Al-Anon as it Relates to Others' 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>Alcoholics Anonymous Co-operation</p> <p>Local Service Centres</p> <p>Although a separate entity, Al-Anon should always co-operate with Alcoholics Anonymous. In relating to local AA Intergroups or central offices, Al-Anon may offer:</p> <ul style="list-style-type: none"> to name one or two members to act as liaison and to provide current lists of group contacts for Twelfth-Step referrals to submit Al-Anon meeting information for inclusion in AA's local meeting list if asked to do so to reimburse AA for any expenses incurred on Al-Anon's behalf, such as telephone calls, cost of printing meeting lists on which Al-Anon meetings are also listed, copying costs, etc. <p>Where Al-Anon has not grown sufficiently strong to support its own Al-Anon Information Service office it may share facilities with AA when offered, provided that Al-Anon meets its portion of the financial</p>	<p>Alcoholics Anonymous Co-operation</p> <p>Local Service Centres</p> <p>Although a separate entity, Al-Anon should always co-operate with Alcoholics Anonymous (<u>Tradition Six</u>). In relating to local AA Intergroups or central offices, Al-Anon may offer <u>to</u>:</p> <ul style="list-style-type: none"> <u>to name one or two members to act as liaison liaise with AA on local activities being carried out by both fellowships. This co-operation could assist in finding speakers (both AA and Al-Anon) for joint platforms, conventions, PI activities in schools, health fairs and other events.</u> and to provide current lists of group contacts for Twelfth-Step referrals to submit Al-Anon meeting information for inclusion in AA's local meeting list if asked to do so to reimburse AA for any expenses incurred on Al-Anon's behalf, such as telephone calls, cost of printing meeting lists on which Al-Anon meetings are also listed, copying costs, etc. <p>Where Al-Anon has not grown sufficiently strong <u>is not able</u> to support its own Al-Anon Information Service office it may share facilities with AA when offered, provided that Al-Anon meets its portion of the financial expenses (desk space, telephone, etc).</p>

<p>expenses (desk space, telephone, etc).</p> <p>Newsletters</p> <p>Where Al-Anon is relatively new, it may accept offers from AA to include an Al-Anon page in their newsletter. It is desirable for Al-Anon/Alateen to develop its own periodical when feasible.</p> <p>Participating in AA Conventions</p> <p>Al-Anon and Alateen are usually invited to share the programme in AA conventions.</p> <p>See <i>Co-operation between Al-Anon and AA (UKG9)</i></p>	<p>Newsletters</p> <p>Where Al-Anon is relatively new, it may accept offers from AA to include an Al-Anon page in their newsletter. It is desirable for Al-Anon/Alateen to develop its own periodical when feasible.</p> <p>Participating in AA Conventions</p> <p>Al-Anon and Alateen are usually invited to share the programme in AA conventions.</p> <p><u>AA Events with Al-Anon/Alateen Participation</u></p> <p><u>AA may invite Al-Anon/Alateen to participate in conventions at the Area or local level. It is within the autonomy of the Area/local service arm to participate or not. However, to hold a separate Alateen meeting at an AA event, there must be two registered Alateen Screened Group Sponsors present at the meeting. If an Alateen member is speaking at a joint platform meeting at an AA event, the presence of two Alateen Group Sponsors is not needed.</u></p> <p>See <i>Co-operation between Al-Anon and AA (UKG9)</i></p>
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Proposed version as it will appear in the next edition of the UK & Eire Service Manual

Alcoholics Anonymous Co-operation

Local Service Centres

Although a separate entity, Al-Anon should always co-operate with Alcoholics Anonymous (Tradition Six). In relating to local AA Intergroups or central offices, Al-Anon may offer to:

- name one or two members to liaise with AA on local activities being carried out by both fellowships. This co-operation could assist in finding speakers (both AA and Al-Anon) for joint platforms, conventions, PI activities in schools, health fairs and other events.
- reimburse AA for any expenses incurred on Al-Anon's behalf, such as telephone calls, copying costs, etc.

Where Al-Anon is not able to support its own Al-Anon Information Service it may share facilities with AA when offered, provided that Al-Anon meets its portion of the financial expenses (desk space, telephone, etc).

Newsletters

Where Al-Anon is relatively new, it may accept offers from AA to include an Al-Anon page in their newsletter. It is desirable for Al-Anon/Alateen to develop its own periodical when feasible.

AA Events with Al-Anon/Alateen Participation

AA may invite Al-Anon/Alateen to participate in conventions at the Area or local level. It is within the autonomy of the Area/local service arm to participate or not. However, to hold a separate Alateen meeting at an AA event, there must be two registered Alateen Screened Group Sponsors present at the meeting. If an Alateen member is speaking at a joint platform meeting at an AA event, the presence of two Alateen Group Sponsors is not needed. See *Co-operation between Al-Anon and AA (UKG9)*

Q In the amendment it states if an Alateen member is speaking at a joint platform meeting at an AA event, the presence of two Alateen Group Sponsors is not needed. Should a parent/guardian be present?

A It is not part of the Alateen Group Sponsors screening process as it is an AA event. Therefore the decision is the responsibility of the organisers of the event.

To amend the text on pages 60, 79-80, and 117-18 of the *UK & Eire Service Manual* 2016 under 'Information Centre Representative/ Al-Anon Information Services / Local Services' as follows:
(New text is **underlined and bold**. Strikethrough indicates deletion.)

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<ul style="list-style-type: none"> • distributes lists of Group meetings • serves as an avenue for local Public Information (PI) which is channelled through the Area whenever possible • maintains a stock of Conference Approved Literature (CAL) and may register with the WSO as a Literature Distribution Centre (LDC) for CAL • holds periodic meetings attended by all the Information Centre Representatives. Group problems are discussed in light of the Twelve Traditions • prints and distributes a newsletter about local activities for the Groups that support it. <p>Any local Al-Anon or Alateen Group may agree to support an Information Service, but joining is purely voluntary. The Information Service is supported by the Groups it serves within its geographical boundaries; it should not seek or accept support outside that area. Contributions are voluntary and are not a condition of membership.</p> <p>Representation</p> <p><i>Where an Information Service is supported by one Area only, the following method of representation is recommended.</i></p> <p>It is suggested that the Alternate Group Representative serve as the Information Centre Representative (ICR) and the GR serve as the Alternate Information Centre Representative. In addition, the Alternate District Representative is a member of the Information Centre's Board, and the DR generally serves as the Alternate Information Centre Board member.</p> <p><i>Note: The above is based on the World Service Structure where an Information-Service/Centre serves only one Area. In the UK & Eire, each of the Information Centres has evolved in a different way.</i></p> <p>[Pages 117-118]</p> <p>Local Services</p> <p>Naming a Service</p> <p>Al-Anon Information Services, or groups that perform similar services, also call themselves Information Services, Service Centres or Information Centres. The term 'Al-Anon Central Services' is reserved for offices serving entire states, provinces or Areas. Al-</p>	<ul style="list-style-type: none"> • serves as an avenue for local Public Information (PI) which is channelled through the Area whenever possible • maintains a stock of Conference Approved Literature (CAL) and may register with the WSO as a Literature Distribution Centre (LDC) for CAL • holds periodic meetings attended by all the Information Centre/Service Representatives. <u>Group problems are discussed, at which the work of the Information Centre/Service, administrative and financial, is discussed</u> in light of the Twelve Traditions • prints and distributes a newsletter about local activities for the Groups that support it. <p>Any local Al-Anon or Alateen Group may agree to support an Information Service, but joining is purely voluntary. The Information Service is supported by the Groups it serves within its geographical boundaries; it should not seek or accept support outside that area. Contributions are voluntary and are not a condition of membership.</p> <p>Representation</p> <p><i>Where an Information Service is supported by one Area only, the following method of representation is recommended.</i></p> <p>It is suggested that the Alternate Group Representative serve as the Information Centre Representative (ICR) and the GR serve as the Alternate Information Centre Representative. In addition, the Alternate District Representative is a member of the Information Centre's Board, and the DR generally serves as the Alternate Information Centre Board member.</p> <p><i>Note: The above is based on the World Service Structure where an Information Service/Centre serves only one Area. In the UK & Eire, each of the Information Centres has evolved in a different way.</i></p> <p>[Pages 117-118]</p> <p>Local Services</p> <p>Naming a Service</p> <p>Al-Anon Information Services, or groups that perform similar services, <u>also often</u> call themselves Information Services Service Centres or Information Centres. The term 'Al-Anon Central Services' is reserved for offices serving entire states, provinces or Areas. Al-Anon General Services refers to structures serving countries other than the US and Canada.</p>
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<p>Anon General Services refers to structures serving countries other than the US and Canada.</p> <p>Answering Services The term 'Answering Service' is usually used for service entities that handle only Twelfth-Step telephone calls. The decision to implement and support this service is within the autonomy of the groups it serves.</p> <p>Information Services Requirements for Registration at WSO/GSO</p> <p>GSO registers an Information Service when it meets the following requirements:</p> <ul style="list-style-type: none"> • has a title indicative of the nature of its operation, e.g., 'Al-Anon Information Service' • acquires a post office box number or an office address • conducts activities in addition to Twelfth Step telephone calls, for example: works with local Al-Anon/Alateen service committees; arranges group exchange meetings; publishes meeting lists and performs any other function as outlined in Part 1. <p><i>NB. GSO will inform WSO of all Information Services registered at GSO.</i></p> <p>Finding Al-Anon/Alateen Worldwide Al-Anon Information Services and General Service Offices worldwide which meet the above requirements are listed in the publication <i>Getting In Touch With Al-Anon/Alateen</i> (available from the WSO). Since individuals' names, addresses, or telephone numbers are not disclosed, this listing can be used by the membership as well as the public and professional community.</p> <p>Co-operation Chairmen of local information service committees should communicate with the respective Area Co-ordinator.</p> <p>[...]</p>	<p>Answering Services The term 'Answering Service' is usually used for service entities that handle only Twelfth-Step telephone calls. The decision to implement and support this service is within the autonomy of the groups it serves.</p> <p>Information Services Requirements for Registration at WSO/GSO</p> <p>GSO registers an Information Service when it meets the following requirements:</p> <ul style="list-style-type: none"> • has a title indicative of the nature of its operation, e.g., 'Al-Anon Information Service' • acquires a post office box number or an office address • conducts activities in addition to Twelfth Step telephone calls, for example: works with local Al-Anon/Alateen service committees; arranges group exchange meetings; publishes meeting lists and performs any other function as outlined in Part 1.2 <p><i>NB. GSO will inform WSO of all Information Services registered at GSO.</i></p> <p>Finding Al-Anon/Alateen Worldwide Al-Anon Information Services and General Service Offices worldwide which meet the above requirements are listed in the publication <u>WSO online database</u> <i>Getting In Touch With Al-Anon/Alateen</i> (available from the WSO). Since individuals' names, addresses, or telephone numbers are not disclosed, this listing can be used by the membership as well as the public and professional community.</p> <p>Co-operation Chairmen of local information service committees should communicate with the respective Area Co-ordinator. <u>In the spirit of co-operation the Areas elect an Information Centre/Service Representative and the Chairman of the Information Centre/Service stays in regular communication with the Area through this Representative.</u> [...]</p>
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Proposed version as it will appear in the next edition of the UK & Eire Service Manual

Information Centre/Service Representative

A member appointed to be a link between the Information Centre/Service and the Area it serves for a three-year term in order to:

- represent the Area at the Information Centre/Service
- attend Information Centre/Service business meetings, AGMs etc. and present reports to the Area
- ensure that Groups are informed about volunteer and telephone helpline opportunities and training.

(See pages 79-80 for details of Information Services)

[Pages 79-80:]

Al-Anon Information Services

An Al-Anon/Alateen Information Service is a local service centre established by one or more Areas or by Groups located close enough to one another for easy access and communication. Geographical boundaries need not be observed unless one Information Service conflicts with another nearby. In this case the boundaries should be set by mutual agreement.

An Information Service usually, but not necessarily, performs the following functions:

- maintains a listing in the local telephone directory, providing a telephone number for those seeking information about Al-Anon and Alateen
- maintains a PO Box number or an office address for listing with the General Service Office
- receives post and telephone enquiries and channels them to the nearest Group
- distributes lists of Group meetings
- serves as an avenue for local Public Information (PI) which is channelled through the Area whenever possible
- maintains a stock of Conference Approved Literature (CAL) and may register with the WSO as a Literature Distribution Centre (LDC) for CAL
- holds periodic meetings attended by all the Information Centre/Service Representatives, at which the work of the Information Centre/Service, administrative and financial, is discussed in light of the Twelve Traditions
- prints and distributes a newsletter about local activities for the Groups that support it.

Any local Al-Anon or Alateen Group may agree to support an Information Service, but joining is purely voluntary. The Information Service is supported by the Groups it serves within its geographical boundaries; it should not seek or accept support outside that area. Contributions are voluntary and are not a condition of membership.

[Pages 117-118]

Local Services

Naming a Service

Al-Anon Information Services, or groups that perform similar services, often call themselves Information Services or Information Centres. Al-Anon General Services refers to structures serving countries other than the US and Canada.

Answering Services

The term 'Answering Service' is usually used for service entities that handle only Twelfth-Step telephone calls. The decision to implement and support this service is within the autonomy of the groups it serves.

Information Services

Requirements for Registration

GSO registers an Information Service when it meets the following requirements:

- has a title indicative of the nature of its operation, e.g., 'Al-Anon Information Service'

- acquires a post office box number or an office address
- conducts activities in addition to Twelfth Step telephone calls, for example: works with local Al-Anon/Alateen service committees; arranges group exchange meetings; publishes meeting lists and performs any other function as outlined in Part 2

NB. GSO will inform WSO of all Information Services registered at GSO.

Finding Al-Anon/Alateen Worldwide

Al-Anon Information Services and General Service Offices worldwide which meet the above requirements are listed in the WSO online database *Getting in Touch with Al-Anon/Alateen*. Since individuals' names, addresses, or telephone numbers are not disclosed, this listing can be used by the membership as well as the public and professional community.

Co-operation

In the spirit of co-operation the Areas elect an Information Centre/Service Representative and the Chairman of the Information Centre/Service stays in regular communication with the Area through this Representative.
[...]

From the floor

No questions

MOTION 7 – Meetings and Conventions: DEFERRED until Conference 2020

To amend the text on pages 98-100 of the *UK & Eire Service Manual 2016* under 'Meetings' and 'Conventions' as follows:

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

Current version as it appears in the UK & Eire Service Manual 2016 edition	Proposed amended version
<p>(Meetings section pages 98-99)</p> <p>Locating Meetings</p> <p>Al-Anon and Alateen meeting information can be obtained by contacting Al-Anon Information Services and on the Al-Anon website www.al-anonuk.org.uk or by contacting GSO on 020 7403 0888 between 10am and 10pm or on the Admin line 020 7593 2070.</p> <p>Open/Closed Meetings</p> <p>Closed meetings are for all Al-Anon members i.e. anyone whose personal life is or has been deeply affected by close contact with a problem drinker. Open meetings are attended by anyone interested in Al-Anon/Alateen. They are often attended by both members of Al-Anon and members of Alcoholics Anonymous. They provide an opportunity for health professionals to hear how families have experienced recovery.</p>	<p>(Meetings section pages 98-99)</p> <p>Locating Meetings</p> <p>Al-Anon and Alateen meeting information can be obtained by contacting Al-Anon Information Services and on the Al-Anon website www.al-anonuk.org.uk or by contacting GSO <u>the helpline</u> on <u>0800 0086 811</u> 020 7403 0888 between 10am and 10pm or on the Admin line 020 7593 2070 <u>(9am to 5pm Monday to Friday)</u>. <u>Alternatively contact your local Al-Anon Information Services in Dublin or Belfast.</u></p> <p>Open/Closed Meetings</p> <p>Closed meetings are for all Al-Anon members i.e. anyone whose personal life is or has been deeply affected by close contact with a problem drinker. Open meetings are attended by anyone interested in Al-Anon/Alateen. They are often attended by both members of Al-Anon and members of Alcoholics Anonymous. They provide an opportunity for health professionals to hear how families have experienced recovery.</p> <p><u>What to Announce at Meetings</u></p> <p><u>Generally those events put on by or connected to Al-Anon service arms are announced at our meetings, in newsletters, through registered</u></p>

<p>Audio Recordings* and Podcasts Occasionally, Al-Anon/Alateen meetings are recorded by members, but as a matter of courtesy, the person doing the recording should ask for permission. Al-Anon/ Alateen meetings may be recorded with the following suggestions that:</p> <ul style="list-style-type: none"> • every member is aware and approves of the recording • anonymity is carefully preserved. <p>Video/Photography/Film In keeping with Tradition Eleven, videotaping, photographing and filming at meetings is not recommended.</p> <p>Podcasts Recordings of members' sharings may appear as podcasts on the website for PI purposes. A release form must be signed by the member, agreeing to Al-Anon Family Groups' ownership of the material.</p> <p>[...] (After end of section 'Alateen at Conventions', page 100)</p> <p>Films Sometimes films are used at large meetings and conventions for entertainment between meetings and workshops. Because of the Sixth Tradition of non-endorsement the use of Conference Approved films is suggested.</p> <p>Videotaping or Filming</p>	<p><u>Information Services and on the UK & Eire Al-Anon website. These events bring members together to connect through experiences and discussions.</u></p> <p><u>Audio Recordings* and Podcasts</u> Occasionally, Al-Anon/Alateen meetings are recorded by members, but as a matter of courtesy, the person doing the recording should ask for permission. Al-Anon/Alateen meetings may be recorded with the following suggestions <u>provided</u> that:</p> <ul style="list-style-type: none"> • every member is aware and approves of the recording • anonymity is carefully preserved. <p><u>(See 'Anonymity' section in the Policy Digest.)</u></p> <p><u>Podcasts</u> Recordings of members' sharings may appear as podcasts on the <u>UK & Eire Al-Anon</u> website for PI purposes. A release form must be signed by the member, agreeing to Al-Anon Family Groups' ownership of the material.</p> <p><u>Video Recording/Photography/Film</u> In keeping with Tradition Eleven, videotaping, photographing and filming <u>in any format does not occur</u> at meetings is not recommended.</p> <p>[...] (After end of section 'Alateen at Conventions', page 100)</p> <p><u>Al-Anon/Alateen Events with AA participation</u> <u>Al-Anon service arms may invite AA to participate in an Al-Anon hosted event.</u> <u>(See 'Al-Anon as it Relates to Others' for participation in AA conventions.)</u></p> <p><u>Films</u> Sometimes films are used at large meetings and conventions for entertainment between meetings and workshops. Because of the Sixth Tradition of non-endorsement. <u>The use of Conference Approved films is suggested in keeping with Tradition Six.</u></p> <p><u>Videotaping or Filming</u> In keeping with Tradition Eleven, v<u>Videotaping, recording or filming in any format does not occur</u> at conventions, <u>workshops or other events since it is a violation of Tradition Eleven in safeguarding anonymity</u> is not recommended.</p>
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In keeping with Tradition Eleven, videotaping or filming at conventions is not recommended.	
<p>Proposed version as it will appear in the next edition of the UK & Eire Service Manual</p> <p>(‘Meetings’ section, pages 98-99)</p> <p>Locating Meetings</p> <p>Al-Anon and Alateen meeting information can be obtained on the Al-Anon website www.al-anonuk.org.uk or by contacting the helpline on 0800 0086 811 between 10am and 10pm or on the Admin line 020 7593 2070 (9am to 5pm Monday to Friday). Alternatively contact your local Al-Anon Information Services in Dublin or Belfast.</p> <p>Open/Closed Meetings</p> <p>Closed meetings are for all Al-Anon members i.e. anyone whose personal life is or has been deeply affected by close contact with a problem drinker. Open meetings are attended by anyone interested in Al-Anon/Alateen. They are often attended by both members of Al-Anon and members of Alcoholics Anonymous. They provide an opportunity for health professionals to hear how families have experienced recovery.</p> <p>What to Announce at Meetings</p> <p>Generally those events put on by or connected to Al-Anon service arms are announced at meetings, in our newsletters, through registered Information Services and on the UK & Eire Al-Anon website. These events bring members together to connect through experiences and discussions.</p> <p>Audio Recordings* and Podcasts</p> <p>Occasionally, Al-Anon/Alateen meetings may be recorded provided that:</p> <ul style="list-style-type: none"> • every member is aware and approves of the recording • anonymity is carefully preserved. <p>(See ‘Anonymity’ section in the Policy Digest.)</p> <p>Recordings of members’ sharings may appear as podcasts on the UK & Eire Al-Anon website for PI purposes. A release form must be signed by the member, agreeing to Al-Anon Family Groups’ ownership of the material.</p> <p>Video Recording/Photography/Film</p> <p>In keeping with Tradition Eleven, video recording, photographing and filming in any format does not occur at meetings.</p> <p>[....]</p> <p>(After end of section ‘Alateen at Conventions’, page 100)</p> <p>Al-Anon/Alateen Events with AA participation</p> <p>Al-Anon service arms may invite AA to participate in an Al-Anon hosted event. (See ‘Al-Anon as it Relates to Others’ for participation in AA conventions.)</p> <p>Films</p> <p>Sometimes films are used at large meetings and conventions for entertainment between meetings and workshops. The use of Conference Approved films is suggested in keeping with Tradition Six. Video recording or filming in any format does not occur at conventions, workshops or other events since it is a violation of Tradition Eleven in safeguarding anonymity.</p>	

From the floor

Q Can the Irish number be included?

A We will take this back to the Manual Task Force.

- Locating meetings – the wording could cause some confusion.

A show of hands showed that the majority agreed to defer Motion 7 until Conference 2020.

MOTION 8 - The UK & Eire Service Conference: Allocated Delegate

To amend the text on page p.93 of the *UK & Eire Service Manual* 2016 under 'The UK & Eire Service Conference' 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>The UK & Eire Service Conference</p> <p>The UK & Eire Service Conference is composed of one Delegate from each Area, Trustees of the General Service Board, the General Secretary, the Conference Chairman and representatives from GSO. The World Service Conference will always be the senior Conference.</p>	<p>The UK & Eire Service Conference</p> <p>The UK & Eire Service Conference is composed of one Delegate from each Area, Trustees of the General Service Board, the General Secretary, the Conference Chairman and representatives from GSO. The World Service Conference will always be the senior Conference.</p> <p><u>Each Delegate is allocated to one of the Standing Committees and attends a meeting with the Committee Chairman at the Conference. The purpose of Delegate representation on Standing Committees is to give a broader group conscience and perspective to the Committee, whose work is of relevance to Al-Anon Family Groups in the UK & Eire as a whole.</u></p>
Proposed version as it will appear in the next edition of the UK & Eire Service Manual	
<p>The UK & Eire Service Conference</p> <p>The UK & Eire Service Conference is composed of one Delegate from each Area, Trustees of the General Service Board, the General Secretary, the Conference Chairman and representatives from GSO. The World Service Conference will always be the senior Conference.</p> <p>Each Delegate is allocated to one of the Standing Committees and attends a meeting with the Committee Chairman at the Conference. The purpose of Delegate representation on Standing Committees is to give a broader group conscience and perspective to the Committee, whose work is of relevance to Al-Anon Family Groups in the UK & Eire as a whole.</p>	

From the floor

No questions

MOTION 9 - Concept Eleven

To amend the text on pages 161, 163, 164, 165, 166 of the *UK & Eire Service Manual* 2016 under Concept Eleven 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>(p.161)</p> <p>While the Trustees of the General Service Board hold final responsibility for Al-Anon's service administration in the UK & Eire, they should always have the best possible assistance from the Standing Committees</p>	<p>While the Trustees of the General Service Board hold final responsibility for Al-Anon's service administration in the UK & Eire, they should always have the best possible assistance from the Standing Committees,</p>

<p>and staff. This means careful consideration of these committees, the personal qualifications of their members, the manner of their induction into service, the way in which they relate to each other, the special rights and duties of our staff, together with a proper basis for their financial compensation.</p> <p>The long-range success of Al-Anon Family Groups UK & Eire will rest not only on the capabilities of the Trustees but also upon the competent leadership and harmonious association of those non-Trustee committee members and staff members who actively carry out Al-Anon's services. Their quality and dedication, or their lack of these characteristics, will make or break our structure of service. Our dependence on them will always be great.</p> <p>Staff are in direct contact with members through correspondence and/or travel. Their performance is constantly on view by visitors to the General Service Office. They perform most of the routine tasks and carry out most of our services. They often initiate, develop and implement new plans and policies. Because this group is the visible image of service, most Al-Anon members evaluate our service by what they see and feel about them. These servants not only support the leadership of the Trustees, they share leadership with them.</p> <p>(p. 163) [...]</p> <p>4. The GSB Nominating Committee aids the Trustees in discharging their prime obligation to see that all vacancies are properly filled with members of the greatest possible competence, stability and diligence.</p> <p>The GSB Nominating Committee, having consulted with its Delegate members, will make recommendations that will determine, to a large extent, the continuous success of our services. Its members will have the primary voice in choosing future Trustees at Large. Careful deliberation, painstaking investigation, refusal to accept casual recommendations, advance preparation of lists of suitable candidates - these need to be the principal attitudes and activities of this committee.</p>	<p>staff <u>and consultants</u>. This means careful consideration of these committees, the personal qualifications of their members, the manner of their induction into service, the way in which they relate to each other, the special rights and duties of our staff-<u>and consultants</u>, together with a proper basis for their financial compensation.</p> <p>The long-range success of Al-Anon Family Groups UK & Eire will rest not only on the capabilities of the Trustees but also upon the competent leadership and harmonious association of those non-Trustee committee members and staff members who actively carry out Al-Anon's services. Their quality and dedication, or their lack of these characteristics, will make or break our structure of service. Our dependence on them will always be great.</p> <p>Staff are in direct contact with members through correspondence and/or travel. Their performance is constantly on view by visitors to the General Service Office. They perform most of the routine tasks and carry out most of our services. They often initiate, develop and implement new plans and policies. Because this group is the visible image of service, most Al-Anon members evaluate our service by what they see and feel about them. These servants <u>staff members</u> not only support the leadership of the Trustees, they share leadership with them.</p> <p>4. The GSB Nominating Committee aids the Trustees in discharging their prime obligation to see that all vacancies are properly filled with members of the greatest possible competence, stability and diligence.</p> <p>The GSB Nominating Committee, having consulted with its Delegate members, will make recommendations that will determine, to a large extent, the continuous success of our services. Its members will have the primary voice in choosing future Trustees at Large. Careful deliberation, painstaking investigation, refusal to accept casual recommendations, advance preparation of lists of suitable candidates - these need to be the principal attitudes and activities of this committee.</p> <p><u>The Regional Committee on Trustees is composed of all Area Delegates from the Region nominating a Regional Trustee, plus two additional Delegates from outside the Region chosen by lot at Conference.</u></p> <p>6. The TEAM Events Committee assists in co-</p>
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<p>(p.164)</p> <p>6. The TEAM Events Committee assists in co-ordinating TEAM events throughout the structure. The committee is comprised of the six Regional Trustees.</p> <p>[The Finance sub group ...]</p> <p>This sub group conservatively estimates each year's income. It develops plans for increasing our revenues and keeps a watchful eye on expenditure. It closely scrutinises the annual budgets of estimated income and expense. It makes budget revisions when necessary. It considers every new expenditure in the light of, 'Is this necessary or desirable now? Can we afford it?'</p> <p>When appropriate, the Finance sub group sets aside sums in our Reserve Fund with the assurance of the availability of those funds. This should enable us to meet hard times or even a calamity.</p> <p>(p. 165) [...]</p> <p>Principles That Operate at the General Service Office</p> <p>Executives: Any active service, to function well must be managed by a competent executive. It must always be directed by one person, supported by such staff as are needed. This function must be delegated to an individual, with ample freedom and authority to do the job without interference, so long as the work is done well.</p> <p>(p. 166) [...]</p> <p>In our Al-Anon structure of service we treat our paid workers in all respects as we do our volunteers. The fact that our employees receive a salary should never consciously or unconsciously be used as a lever against them. To do so would be neither good spiritual practice nor good business. When we can afford it every employee should be compensated in relation to those offering similar services and abilities in comparable not-for-profit organisations.</p> <p>Our employees are part of a team. No organisational</p>	<p>ordinating TEAM events throughout the structure. The committee is comprised of the six Regional Trustees- <u>one of whom chairs the meetings.</u></p> <p>[The Finance sub group ...]</p> <p>This sub group conservatively estimates each year's income. It develops plans for increasing our revenues and keeps a watchful eye on expenditure. It closely scrutinises the annual budgets of estimated income and expense. It makes budget revisions when necessary. It considers every new expenditure in the light of, 'Is this necessary or desirable now? Can we afford it?' <u>It also sets literature pricing in a way that adequately supports the needs of the service structure.</u></p> <p>When appropriate, the Finance sub group-sets aside sums in our the Reserve Fund with the assurance of the availability of those funds. This should enable us to meet hard times or even a calamity.</p> <p>Principles That Operate at the General Service Office</p> <p>Executives: Any active service, to function well must be managed by a competent executive. It must always be directed by one person, supported by such staff as are needed. This function must be delegated to an individual, with ample freedom and authority to do the job without interference, so long as the work is done well. <u>In UK & Eire this is the General Secretary.</u></p> <p>In our Al-Anon structure of service <u>At GSO</u> we treat our paid workers in all respects as we do our volunteers. The fact that our employees receive a salary should never consciously or unconsciously be used as a lever against them. To do so would be neither good spiritual practice nor good business. When we can afford it every employee should be compensated in relation to those offering similar services and abilities in comparable not-for-profit organisations.</p> <p>Our employees are part of a team. No organisational structure can fully guarantee GSO against the possible damage done by clashing personalities. If, however, they <u>our paid staff</u> cannot or will not do their jobs, we can and should let them go.</p>
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<p>structure can fully guarantee GSO against the possible damage done by clashing personalities. If, however, they cannot or will not do their jobs, we can and should let them go. [...]</p>	
<p>Proposed version as it will appear in the next edition of the UK & Eire Service Manual</p>	
<p>[...] (p.161)</p> <p>While the Trustees of the General Service Board hold final responsibility for Al-Anon's service administration in the UK & Eire, they should always have the best possible assistance from the Standing Committees, staff and consultants. This means careful consideration of these committees, the personal qualifications of their members, the manner of their induction into service, the way in which they relate to each other, the special rights and duties of our staff and consultants, together with a proper basis for their financial compensation.</p> <p>The long-range success of Al-Anon Family Groups UK & Eire will rest not only on the capabilities of the Trustees but also upon the competent leadership and harmonious association of those committee members and staff members who actively carry out Al-Anon's services. Their quality and dedication, or their lack of these characteristics, will make or break our structure of service. Our dependence on them will always be great.</p> <p>Staff are in direct contact with members through correspondence and/or travel. Their performance is constantly on view by visitors to the General Service Office. They perform most of the routine tasks and carry out most of our services. They often initiate, develop and implement new plans and policies. Because this group is the visible image of service, most Al-Anon members evaluate our service by what they see and feel about them. These staff members not only support the leadership of the Trustees, they share leadership with them.</p> <p>[...] (p.163)</p> <p>The GSB Nominating Committee aids the Trustees in discharging their prime obligation to see that all vacancies are properly filled with members of the greatest possible competence, stability and diligence.</p> <p>The GSB Nominating Committee, having consulted with its Delegate members, will make recommendations that will determine, to a large extent, the continuous success of our services. Its members will have the primary voice in choosing future Trustees at Large. Careful deliberation, painstaking investigation, refusal to accept casual recommendations, advance preparation of lists of suitable candidates - these need to be the principal attitudes and activities of this committee.</p> <p>The Regional Committee on Trustees is composed of all Area Delegates from the Region nominating a Regional Trustee, plus two additional Delegates from outside the Region chosen by lot at Conference.</p> <p>[...] (p.164)</p> <p>6. The TEAM Events Committee assists in co-ordinating TEAM events throughout the structure. The committee is comprised of the six Regional Trustees, one of whom chairs the meetings.</p> <p><i>(Finance sub group...)</i></p> <p>This sub group conservatively estimates each year's income. It develops plans for increasing our revenues and keeps a watchful eye on expenditure. It closely scrutinises the annual budgets of estimated income and expense. It makes budget revisions when necessary. It considers every new expenditure in the light of, 'Is this necessary or desirable now? Can we afford it?' It also sets literature pricing in a way that adequately supports the needs of the service structure.</p> <p>When appropriate, the Finance sub group sets aside sums in the Reserve Fund with the assurance of the availability of those funds. This should enable us to meet hard times or even a calamity.</p>	

[...] (p.165)

***Principles That Operate at
the General Service Office***

Executives: Any active service, to function well must be managed by a competent executive. It must always be directed by one person, supported by such staff as are needed. This function must be delegated to an individual, with ample freedom and authority to do the job without interference, so long as the work is done well. In UK & Eire this is the General Secretary.

[...] (p. 166)

At GSO we treat our paid workers in all respects as we do our volunteers. The fact that our employees receive a salary should never consciously or unconsciously be used as a lever against them. To do so would be neither good spiritual practice nor good business. When we can afford it every employee should be compensated in relation to those offering similar services and abilities in comparable not-for-profit organisations.

Our employees are part of a team. No organisational structure can fully guarantee GSO against the possible damage done by clashing personalities. If, however, our paid staff cannot or will not do their jobs, we can and should let them go.

From the floor

No questions

MOTION 10 – Finances

To amend the text on pages 112 to 116 of the *UK & Eire Service Manual* 2016 under 'Finances' as follows:

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

Current version as it appears in the UK & Eire Service Manual 2016 edition	Proposed amended version
<p>Finances</p> <p>In keeping with our Seventh Tradition, Al-Anon is supported by members' contributions and by the sale of our literature. All contributions are used to meet expenses for UK & Eire services, including a portion of the operating expense of the UK & Eire Service Conference. Members may contribute in the following ways:</p>	<p>Finances</p> <p>In keeping with our Seventh Tradition, Al-Anon is supported by members' contributions and by the sale of our literature. All contributions are used to meet expenses for UK & Eire services, including a portion of the operating expense of the UK & Eire Service Conference.</p> <p><u>Spiritual Principles of Al-Anon's Self Support Tradition Seven is Gratitude in Action. Al-Anon is supported by members' financial and service contributions together with the sale of our literature.</u></p> <p><u>Our spiritual principles inspire members to support the fellowship as it serves both members and prospective members. As we receive the hope and help we each sought, we use these spiritual principles to ensure that those following in our footsteps have the same</u></p>

<p>Contributions to the General Fund - Individual <i>Annual Appeal - UK & Eire</i></p>	<p><u>opportunities:</u></p> <p><u>Abundance—We learn to change our thinking from what we don't have to an awareness of gratitude for what we do have. As that idea expands, we continue to give of our time and money, realising we can never give back all we have been given. Thinking abundantly allows us to accomplish our primary purpose of reaching out to families and friends of alcoholics.</u></p> <p><u>Anonymity—Within our practice of anonymity we are reminded that our personal donations are made without recognition or public acknowledgement.</u></p> <p><u>Gratitude—We express our gratitude by giving generously of our time and resources. We want to ensure that</u> <u>Al-Anon will continue to be available to others.</u></p> <p><u>Responsibility—Step Twelve suggests that reaching out is essential as we strive to carry out our responsibility to be there for the newcomer. To fund this very important work, we consider what combination of service and money each of us is willing to provide.</u></p> <p><u>Trust—We believe our trusted servants practise these spiritual principles when making informed decisions about the use of our resources. We realise that we all want what is best for Al-Anon as a whole. As we trust others, we come to understand that we too are worthy of trust.</u></p> <p><u>Unity—Our contributions provide the means to create, maintain, and expand the services that are necessary to enhance the sense of belonging so all members are connected in fulfilling our primary spiritual aim.</u></p> <p><u>Members may contribute in the following ways:</u></p> <p>Contributions to the General Fund - Individual <i>Annual Appeal - UK & Eire</i> In keeping with the Seventh Tradition <u>Seven</u> of n self-support, an appeal is made to all <u>G</u>roups in the UK & Eire as and when required. Since it is not possible to maintain a list of all members of Al-Anon, the appeal letters are mailed to the <u>G</u>roup's Current Mailing Address. It is requested that the letter be read at two successive meetings followed</p>
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In keeping with the Seventh Tradition of self-support, an appeal is made to all groups in the UK & Eire as and when required. Since it is not possible to maintain a list of all members of Al-Anon, the appeal letters are mailed to the group's Current Mailing Address. It is requested that the letter be read at two successive meetings followed by a special collection other than the regular group collection. This gives each member an opportunity to participate in Twelfth-Step work beyond the group level. It is traditional for the Treasurer to make an appeal at Conference.

[...]

[p.113]

Payroll Giving

A nominated amount is deducted (pre-tax) from the members' salary and this amount is sent directly to Al-Anon. This way of donating to Al-Anon can only be used by members who are employed and whose employer runs a Payroll Giving Scheme.

Bequests

The General Service Office may accept a one-time legacy from an Al-Anon member in any amount. (Contact GSO for details.)

NOTE: It is essential that bequests are made payable to Family Groups Ltd.

In Memoriam Contributions

Contributions can be made to GSO in memory of a deceased member.

[...]

[p.114]

Contributions to the General Fund - Groups

Groups make donations to GSO on a regular basis without limit.

[...]

Fund-raising

Many Groups, Districts, Areas, Information Services, Conventions, Assemblies or other gatherings of Al-Anon/Alateen members often raise funds to provide services.

by a special collection other than the regular Ggroup collection. This gives each member an opportunity to participate in Twelfth Step Wwork beyond the Ggroup level. In addition it is traditional for the Treasurer to make an appeal at Conference.

[...]

Payroll Giving

A nominated amount is deducted (pre-tax) from the member's salary and this amount is sent directly to Al-Anon. This way of donating to Al-Anon can only be used by members who are employed and whose employer runs a Payroll Giving Scheme.

Bequests

The General Service Office may accept a one-time legacy from an Al-Anon member in any amount. (Contact GSO for details.)

NOTE: It is essential that bequests are made payable to Family Groups Ltd.

In Memoriam Contributions

~~Contributions can be made to GSO in memory of a deceased member.~~

We do not solicit donations at funerals as not all attendees will be Al-Anon members. However, members can make donations to the General Fund in memory of any deceased person.

[...]

Contributions to the General Fund - Groups

Groups make donations to GSO on a regular basis without limit **after meeting the Group's expenses and contributions to local and Area service entities.**

[...]

Fund-raising

As part of our responsibility to be self-supporting, mMany Groups, Districts, Areas, Information Services, Conventions **and** Assemblies ~~or other gatherings of Al-Anon/Alateen members~~ often raise funds to provide services.

Activities and Service

Fund**raisers** ~~raising activities~~ such as ~~suppers,~~ dances and other social events are **usually** conducted ~~only within the fellowship and in agreement with the~~

Activities and Service

Fund-raising activities such as potluck suppers, dances or other social events are conducted only within the fellowship and in agreement with the groups directly involved. If, however, such events are open to the public, use of the name Al-Anon or Alateen would violate the spirit of our Traditions.

[p.115]

Outside Contributions

Al-Anon and Alateen Groups do not accept contributions from outside the Al-Anon membership in order to adhere to the Seventh Tradition of full self-support.

Avoiding Commercialism

Raffling various articles at meetings or other gatherings is a matter of autonomy but to avoid commercialism in the fellowship, it is suggested that these items relate in some way to our spiritual principles. Items such as Al-Anon or Alateen books, subscriptions to The Forum, or the donated products of the creative efforts of individual members are suggested. GSO does not stock or offer programme-related jewellery or trinkets for sale because these actions could divert our service office from our primary purpose. Furthermore, in keeping with Tradition Six, GSO does not provide lists of suppliers for articles associated with the fellowship, e.g. plaques, jewellery.

Al-Anon/Alateen Groups directly involved.

If, however, such events are open to the **general** public, use of the name Al-Anon or Alateen would violate the spirit of our Traditions **of anonymity and self-support.**

Discounts of Goods and Services

GSO and other Al-Anon service entities may accept discounts of goods and services that are routinely available to other not-for-profit organisations (e.g. non-profit postal rates, free placement for public service announcements, freeware and other digital media) provided that members' anonymity is protected and there are no appearances of affiliation or requirements that would violate our Traditions.

[p.115]

Outside Contributions

Al-Anon and Alateen Groups do not **solicit or** accept contributions from outside the Al-Anon membership in order to adhere to the Seventh Tradition **Seven** of full self-support **and avoid the appearance of affiliation or influence by others. Seeking or accepting any outside funding through awards, endowments, gifts, grants, scholarships, etc. would not be in keeping with our spiritual principles.**

Avoiding Commercialism

Raffling various articles at meetings or other gatherings is a matter of autonomy but to avoid commercialism in the fellowship, it is suggested that these items relate in some way to our spiritual principles. Items such as Al-Anon or Alateen books, subscriptions to The Forum, or the donated products of the creative efforts of individual members are suggested.

GSO does not stock or offer programme-related jewellery or **other items** trinkets for sale because these actions could divert our service office from our primary purpose. Furthermore, in keeping with Tradition Six, GSO does not provide lists of suppliers for articles associated with the fellowship, e.g. plaques, jewellery.

Selling Products

Selling Products at Meetings/Conventions

Tradition Five states that the one purpose of each Al-Anon Group is to help families of alcoholics. Therefore, it is inappropriate for an individual or outside entity to use Al-Anon meetings or other Al-Anon events as a

Selling Products

Selling Products at Meetings/Conventions

Tradition Five states that the one purpose of each Al-Anon Group is to help families of alcoholics. Therefore, it is inappropriate for an individual or outside entity to use Al-Anon meetings or other Al-Anon events as a marketplace before, during or after those gatherings for the sale of services or products.

Selling Products at AA Meetings

In keeping with Tradition Seven, Al-Anon and Alateen members should refrain from selling any products at AA meetings.

[...]
[p.116]

Use of Group Funds

Rent and other Group Expenses

Our Tradition of self-support suggests that the expenses for the group's operation such as rent, literature and Group Representative expenses be met first. Remaining funds may be used to support local and Area structures and the General Fund. At locations where rent may not be accepted, providing a supply of Al-Anon/Alateen Conference Approved Literature to the facility can be an appropriate alternative.

[...]

Donations to Outside Agencies

Contributions to any outside agency, activity or programme are not made from group funds which are to be used for Al-Anon/Alateen purposes only.

Baby-sitters

Due to Child Protection legislation in the UK and Ireland, it is no longer advisable to have a policy on supplying baby-sitting facilities.

NB: Members participating in such an arrangement should make themselves aware of their legal responsibilities and liabilities.

Payment for Speaking

In keeping with the Eighth Tradition,

marketplace before, during or after those gatherings for the sale of services or products.

Selling Products at AA Meetings

In keeping with Tradition Seven **and our principle of self-support**, Al-Anon and Alateen members should refrain from selling any products at AA meetings.

[...]
[p.116]

Use of Group Funds

Rent and other Group Expenses

Our Tradition of self-support suggests that the expenses for the ~~G~~group's operation such as rent, literature, **Public Information** and Group Representative expenses be met first. Remaining funds ~~may be~~ **are** used to **help** support local and Area structures and the General Fund. At locations where rent ~~may not be~~ **is not** accepted, **a Group may provide** providing a supply of Al-Anon/Alateen Conference Approved Literature ~~to the facility can be~~ as an appropriate alternative.

Donations to Outside Agencies

Contributions to any outside agency, activity or programme are not made from ~~G~~group funds which are to be used for Al-Anon/Alateen purposes only. **As part of their Twelfth Step responsibility Groups may use their funds to purchase Al-Anon/Alateen literature to donate to outside agencies, activities, and programmes for public information.**

~~Baby-sitters~~ **Child Care**

Due to Child Protection legislation ~~in the UK and Ireland~~ **within our Structure**, it is no longer advisable to have a policy on supplying ~~baby-sitting~~ **child care** facilities.

NB: Members participating in such an arrangement should make themselves aware of their legal responsibilities and liabilities.

~~Payment Fees~~ **for Speaking**

Sharing our experience, strength and hope as Al-Anon/Alateen speakers is an example of the important Twelfth Step Work of carrying the message. In keeping with ~~the Eighth~~ Tradition Eight, Al-Anon speakers are reimbursed for expenses only. **Fees are not charged or accepted for speaking.** When a member is

<p>Al-Anon speakers are reimbursed for expenses only. When a member is speaking to an outside organisation, the speaker may suggest that funds in excess of expenses be used by the organisation for the purchase of Conference Approved Literature (CAL), for distribution by the organisation as an educational service.</p> <p>Public Meetings</p> <p>In keeping with the Seventh Tradition, it is clear that the fellowship is dependent upon its own voluntary contributions. Reading the Preamble and the Traditions clarifies this principle.</p>	<p>speaking to an outside organisation, <u>and a fee is offered</u>, the speaker may suggest that funds in excess of expenses be used by the organisation for the purchase of Conference Approved Literature (CAL), for distribution by the organisation as an educational service.</p> <p>Public Meetings</p> <p>In keeping with the Seventh Tradition, it is clear that the fellowship is dependent upon its own voluntary contributions. Reading the Preamble and the Traditions clarifies this principle.</p> <p><u>During open meetings when the public has been invited, it is appropriate to read the Al-Anon Preamble to the Twelve Steps and Tradition Seven before passing the basket to clarify our spiritual principle of self-support.</u></p>
<p>Proposed version as it will appear in the next edition of the UK & Eire Service Manual</p>	
<p>Finances</p> <p>Spiritual Principles of Al-Anon's Self Support</p> <p>Tradition Seven is Gratitude in Action. Al-Anon is supported by members' financial and service contributions together with the sale of our literature.</p> <p>Our spiritual principles inspire members to support the fellowship as it serves both members and prospective members. As we receive the hope and help we each sought, we use these spiritual principles to ensure that those following in our footsteps have the same opportunities:</p> <p>Abundance—We learn to change our thinking from what we don't have to an awareness of gratitude for what we do have. As that idea expands, we continue to give of our time and money, realising we can never give back all we have been given. Thinking abundantly allows us to accomplish our primary purpose of reaching out to families and friends of alcoholics.</p> <p>Anonymity—Within our practice of anonymity we are reminded that our personal donations are made without recognition or public acknowledgement.</p> <p>Gratitude—We express our gratitude by giving generously of our time and resources. We want to ensure that Al-Anon will continue to be available to others.</p> <p>Responsibility—Step Twelve suggests that reaching out is essential as we strive to carry out our responsibility to be there for the newcomer. To fund this very important work, we consider what combination of service and money each of us is willing to provide.</p> <p>Trust—We believe our trusted servants practise these spiritual principles when making informed decisions about the use of our resources. We realise that we all want what is best for Al-Anon as a whole. As we trust others, we come to understand that we too are worthy of trust.</p> <p>Unity—Our contributions provide the means to create, maintain, and expand the services that are necessary to enhance the sense of belonging so all members are connected in fulfilling our primary spiritual aim.</p>	

Members may contribute in the following ways:

Contributions to the General Fund - Individual

Annual Appeal - UK & Eire

In keeping with Tradition Seven on self-support, an appeal is made to all Groups in the UK & Eire as and when required. Since it is not possible to maintain a list of all members of Al-Anon, the appeal letters are mailed to the Group's Current Mailing Address. It is requested that the letter be read at two successive meetings followed by a special collection other than the regular Group collection. This gives each member an opportunity to participate in Twelfth Step Work beyond the Group level. In addition, it is traditional for the Treasurer to make an appeal at Conference.

[...]

[p.113]

Payroll Giving

A nominated amount is deducted (pre-tax) from the member's salary and this amount is sent directly to Al-Anon. This way of donating to Al-Anon can only be used by members who are employed and whose employer runs a Payroll Giving Scheme.

Bequests

The General Service Office may accept a one-time legacy from an Al-Anon member in any amount. (Contact GSO for details.)

NOTE: It is essential that bequests are made payable to Family Groups Ltd.

In Memoriam Contributions

We do not solicit donations at funerals as not all attendees will be Al-Anon members. However, members can make donations to the General Fund in memory of any deceased person.

[...]

[p.114]

Contributions to the General Fund - Groups

Groups make donations to GSO on a regular basis without limit after meeting the Group's expenses and contributions to local and Area service entities.

[...]

Fund-raising

As part of our responsibility to be self-supporting, many Groups, Districts, Areas, Information Services, Conventions and Assemblies often raise funds to provide services.

Activities and Service

Fundraisers such as dances and other social events are usually conducted in agreement with the Al-Anon/Alateen Groups directly involved. If such events are open to the general public, use of the name Al-Anon or Alateen violates our Traditions of anonymity and self-support.

Discounts of Goods and Services

GSO and other Al-Anon service entities may accept discounts of goods and services that are routinely available to other not-for-profit organisations (e.g. non-profit postal rates, free placement for public service announcements, freeware and other digital media) provided that members' anonymity is protected and there are no appearances of affiliation or requirements that would violate our Traditions.

[p.115]

Outside Contributions

Al-Anon and Alateen Groups do not solicit or accept contributions from outside the Al-Anon membership in order to adhere to Tradition Seven on full self-support and avoid the appearance of

affiliation or influence by others. Seeking or accepting any outside funding through awards, endowments, gifts, grants, scholarships, etc. would not be in keeping with our spiritual principles.

Avoiding Commercialism

Raffling various articles at meetings or other gatherings is a matter of autonomy but to avoid commercialism in the fellowship, it is suggested that these items relate in some way to our spiritual principles. Items such as Al-Anon or Alateen books, ~~subscriptions to The Forum~~, or the donated products of the creative efforts of individual members are suggested.

GSO does not stock or offer programme-related jewellery or other items for sale because these actions could divert our service office from our primary purpose. Furthermore, in keeping with Tradition Six, GSO does not provide lists of suppliers for articles associated with the fellowship, e.g. plaques, jewellery.

Selling Products

Selling Products at Meetings/Conventions

Tradition Five states that the one purpose of each Al-Anon Group is to help families of alcoholics.

Therefore, it is inappropriate for an individual or outside entity to use

Al-Anon meetings or other Al-Anon events as a marketplace before, during or after those gatherings for the sale of services or products.

Selling Products at AA Meetings

In keeping with Tradition Seven and our principle of self-support, Al-Anon and Alateen members should refrain from selling any products at AA meetings.

[...]

[p.116]

Use of Group Funds

Rent and other Group Expenses

Our Tradition of self-support suggests that the expenses for the Group's operation such as rent, literature, Public Information and Group Representative expenses be met first. Remaining funds are used to help support local and Area structures and the General Fund. At locations where rent is not accepted, a Group may provide a supply of

Al-Anon/ Alateen Conference Approved Literature as an appropriate alternative.

Donations to Outside Agencies

Contributions to any outside agency, activity or programme are not made from Group funds which are to be used for Al-Anon/Alateen purposes only. As part of their Twelfth Step responsibility Groups may use their funds to purchase Al-Anon/ Alateen literature to donate to outside agencies, activities, and programmes for public information.

Child Care

Due to Child Protection legislation within our Structure, it is no longer advisable to have a policy on supplying childcare facilities.

NB: Members participating in such an arrangement should make themselves aware of their legal responsibilities and liabilities.

Fees for Speaking

Sharing our experience, strength and hope as Al-Anon/Alateen speakers is an example of the important Twelfth Step Work of carrying the message. In keeping with Tradition Eight, Al-Anon speakers are reimbursed for expenses only. Fees are not charged or accepted for speaking. When a member is speaking to an outside organisation, and a fee is offered, the speaker may suggest that funds in excess of expenses be used by the organisation for the purchase of Conference Approved Literature (CAL), for distribution by the organisation as an educational service.

Public Meetings

During open meetings when the public has been invited, it is appropriate to read the Al-Anon Preamble to the Twelve Steps and Tradition Seven before passing the basket to clarify our spiritual principle of self-support.

From the floor

No questions

ASK-IT-BASKET QUESTIONS

- Q** GSO communicates by post to the Groups using the Current Mailing Address (CMA). Can Groups be given the option of receiving all communications by email instead of by post? This would save costs of postage, printing and paper. Lots of banks and utility companies give this option now.
- A** GSO do not have the resources to sort Groups who only want communication by email.
- Q** Can members have control of the website to change diary dates and add information?
- A** No. Please email enquiries@al-anonuk.org.uk with information.
- Q** Can we get the PI leaflet *Al-Anon, A Community Resource* in a pdf form for professionals to download?
- A** The current licence agreement with WSO does not give authorisation to produce WSO literature in an electronic format. We will look at producing a piece of PI literature that can be available free for professionals electronically.
- Q** Should Tradition Eleven be amended to cover the Internet and Social Media?
- A** The *UK & Eire Service Manual* p 101 can be helpful. It states 'Tradition Eleven gives a specific guideline, '...we need always maintain personal anonymity at the level of press, radio, films and TV'. It is Al-Anon policy to interpret Tradition Eleven to include the internet as well as all forms of evolving public media.
- Q** Will Al-Anon set up an online meeting for the UK & Eire?
- A** GSO do not have the resources at present to introduce online meetings.
- Q** Area 7 has a Gratitude Week, can this be rolled out to the fellowship?
- A** Each Group, District or Area, is autonomous, and can decide if they would want to do a Gratitude Week. It was suggested that Area 7 write an article for *Al-Anon Today* explaining how a Gratitude Week works in their Area.
- Q** What can be done about someone setting up a Group in direct opposition to a nearby Group?
- A** Groups may set up where and when they choose. Tradition Three was read out, and the *UK & Eire Service Manual* page 25 was quoted *Starting an Al-Anon Family Group*.
- Q** Can Conference consider what Al-Anon can do to take advantage of the 2020 Healthy Schools initiative?
- A** Whilst this starts in 2020, it is not time specific which means it's ongoing. This needs to be a local PI initiative.
- We joined up with AA to do PI in a local school. It was very successful.

SPIRITUAL SHARINGS

Arlene H – Area 12 Delegate

I went to two Al-Anon meetings after my husband found Alcoholics Anonymous (AA). Sadly, I used our two sons as an excuse to stop going to Al-Anon and didn't return until my situation became considerably more unmanageable. I was in the depths of despair. Fast forward two and a half years, to when my husband had his last drink, one day at a time and thankfully I returned to Al-Anon, encouraged by my husband's AA friend.

I felt more equipped for accepting the programme second time round. Most members at the group were actively involved in service, had sponsors and conveyed a welcoming approach. It didn't take long before I was asked to be the tea person. I can remember the stress of wondering how many teabags to put in the pot and how much water to put in. I was too frightened to ask. The fear of being ridiculed, gossiped about or judged was deep-rooted.

After attending Al-Anon for several months I began working the programme with a sponsor. My ability to read from the daily readers improved. In the early days, after reading several lines my voice would become shaky and I struggled to reach the end of the page. After three years attending meetings, I was sharing at a convention, in front of a lot of people!

I was so grateful for the encouragement and love that members had given me. When the vacancy for Group Representative became available, I read the Service Manual to see what the job entailed. My sponsor highlighted my ability and commitment to the programme and encouraged me to be nominated. My confidence began to grow as I became better informed. I realised that living in reality was about making mistakes. The role helped me deal with perfectionism, resulting in me becoming more relaxed in my daily life.

Being sponsored was a positive learning curve but learning to give unconditionally by sponsoring others has and still is a humbling experience. I was surprised but honoured when a member asked me to be their sponsor. She was older than myself but reassured me that age didn't matter and that she hoped to gain the serenity that I had.

I also enjoyed the experience of visiting High Schools to carry the message. I shared my experience, strength and hope, encouraged pupils to read Alateen's 20 Questions leaflet then gave pupils the chance to ask questions anonymously. I was moved by a young boy, who appeared to be a popular class member who stared out of the window after reading the leaflet. He looked sad and bewildered. I didn't manage to speak to him but hoped that the 'seed was planted' and that help would be sought, if and when he needed it.

From early on I was encouraged to attend District Meetings and Area Assemblies. I had a keen interest in learning about Al-Anon and its functionality, so attendance at these meetings proved beneficial. Once again, I was encouraged to step out of my comfort zone and go forward in service at Area. I enjoyed learning more about myself; good, bad or indifferent. Members were always available to support me when feelings of self-doubt or procrastination began to creep in. There have been challenges in every service role I've taken on. However, I've never regretted giving back to Al-Anon and have always valued the growth I've gained.

I continue to serve Al-Anon but always aim to maintain balance in my life. My hope would be for others to come forward and realise their potential by at least 'having a go'. With the advances in technology, I find volunteering on the Helpline manageable and rewarding. Being there for others who are emotionally depleted and confused, reminds me of how it was for me. I remember thinking that I could intellectually solve the issues of the problem drinker.

I have attended two World Conventions. These have been inspirational experiences because of the enthusiasm, unity and gratitude shown by members. For my enthusiasm to continue, I need to keep embracing self-knowledge, acceptance, gratitude, the list is endless. The contentment I feel today is insurmountable. There are still issues and relationships I have to deal with on a regular basis. The difference today is, I don't have to do it alone and I'm getting better at 'Letting Go and Letting God.'

Service: The Hidden Diamond in Recovery resonates with me. A diamond is described as being precious, clear and hard. My recovery is precious to me. I have clarity today which has changed my thinking and outlook on life. I describe myself as having strength as opposed to being hard. Strength to carry on even when things get tough. I look forward to continuing my growth in Al-Anon and God willing, be there to support others.

Joe McM – Area 28 Delegate

This particular request to share certainly meets the criteria of doing service and finding a little bit more of that seemingly elusive recovery. Of course, recovery for myself and so many others is ongoing, incremental and often hard to see in ourselves. Over the years, I have been startled and privileged to witness other members shining brightly, despite the alcohol fuelled gloom surrounding them. I like to think of growth and recovery as meaning much the same thing.

To grow and recover, the individual will need to nourish and look after themselves, to take positive action to ensure their own wellbeing and have self-love. We have to get well because being in Al-Anon, we are often the only ones with the tools to do so. For me, service was the most valuable tool in the entire toolbox.

I was told in the early days of my Al-Anon journey, "If you are asked to do service, do it!" Thinking back on this, I was never told why, nor did I ever question this guidance. Perhaps I was conditioned by my circumstances to just follow commands and in so doing, I lost myself. This is what I believe is the razor's edge that service in Al-Anon is continually dancing upon, "to get it we have to give it away" as opposed to "as I have just found myself, no one is ever going to tell me what to do again."

Telling people what to do, however well intentioned, gives at best, limited and short-term results. One phrase that springs to mind is unswerving devotion to the unenforceable. It can be such a challenge to convince Al-Anon members that the main and intended beneficiary of service is themselves. In this respect, the diamond isn't so much hidden as not being looked for in the first place. We need to dig to find it and digging takes personal commitment and effort. No one can do it for us.

I am happy to share as I have done so many times before, I just leave it up to my Higher Power to what I share. However, I find sitting in front of a blank screen and typing is an entirely more daunting proposition.

Unlike my behaviour in the past, I didn't just grab hold of the first idea that came into my head. I can see that to sit down and type may be scary, new, unfamiliar ground and a change carries some risk, more effort and let's not forget that ever present lurking fear of failure, or perhaps just plain fear itself. There is a phrase I use to describe my younger brother. He's aggressively neutral and specifically vague. My brother is notoriously non-committal. Small wonder when I consider he grew up in the same household as I did. He does not have the benefit of service in recovery (or should that be recovery in service).

I remember with great fondness a District Meeting workshop. Members were deciding about having a one-day mini convention. They finally decided on a date some months off into the future. One of the members was asked if they would like to share and the response was "I don't know what I am doing in eleven months time but I shall almost certainly be busy." We all laughed, instantly recognising the hesitance we all at times may have around commitment of any sort. My mother says, "I'll do that now in a minute". Her undoubted Irish logic escapes me. Another mantra I say to myself is "continuous effort, not strength or intelligence is the key to unlocking my potential".

In getting members to realise that service is their own diamond and not the fellowship's, may be the trick that is needed. There is no formula to apply as we are all different. I have seen members who have soared, literally flown into service and witnessed their consequent personal growth and recovery. Every member is poised at a frightening cliff of change and fear and risk of failure, unaware that behind their shoulders flex powerful wings of personal growth, fanning out behind and unknown to them but visible to those around them.

Way down below, at the bottom of this imaginary cliff, the fellowship wait to cheer them on and catch them should they fall.

There are many examples of great achievers we could look to, but I never measure myself against such people. I possess other talents and have a differing story. It is pointless to compare because no one (and I am an Identical twin) is ever alike. The effort of releasing those self-inflicted shackles cannot be underestimated. Horses trapped for years in a barn will stay put when the doors are flung open because they know no other way.

Gentle and positive encouragement is, I believe, the only way people can eventually and willingly, find this unswerving devotion to their unenforceable recovery. It does not have to be a grand gesture either. My wife finally convinced me to start painting the kitchen and pointed out that "however it turns out, it can only be better than it is now". However we turn out in service, we can only end up better than we are now.

Having to sit down and think about what I was going to write, I remember that I have a Higher Power, whether I choose to believe it or not. Service is an adventure of sorts. Yes there are risks, dealing with change and setbacks and even failures but there are diamonds to be found, not in the ground but in each and every one of us.

Katherine Lanham – Chairman, Editorial Committee

I love this fellowship and devote my time and energy to it because I don't know how else to get better. When I walked shyly through the doors of my first Al-Anon meeting, I started serving, as we all do, by simply turning up, helping put the literature out, by listening and sitting still, by being anonymous. I realised no-one wanted anything from me, no forms, no deadlines, no advice. Everyone was equal. When I opened my mouth to speak, no-one was more surprised than me to find tears falling down my face, and no words.

Dad drank secretly and Mum secretly marked the bottle. Dad could be hilarious and was passionate about many things. I loved him. He could also be deeply sad. He had nothing to do with his parents, they were violent alcoholics and his only sister lived in America. She died of alcoholism when I was a teenager. I really wanted to make Dad happy. I tried to win his love by helping him with the many chores he busied himself with at weekends. When I was young and he came home drunk he would lie down on my bed and tell me how he and I were so alike, and no-one understood us. He said we'd always be in trouble. I hated these little drunken talks and vowed that I was going to be different.

I fantasised a huge amount and found a great comfort in my creativity. I wanted us to be a happy family but we were in survival mode. My sisters and I weren't very nice to each other, we were angry and there was a lot of arguing. No-one ever said sorry, and Mum was preoccupied with Dad.

I liked serving and helping people. I remember wishing an old person would fall over in the street so I could pick them up! I got comfort from the ritual of doing things my way, the illusion of control made me feel less afraid.

When I left home, I had less contact with my family and although leaving home was a great relief, the illness followed me. I worked hard to get people to like me and compulsively sought out friends. There weren't enough people in the world to love me. I had a hole in my soul and found it hard to connect with anyone. The only intimate relationships I had were with alcoholics and drug addicts.

Then my Higher Power sent me a lifeline. I met an alcoholic who was kind and emotionally available and he loved me. I resisted him very strongly, he wasn't my type at all. His drinking sprees meant he'd come home in the early hours. I'd lie in bed worrying where he was, baffled by what he was doing and wondering why I was recreating my unhappy childhood. I tried everything to change him and persuade him he was an alcoholic. Despite his problem with drinking we went to parties so he could meet all my legions of friends and we kept being asked to leave. 'Could you take your boyfriend home, he's in the kitchen on all fours and barking at my dog'.

The next lifeline was when I took him to an Alcoholics Anonymous (AA) meeting. He was drunk, but I had never seen a sober alcoholic before, and here was a room full of them. I felt the love of the Higher Power in that room. I realised my way of helping wasn't helping. The illness was killing him and I thought it would look really bad on me if he died in my care. I told him our relationship was over. The first miracle and much to my surprise, he took himself to AA. I felt envious of his newfound fellowship and so surrendered and started my own recovery in Al-Anon.

I still try and tell him what to do. I love advising and helping him and telling him how he's doing things wrong. It's all for his own good of course. We both meditate in the morning in separate rooms. I'll often hear myself shout out 'are you meditating?' Just the other day I found myself thinking that he really needs to focus on himself to make himself the best he can be. The only thing that saves me from this self-righteousness is Al-Anon. By serving Al-Anon I make sure I am right in the centre of the lifeboat, saving him and me from my pomposity.

Rather than making me into something I'm not, service makes me become who I already am. It uncovers the diamond at my centre which was always there but had been buried for a long time. It was formed under great pressure and it is beautiful. It has a simple structure. It is priceless, powerful and something to treasure and take good care of.

Serving means loving and it has to begin with me. One of the gifts of early recovery was learning to care for myself. I started to enjoy preparing nice meals for me and my husband. I discovered cooking was relaxing and meditative. One evening I'd planned to cook a fish pie, one of our favourite dishes. I was going to walk to the fishmongers and buy the smoked fish when my husband called. He had had a relapse. I knew he'd be home late and drunk. I won't bother to make the fish pie I thought and was filled with a familiar feeling. I remembered the evenings Dad didn't come home and mum and my sisters would sit in silence, with life on hold. But this evening was different, because I was in Al-Anon. My Higher Power/secret diamond revealed to me I could still make the fish pie but just for me. I remember that walk to the fishmongers as being so healing. I lovingly prepared the meal and ate alone. That service to me was more powerful than the illness, and I knew it.

I love giving up my time for Al-Anon. I really don't know why but it just makes feel so happy. Spending time in an old church hall at an Area or District meeting, even if it's a really sunny outside, talking about some pretty dry things, things that are going on in Croydon or hearing difficult conversations with people holding opposing views, can feel like heaven. I don't want to be anywhere else. I just want to be with people who are bravely casting aside fears and trying their best. A room full of diamonds.

Service helps me believe in myself, while reassuring me I'm not the only one responsible and I don't always know what's best. My internal cry of, 'Gangway idiots, expert coming through' is decreasing a day at a time. While alcoholism taught me about resentment, guilt, blame and shame, service has taught me about love accountability, participation and how to share. Share the roles, the responsibility and share my humanity.

I am now reunited with my family thanks to Al-Anon. My improved confidence and self-esteem means I'm less needy when I'm around them so I feel less vulnerable. I have been able to let my parents know I love them and make living amends for being cold to them for so many years. Before my Dad died, I was able to tell him how grateful I was to him for all he'd done for us. He never responded much to the cards and letters I sent him, but I didn't mind. I gave him a mug once, nothing special, but it said 'To the Best Dad in the World'. I later saw he'd put it in his display cabinet next to his silver antiques, and bottles of Napoleon brandy.

Service has given me a greater appreciation of life and a growing ability to love and be loved. It's given me fun and laughter and taught me that I am no different from you. We are all unique and special and shine brightly, powerful and precious.

UNFINISHED BUSINESS

The Chairman of the General Service Board thanked Nuala Carroll, General Secretary and wished her well in her retirement. She expressed how incredibly grateful she was that Nuala stepped in at short notice following the resignation of her predecessor.

Please send shares for Al-Anon Today to editor@ al-anonuk.org.uk or via the link on the website. These shares are also used for social media.

Delegates attending Conference 2020 will be chosen (by drawing names) to take the Al-Anon Pig for the year ahead. It is not part of Conference. It can be taken to different Al-Anon events to raise funds for the General Fund. The Delegate drawn for this year is Area 8 Delegate.

Answers to questions from Conference 2018.

- Q** At Conference last year the IAGSM Delegate was requested to address the following question of use of gender in CAL at the IAGSM and with WSO. Can the wording of the Steps and Traditions be changed to gender neutral, moving away from him, his, he, himself?
- A** At the IAGSM 15 structures were present. These included the USA, New Zealand, Germany, France, Switzerland and many others. It was questioned why this had been brought to the IAGSM as the copyright of the Steps and Traditions are owned by AA. The use of gender in CAL was not considered an issue in these structures. WSO's response was similar. It was suggested that any member can write a sharing specific to our relationships, gender or other circumstances.
- Q** Many websites offer different text sizes. Was this considered when the new website was created?
- A** Text sizes can be changed by simply adjusting the settings on a device. This could be done by EyesDown at a cost. (EyesDown is the company that built the new website for Al-Anon).
- Q** Does the new website have an option to escape from the page quickly?
- A** No. This could be done but at a cost.
- Q** Is there an audio facility on the website for the visually impaired?
- A** No. However, this service could be made available but would incur an additional cost starting from about £50 per year from the General Fund.

From the floor

Most modern devices have these facilities free of charge. Individuals can adjust screen size, text and audio on their own devices to their individual requirements. A delegate volunteered to produce handy tips for users with various disabilities. Conference agreed by a show of hands not to pursue this further.

TRUSTEE APPOINTMENTS

DRAWING OF LOTS FOR MEMBERS OF THE REGIONAL COMMITTEE ON TRUSTEES (RCT) 2019

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

For 2020: England South & East – Area 1 and Area 13
 Eire: - Area 11 and Area 2
 England North & North Wales - Area 27 and Area 17
 England West & South Wales – Area 29 and Area 31

TRUSTEE AT LARGE APPOINTMENTS

Becky Donohoe was selected as Trustee at Large, responsible for England South & East (one year).
Helen McMorrow was selected as Trustee at Large, Chairman, Conference Committee.
Pete Colton was selected as Trustee at Large, Chairman, Public Information Committee (one year).
Katherine Lanham was selected as Trustee at Large, Chairman, Editorial Committee (second term).

REGIONAL TRUSTEE APPOINTMENTS

Karen Murdoch was selected as Regional Trustee, Scotland.
Marie Barkey was selected as Regional Trustee, Ireland North (two years).

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 2019 UK & EIRE SERVICE CONFERENCE

No	Motion
1	<p>to approve the Annual Reports of the Service Arms for the period 1 April 2018 to 31 March 2019 CARRIED: unanimous</p>
2	<p>to approve the Treasurer's Report on the Income and Expenditure Accounts for the year ended 31 March 2019 CARRIED: 38 yes, 1 spoiled paper</p>
3	<p>to approve the amendments to the Budget for the financial year 2019-2020 CARRIED: unanimous</p>
4	<p>to accept the proposed Budget for the financial year 1 April 2020 to 31 March 2021 CARRIED: unanimous</p>
5	<p>to amend the text on page 128 of the <i>UK & Eire Service Manual</i> 2016 under 'Al-Anon as it Relates to Others' CARRIED: unanimous</p>
6	<p>to amend the text on pages 60, 79-80 and 117-118 of the <i>UK & Eire Service Manual</i> 2016 under 'Information Centre Representative/ Al-Anon Information Services / Local Services' CARRIED: unanimous</p>
7	<p>to amend the text on pages 98-100 of the <i>UK & Eire Service Manual</i> 2016 under 'Meetings' and 'Conventions' DEFERRED to Conference 2020</p>
8	<p>to amend the text on page 93 of the <i>UK & Eire Service Manual</i> 2016 under 'The UK & Eire Service Conference' CARRIED: unanimous</p>
9	<p>to amend the text on pages 161, 163, 164, 165, 166 of the <i>UK & Eire Service Manual</i> 2016 under Concept Eleven CARRIED: unanimous</p>
10	<p>to amend the text on pages 112-116 of the <i>UK & Eire Service Manual</i> 2016 under 'Finances' CARRIED: unanimous</p>
11	<p>to approve the appointment of Becky Donohoe as Trustee at Large for one year commencing January 2020 with responsibility for England South & East CARRIED: unanimous</p>
12	<p>to approve the appointment of Helen McMorrow as Trustee at Large, Chairman, Conference Committee CARRIED: unanimous</p>
13	<p>to approve the appointment of Pete Colton as Trustee at Large, Chairman, Public Information Committee CARRIED: unanimous</p>
14	<p>to approve the appointment of Katherine Lanham as Trustee at Large, Chairman, Editorial Committee CARRIED: unanimous</p>
15	<p>to approve the appointment of Karen Murdoch as Regional Trustee, Scotland CARRIED: unanimous</p>

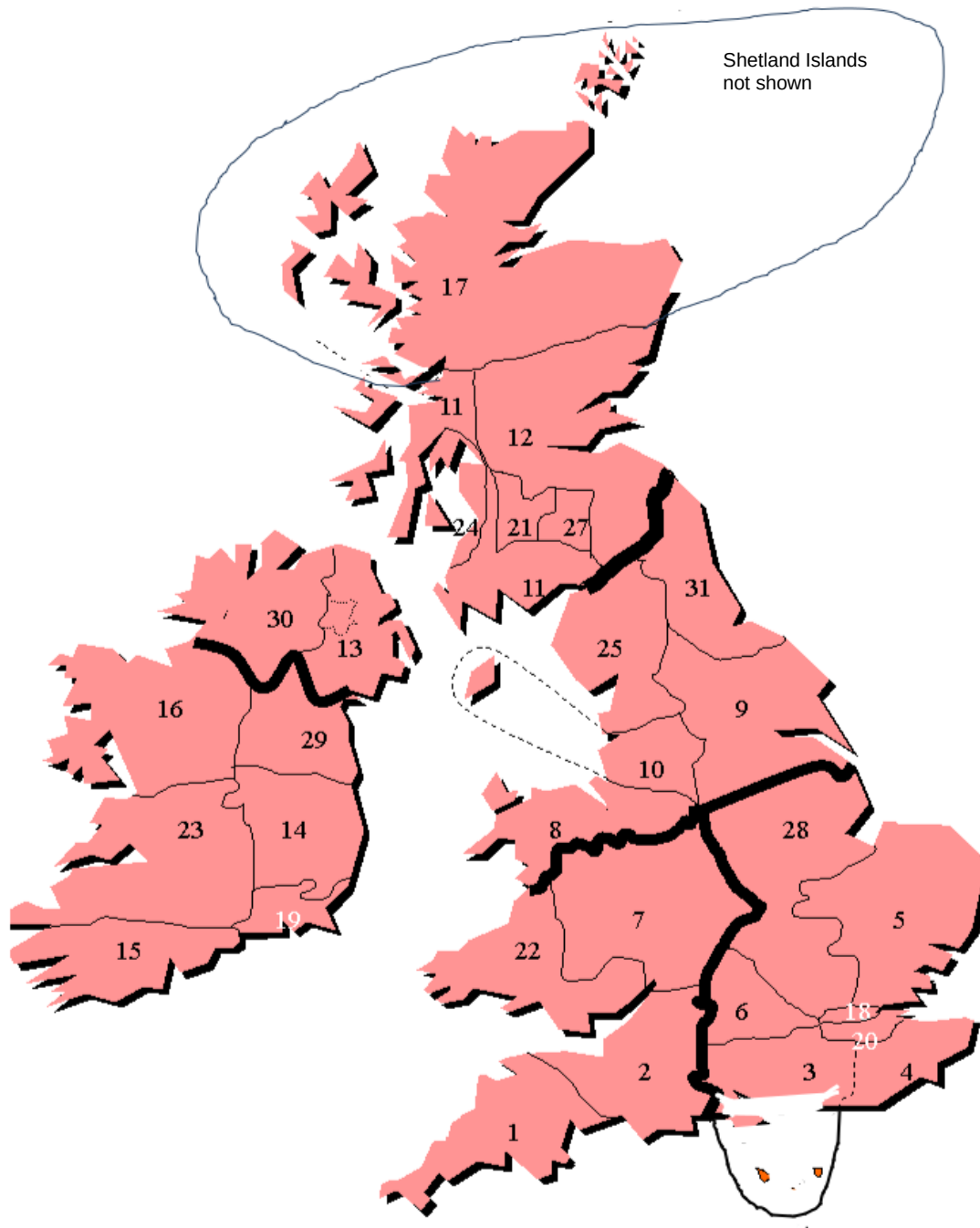
16 **to approve** the appointment of Marie Barkey as Regional Trustee, Ireland North for 2 years commencing January 2020
CARRIED: 38 yes, 1 spoiled paper

Voting Strength: 39 seated. Certain Trustees needed to leave the room for voting on their position, so voting strength was 38 for Motions 11, 13 & 14.

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
ISR	Information Service 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

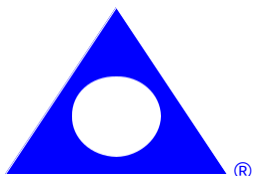


Areas

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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