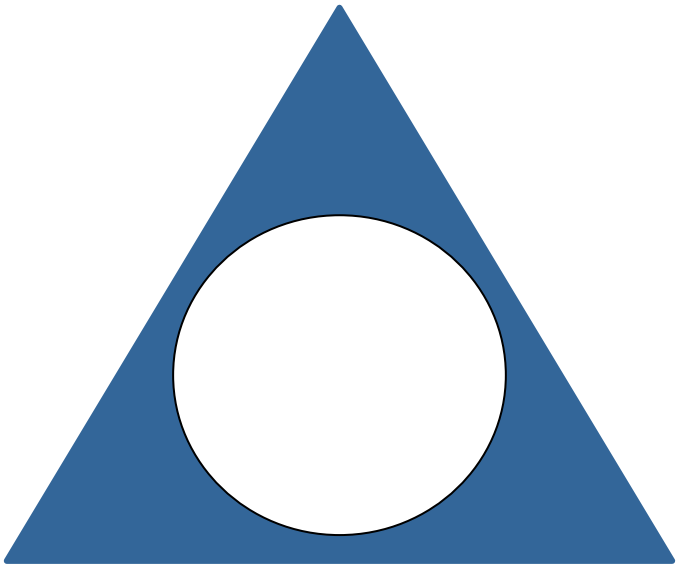
Al-Anon Family Groups UK
& Eire



Information in lieu of Conference 2020

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GENERAL SERVICE BOARD TRUSTEES

Chairman, General Service Board (GSB)		Nuala Carroll
Treasurer		Angela Lidster
Chairman, Executive Committee Vice Chairman, GSB		Liz Pritchard
Trustee at Large with responsibility for England South & East Chairman, TEAM Events Committee (TEC)		Becky Donoher
Regional Trustee, Eire IAGSM Delegate		Miriam MacGrath
Regional Trustee, England North & North Wales		VACANT
Regional Trustee, Ireland North Chairman, General Service Board Nominating Committee (GSBNC)		Marie Barkey
Regional Trustee, Scotland		Karen Murdoch
Regional Trustee, England West & South Wales		VACANT
Chairman, Conference Committee		Helen McMorrow
Chairman, Editorial Committee		Katherine Lanham
Chairman, Public Information Committee		Pete Colton
General Secretary		Trish Bainbridge
Secretary to the GSB	(#) ♦	Margi Senior

SERVICE MEMBERS

Conference Secretary	(#)	Karen Marshall
Conference Recorder	(##)	Beth Bolton

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.

UK & EIRE SERVICE DELEGATES

Area 1	Andrew R	***	Area 16	Breeda B	**
Area 2	Dawn S	**	Area 17	Peter C	**
Area 3	Roger B	*	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	Lesley C	*
Area 7	Trudy O'C	*	Area 22	VACANT	
Area 8	Sally H	**	Area 23	Seamus A	*
Area 9	Julie M	*	Area 24	Helen R	**
Area 10	Annie S	*	Area 25	Dee M	***
Area 11	Celia R	***	Area 27	Lorna H	***
Area 12	Senga B	*	Area 28	Mark F	*
Area 13	Denise H	***	Area 29	Catherine M	**
Area 14	Pauric McM	***	Area 30	Catherine McM	*
Area 15	Breda M	*	Area 31	Nicki D	**

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

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

As soon as the charity is registered in Eire, which can take up to six months, the Groups will be updated.

ANNUAL REPORTS OF THE SERVICE ARMS OF AL-ANON FAMILY GROUPS UK & EIRE

These Annual Reports relate to the year 1 April 2019 to 31 March 2020 and were approved by the General Service Board at the June meeting.

ANNUAL REPORT OF THE CHAIRMAN OF THE GENERAL SERVICE BOARD

GSB meetings:
During this reporting period I chaired the GSB meetings held in Leeds in June and September. I opened the Al-Anon Service Conference 2019 and welcomed Delegates 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)

Conference approved the following appointments commencing January 2020:

- Becky Donoher as Trustee at Large with responsibility for England South and East for a one-year term
- Karen Murdoch as Regional Trustee, Scotland for a three-year term
- Marie Barkey as Regional Trustee, Ireland North for a two-year term
- Helen McMorrow as Trustee at Large, Chairman, Conference Committee for a three-year term
- Pete Colton as Trustee at Large, Chairman Public Information Committee for a one-year term
- Katherine Lanham as Trustee at Large, Chairman, Editorial Committee for a three-year term

These appointments were ratified by the Board at its post-Conference meeting in September.
Following each GSB meeting I prepared Information Letters, 70 and 71, for circulation to keep the membership up to date with the activities of the Board.

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

Legacy Project:
I provided an update to Conference on the outcome of the PI campaign “The Untold Story” and reported on the new website, which has achieved the desired objective, along with the national and local PI efforts and social media campaign, of raising awareness of Al-Anon.

PI Task Force:
I was in regular contact with the Chairman of the PI Task Force to discuss progress on the future direction of the PI Committee and the Communications Strategy.

In August, prior to Conference I met with the Chairman of the PI Task Force, Office Manager and PI Officer to discuss the former’s presentation to Conference on PI plans for 2019/20.

Website:
In September I attended a meeting at GSO at which the website developer (Stuart Palmer of Eyes Down), Joe Thompson (IT support) and members of GSO staff discussed outstanding issues regarding the members’ section.

Alateen in Ireland:
During the reporting period, in consultation with the General Secretary and the RT for Eire, I continued to liaise with TUSLA (the Child & Family agency) and the Dublin Information Service (DIS) regarding TUSLA’s query on the DIS helpline’s policy on safeguarding children. The question was resolved to TUSLA’s satisfaction.

I was also involved in ongoing discussions about Al-Anon's registration as a charity in Ireland.

Area 2:
In April I was invited to chair an Area 2 Committee conscience meeting to facilitate a conversation on issues arising out of conflict between members of the Committee.

Executive Committee:
I attended a meeting of the Executive Committee in October and had a handover meeting with the incoming Chairman of the General Service Board, Nuala Carroll.

Throughout the reporting period I was in regular contact with GSO and the Executive Committee.

Susie Little
Chairman, General Service Board (to January 2020)

During this reporting period I chaired the GSB meeting in January 2020, also attending the General Service Board Nominating Committee (GSBNC).

Following the GSB meeting I prepared Information Letter No. 72 for circulation to the membership. Throughout the period I maintained regular contact with GSO.

Nuala Carroll
Chairman, General Service Board (from January 2020)

ANNUAL REPORT OF THE CHAIRMAN OF THE CONFERENCE COMMITTEE

Members: Helen T (Chairman to January 2020), Nita L (to May 2019), Helen McM (Chairman from January 2020), Paula T, Nicky L, Karen M (Conference Secretary).

In the reporting period, we met six times in preparation for Conference.

At the May meeting, we worked on producing the draft Conference Brochure and Agenda to be submitted to the General Service Board for their approval. We sent out the routine letters for Conference 2019 and continued as per our Desk Diary. This was also the last meeting for Nita L as she rotated off the Committee. We wished her well and thanked her for her valued service.

At the July meeting, we continued as per our Desk Diary.

At Conference in September, we succeeded in carrying out our usual commitments. We collected 35 completed evaluation forms which helps the Committee determine if there were any changes required for the forthcoming year.

The Conference Committee met in October to start preparing the Conference Summary from the draft produced by Helen McM, the Conference Recorder, and reviewed the evaluation forms to plan for the 2020 Conference.

We held an extra Committee meeting in January 2020 to finalise the Conference Summary ready for checking by the Chairman of the Board, Chairman of the Executive Committee and our Allocated Area Delegates.

After the January Board meeting, work commenced on preparations for Conference 2020 with the theme: 'Service - A Privilege, Not a Burden' and the Workshop: 'Service Sponsorship.'

At our February meeting, we began work on Conference 2020 by approving the first letters to Delegates and the Service Arms, planning the Conference Agenda and compiling the Conference Brochure ready for approval by the GSB. We also reviewed the shortlist of venues for Conference 2022 to be visited.

We continue to work closely with Karen, 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 (to January 2020)

Helen McMorrow
Chairman, Conference Committee (from January 2020)

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

Members: Becky D (Chairman) Lan O'D (to January 2020), Carol A, Miriam MacG, Angela B (resigned September 2019) Susie L (Chairman GSB to January 2020) Nuala C (General Secretary to October 2019), Trish B (General Secretary from November 2019), Karen M (from January 2020), Marie B (from January 2020).

The Committee met three times in the reporting period: 21st June 2019, 5th September 2019 and 24th January 2020. All three meetings were held at Hinsley Hall in Leeds.

TEAM events that took place during the reporting period were:
(i) 13.04.19 – Areas 13 & 30 – Omagh
(ii) 08.06.19 – Area 17 – Inverness
(iii) 16.11.19 – Area 1 – Estover, Plymouth

At the June meeting the Committee discussed the TEC Terms of Reference, and in particular issues around the inclusion of the word 'obligatory' in relation to Tradition Seven and Service Structure presentations in each TEAM Event that is held. It was decided to allow for a more flexible approach and to amend the wording to: It is recommended that one or both presentations of Tradition Seven and UK & Eire Al-Anon Service Structure is included in the agenda and presented by a suitably experienced Al-Anon member or member of the GSB.

At the September Committee meeting we discussed the change made to TEAM events at WSO. They had decided to stop holding them as from September 2019. It was agreed to look into whether it was appropriate for us to do the same. Regional Trustees will feed back on what Areas are doing as alternatives such as workshops or focus meetings.

TEAM events currently being planned for 2020:
(i) Areas 5 & 28 had been in the process of planning a TEAM event together for 16th May 2020 in Cambridge. A committee had been formed and a venue booked. However, unfortunately, due to the Coronavirus pandemic the event has had to be cancelled. It is hoped that it will be able to take place at a later date at the same venue.
(ii) Areas 4 & 20 are in the early stages of planning a TEAM event together, aiming for central London as a venue in November.

At this stage the longer-term future of TEAM Events internationally is unclear so we are interested to hear about any new ideas that may come from WSO and the IAGSM this year.

Becky Donoher
Chairman, TEAM Events Committee

ANNUAL REPORT OF THE CHAIRMAN OF THE GSB NOMINATING COMMITTEE (GSBNC)

Members: Lan O'D (Chairman and Regional Trustee Scotland to January 2020), Angela L (Treasurer), Nuala C (General Secretary to October 2019 and Chairman, GSB from January 2020), Susie L (Chairman, GSB to January 2020), Miriam MacG (Regional Trustee, Eire), Angela B (Regional Trustee England West & South Wales to September 2019), Marie B (Regional Trustee, Ireland North, from January 2020), Katherine L (Chairman, Editorial Committee).

In this reporting period the Committee met in June, September and January.

At the June 2019 meeting the Chairman reported on the grading of applicants for the vacancies arising from January 2020. The Committee, having considered all candidates, agreed to recommend the following to the General Service Board:

• Regional Trustee, Scotland		Karen Murdoch
• Chairman, Conference Committee		Helen McMorrow
• Chairman, Editorial Committee		Katherine Lanham
• Regional Trustee, Ireland North	(to complete the term)	Marie Barkey (two-year term)
• Chairman, PI Committee	(to complete the term)	Pete Colton (one-year term)

There were no applications for Regional Trustee England South & East. The Committee decided to recommend to the Board that Becky Donoher be co-opted to the Board for one year as Trustee at Large with responsibility for England South & East.

During the weekend of 6–8th September 2019 I attended the GSB, Nominating Committee and Conference. I chaired the GSB Nominating Committee and also the Nominating Committee with allocated Delegates where we looked at the selection process and grading procedures in more detail. We also discussed the rotation of Trustees coming on to the GSBNC.

The vacancies for 2021 were announced at both meetings:

- Regional Trustee, Eire
- Regional Trustee, England North and North Wales
- Chairman, PI Committee
- Treasurer
- Regional Trustee, England West and South Wales (to complete the one-year term)
- Regional Trustee, England South and East (to complete the two-year term)

Lan O'Donnell
Chairman, GSB Nominating Committee (to January 2020)

I attended the GSB and GSBNC meetings in Leeds on 24th and 25th January 2020.

Applications for the vacant posts should be at GSO by 14th May. Grading to be completed by early June and the paperwork ready for the Nominating Committee meeting to be held at the end of June.

Marie Barkey
Chairman, GSB Nominating Committee (from January 2020)

ANNUAL REPORT OF THE CHAIRMAN OF THE PUBLIC INFORMATION COMMITTEE

Members: Pete C (Chairman from November 2019), Shina W (PI Officer), Trish B (General Secretary).

The PI Committee was re-formed in November 2019. It met twice during the reporting period and work started on the 2021 PI campaign.

We are using the experience gained in The Untold Story campaign to define and prepare for the next campaign called The Hidden Effects which will be launched at Conference ready to deliver to the media and public in January 2021. During the first Committee meetings we reviewed the poster and documentation designed and produced by the PI Officer.

The PI Officer manages social media presence on Facebook, Instagram and Twitter. Regular requests were sent via eNewsletters for written and podcast contributions in preparation for the new campaign.

During the reporting period I accompanied the General Secretary and the PI Officer to the Alcoholics Anonymous (AA) annual parliamentary reception at Portcullis House where we were able to pass on information about Al-Anon and talk with professionals.

I also attended the Area 1 Team Event in Plymouth, where I gave a presentation encouraging members to continue contributing to the Untold Story campaign and take advantage of the "right to reply" when

relevant stories appear in the media and press.

My plea for help at the 2019 Conference has resulted in several members coming forward. To date, two members have applied to join the Committee having observed at the first two meetings. Katherine L attends the meetings as Chairman of the Editorial Committee in order that we maintain close co-operation as suggested by the PI Task Force.

I would like to thank Shina W for her tireless efforts on our behalf and Trish for her wise counsel as I get to grips with the role of PI Chairman.

Pete Colton
Chairman, Public Information Committee

ANNUAL REPORT OF THE CHAIRMAN OF THE EDITORIAL COMMITTEE

Members: Katherine L, (Chairman), Lindsey H, Anna H, Phil A. Elspeth H (from September 2019), Sarah B (from June 2019), Annie B.

The Committee produced four issues of *Al-Anon Today* during the reporting period: June, September, December and March. The winter issue was once again dedicated to surviving Christmas. We sometimes supplement the shares with a share from *The Forum*, not because we are short of shares but just to add a worldwide feel.

I attended two Team Events, in London (Area 18 and 20) and Inverness (Area 17) as well as two District Meetings in Area 20 and 18, encouraging members to put pen to paper and explaining the work of the Committee.

I continue to work closely with Shina, the PI officer, helping her find content for the social media platforms and the mini campaigns by contacting members and asking for shares. I am also able to use some of these shares for *Al-Anon Today*.

I attended two PI meetings at GSO in November and February. The two Committees seem to be forming healthy ways of communicating and working together.

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

Katherine Lanham
Chairman, Editorial Committee

ANNUAL REPORT OF THE ALATEEN COMMITTEE AT CONFERENCE

Members: Nuala C (Chairman, General Secretary), Trish B (Incoming General Secretary), Susie L (Chairman, General Service Board to January 2020), Dawn S (Area 2), Sally H (Area 8), Arlene H (Area 12), Denise H (Area 13), John F (Area 20), Catherine M (Area 29).

The Committee met at Conference 2019. The Committee discussed changes to the screening process and all relevant documents were reviewed to ensure all members were familiar with the process.

It came to the attention of the General Service Board (GSB) that changes in Irish law meant the legal position of the charity (Family Groups Ltd) in Eire had to be regularised. The Board instructed solicitors in the UK and Ireland to begin the process to bring Family Groups Limited into compliance with Irish charity law. Al-Anon Family Groups Company Limited by Guarantee (CLG), was incorporated on 12th August 2019. The next part of the process is to prepare and submit required documentation for the Charities Regulator in Eire to apply for Charitable Status. Once this work has been completed, the process of registering with Garda Vetting will begin. As a result of this the four Alateen Groups in Eire are suspended. It was also noted that persons under 18 years of age could not attend an Al-Anon meeting in Eire.

The GSB will look at registering Family Groups Ltd in Northern Ireland and Scotland.

There are currently 15 Alateen Groups and 13 Areas with an approved Alateen Plan in place. There are 82 Screened Alateen Group Sponsors on the Register of Alateen Screened Group Sponsors held at GSO.

Nuala Carroll
Chairman, Alateen Committee at Conference

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

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

European Zonal Meeting (EZM)
I attended the European Zonal Meeting (EZM) in Ankaran, Slovenia from 20 - 22 September 2019. The European Zonal Meeting includes emerging countries that have not yet or are in the process of establishing a formal structure and a GSO.

The theme of the EZM was 'Embracing Changes'.

The EZM was attended by delegates from 15 countries and two observers from WSO.

Discussions were held on the use of modern communications within the fellowship and the development of electronic meetings. The importance of electronic communications for public information/outreach was also discussed. Most structures are now using social media accounts and find these attract a wider audience than previous methods.

The production and sale of literature is becoming a more complex issue. WSO provides literature in English, Spanish and French. WSO holds the copyright on all literature. The emerging structures find the translation of literature into other languages cumbersome and costly. Sale of literature and the licences to do so was discussed and referred to the WSO Board of Trustees for consideration.

The EZM was a very interesting experience. Within Europe there are so many structures at different stages of development. Many of the emerging structures with little material resources, have an enthusiasm and spiritual energy that is driving their growth as a fellowship.

The next EZM will be held in Essen, Germany 3 - 5 September 2021. Theme: Sponsorship.

Miriam MacGrath
IAGSM Delegate

ANNUAL REPORT OF THE GENERAL SECRETARY

During the year I attended meetings of the General Service Board, and the Executive, TEAM, Conference and 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 in Belfast along with the Regional Trustee for Eire to explain to the members the current position in bringing Eire into compliance with Irish Charity Law.

AA has invited us to celebrate the 75th anniversary of their first UK meeting with them at a convention to be held between 10th – 12th June 2022 in Leeds. This is different from the usual remit for conventions and the GSB will be involved. A small committee has been set up and the General Secretary will be

the Convenor. We will be invited to attend some of AA's planning meetings.

GSO
Following Iain L's departure in July 2019, Linda G took on the role of Bookkeeper and following her appointment, Linda P started working an additional one day per week to deal with Alateen administration. Linda G also took on the role as Office Manager in November 2019.

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 and provide links to the podcasts. Only a few Lone members seem able to access the WSO telephone meetings.

Groups
As at 31 March 2020, there were 732 Al-Anon groups (737 in 2019) and 18 Alateen Groups (13 in 2019). Four Alateen Groups in Eire have been suspended in both periods and are excluded from the total number of Groups. The number of Polish-speaking Groups total 21 located in England, Scotland and the Republic of Ireland. 32 new Groups were started and 37 Groups disbanded during the year.

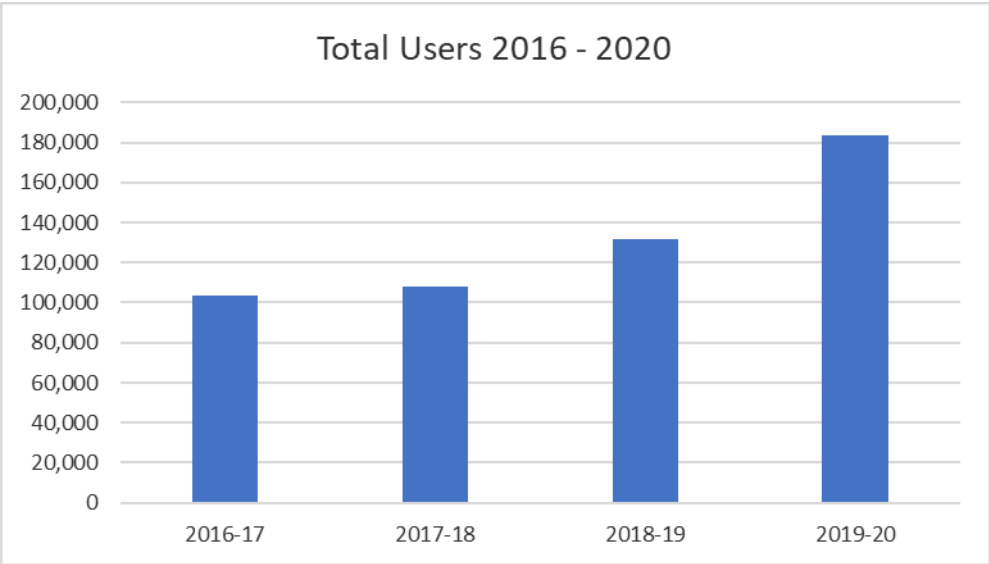
We very much appreciate the continued help of Groups and Area Delegates in compiling accurate group numbers and information. The percentage of Annual Record Checks returned this year was 76% compared with 78% last year. Where signatures or emailed permissions are not supplied personal details are removed. The majority of Groups completed the optional request for information on the ARC regarding size of groups. 83% of Groups provided the requested information. The outcome indicated that Groups are growing in size.

15% (20% in 2017) of groups have 0-5 members.
45% (49% in 2017) of groups have 6-9 members.
40% (31% in 2017) of groups have 10 members and above.

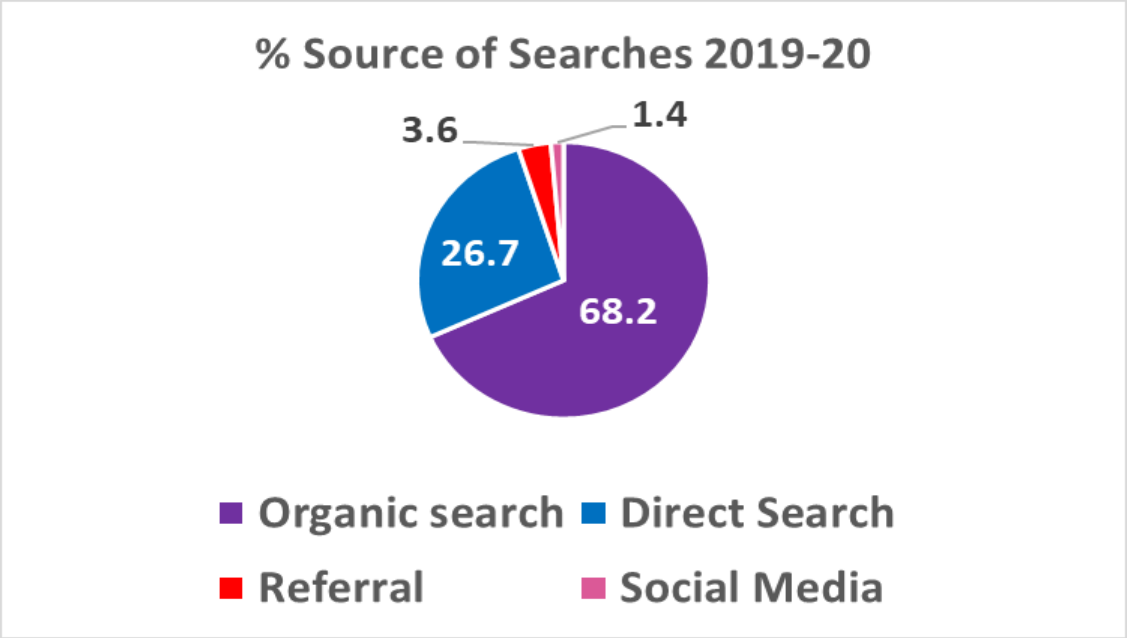
Group Public Liability Insurance
Al-Anon's public liability insurance was renewed for 2020/21.

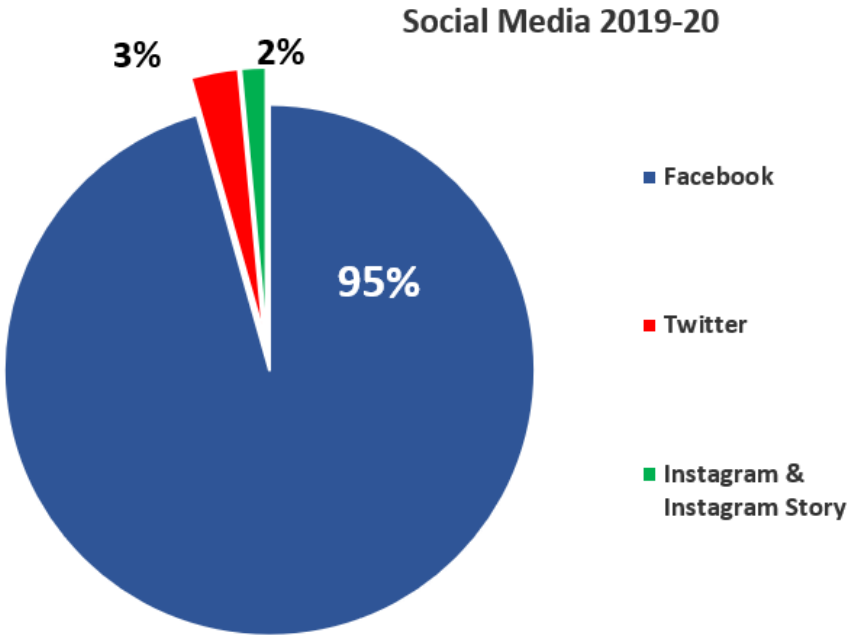
Website
Using Google Analytics data from 2016 shows a greater increase since the introduction of the new website in 2018. The data for 2018-20 reflects a greater growth in activity.

The website was designed specifically for use by mobile phones. This year's user data; 63% were from mobile phones, 29% from desktop PCs and 8% were from tablets.



For 2019-20 there has been 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.

Year	Total visits	Average Duration (minutes)
2019-2020	13,347	4.27
2018-2019	10,358	4.19
2017-2018	11,005	4.11
2016-2017	9,328	3.49

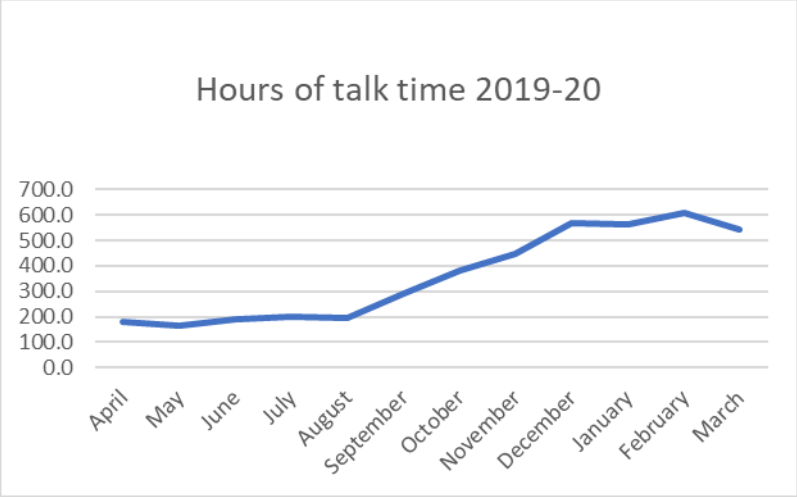
Members' Resources Section
The focus of the 2018 Al-Anon website development process was a PI project to enhance public information and attract newcomers. The requirement to provide an effective resource for Groups and members was not a priority at that time. The members' resources section is now part of the website and was created by a staff member (with some professional help). There are 1165 GSO eNewsletter subscribers, all of whom receive an update when new items are uploaded to the website. We continue to send out an All Group Mailing on a quarterly basis and the items are sent out via the GSO eNewsletter. A survey of Area Delegates on the functionality for members indicated that essential needs were met in terms of search facility and document access.

Helpline Service
The Helpline Service is a priority for Staff at GSO.

The Helpline operates 365 days a year from 8am - 10pm Monday to Friday and from 10am - 10pm Saturday and Sunday. On weekdays from 10am - 4pm, volunteers at GSO field it. At all other times, volunteers take calls from home, with calls automatically diverted from the office. On Fridays and training days we divert the calls to out of hours (OOH) volunteers working from home during the day. Following a trial period between June to August 2019, we instituted a service for OOH volunteers to answer calls from 8am - 10am on weekdays in addition to the 10am - 10pm service. Calls from mobiles has now increased to 73% of all calls to the Helpline.

Following a trial period between March to May it was agreed that Screened Alateen Group Sponsors who had also undertaken the Helpline training would cover the rota each Sunday between 4pm-10pm to enable young people to phone the Helpline for support. As yet the service has not come into operation as there are not sufficient numbers of Screened Alateen Group Sponsors who are able to volunteer on the Sunday evening shift.

Due to the installation of the new Caller Line Identification removal process (callers' numbers are not displayed) we are unable to publish actual call numbers for this year. However, you will see on the graph below an increase in talk time.



We require 8 volunteers a week in GSO to answer the Helpline. Volunteers often cover both OOH and in-house to fill unexpected gaps. Experienced volunteers train in-house volunteers on a one-to-one basis using training materials developed in workshops over the years. All telephone volunteers are obliged to attend annual training workshops which take place both at GSO and around the country. These sessions also provide induction training to those who have offered to cover the OOH shifts. Members can fill the OOH telephone service from anywhere in the UK and we are always delighted when members commit to regular slots.

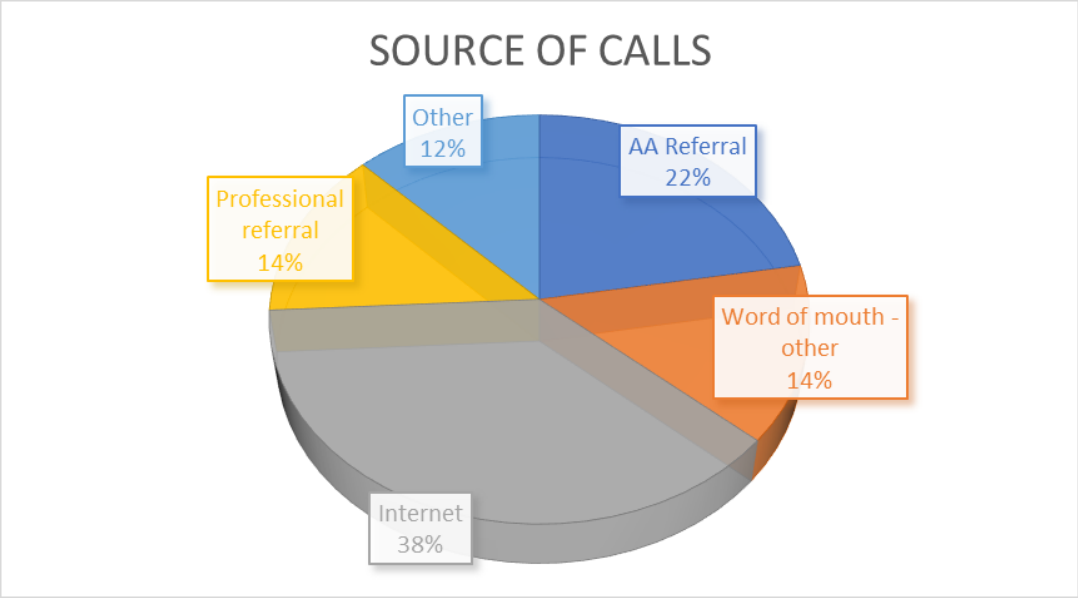
We are conscious that the PI impact may lead to higher demand and we have examined the call data to establish the growing demand for Helpline responders. The majority of calls to the Helpline are now to the 0800 0086 811 free phone line. The caller line identity (CLI) has been removed from the volunteer's telephone display and replaced by a recognisable telephone number identifying it as a Helpline call.

We do not answer all the calls we receive during 8am - 10pm. Unanswered calls could be due to

having only two phone lines and volunteers not always being available to cover both lines.

One refresher telephone training workshop was held at the General Service Office in October. Both in-house and OOH volunteers were encouraged to attend these. In addition, experienced volunteers who were returning to volunteer on the Helpline had one-to-one refresher training sessions. Five new regular Helpline volunteers at GSO were taken through the training programme on a one-to-one basis by experienced volunteers.

There were eight training sessions around the country (Darlington, Manchester, Pudsey, Glasgow, Sutton, Birmingham, Plymouth and Bristol) sixteen new volunteers have signed up following these sessions. They were also used as refresher training for existing volunteers. 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.



eResponders
This service, developed and run by a volunteer administrator since 2015, has 14 trained volunteers answering emails sent to the website and the Helpline email address. The volunteers work from home. The team includes the services of three volunteer moderators and one staff member who maintain the standards and content that reflect Al-Anon. The majority of training sessions are conducted online.

eResponders are part of the Helpline team and are trained to the same high standard. They have access to sample responses and templates to ensure correct and consistent information is given out and are encouraged to write in their own style. Volunteers have the use of a live rota on the intranet which has proved very efficient with all shifts covered.

Following the PI campaign in 2018 and the introduction of the new website, the growth in demand for email response services is shown in the table below:

Year	General distress emails	Requests for meeting information	Requests for Alateen information	Other requests	Total
2017-18	351	224	20	117	712
2018-19	1225	502	31	149	1907
2019-20	2157	622	65	222	3066

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

The PI Officer responded to 250 Alateen distress emails. She has worked on the national PI campaign for 2021 with the PI Committee. She has continued to produce the Monthly Focus and the PI Newsletter for the membership which are uploaded on the website, the intranet and are sent out via the GSO eNewsletter and the All Group Mailing. She has worked on managing and producing content for all social media channels; Facebook, Instagram and Twitter, as well as providing monthly statistics for social media and the website. This allows us to keep track of the growth of Al-Anon online. Social media has helped us raise our public profile with mentions from other organisation and professionals, as well as 'follows' from celebrities.

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 regular mentions in the Dear Deidre section of The Sun newspaper. 129 PI folders were sent to professionals on request. Professionals are now asking for more free literature from Al-Anon, some are also asking about digital information such as downloadable literature and digital posters. Professionals often don't have the budget or are not keen to purchase literature, especially as other organisations provide them for free; however, a couple of banners were purchased by universities.

Requests for speakers were emailed to Area PI Co-ordinators, with Area Delegates copied in. There are currently 23 Areas with PI Co-ordinators.

The PI Officer and the General Secretary met with Bear's Den, a British folk-rock band, to help them gain a better understanding of the effects of alcoholism on the families and how Al-Anon provides support. This helped them portray a realistic video for their song 'Hiding Bottles', which signposted to Al-Anon at the end of the video. Al-Anon was also mentioned in several of their interviews.

The PI Officer, the General Secretary and the Chairman of the PI Committee attended the Alcoholics Anonymous event at Portcullis House in October 2019, where they met several professionals from other organisations as well as PI Committee members from Alcoholics Anonymous. PI packs and business cards were given out and contacts were made.

Six new illustrations and case studies were produced and made available on the website alongside the Untold Story case studies. These were used to promote the mini campaigns, focusing on different awareness days/weeks/months which relate to the effects of alcoholism, such as domestic violence and mental health.

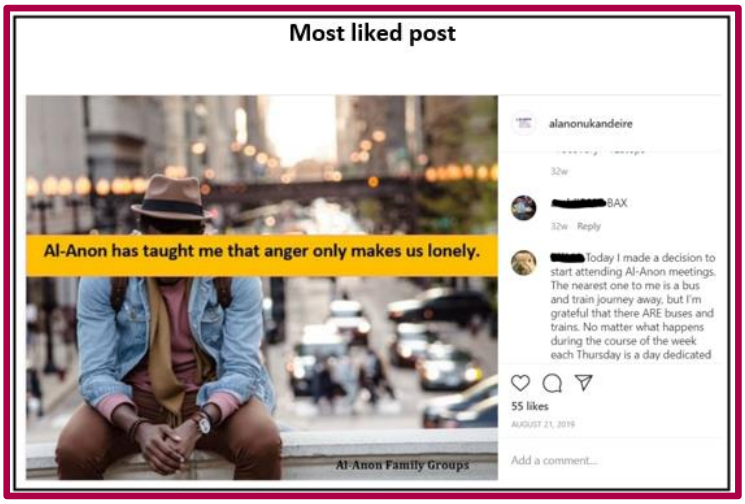
The PI Officer produced a new poster for use during the 2021 campaign. The poster will be available with the Belfast and Dublin numbers. A version has also been produced to be used on TV screens in waiting rooms. A new PI leaflet replacing UK4 has been produced and will be available soon. The PI Officer worked with the Editorial Committee to produce a new PI Magazine.

A 2020 PI Calendar for the UK and Eire is on the members' resources section of the website. This helps GSO and members to prepare for appropriate awareness days/week/month in advance.

Social media statistics

Instagram @ AlAnonUKandEire

Total followers – 552

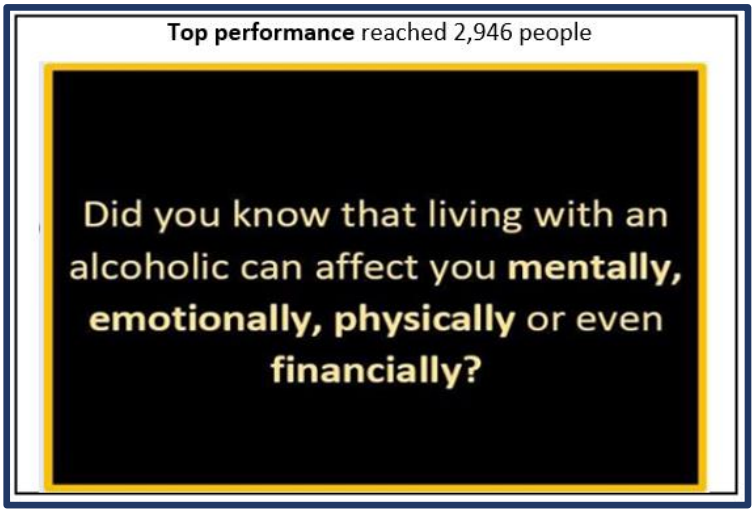


Twitter @ AlAnonUKandEire

Total followers - 312

Facebook @AlAnonFamilyGroupsUK

Total followers 2,474



Literature Dispatch and Sales

We sent 3,187 parcels and packages in the UK and Eire.

The following orders were sent to Information Services:

Belfast Information Centre	14 orders online & 1 telephone order
Dublin information Service	5 orders by post

Literature orders generated via the eShop average 54 per week.

Book Sales (a selection)	**18-19**	**19-20**	**Difference**
Courage to Change	2,546	2,629	↑ 83
One Day at a Time	767	952	↑ 185
Hope for Today	859	840	↓ 19
Paths to Recovery	243	261	↑ 18
Paths to Recovery Workbook	231	209	↓ 22
Alateen - A Day at a Time	61	79	↑ 18
Living today in Alateen	16	26	↑ 10
As We Understood	59	51	↓ 8
Intimacy In Alcoholic Relationships (Available since September 2018)	318	105	↓ 213
The Dilemma Of The Alcoholic Marriage	77	63	↓ 14
Totals for this selection	5,177	5,215	↑ 38

TEAM Events
There were three TEAM Events in the reporting period, in Area 13 and 30 (34 registered), Area 17 (38 registered), Area 1 (54 registered).

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.

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 and remotely from home (OOH). Some of our volunteers manage sections of administration (i.e. All Group Mailing, eResponders, 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 (to 31st October 2019)

Trish Bainbridge
General Secretary (from 1st November 2019)

ANNUAL REPORT OF THE TREASURER

For the period 1st April 2019 to 31st March 2020

I attended the scheduled GSB meetings in June, September and January and presented the annual accounts and budgets at Conference in September. I attended all Executive Committee meetings throughout the year.

Annual Routine Activities
The usual annual activities took place: -

- The 2018-19 Accounts were prepared, approved by the GSB and presented at Conference
- The 2019-20 amended budget and 2020-21 budget were prepared, approved by the GSB and presented at Conference
- The equalised fee for the 2020 Conference was agreed
- There was a review of literature prices in May 2019

Eire
I have also spent a significant amount of time working with the General Secretary and the Regional Trustee for Eire in setting up the new Company in Eire and working towards obtaining Charitable status. We have needed to dissect the income and costs of Family Groups Ltd in order to produce auditable accounts for Eire (Al-Anon Family Groups CLG) and produce financial policies and data to support our application to become a registered Charity.

Financial Performance
We have had a very good year. The fellowship have embraced the message about supporting the wider structure and donations and literature sales have surpassed their expected budget levels. Gift-aid donations increased for the first time by 13% which allowed us to claim back £5,030 from HMRC. We experienced twice the level of donations in March, as Groups and Area Treasurers passed on their surpluses prior to lockdown on 23rd March.

Literature sales increased by 9% and would have been higher if we hadn't lost sales due to the Covid 19 crisis that caused us to close the office in mid-March.

A number of members gave us a final gift and legacies totalled £3,350.

Expenditure totalled £325,146 (2018-19 £380,945) a reduction of 15%. This was due to the expenditure of the Legacy Project in 2018/19 increasing expenditure, rather than a reduction in general costs.

As a result, I can report a net profit of £38,644 for this financial year. This will be extremely helpful as we move into the next financial year where the true effects of the pandemic will become apparent.

Angela Lidster
Treasurer

QUESTION RAISED AT CONFERENCE 2019

Q: How much does each All Group Mailing cost?
A: Each quarterly All Group Mailing costs approximately £1,400.

CONFERENCE MATTERS

The dates for Conference 2021 are Friday 10 to Sunday 12 September at Hinsley Hall, Leeds. The dates for Conference 2022 are Friday 23 to Sunday 25 September at Hinsley Hall, Leeds. Please note these dates in your diaries.

The following question was raised by a Delegate from information received in lieu of Conference 2020.

Q: Can the Helpline be diverted to mobile phones rather than, or in addition to, landlines as it is difficult for some who live in a household with active alcoholism and would like to volunteer to help?
A: Yes. At the September General Service Board meeting it was agreed to allow the Helpline to be diverted to mobile phones in addition to landlines. Helpline volunteers must disable voicemail and call waiting on their mobile phone. The Helpline Policy states that calls must be answered at home and volunteers cannot be living with active alcoholism.

TRUSTEE APPOINTMENTS

Given the uncertainty regarding the coronavirus pandemic, the General Service Board made the difficult decision to cancel the grading process in 2020.

TRUSTEE VACANCIES

As a result of no Trustee appointments, there are further vacancies arising from January 2022.

Once an Area has voted to approve its preferred nominee, the nominated candidate is required to complete an application form. Application forms are to be returned to the General Service Office, 57B Great Suffolk Street, London SE1 0BB or by email to generalsecretary@al-anonuk.org.uk by the closing date, 14 May 2021.

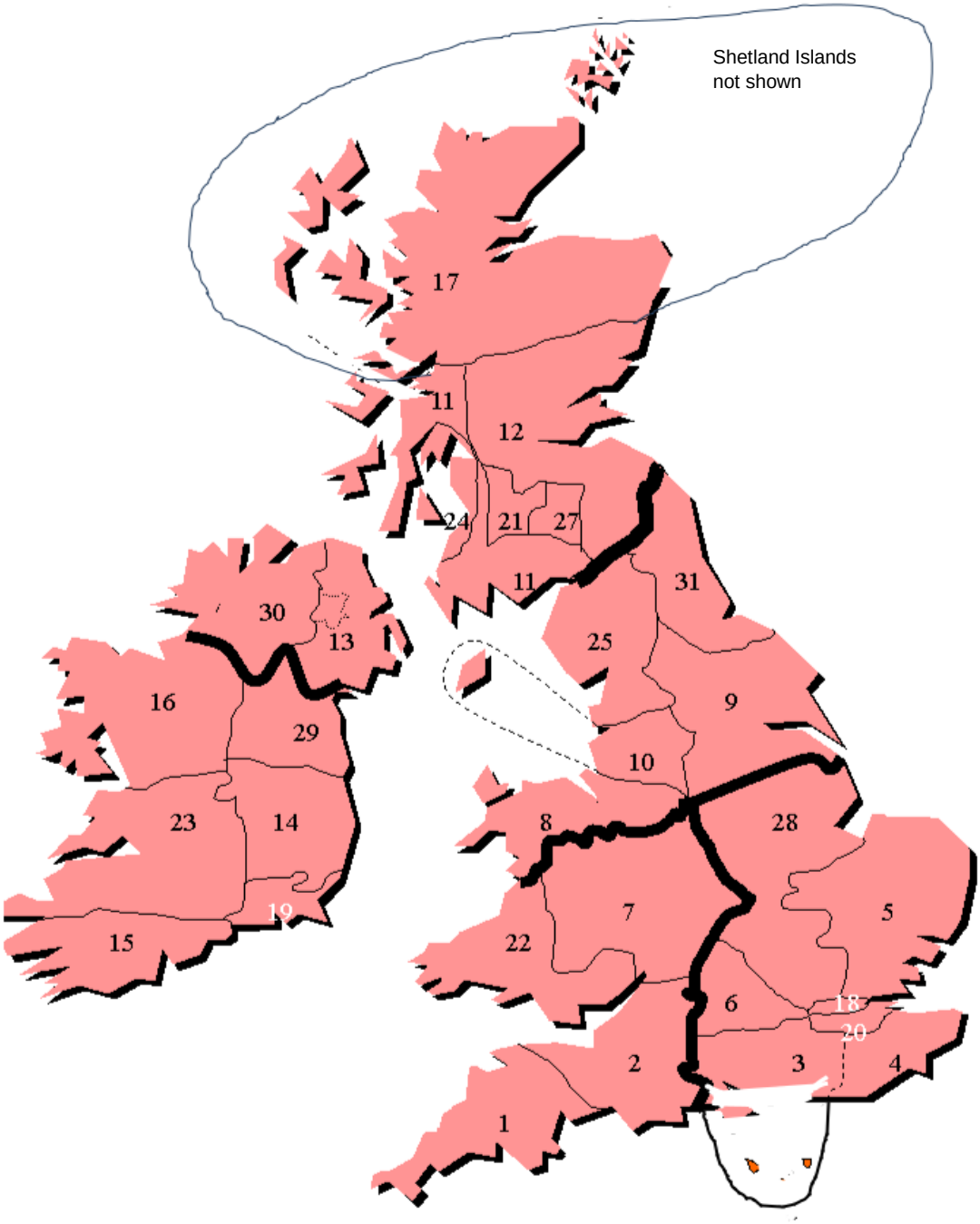
The following vacancies will be coming up in 2022:

- Regional Trustee, Eire (two-year term)
- Regional Trustee, England West & South Wales (three-year term)
- Regional Trustee, England North & North Wales (two-year term)
- Regional Trustee, England South & East (one-year term)
- Regional Trustee, Ireland North (three-year term)
- Chairman, Public Information Committee (two-year term)
- Treasurer (two-year term)
- Chairman, Executive Committee (three-year term)

ACRONYMS USED AT CONFERENCE

AFG	Al-Anon Family Groups
AA	Alcoholics Anonymous
AD	Area Delegate
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
RCT	Regional Committee on Trustees
RT	Regional Trustee
TEAM	Together Empowering Al-Anon Members
TEC	TEAM Events Committee
WSC	World Service Conference
WSO	World Service Office

MAP



Areas	Regions
1, 2, 7, 22	England West & South Wales
3, 4, 5, 6, 18, 20, 28	England South & East
8, 9, 10, 25, 31	England North & North Wales
11, 12, 17, 21, 24, 27	Scotland
13, 30	Ireland North
14, 15, 16, 19, 23, 29	Eire

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