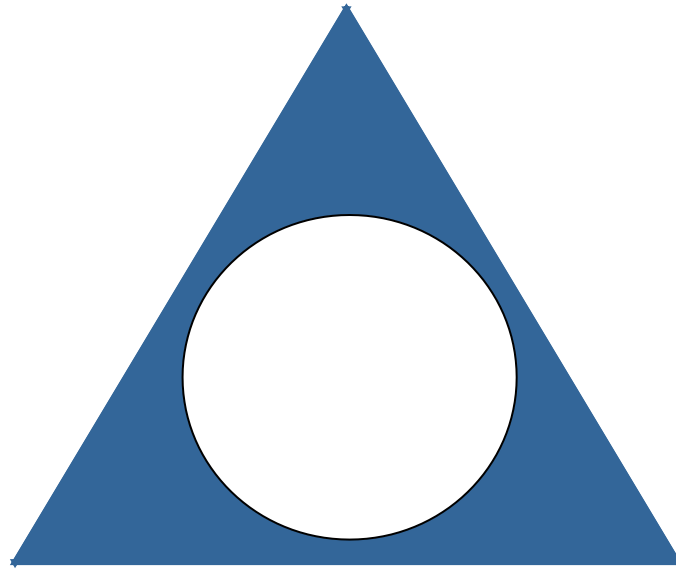


Al-Anon Family Groups UK & Eire

54th Service Conference



2024

13th – 15th
September

If it is to be, it is up to me

SUMMARY

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OPENING OF CONFERENCE

The Conference Chairperson, Nicky L, opened the 54th UK & Eire Al-Anon Family Groups Service Conference by welcoming everyone and reading Al-Anon's Declaration of Unity from *How Al-Anon Works*, page 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 Chairperson 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
 * * Indicates second-year Delegate
 * Indicates first-year Delegate (A) Indicates Alternate Delegate

UK & EIRE SERVICE DELEGATES

Area 1	Joanna R	*	Area 16	Teresa G	***
Area 2	Dawn S	***	Area 17	Tony B	***
Area 3	Siobhan M	**	Area 18	Marian D	*
Area 4	Jim K	***	Area 19	Muriel O'D	*
Area 5	Nikki P (A)	*	Area 20	Debbie B	*
Area 6	Fiona B	*	Area 21	Lesley C	**
Area 7	Maureen M	**	Area 22	Anne Marie W	***
Area 8	Tess McG	***	Area 23	Seamus A	**
Area 9	Lorraine G	**	Area 24	DISBANDED (now part of Area 11)	
Area 10	Saffron R	**	Area 25	Debbie B	*
Area 11	Linda G	*	Area 27	Helen L	*
Area 12	Dorothy McP (stand-in)	**	Area 28	Kay B	*
Area 13	Catherine McN	*	Area 29	Patsy-Ann C (stand-in)	***
Area 14	Wladek G (stand-in)	*	Area 30	Mary G	**
Area 15	Kathleen K	**	Area 31	John D	***
Virtual Area	Diane M	*			

GENERAL SERVICE BOARD TRUSTEES

Chairperson, General Service Board (GSB)	Angela Lidster
Treasurer	Nic Davies-Hall
Chairperson, Executive Committee Vice Chairperson, GSB	Liz Pritchard
Regional Trustee, England South & East	Heather McKaig
Regional Trustee, Ireland South, South East & South Midlands	Tony Smith
Trustee at Large, Virtual Area IAGSM Delegate	Miriam MacGrath
Regional Trustee, England North & North Wales	Vacant
Regional Trustee, Ireland West, North East & North Midlands Chairperson, GSBNC	Michael Donnelly
Regional Trustee, Scotland	Lorna Hall
Regional Trustee, England West & South Wales Chairperson, TEAM Events Committee (TEC)	Isobel Durbidge
Chairperson, Public Information Committee	Paul Stonebrook
Chairperson, Conference Committee	Nicky Lavis
Chairperson, Editorial Committee	Annie Smirk
General Secretary	Trish Bainbridge
Secretary to the GSB	(#) ♦ Celia Richardson

SERVICE MEMBERS

Conference Secretary	(#)	Beth Bolton
Conference Recorder	(##)	Beth Bolton
Staff	(#)	Linda Garston

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 Chairperson explained how the voting strength for Conference is set: The *AI-Anon Family Groups UK & Eire Service Manual 2024*, page 68, 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.' At the first session, the voting strength was established at 45. At the opening of Conference there were 30 Area Delegates and 13 non-Delegates with two non-Delegates voting twice when needed.

WELCOME by Angela Lidster, Chairperson, General Service Board

Welcome to the 2024 Annual Service Conference, where this year's theme is, "If it is to be, it is up to me".

When I initially heard about the Conference theme it put me in mind of a little poem.

Anybody could have done it, but Nobody did.

Somebody got angry about that because it was Everybody's job.

Everybody thought that Anybody could do it, but Nobody realised that Everybody wouldn't do it.

It ended up that Everybody blamed Somebody when Nobody did what Anybody could have done.

The AI-Anon Declaration states "Let it begin with me" in regards to offering our help to new members; but we also need to ask the fellowship to recognise that the Three Legacies - Recovery through the Steps, Unity through the Traditions and Service through the Concepts - are like a three legged stool and the fellowship 'stool' will wobble if we don't place equal importance on Service for our individual recovery.

Members not only benefit personally from doing Service but our entire fellowship depends on AI-Anon members supporting the organisation on a voluntary basis. We have a small number of paid staff to co-ordinate the work of AI-Anon from the London office, but we rely heavily on members giving their time to ensure that we can continue to offer our support throughout all countries in our Service structure.

When we talk to other members, as leaders and advocates of Service, we need to ask how we can help them overcome the barriers that may hold them back and inspire enthusiasm.

Perfectionism or low self-esteem can be a barrier - I can't do it, I don't know how, I can't do it properly - can be countered with 'God doesn't call the qualified, he qualifies the called'. Progress not perfection means asking for the help of a Service Sponsor. It's important we encourage newer members into Service and create a culture of Service in our own Groups, Districts and Areas.

I know I veered between being frightened of the commitment and an ego that told me I could do things better than anyone else (including rewriting The Twelve Steps). It was my fear of commitment that prevented me from serving as a Group Officer because it would take too long and I'd have left AI-Anon by then. My ego made me put up my hand to be District Secretary (how hard could that be?). From these less than admirable beginnings, I began my journey into the Service that has given me so much.

I now recognise that any service is a small contribution in time compared to what I have received from the fellowship. It has enhanced my recovery and I want other people to see Service not as a chore or a commitment of time, but as a gift. I'm not doing AI-Anon a favour, AI-Anon is doing me one. I can never give back what I have received.

By committing to Service, I move beyond my own problems and learn to give unconditionally. I sit myself in the centre of the fellowship, I learn more about AI-Anon, I meet new inspirational people, I become 'right-sized' - neither not enough or too good for this place.

Service helps me remember that resentful, angry person who came through the door of my first meeting insisting I was fine but crying inside. Service encourages me to connect with others, emerge from a closed-in world of isolation, try new things, acquire new skills. I can remember realising, when first joining a committee, that not everything was up to me. I learned how to co-operate and collaborate. It gave me the space to turn my Step Four character defects of perfectionism, impatience and judgementalism into acceptance, patience and collaboration. I rediscovered my sense of humour.

The fellowship of Al-Anon doesn't just happen. People are needed behind the scenes to make sure we survive. It is easy to consider one's own home Group and perform Service there, but is important that we encourage others to support all parts of the Service structure.

From *Courage To Be Me* (page 230) 'I had to make a contribution in order to get help. It wasn't a money contribution. It was I. I had to contribute a little bit of myself.'

So, I'd like to welcome back our second and third year Delegates and give a warm welcome to our first year Delegates. I hope you will reconnect with old friends and find new ones.

Conference is a place where we find out more about the wider fellowship, we step out from our local Group, District and Area and hear the voices of members from around the UK & Eire. We discuss, we collaborate, we decide and, importantly, we learn.

If Al-Anon 'is to be' and still be able to offer the hand of friendship in the decades to come, we must all do our part to ensure this incredible fellowship continues. We must look at the part we play and how we can spread the theme of this Conference, "If it is to be, it is up to me".

CONFERENCE MATTERS: Nicky Lavis, Chairperson of Conference

Hillscourt Hotel, Birmingham, the new Conference venue, has been booked for the next two years. The date for Conference 2025 is Friday 12th to Sunday 14th September. The date for Conference 2026 is Friday 11th to Sunday 13th September. Delegates were asked to note these dates in their diaries.

The importance of sending in completed registration forms, along with the equalised Conference fee, to GSO by 1st May, was stressed.

It was suggested to second year Delegates that they be on the lookout for someone to approach and offer to nominate as the next Area Delegate.

All third year Delegates were told that it is important to have the new Area Delegates in place by 31st December, so that they are able to participate fully as a Delegate to Conference. This helps to keep the channels of communication open.

PRESENTATIONS

YOUNG PEOPLE IN AL-ANON

Angela Lidster, Chairperson, General Service Board

At Conference last year, Delegates asked for Conference time, this year, to discuss the topic of 'Young People in Al-Anon'. As a result, time was allocated during the Friday evening session for this topic. This was not a session to re-litigate the decision but rather an opportunity to discuss how to move forward positively and how to mitigate some of the individual problems this policy brings.

The GSB Chairperson opened the session and invited all Delegates to the floor who wished to speak.

From the floor:

Q How does the anonymous fellowship idea sit with the idea of parental consent? How will this work if the parent won't give consent?

A Alateen cannot have anyone at a meeting without their legal guardian's consent.

The *Al-Anon Family Groups UK & Eire Service Manual 2024* mentions anonymity as a spiritual principle within Al-Anon, but if a legal process is involved then we must comply with the law.

Q As a result of distress in some Areas following the decision about the introduction of a minimum age requirement to attend Al-Anon, will there be a committee set up to deal with young people in Al-Anon and to manage Alateen issues.

A This will be taken to the GSB for consideration. More information from the Alateen Committee at Conference will be given later in the agenda.

WORKSHOP –

Lorna Hall, Regional Trustee, Scotland

A workshop was held where the following topics were discussed.

How to inspire through Service Sponsorship

Why do we need Service Sponsorship?

What is Service Sponsorship?

How can I become a Service Sponsor?

What are the benefits of Service Sponsorship?

How to inspire Service Sponsorship!

EUROPEAN ZONAL MEETING -

Miriam MacGrath, Trustee with responsibility for the Virtual Region, IAGSM Delegate

The European Zonal Meeting is to improve co-operation between European structures in order to support the growth of Al-Anon and Alateen in Europe. The vision of the EZM is for every European country involved to have a GSO and attend the International Al-Anon General Services Meeting.

The European Zonal Meeting (EZM) was held in Paris from 1st to 3rd September 2023. It, and the IAGSM, are biennial meetings. The theme of the EZM was *The Al-Anon Declaration*.

There were 18 countries/structures represented who spoke 17 languages. The sessions were all conducted in English. Three staff members from WSO attended as observers. Attendance included fully registered structures who are able to support a GSO and emerging countries who are working towards that.

The EZM opened on Friday evening with delegates from each structure introducing themselves and their structures. Many structures did not have Alateen meetings and those who have are challenged to keep the Groups and to grow the fellowship. Filling service positions is also challenging, especially for the emerging countries who have a small number of groups. Many hold workshops to encourage service and service sponsorship.

Slovenia presented on *Service: Encouraging Engagement and Rotation*. Slovenia has 35 groups, 7 of which are in the Ljubljana. Slovenia conducts regular workshops at which they discuss service and its importance for both the fellowship and personal recovery. Personal invitations and encouragement are extended after the first or second year of recovery. "Every contribution to service is valuable. It helps us grow, it helps us to transform our hearts. It helps us to experience more selfless love."

The UK & Éire presented on *Public Outreach: Your social media experience*. The presentation was on the setting up and use of social media platforms. Many of the emerging countries are starting to set up websites and social media platforms and they look to the senior structures to share their experience. Our three media campaigns of recent years were explained.

Finland presented on *Re-growing Al-Anon, Post Pandemic*. The number of groups has reduced and groups are smaller following the pandemic. Many regular members returned to in-person meetings as soon as possible but some older members did not as they were scared of contracting the virus. There is less touching and hugging at meetings. Finland is becoming a cashless society and Groups are using the Mobile Pay app for Tradition Seven. Options to participate via the internet are now available.

Alateen: Updates and Pilot Project from WSO. The purpose of the Pilot Project is to create an approach for electronic Alateen meetings and to look at the feasibility for international structures to register online meetings. The anticipated outcome is to create a safe environment for Alateen meetings. Electronic Alateen meetings are recognised as part of the Al-Anon Family Groups. WSO are hosting global gatherings to discuss Alateen and how we can facilitate Groups within the Al-Anon principles and the local legal requirements. (One of those global gatherings was attended by 26 countries, with 26 different legal structures, so it is a minefield at the moment.)

Among the benefits to young people are: more accessibility of meetings; globally consistent safety requirements; all structures have access to electronic groups; support from the World Service Conference for electronic Al-Anon groups. This will be done in collaboration with the international structures.

The challenges include: getting Al-Anon members involved in Alateen service and sponsorship; Alateen members having ID; ensure that Alateens are within the twelve to 18 age group; structures needing flexibility to ensure legal requirements. The intent is to create a safe environment globally for Alateen meetings. All Alateen online meetings are registered with WSO and they are currently giving no permission to any structure to register online meetings. However, the registered in-person meetings that went online temporarily during lockdown are permitted to continue.

At the EZM, the Lithuanians requested help with gaining an understanding of the Concepts. Elizabeth from France and myself volunteered to help. They plaintively said, 'We don't understand the Concepts. We have no way of learning because we're a new structure. 'Will somebody please help us.'

We started a monthly discussion group which ten members attend. Their desire to learn and their commitment is absolutely awesome. Eight of them have limited English, two of them have very good English. They do not have the resources to translate literature. WSO produces translations in English, French and Spanish. Outside of that, an emerging structure is required to translate it with a paid translator which costs them a considerable amount of money. (It cost Iceland €4000 to translate *How Al-Anon Works*.) Then it goes to WSO to be checked. But the structure also has to pay for the person who checks it and the translator at WSO. So there is a big argument going on internationally over this.

Family members would love to attend the monthly discussion group but are challenged by the use of English. The plan is that the discussion group will do The Concepts and then go back and do it in Lithuanian with the other members in their Groups. When they were asked, 'Why the Concepts?', they said because we see the senior structures failing on The Concepts in their Groups. 'We're going to make our own mistakes but we're not going to make the same ones as you made.' It is a very humbling experience to participate in this discussion group.

Olga from the Ukraine came via Krakow and then flew to Paris. She had to get a train to Krakow from the Ukraine. She had to lie flat on the floor of that train because of shooting. And then she had to return by the same route. For Olga, attending was important for her structure so they could learn from the more developed structures.

Through the WhatsApp group and email, we continue to support the emerging structures as they develop and reach out to new members through PI.

The IAGSM will be held in Virginia Beach from 25th to 28th September 2024.

ONLINE AL-ANON MEETINGS WORKING PARTY UPDATE

Miriam MacGrath, Trustee with responsibility for the Virtual Region, IAGSM Delegate

At the UK & Eire Service Conference in September 2022, Delegates voted unanimously in favour of including online Al-Anon meetings in the UK & Eire Structure. A three-year trial period from that date was proposed and agreed. Registration of online Groups commenced in March 2023.

At the September 2023 Board Meeting a Trustee with responsibility for the Virtual Region was voted in. Miriam MacG has held that position since January 2024 ensuring the Virtual Region is represented on the Board.

Information Meetings for registered Groups led by the Online Al-Anon Groups Working Party were held in October 2023 and January 2024. Online Groups were asked to submit to GSO by the end of 2023 whether they would like to join the Virtual Area or an in-person Area. Any Groups that did not respond were automatically allocated to the Virtual Area.

A new Virtual Area Committee was voted in by the Groups at the January 2024 meeting. The first Area Delegate for the Virtual Area attended Conference this year. Dates for the Virtual Area Assemblies were also agreed at that meeting.

Online and in-person meetings hold the same status in the structure. Groups can only be registered in one structure. Zoom is the only platform GSO can register during the trial period. Hybrid meetings are not registered at GSO but Groups registered as in-person may decide to have online facilities. The minimum age for attending Al-Anon meetings (including online meetings) is 18 years.

The Virtual Area Committee and Virtual Area Assemblies are now in place. The Online Al-Anon Meetings Working Party will continue to meet regularly for the remainder of the trial period to support the Virtual Area Committee, the Virtual Area and the online Groups.

Thank you to all the members who so willingly have come forward to serve. and to all members for supporting this change .

From the floor:

Q One Area complained that the Groups didn't have enough time to decide whether they wanted to be in the physical Area or the Virtual Area. How difficult is it to move back into the physical Area?

A If a Group wishes to move Area, they can email GSO online@al-anonuk.org.uk who will change this information on their registration. If moving to a physical Area, the Area Assembly does need to agree this prior to an online meeting joining them,

Q What happens with finance in the Virtual Area?

A The Virtual Area has set up a bank account and has managed, in a short time, to pay the Equalised Fee for Conference and they are contributing to the General Fund.

Q Is there guidance as to whether online Groups require those attending to have their video screens switched on during meetings?

A There is a Guideline UK130 which relates to this matter. Groups are doing different things but it's up to the Group conscience.

- A Quite often people have to turn their cameras off because there isn't enough band width for them to have the camera on to participate fully.
- A The majority of online Groups do not insist on members keeping their cameras on. Some Groups do ask members to put their cameras on initially so that they can see who they are. This is not enforced, however, Groups do give frequent, gentle reminders to put cameras on and introduce themselves.
- A It is up to the Group to remind individuals in the meeting that this is a private event. They can wear headphones to keep the meeting confidential.

SERVICE OPPORTUNITIES

Angela Lidster, Chairperson, General Service Board

All of us who have volunteered for Service have experienced the benefits that Service brings and the enjoyment that all the different Service roles offer. Originally, being part of the Finance sub group involved travelling to the General Service Office in London. With the advent of Zoom, we are no longer tied to geography and so all are potentially eligible to take service beyond our Area.

The work of the Standing Committees is described on page 165-170 of the *UK & Eire Service Manual 2024*, and is shown in the service structure diagram on page 91.

These committee members are highly enthusiastic and work hard for the fellowship but the committees are often unknown or misunderstood by AI-Anon members. This session, which used a speed dating format, was an opportunity for Delegates to speak to Trustees, ask questions and gain a better understanding. Area Delegates were encouraged to consider their next role.

Area Delegates may also know of members who could be suitable and encouraged to apply. They would need an understanding of the Traditions and Concepts and some Service at Area level to ensure they are able to contribute fully.

PUBLIC INFORMATION

Paul Stonebrook, Chairperson, Public Information Committee

2025 UK & Eire PI Campaign

The title of our 2025 campaign is *You are not alone - Help and hope for problem drinkers*.

There are new graphics for the campaign as well as a new campaign poster designed for members to download. The campaign will be built around the main message,: "You are not alone - AI-Anon offers a safe, welcoming, non-judgmental environment for anyone who has been affected by someone else's drinking".

We are going to urge members to continue to reach out to the professional community and healthcare settings. However, the focus for 2025 will take in other settings, for example, big national employers and the criminal justice system. It will last for two years.

'Dry January 2025' will offer the best backdrop for the external launch of the campaign. There will be a two-stage media release for trade journalists and national media journalists. This will be informed by the June 2024 survey of members to generate AI-Anon's own, original statistics on loneliness in the alcoholic situation. Social media is still one of our most powerful PI tools and a social media plan using our public platforms, including LinkedIn will be run via GSO.

The PI Committee will identify and write to the head-offices of the top 20 (by workforce) employers in the UK & Eire.

An important aim of the 2025 campaign is to harness the energy and talents of all AI-Anon members. Support for members will include: updated UK14 *Public Information (PI) Guidelines*; a new, downloadable template letter for employers; a new PI Campaign webpage <https://al-anonuk.org.uk/members-area/public-information/2025-campaign-you-are-not-alone/> and a PI Podcast specifically for members.

There is a new template for two-sentence shares to support the social media posts, and all members will be asked to contribute.

Thanks go to Shina our PI Officer at GSO for the hard work that has gone into the preparation of this campaign.

ANNUAL REPORTS OF THE SERVICE ARMS OF AL-ANON

FAMILY GROUPS UK & EIRE for the year ended 31st March 2024

These Annual Reports relate to the year 1st April 2023 to 31st March 2024 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 CHAIRPERSON OF THE GENERAL SERVICE BOARD (GSB)

During the reporting period I chaired the GSB meetings in June and September.

I attended Agenda Team meetings prior to the GSB meetings.

I attended the TEAM Events Committee (TEC) and General Service Board Nominating Committee (GSBNC) meetings which are held during the GSB.

I welcomed Delegates to the UK & Eire Service Conference, from 15th to 17th September and took part in the Alateen Committee meeting at Conference.

The General Service Board (GSB) approved the following appointments of Trustees to commence January 2024:-

Annie Smirk, Trustee at Large, Chairperson, Editorial Committee (two-year term)

Paul Stonebrook, Trustee at Large, Chairperson, PI Committee (three-year term)

Nicola Davies-Hall, Trustee at Large, Treasurer (three-year term)

Elizabeth Wade, Regional Trustee, England North & North Wales (three-year term)

Anthony Smith, Regional Trustee, Ireland South, South East & South Midlands (three-year term)

These appointments were ratified by the GSB at its post-Conference meeting in September.

Following each Board Meeting I prepared an Information Letter which was circulated to the fellowship via the GSO eNewsletter.

I chaired several Online Al-Anon Meetings Working Party meetings in the period.

In November I attended the AGM of Al-Anon Family Groups Company Limited by Guarantee (AFG CLG) along with the Directors and Members.

I held a handover and induction meeting in December 2023 prior to the GSB meeting in February to the incoming Chairperson of the GSB.

Throughout the period I maintained regular contact with the General Secretary and the Chairperson of the Executive Committee as and when required and responded to any correspondence as appropriate.

Karen Murdoch
Chairperson, General Service Board (to February 2024)

I assumed the role of Chairperson in February 2024 and in preparation met with the outgoing Chair who invited me to the Agenda Team meeting in November and gave me the benefit of her experience in the role. Immediately before the February GSB meeting, along with the General Secretary, I met with the new Trustees on the Board and outlined their role and responsibilities.

Along with the Chairperson of the Executive Committee, I conducted a staff appraisal of the General Secretary and also attended a staff meeting via Zoom, where I passed on the GSB's thanks to the staff for all their hard work on behalf of the fellowship.

Following the Board meeting, I prepared an Information Letter to be circulated to all members in order to keep the fellowship informed on the work of the GSB. I also responded to letters from specific Groups and Areas sent to the General Service Board, on behalf of the Board.

I attended a Charity Trustee Training Event organised by our solicitor for Al-Anon Family Groups CLG, who although based in Eire, had significant crossover for Charity Trustees in the UK and was, therefore, extremely useful.

Throughout this initial period, I have called upon the experience and support of the General Secretary and Chairperson of the Executive Committee and look forward to working with them during my term.

Angela Lidster
Chairperson, General Service Board (from February 2024)

At Conference

No updates

No questions

ANNUAL REPORT OF THE CHAIRPERSON OF THE CONFERENCE COMMITTEE

Members: Nicky L (Chairperson); Karen M (Conference Secretary to July 2023); Jeannette B-McF (Conference Secretary from July 2023); Beth B; Derek T (from February 2024); Trish B (General Secretary).

In the reporting period, the Committee met five times via Zoom.

At the May meeting we prepared the draft Conference Agenda and Brochure for approval at the June GSB meeting. We also sent out the routine letters for Conference 2023 and continued as per our Desk Diary. We were pleased to welcome an observer interested in joining the Committee. It was confirmed that we would be holding Conference at a new venue, Hillscourt Hotel, Birmingham.

I attended the June GSB meeting at The Royal Foundation of St Katharine in London where the Conference Agenda and Motions were approved for inclusion in the Conference Brochure. I also attended the GSB Nominating Committee meeting.

In July we welcomed the incoming Conference Secretary Jeannette Burton-McFaul. The Committee continued with Conference preparations and finalised all arrangements as necessary. We welcomed a further two observers with an interest in joining the Committee. The Conference Brochure was uploaded onto the intranet for all Area Delegates and Service Arms members.

In August I was kindly invited and pleased to attend the following Regions' online Brochure Meetings where I met the Area Delegates, supported the Regional Trustees and answered queries about Conference: England South and South East on 24th, England North and North Wales on 27th, England West and South Wales on 31st August.

I attended the GSB meeting at Hillscourt Hotel, Birmingham prior to Conference on Thursday 14th September. I then chaired the 53rd UK & Eire Service Conference from 15th to 17th September. The theme was 'Carrying the Message'. I chaired the Conference Committee meeting at Conference with the allocated Delegates. Following Conference, I attended the Board meeting on the Sunday afternoon.

The Conference Committee met online again in October to start work on the Conference Summary. We were joined by two members making their second observations of the Committee at work. We reviewed the evaluation forms from the Conference Delegates to help plan and identify any changes required for the next Conference.

In December we completed work on the Conference Summary. We discussed the theme for Conference 2024, alongside the workshop theme to be taken to the GSB at the February Board meeting.

I attended the February Board meeting at Hinsley Hall, Leeds where the theme: 'If it is to be, it is up to me' and the Workshop 'How to Inspire through Service Sponsorship' were approved for Conference 2024. An application to join the Conference Committee was approved.

At our February Committee meeting, we began preparation work for Conference 2024 by approving the first letters to Delegates and the Service Arms, planning the first draft of the Conference Agenda and compiling the Conference Brochure ready for approval by the GSB.

The Committee are very grateful for the support of Karen M, outgoing Conference Secretary, who ensured a smooth handover to the incoming Conference Secretary. We wish her well for the future. We also express our thanks to Helen McM who acted as Conference Secretary during Conference 2023.

Nicky Lavis
Chairperson, Conference Committee

At Conference

No updates

No questions

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

The Committee met on three occasions within the Board meetings held in June, September and February. There were no Team Events or Regional Focus Days reported at the June meeting. We noted that Delegates had been asked at Conference 2022 to discuss the future of TEAM Events with Areas and come to Conference in September 2023 with feedback.

At the TEAM Events Committee meeting held prior to Conference it was reported that there had not been any TEAM Events held across the Regions between June and September. We were waiting with interest to hear the feedback from Delegates. I invited responses from the floor of Conference and several Delegates reported that their Areas had showed some interest in the option of holding a Regional Focus Day. There was generalised apathy expressed too.

In February, we reported that there had not been any events held since the September meeting, but I was heartened that after discussions at the post-Conference Area Assemblies, there were plans in place for one TEAM Event and two Regional Focus Days to be held during the Spring.

Isobel Durbidge
Chairperson, Team Event Committee

At Conference

Following the decision by the WSC to disband TEAM Events, the UK & Eire Conferences 2022 and 2023 were asked for feedback from the Areas on the future of TEAM Events. The consensus was that they were no longer of interest. There have been no TEAM Events in the UK & Eire since 2019.

The TEAM Events Committee therefore asked Conference whether it wanted TEAM Events to continue or to be disbanded?

From the floor:

- Areas are quite capable of arranging workshops themselves.
- TEAM Events have run their course.
- TEAM events can be held online or in-person and they are not being held.

It was decided by a show of hands to draft a Motion to disband TEAM Events, which was carried.

No questions

ANNUAL REPORT OF THE CHAIRPERSON OF THE GSB NOMINATING COMMITTEE

Members: Michael D (Chairperson); Karen M (to February 2024), Isobel D; Miriam MacG; Angela L; Paul S; Nicky L and Trish B (General Secretary)

Applications were received for the following Trustee vacancies arising in January 2024:-

- Regional Trustee, Ireland South, South East and South Midlands
- Regional Trustee, England North and North Wales
- Trustee at Large, Chairperson, Editorial Committee
- Trustee at Large, Treasurer
- Trustee at Large, Chairperson, Public Information

Grading sheets were sent to all the Committee members of the GSBNC and at the June 2023 meeting of the GSBNC held in London the candidates were selected. Their names were taken to the June GSB meeting for approval. Traditional approval was given at the UK & Eire Service Conference 2023.

I also attended the GSB and GSB Nominating Committee meetings prior to Conference 2023. At the Conference I met with the Regional Committee on Trustees (RCT) and chaired the meeting with the allocated Delegates on the GSBNC.

At the 2023 Conference I outlined the vacancies that were upcoming for 2025 and encouraged Area Delegates to highlight these in their Conference Reports. The vacancies are as follows:-

- Regional Trustee, Ireland West, North East and North Midlands
- Regional Trustee, England West and South Wales
- Trustee at Large, Chairperson, Executive Committee

Applications to be with GSO by 14th May 2024 for grading in June.

Michael Donnelly
Chairperson, GSB Nominating Committee

At Conference

No updates

Q Following the resignation of the Regional Trustee, England North and North Wales, will the vacancy be announced for candidates to apply in 2025?

A Yes, it has been added to the list of vacancies for Trustees.

ANNUAL REPORT OF THE CHAIRPERSON OF THE PUBLIC INFORMATION COMMITTEE

Members: Paul S (Chairperson); Maxine P (from August 2023); Alan S (from August 2023); Shina W (Public Information Officer).

During the reporting period, the Public Information Committee has met on six occasions via Zoom. The Committee led two PI Support Meetings for Area PI Co-ordinators and Area Delegates. The downloadable PI poster *You don't have to drink to suffer from alcoholism* was updated to include a QR code and the Committee posted regular PI Monthly Focus Calendars on the PI page of the Members' area of the website. The Committee commenced planning for the bi-annual UK & Eire Public Information 2025 Campaign.

I attended meetings of the General Service Board in June, September (immediately prior to and following Conference) and February. I also attended the GSB Nominating Committee meetings on these dates. I attended the Annual General Meeting of Family Groups Ltd in June 2023 and the Extraordinary General Meeting of Family Groups Ltd in February 2024.

I attended the UK & Eire Service Conference on 15th – 17th September 2023 at which I led a Workshop, *Time for PI*, and met with Delegates allocated to the Public Information Committee.

I attended the Annual Presentation and Reception of Alcoholics Anonymous at Portcullis House on 16th May 2023 and the Department for Health and Social Care - Office for Health Improvement and Disparities, Mutual Aid Reference Group (MARG) meetings on Zoom in July and September 2023.

I worked closely with the Public Information Officer in the run up to and following the launch of the UK & Eire PI Campaign in May 2023 and I am grateful for her support.

Paul Stonebrook
Chairperson, Public Information Committee

At Conference

There have been two significant PI opportunities arising from Al-Anon's presence on the Mutual Aid Reference Group for England. Due to interest from the Prison and Probation Service in mutual aid groups, a member of the PI Committee was interviewed for prison radio. This was broadcast across prisons in England, with a potential audience of 80,000 people. They also organised and invited Al-Anon to share at the Recovery Month session.

No questions

ANNUAL REPORT OF THE CHAIRPERSON OF THE EDITORIAL COMMITTEE

Members: Annie S (Chairperson); Rachael D (from June 2023); Amy S (from June 2023)

The Editorial Committee met online five times during the reporting period. Regular contact is maintained between meetings to allow for the necessary updates in preparing material for *Al-Anon Today*. Three members attended meetings to observe.

Four issues of *Al-Anon Today* were produced for online publication in June, September, December and March from contributions submitted by members. Views for the e-zine have steadily increased throughout the year and the A4 design format accommodates members wishing to print.

We provide suggestions for members to write about and topics for meetings, with occasional news from the PI Officer. Members continue to contribute articles for Al-Anon's online e-zine and the spring issue celebrated ten years since the first publication was launched on the Al-Anon website.

In July and January, we approved two new pieces of literature for inclusion in the UK and Eire Structure. I prepared a letter which was circulated via the GSO eNewsletter on 17th January, inviting members to send in contributions for *Al-Anon Today*. This generated a generous influx of shares, with some being received from beyond UK & Eire. This may be due to members accessing online meetings within our Structure.

I attended an Extraordinary General Meeting of Family Groups Limited on 9th February and the General Service Board (GSB) meeting on 9th and 10th February at Hinsley Hall, Leeds.

I am in regular contact with the General Secretary and work with the designer in the preparation and production of *Al-Anon Today*.

Annie Smirk
Chairperson, Editorial Committee

At Conference

Two editions of *Al-Anon Today* have been produced and are available to download from the members area of the website. Members wishing to receive a notification when each issue is available on the website, can sign up for the GSO eNewsletter via the Al-Anon website.

The next issue is in the process of being produced and members are encouraged to submit written shares via the members' area of the Al-Anon website.

No questions

ANNUAL REPORT OF THE ALATEEN COMMITTEE AT CONFERENCE

Members: Trish B (Chairperson, General Secretary), Karen M (Chairperson, General Service Board, to February 2024), Miriam MacG (Regional Trustee, Ireland South, South East and South Midlands), Hilary C (Area 1), Jim K (Area 4), Tess McG (Area 8), Catherine Mc N (Area 13), Claire D (Area 12), Breda W (Area 19).

The Committee met at Conference 2023. Documentation used in the screening process was circulated to the Committee and it was suggested that all members be familiar with the Al-Anon Safeguarding Children Policy Eire and the Al-Anon Safeguarding Children Policy UK which includes the screening process.

The Committee discussed the need for Alateen PI and the best way to reach young people. It was concluded that PI at a local level where Alateen meetings exist is most effective. Visiting schools to share and find out young people's views can be helpful for the young people and Al-Anon.

AFG CLG are now recognised as a relevant organisation for the purpose of Garda vetting Alateen Screened Group Sponsors and are registered with the Dublin City Volunteer Centre who will carry out the Garda vetting for potential Alateen Screened Group Sponsors. There are no Alateen Groups in Eire and any Area wishing to start an Alateen Group must comply with the Al-Anon Safeguarding Children Policy and potential Alateen Screened Group Sponsors must be screened through the National Vetting Bureau.

At present online meetings can only register with WSO. In-person meetings are required to register within the Structure in which they are held. The in-person meetings that went temporary online due to the pandemic are still being held and there is currently no deadline from WSO to return to in-person. GSO have been corresponding with WSO regarding the possibility of online meetings being able to register with other Structures. WSO held a 'Town Hall meeting' with other Structures to build information and feedback. This will take some time for WSO to review information and feedback and produce policies if they conclude it is feasible for online Alateen meetings to be registered.

There are currently 14 Alateen Groups registered in England; five temporary online, four in-person and five not active. There are 14 Areas with an approved Alateen Plan in place. There are 65 Alateen Screened Group Sponsors on the Register of Alateen Screened Group Sponsors held at GSO.

Trish Bainbridge
Chairperson, Alateen Committee at Conference

Alateen Update at Conference

There were two actions from last year's Conference: one of them was to produce a questionnaire for doing PI in schools. It was taken to Alateen Screened Group sponsors meetings. We didn't get any feedback but we have had the questionnaire approved and it is available for use, and is on the Area Delegates', the PI Co-ordinators' and the Alateen Co-ordinators' intranet.

The other action was to consider having additional Alateen Committee meetings. This was discussed at the Executive Committee and the General Service Board and feedback was requested from GSO staff as they receive a huge amount of information/feedback. It was felt that introducing more committee meetings at this time would not be productive or beneficial.

The Safeguarding Policies only need to be reviewed every three years but they are working documents and are being reviewed constantly. The second revision of the Policies is on the website, with the list of the amendments on the front of the documents. Some amendments are the result of legislation, some are a response to

suggestions from Alateen Screened/Vetted Group Sponsors (ASGS) on the practicalities of implementing the Policies. ASGSs want more clarification on how they use a consent form, for example, or how to report a Safeguarding concern.

Following the second version of the Policies, a support session was held for the ASGSs to update them and answer any questions. Area Alateen Co-ordinators are still not confident in holding their annual training sessions, therefore GSO staff will be looking into the feasibility of facilitating these training sessions for the short term.

The screening process can take any time from approximately six weeks to 18 months. The General Service Office processes applications straightaway. The process time is dependent on various factors including whether paperwork is received promptly, timing of an Area Assembly to announce someone's intention in becoming an ASGS, or if references are returned quickly.

Members who wish to become Alateen Screened/Vetted Group Sponsors, first need to contact Linda G at GSO. A DBS check for applicants resident in the UK, or Garda vetting for applicants resident in Eire, is required. These checks are not transferrable between the UK and Eire.

AFG CLG in Eire is now recognised as a relevant organisation for the purpose of Garda vetting and is registered with the Dublin City Volunteer Centre that carry out the Garda vetting. There are currently members going through the vetting process.

We are producing an Alateen roller banner that can be used for PI. Alateen members have fed back on what images they would like.

From the floor:

Q During the Area Delegates meeting it was suggested that the General Service Board set up a thought force to discuss the future of Alateen and to report back to Conference in September 2025. Is this possible?

A This request will be taken to the GSB for consideration.

Q Is it anathema that such a hot topic as Alateen has only one committee meeting a year?

A Despite the fact that there is only one Committee meeting a year, Alateen is under constant discussion and review by GSO, the Executive Committee and the General Service Board. In October 2023 GSO started documenting Alateen enquiries. One hundred and one enquiries have been received from 12 to 17 year olds, professionals and parents. There are too many legal issues involved for it to be run by a Standing Committee.

Q Is the Alateen Committee at Conference one of the Standing Committees?

A Yes.

Q What is the questionnaire about and what are we meant to do with it, if anything?

A It was suggested at the Alateen Committee at Conference last year that we produce a questionnaire to use in schools for teenagers who don't come to Alateen.

Q If a child phones GSO will they be speaking to staff who are DBS checked?

A Yes, the staff are all DBS checked.

Q What is meant by reviewing the Safeguarding Children Policies every three years but it being reviewed all the time?

A In accordance with legislation, the Policy requires review every three years, or sooner if necessary. Feedback is continuously being received from Alateen Screened Group Sponsors on how it works on a practical level. This results in revising the Policy and creating version two sooner than the three year review.

Q Do the documented Alateen enquiries include the location of the potential Alateen; do you have a breakdown of which ones happen to live in Areas where there are Alateen meetings available?

A Yes, we do have a breakdown, Where there are no Alateen Groups in the location the Alateen Screened Group Sponsors are informed.

Q Do the documented Alateen enquiries give details of the call, i.e. was it a potential Alateen or a parent? What was the outcome of that enquiry? And how does that compare with general Al-Anon enquiries regarding the number of calls?

A This information is documented and can be made available.

Q Sixty four registered Alateen Screened Group Sponsors sounds like a really good resource - could more online meetings be set up?

A New online meetings can only register with WSO.

Q Should we have online meetings every night?

A New online meetings can only register with WSO.

Q Are there any plans to make the new 47-page Safeguarding Children Policy UK easier to understand by shortening the document?

A The policy is going to get longer, rather than shorter, as Alateen Screened Group Sponsors have asked for more detailed information to be included. The Safeguarding Children Policies have to cover all legal requirements.

Q It's beholden on us to make Alateen more welcoming. The responsibility for Alateen falls on the Areas: they set up the Area plan, participate in the screening process of Alateen Screened Group Sponsors and administer their training. Should GSO take over all responsibility for managing Alateen?

A It is not possible or practical for GSO to carry out all aspects of managing Alateen procedures.

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

During this period, I attended the General Service Board meetings in June, September and February . I also attended the UK & Éire Service Conference in September.

The European Zonal Meeting (EZM) was held in Paris from 1st to 3rd September 2023. The theme of the EZM was The Al-Anon Declaration. Eighteen countries and three staff members of the WSO attended.

Statement of Purpose:

'To improve cooperation between European structures in order to support the growth of Al-Anon and Alateen in Europe. The vision of the EZM is for every European country evolves to having a GSO and attends the IAGSM.'

The Meeting consisted of General Sessions followed by Question-and-Answer sessions.

The EZM opened on Friday evening with delegates from each Structure introducing themselves and their Structures. It was noticeable that many of the Structures did not have Alateen meetings and those who have are challenged to keep the Groups and to grow the fellowship. Filling service positions is also challenging especially for the emerging countries who have a small number of Groups. Many hold workshops to encourage Service and Service Sponsorship.

Discussions were held on the use of social media, regrowing Al-Anon post-Covid and encouraging engagement and rotation in Service.

There were three General Sessions in which delegates made presentations on the topic followed by discussions. WSO also updated on the Pilot Projects to create an approach for electronic Alateen meetings. The anticipated outcome is to make Alateen available to members with safety.

Many of the countries/Structures are at different stages of structural development. However, the EZM was unified in sharing experience, strength and hope to ensure that the fellowship reaches out to those affected by alcoholism.

Thank you for the privilege of representing the UK & Éire at the 2023 EZM.

The 2025 EZM will be held in Italy.

Miriam MacGrath
IAGSM Delegate

At Conference

No updates

No questions

ANNUAL REPORT OF THE GENERAL SECRETARY

During the year I attended online meetings of the Agenda Team, Executive, AFG CLG, Conference, Safeguarding Working Party and Online AI-Anon Meetings Working Party. In June, September and February I attended the in-person meetings of the GSB, GSBNC and TEC, as well as the UK & Éire Service Conference in September.

I keep in contact with the General Secretary of the Australian Structure and we hold regular online catch-up meetings.

I participated in several online support sessions as well as online meetings to discuss and answer members' questions regarding the AI-Anon Safeguarding Children Policies for the UK and Éire, which included an information meeting held in November for Area Delegates, District Representatives and anyone interested in restarting Alateen in Éire.

In November I visited Éire to hold an in-person Helpline training session. I also met Board members of Alcoholics Anonymous to share experience and knowledge.

Throughout the year I have kept in touch with the Chairpersons of the Executive Committee and 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 Committees to be dealt with.

General Service Office (GSO)

The small pool of staff and volunteers at GSO deal with an ever-increasing volume of enquiries and workloads. During the reporting period there were two part-time paid vacancies at GSO for Conference Secretary and Group Records Administrator. Both positions were filled. A full-time temporary vacancy was also available to cover a staff member on long term sick. This vacancy has not been filled. Cladding work on the building that houses GSO continued until September 2023 and had an impact on the working environment for staff.

GSO held quarterly online support sessions for PI, Alateen and Telephone Helpline volunteers and monthly support sessions for eResponders.

Lone Members

Our Lone Members service has 10 members who are unable to access the website or attend Groups. Printed copies of *AI-Anon Today* are sent to those listed. We have trialled a process whereby one of our Groups has attempted to set up telephone support. This has not been successful as there was never a convenient time for conversations.

Groups

As at 31st March 2024, there were 673 AI-Anon Groups (693 in 2022/23) of which 534 are in-person only, 39 are both in-person and online (registered as an in-person Group) and 100 are online only. Information for registering online Groups was added to the website and circulated to the membership to assist online Groups to grow. 12 Groups have been removed from public view on the website for various reasons on request of the

Group, District or Area. These Groups have not disbanded in the hopes that they will recover and be available to newcomers again. As a result of working with Area Delegates and a project in GSO facilitated by volunteers, to contact Groups who have not returned ARCs, a number of Groups have been disbanded. As a result we are now more assured that Groups that are published on the website are active. As at 31st March 2024, there were 14 Alateen Groups (14 in 2022/23).

GSO continues to contact Groups without a CMA or two Group Telephone Contacts. With the assistance from office admin volunteers these Groups are encouraged to fill these important Service roles. We very much appreciate the Groups and Area Delegates who helped in compiling accurate Group numbers and information. The percentage of Annual Record Check forms returned this year was 71% (66% in 2022/2023). In accordance with data protection requirements members are required to provide signatures or alternatively, an email to affirm permission for GSO to hold and distribute personal data. Where signatures or emailed permissions are not supplied personal details are removed from Group information.

The majority of Groups completed the request for information on the ARC form regarding size of Groups. The survey showed the following results up to 31st March 2024 .

314 (467 in 202/23) Groups indicated a size of 0-5 attendees

188 (114 in 202/23) Groups indicated a size of 6-9 attendees

170 (85 in 202/23) Groups indicated a size of 10 attendees and above

The survey indicates that, while Group numbers have fallen, the membership may have increased during the period as many Groups have increased attendance.

Helpline Service

The Helpline Service is comprised of a Telephone Helpline in the UK, a Telephone Helpline in Eire and eResponders (answering distressed emails). This Service is a priority for staff at GSO. Volunteers assist in administering the Helpline activities in the UK and Eire.

All calls to the Helpline are redirected and answered remotely to volunteers' landline or mobile phones.

There were four support sessions held online during the period for UK and Eire Telephone Helpline volunteers. These generally lasted two hours and were attended by staff and up to 30 volunteers on each occasion. This provided an opportunity for sharing experience and mutual support.

Telephone Helpline volunteers are asked to attend refresher training sessions once a year. There were seven in-person (UK Telephone Helpline), one in-person (Eire Telephone Helpline) and one online session (UK and Eire Telephone Helpline) in the reporting period. Many volunteers attend multiple sessions in order to share experience. Volunteers attending in-person refresher training sessions encourage AI-Anon members interested in the Helpline Service to attend with them and many of these become regular volunteers.

UK Telephone Helpline

The Helpline operates 365 days a year from 08:00 to 22:00 Monday to Friday and from 10:00 to 22:00 Saturday, Sunday and public holidays.

Shifts required to be filled with two volunteers are listed below:

Monday to Friday	Saturdays, Sunday, Public Holidays
08:00 to 10:00	10:00 to 13:00
10:00 to 13:00	13:00 to 16:00
13:00 to 16:00	16:00 to 19:00
16:00 to 19:00	19:00 to 22:00
19:00 to 22:00	

During the period all six hour shifts, Monday to Friday have been converted to three hour shifts. Some volunteers continue to do a double shift of six hours.

Members have volunteered throughout the year and a team of experienced volunteers have given additional

time to train members on a one-to-one basis using training materials developed in workshops over the years. New volunteers are offered in-person and online training and all volunteers are invited to attend online support sessions once a quarter. 16 new Helpline volunteers were trained during 2023/24.

The trainers hold regular 'trainers' meetings' to share experience and learning.

Eire Telephone Helpline

The Helpline operates 365 days a year from 10:00 to 22:00.

Shifts are required to be filled with two volunteers between 10:00 to 14:00, 14:00 to 18:00 and 18:00 to 22:00.

The Eire Helpline has been part of Al-Anon Family Groups CLG since 2022 following the closure of the Information Service in Dublin. Administration is carried out by the General Service Office on behalf of the charity. The volunteer Co-ordinator administers the rota and liaises with volunteers. A mobile phone is provided by Al-Anon Family Groups CLG for the volunteer Co-ordinator to manage the Helpline service.

As from 31st March 2024 there were 30 Helpline volunteers. During the reporting period there were no trainers in Eire. The training has been carried out by UK Helpline trainers, reporting to GSO. During the period 18 volunteers were trained. Training included an in-person session in Dublin in November 2023 led by GSO staff. Trainees who didn't attend the in-person session went through the online training programme.

eResponders

This service was developed and has been run by a volunteer administrator since 2015. It has 16 (16 in 2022/23) active trained volunteers answering emails sent via the website and direct to the Helpline email address. The volunteers work from home. Three volunteer moderators and one staff member maintain the standards and content that reflect Al-Anon principles. The majority of training sessions are conducted online. Trainers hold monthly eResponder support sessions to share experience and learning.

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 but are encouraged to write in their own style. We have a three-tier training programme to assist new volunteers to find their own style while maintaining the Al-Anon message. Volunteers have the use of a live rota on the intranet which has proved very efficient with all shifts covered. The trainers meet regularly to share learning.

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
2020-21	4407	1705	70	273	6455
2021-22	3919	1222	46	237	5424
2022-23	3680	1026	38	283	5027
2023-24	4052	829	32	292	5205

Public Information (PI)

The Public Information desk responds to emails regarding enquiries from professionals seeking information about Al-Anon Family Groups in the UK & Eire.

The PI Officer has continued to work on the 2023 PI campaign. The PI Officer has worked with the PI Committee to encourage PI activities within the fellowship. Regular Monthly Focus Calendars are produced for the membership which are uploaded on the website, intranet, and sent out via the GSO eNewsletter.

Several radio interviews and magazine articles were organised and broadcasted/published on major media outlets, including interviews on various BBC Radio stations, Radio X online and regular mentions in the Dear Deidre section of The Sun, the agony aunt section on The Mirror online, the Independent and iNews.

Some professionals ask for online information which can be shared, whilst others ask for physical copies to display. Sometimes bundles of literature are requested eg. for different departments of a hospital. A total of 63 physical PI folders were sent to professionals on request and a further 40-50 were used at events where professionals were in attendance. UK123 *Information for Professionals* is sent out to professionals via email, on the basis that it is copyrighted. Only a small amount of the budget for literature to professionals has been used in the period, as professionals were either purchasing their own literature or using online resources. The 2023 PI campaign has continued to push literature sales, encouraging specifically the purchase of UK29 *Are You Troubled by Someone's Drinking? (20 questions)* and UK128 *PI Bundle*.

PI materials have been updated to include the Eire helpline number.

Requests for speakers and Al-Anon attendance were emailed to Area PI Co-ordinators, with Area Delegates copied if necessary. Up to 31st March 2024 there are 21 Areas with PI Co-ordinators.

Three online PI support sessions were organised for PI Co-ordinators and Area Delegates in the UK and Eire. The PI support sessions have proved helpful for PI Co-ordinators to share their thoughts and ideas, allowing them to feel less isolated in their role. Members who wish to share their contact details to keep in touch in between support sessions do so in the Zoom chat facility during the meetings.

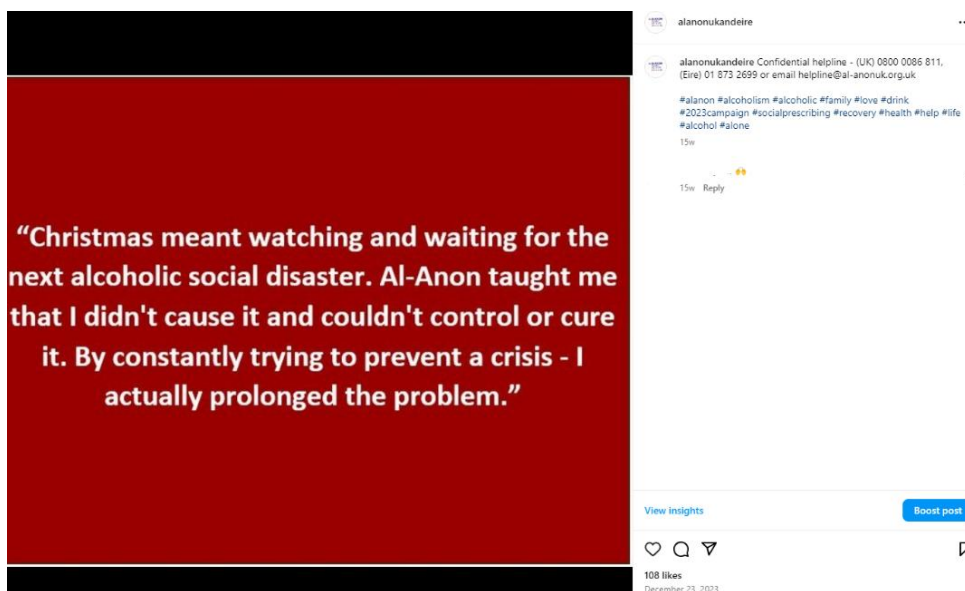
Social Media

The PI Officer has worked on managing and producing content for all social media channels: Facebook, Instagram, and Twitter/X. A LinkedIn page has been created. Social media has helped raise Al-Anon's public profile with mentions from other organisation and professionals, as well as 'follows' from journalists and celebrities. There is a consistent growth in followers from all social media accounts.

Instagram @AlAnonUKandEire

Total followers – 3,321

Most Liked:



Twitter/X  @ AIAnonUKandEire
Total followers – 1.050

Tweet with most impression:



AI-Anon Family Groups UK & Eire
@AIAnonUKandEire

Confidential helpline - (UK) 0800 0086 811,
(Eire) 01 873 2699 or email helpline@al-anonuk.org.uk

**#alanon #alcoholism #alcoholic #family
#love #drink #2023campaign
#socialprescribing #recovery #health #help
#life #alcohol #alone**
pic.twitter.com/tVMWSVzQn7

Facebook  @AIAnonFamilyGroupsUK
Total followers 4,769

Audience – Women (89.60%) Men (10.40%), predominantly between the ages of 35-64.

Most reached post:



**Confidential helpline - (UK) 0800 0086 811, (Eire) 01 873
2699 or email helpline@al-anonuk.org.uk #alanon...**

Published by Later  · 21 January · 

Post impressions 

1,108

Post reach 

1,023

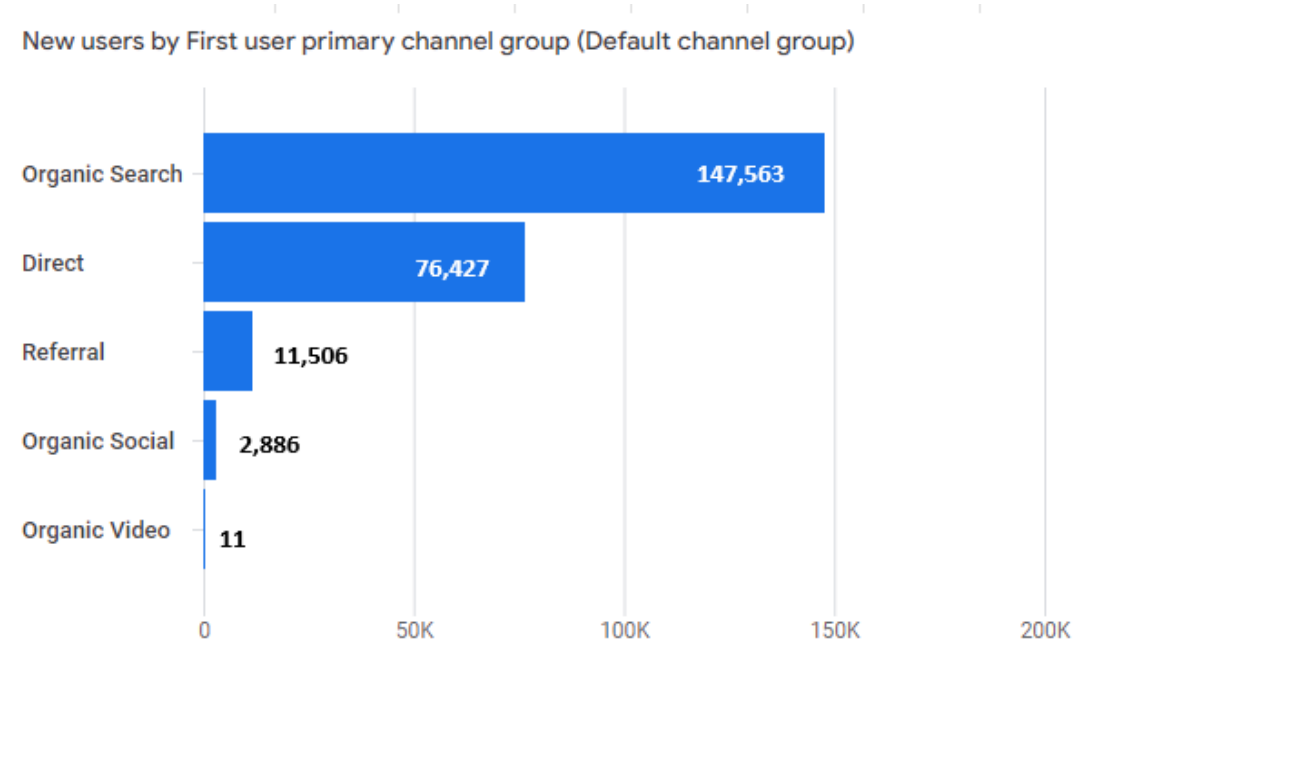
Engagement 

51

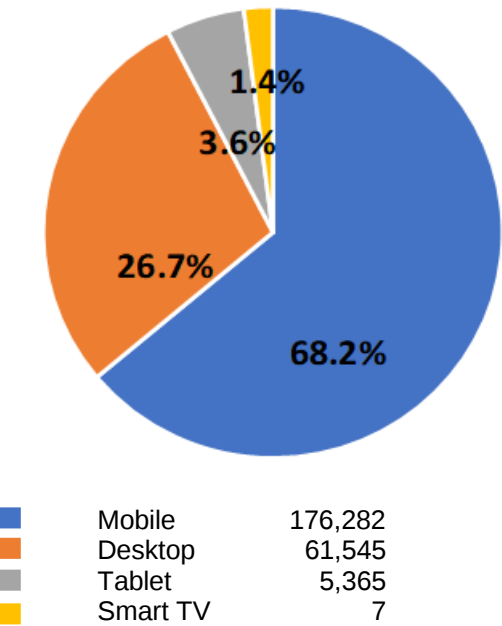
Website

The PI Officer and the General Secretary have worked with Eyes-down (the company who support the maintenance of the website) on the migration of the AI-Anon website, to a new platform. This consisted of a few changes, including a new search engine for easier access to online meeting details. The website now has two meeting search engines; in-person and online meetings. The PI Officer manages, edits and creates content on the current website.

Results below show that most website visits come from Google ‘organic searches’ (individual selection of search terms).



Results below show devices used for access to the website and that the most website visits are via a mobile phone.



TEAM Events

There were no TEAM events in the reporting period.

Conference

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

All Alateen enquiries are dealt with at GSO. We respond to email and telephone enquiries from parents, professionals and young people. Email enquiries dropped and an increase in calls was received during the reporting period. In October GSO started to keep a record of the amount of telephone enquiries received and since then approximately 80 calls have been responded to. We replied to 191 (410 in 2022/23) Alateen emails.

The website was updated to include an Alateen tab and information directing enquirers to call GSO on the Helpline and Find a Meeting pages.

There are 14 registered Alateen Groups in England. Five in-person, four temporary online and five not active. There are 13 Areas with Alateen Screened Group Sponsors and ten Areas with active Alateen meetings. There are 65 Alateen Screened Group Sponsors on the Register of Screened Group Sponsors held at GSO. During the reporting period 11 new Sponsors have been added and seven have been removed from the Register of Screened Group Sponsors.

The Alateen process is administered at GSO. Regional Trustees and Area Alateen (and Alternate) Co-ordinators are involved in the process. Some Area Delegates have been set up as Evidence Checkers which allows them to complete the Disclosure & Barring Service (DBS) checks on prospective Alateen Screened 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 in the UK.

Volunteers

Volunteers are important in staffing the General Service Office and we are very grateful to all of them for their support. We use volunteers on the eResponders service (answering emails from home) and the Helpline (answering calls from home) as well as office administration. Our costs would increase substantially were it not for our many volunteers.

Literature Despatch and Sales

We sent 4,558 parcels and packages in the UK and Eire (3,508 in 2022/23).

We processed 27 online orders for the Belfast Information Centre.

Literature orders generated via the eShop average 80 per week (62 in 2022/23).

We have sold 1,695 copies of the new daily reader A29 *A little Time for Myself*, since its launch in September 2023.

Book Sales (a selection)	23-24	22-23	Difference
<i>Courage to Change</i>	2,643	2,059	↑ 584
<i>One Day at a Time</i>	894	708	↑ 186
<i>Hope for Today</i>	841	704	↑ 137
<i>Paths to Recovery</i>	343	305	↑ 38
<i>Paths to Recovery Workbook</i>	243	215	↑ 28
<i>Alateen - A Day at a Time</i>	62	62	0
<i>Living today in Alateen</i>	22	21	↑ 1
<i>As We Understood</i>	69	53	↑ 16

<i>Intimacy In Alcoholic Relationships</i>	77	68	↑ 9
<i>The Dilemma of the Alcoholic Marriage</i>	87	90	↓ 3
Totals for this selection	5281	4,285	↑ 996

Trish Bainbridge
General Secretary

GSO Matters

The General Service Office (GSO) is the principle service centre of Al-Anon Family Groups in the UK and Eire. The office, which was purchased in 2013, is located in Southwark, London, and is in Area 20.

The office hours are Monday – Friday 9am – 5pm. The office admin line is available and answered by staff, Monday – Friday 10am – 5pm. Staff work from home every Friday and remote working is offered to some staff who carry out tasks that can be completed outside of the office.

The main form of communication from GSO to the fellowship is via the GSO eNewsletter. The GSO eNewsletters provide updates and information. This free service is commonly misunderstood by members as only being available to Group Representatives and this is not correct. Anyone can subscribe by clicking on the GSO eNewsletter box on the Members' Homepage of the website and all members are encouraged to subscribe.

GSO is the centre but not the head of Al-Anon in the UK & Eire. Staff carry out the administration at GSO. They do not make policy decisions, their role is to support the work of Al-Anon and disseminate information.

There are nine staff members employed at the General Service Office, three full time and six part time. GSO are seven days understaffed per week. There is not the required amount of staff to carry out all of the office tasks effectively. Therefore, GSO have employment vacancies. GSO also require volunteers to carry out admin duties.

Further information of these vacancies and volunteering opportunities are available on the members' area of the website.

Trish B is the General Secretary and is responsible for the day to day management of GSO. She is a member of the GSB and Executive Committee, an ex-officio member of all standing Committees and the Chairperson of the Alateen Committee at Conference. She is the Company Secretary of Family Groups Ltd and Director and Chairperson of Al-Anon Family Groups CLG. The General Secretary is also the liaison between the World Service Office and the GSB.

Linda G, Office Manager and Alateen Administrator supports the staff and office, carries out all aspects of the Alateen administration and in addition to all the work she does she is also managing the UK Helpline rota in a staff member's absence.

Karen M is responsible for the Helpline administration.

Shina W is the PI Officer who carries out public information at a national level in the UK and Eire.

Linda Po administers Group Records. There are currently 101 registered online Groups and 571 registered in-person Groups and out of those registered in-person Groups 42 are also held online.

During Conference 2019 and 2021, Area Delegates discussed naming of Groups and in 2021 the consensus was that the Group name should be appealing to all and that Groups will be named after the town/day the meeting is held. Online meetings would be named after the town they originated from. Although this was the consensus, Conference 2023 was informed that GSO still needed guidance on dealing with new Groups that decide against this or want to start a focus meeting. At Conference 1992 a motion was passed that the only focus meetings in the UK & Eire Structure would be Adult Child meetings. In recent years WSO has had concerns that Group names and focus Groups were becoming unwelcoming to newcomers and during WSC in

April 2024 it was agreed to change the wording under 'Naming the Group' in the Al-Anon/Alateen Service Manual to clarify that when choosing a Group name it should be inviting, attractive and avoid public controversy. Following the WSC motion the Conference was asked for further discussion on this matter with a consensus for a possible motion.

Annual Record Check forms were sent in April and out of these, as at 31st August 57% have been returned.

Beth B who retired in 2018 has returned more than once to help cover work whilst GSO has been short staffed and is now employed as the Conference Secretary as well as Conference Recorder.

Jayne McK is the newest member of staff, dispatching literature at GSO. She is a previous staff member who returned to the literature department in January after six years away from the office.

It was reported last year at Conference that GSO have faced many challenges whilst trying to send orders to Eire and this continues to be a challenge on the resources at the office. Members in Eire were asked to sign up to the AddressPal service via An Post as a solution to these challenges and thanks were given to all members who had signed up to this service. This is working well and makes sending and receiving orders quicker and cheaper for both the customer and Al-Anon. An appeal was made again to those yet to take advantage of this service.

Linda P who previously dispatched literature now works in accounts. When making donations the most cost effective way for Al-Anon is to donate direct into the bank accounts. Groups in Eire can only donate to the Irish charity Al-Anon Family Groups CLG. UK Groups can only donate to the UK charity Family Groups Ltd otherwise known as the General Fund. Bank account details for the General Fund are available on the website. Due to legal reasons bank account details for the Irish Charity are not able to be displayed on the website but can be obtained via the Area, Regional Trustees or GSO.

Marion previously managed Group Records and now manages the training programme for the Helpline service which consists of the UK telephone helpline, the Eire telephone helpline and the eResponders. Volunteers are always required to work from home for the Helpline service and it is an aim to have two volunteers cover each shift on the both the UK and Eire Helplines. However, due to a shortage of volunteers there are many shifts with only one volunteer answering the phone.

There are currently no eResponders, and only one Helpline trainer, who are resident in Eire. There are not enough volunteers to cover all shifts on both Eire and UK Helplines, so please encourage members who are interested to contact GSO at admin@al-anonuk.org.uk. If volunteers do not come forward for the Helpline, Al-Anon is at risk of having to reduce this service.

Trish Bainbridge
General Secretary

From the floor

Q Could you split the full-time administration job into two part-time posts?

A Ideally we'd like some full-time staff and, as we're a small office, desk space is a consideration. However, if we get the ideal candidate part-time is possible.

Q On the members' area of the website, could an additional section be created for communicating, sharing information and letting people know about events?

A There is an events section on the members' area. The feasibility of communicating and sharing information can be investigated.

Q If someone works at GSO, are they asked to relinquish any service role beyond the Group level?

A Yes.

ANNUAL REPORT OF THE TREASURER

I attended GSB meetings in June and September and presented the annual accounts and budgets. I attended all Executive Committee meetings until December 2023. At Conference I presented a financial overview to the Delegates and answered their questions regarding the Annual Accounts. I also prepared a summary of key financial facts for them to use in their reports at Area Assemblies.

I have written quarterly newsletters, to help educate and inform members about the finances of the Charity in order to keep Tradition Seven forefront in Group discussions. The newsletters have replaced the Annual Appeal letter traditionally sent out after Conference in the last few years, although I reinstated this at Conference 2023 prior to leaving this role.

Annual Routine Activities

The usual annual activities took place: -

- The final 2022-23 UK Accounts were prepared, and approved by the GSB.
- The 2023-24 amended budget and 2024-25 budget were prepared and approved at Conference.
- There was a review of literature prices which increased in line with postage and printing costs.
- I chaired the meetings of the ECPM as necessary.

Other Activities

I calculated the Equalised Conference fee and discussed this with the Executive Committee in December, this will be presented to GSB in February.

I held a handover meeting with the incoming Treasurer to discuss outstanding matters such as the staff salary review and building works in order to facilitate a smooth transition.

Financial Performance to end of December 2023

I was pleased to see that literature sales were boosted considerably in the latter part of 2023 by the new daily reader and donations look to be on target to meeting the budget.

We were grateful to receive legacies totalling £89,080.48 which have provided us with a welcome financial buffer.

I have enjoyed the role as Treasurer and thank the Board and Executive Committee for their companionship and support over the last six years.

Nicola Davis-Hall, the incoming Treasurer has a wealth of financial and business experience, and will be a real asset to the fellowship in the coming years.

Angela Lidster
Treasurer (to January 2024)

I attended the GSB meeting in February where I presented the third quarter and year to date accounts. I attended Executive Committee meetings in January and March. I attend a staff meeting at GSO on 27th March which was enjoyable, informative and good to put faces to names. I also attended an introductory meeting with Jessica Felliciano and Kena Motloun from ExcluServ.

Annual Routine Activities

I carried out the following annual activities: -

- Staff salaries were reviewed and approved by GSB.
- The equalised fee for the 2024 Conference was agreed by the GSB.

Financial Performance

Total income increased on last year's figures by 38.8%, £143,666. Actual Donations increased slightly (just over 1%) and we saw a reduction in Gift-aided donations.

Literature sales have improved substantially (46%, £41,734) with the new daily reader contributing significantly.

We were grateful to receive legacies this year, totalling £114,080 which provide us with some stability for the coming years.

As expected, expenditure increased this year to £376,340 (7.5%, £26,243 on last year) reflecting higher costs across all areas of the charity.

We have a net income (income remaining after expenditure) of £137,301 for this financial year and we are in a good financial position to meet next year's challenges with our reserves intact. Although a substantial part of the net income is from legacies, we would have still achieved a positive net income of £23,221 without these. Going forward we need to encourage members who qualify, to Gift Aid when they can and encourage online members, whose Group costs are low, to donate to the General Fund.

For comparison purposes, the key sources of income over the last three years and total expenditure are detailed in the chart below:

Financial Year	2021/22	2022/23	2023/24
General Donations	152,604	168,011	171,424
Gift Aided Donations	38,678	27,390	23,544
Gift Aid Claim HMRC	9,093	6,820	5,888
Literature sales	72,894	90,656	132,390
Legacies	66,421	22,318	114,080
Total Expenditure	285,147	350,096	376,340

Nic Davies-Hall
Treasurer (from January 2024)

At Conference

Review of 2023/2024 UK Accounts

The accounts for 2023/24 have been prepared under the 2015 Statement of Recommended Practice (SORP) rules for small charities.

Members generously supported the General Fund throughout the year and we received a number of legacies. Donations including Gift Aid, but excluding legacies, increased slightly compared to the previous year £171,424 (2022/2023: £164,520).

Gift Aid and Gift Aided donations continue to decline, from £34,210 (2022/23) to £29,432 (2023/24). Delegates are asked to remind members who are taxpayers in the UK of the benefits of Gift Aided donations. We can claim 25p for every £1 they donate.

Total donations (including legacies of £114,080 which we were grateful to receive) increased by 42.4% to £314,936 (2022/23: £221,046).

Literature sales were strong, bolstered by the new daily reader '*A Little Time for Myself*'.

Our expenditure increased and is up 7.5%, inflation being the key driver.

The General Service office continues to operate with a deficit of staff, the equivalent of seven working days a week.

The income exceeded our expenditure and so we did not need to use our reserves. We are in a good position to meet any further challenges.

From the floor

Q Is there something that can be handed out to members to explain the Gift Aid process?

A The treasurer will be providing more information after final checks are made so there aren't any issues in the future.

- Q** Legacies make up 22% of our income. Would that be a concern going forward?
- A** We have been very lucky over the last few years to have received generous legacies but we don't budget for them. The budget will show how much we need to increase our donations and literature sales to cover our costs year on year.
- Q** Given that the long-term objective of the Trustees is to maintain the financial stability of the charity, is there a danger in relying on legacies? How can we get the balance right?
- A** We don't want to be reliant on legacies. Delegates need to go back to the membership and say there is going to be a hole in the budget if we don't increase our donations and literature sales. Legacies over the last few years have put us in a secure financial position. We do have cash in the bank well over our reserves that we can use to support the charity. But if we receive no more legacies and donations and literature sales remain the same, in ten years' time the picture will not be as rosy. The membership needs to understand that costs have gone up and we need to balance the books.
- Q** Currently donations go into unrestricted funds. If money is collected at an Alateen meeting, do we need to restrict that donation to invest in Alateen?
- A** We don't segregate donations from Alateen because we are one fellowship and Alateen is one part of our fellowship.
- Q** On the Charity Commission website, our primary purpose comes under the heading of relieving poverty. How do we do this?
- A** When we talk about poverty, it doesn't just refer to financial poverty – it can be emotional as well as financial.
- Q** There is an option on the website to donate online, so anyone could do this even if they are not a member. How does this reconcile with Tradition Seven?
- A** The donate online option is on the Members' area of the website. We can't regulate for a non-member going onto the page and donating however there is a disclaimer beside it explaining that if you are not an Al-Anon member we thank you for your consideration but kindly refuse your offer.
- Q** What do we invest in? Where does this money come from and go to and what is the return on the investment?
- A** Investments are in Charitable long-term savings accounts. We're not investing in any markets. Without support, Treasurers haven't got the time, without a Finance sub-committee, to research appropriate funds for investment; a Finance subcommittee would be very helpful.
- Q** Would it be possible to work out the cost to GSO of running a Group, and conversely, the cost to each Group of running GSO?
- A** Treasurer will work this out.
- Q** Regarding the cost of Postage to Eire, would it be worth having a mini-depot with stock in Eire?
- A** The printers store a great deal of our literature as there isn't space at GSO. The Dublin Information Centre used to order and distribute literature for us, but it has now closed. We don't have the finances to have another distribution centre but someone could set up an Information Centre in Ireland.
- Q** What do we do in terms of external expenditure concerning consultants and legal fees? Do we regularly check procurement and value for money?
- A** As part of the Treasurer's work on the Executive Committee, whenever contracts are due for renewal, we review the market and check whether there are better options. Every contract is reviewed every time it comes up.

Review of 2022/23 Eire Accounts

The Groups in Éire are a separate charity; we are required to submit separate accounts. The legislation concerning charity finance is different in Éire. It is important to remember although we are two charities we are one fellowship.

Groups and Areas are required to keep auditable financial records. A considerable amount of time and effort has been made to ensure that we are compliant and that members know how to keep the necessary documentation. In order to remain a charity in Éire we need to demonstrate that we are financially viable and able to manage the governance and administration costs. For this reason, we show a 'management fee' in the accounts instead of a 'donation' when transferring money to Family Groups Ltd.

We need to show that the charity is building a reserve to cover its costs which is why 90% of its surplus (donations less direct costs) is transferred to the General Fund and the remaining 10% is kept as a contingency fund. The CLG bank account is held with AIB which should be used for donations and legacies. The Bank of Ireland account is held in order for GSO to pay Irish invoices in Euros and to avoid international charges. Donations were €74,776 (last year €68,560), an increase of 9%.

Expenditure increased to €68,950 (last year €62,810) and was incurred by legal, accountancy, insurance and professional fees. The management fee to Family Groups Ltd was agreed by both charities, to be 90% of the total surplus and was therefore calculated at €52,395 (last year €48,780).

The charity has increased its reserve by €5,826 to €9,167.

From the floor

No questions

Amended Budget 2024/25

The Treasurer presented an amended budget for 2024/25 for approval, after reviewing the first six months finances.

It is anticipated that Literature sales will continue to increase this year due to the new manual and then decrease in 2025-2026.

Allowance has been made for a £10,000 legacy that has already been received.

The Management Fee from AFG CLG has been amended to better reflect the actual amount received in 2023-2024.

We will need to update a number of General Service Office colleagues' laptops; we are also going to look into improving the security of GSO and look to see if it will be financially beneficial to pay off the remaining mortgage.

Salaries are expected to rise with a full quota of staff, once recruitment has successfully been completed. The accountants' fees for an expanded outsourced finance function will also increase.

An additional sum has been allocated for IT as we upgrade the office intranet to SharePoint, a far more efficient platform than our existing outdated system.

From the floor

Q Is the deficit caused by increased cost of living or specific issues?

A Donations are not rising in line with the increased cost of living. The cost of living rose by 7.5% and donations rose by 1%.

Q Can you elaborate on the professional costs that have increased?

A We use professionals to validate and ensure that our policies and procedures are correct and legal. For example, this year we were made aware that our Staff Handbook was out of date and we paid a solicitor to review this and ensure we met all the legal requirements. We are looking to engage professionals to help us with issues such as Health and Safety and employment contracts

Q Is there a process in place for how often policies and procedures are reviewed?

A Yes, the Executive Committee review all policies and procedures. There is an Action Log which identifies when each document needs to be reviewed.

Q Can you explain the difference between outsourced finance and accountancy?

A We have accountants who prepare our accounts and deal with the money coming in and the payroll, National Insurance and VAT. Then there is a one off fee for a different company of accountants who audit the accounts that have been created by the outsourced finance company.

Q Why have the insurance costs increased so much in the budget?

A Due to a break-in at the General Service Office, our premium will rise.

Q The amended budget is done halfway through the year. Does that mean money has been spent?

A Yes, the financial year starts 1st April, so money has been spent.

Proposed 2025-2026 Budget

The Proposed Budget is based on the Amended Budget with inflationary rises, and in line with our current financial performance.

It is anticipated that Literature Sales will drop back as there are no book launches planned for this year. Staffing cost figures have been increased to allow for an annual pay rise and increases in associated costs.

General Printing, Postage and Stationery has been increased substantially. We have increased the figure for Insurance due to the expected increase in premiums as a result of the claim put in for the break-in at the end of July 2024.

There will be a deficit of £60,823 so it is essential for members to be encouraged to increase their donations where they can and Gift Aid wherever possible.

From the floor:

Q Will the budget for cleaning costs be increased in line with the minimum wage?

A Cleaning costs are included in Office Sundries in the budget. Any increases made by the cleaning company are included in this budget.

QUESTIONS OF CURRENT CONCERN

There are times when events occur, maybe at a Group, District or Area meeting or in the administration of Al-Anon, that give cause for concern. Most concerns can be dealt with through the usual route of District and Area and, most specifically, by reference to the Al-Anon Family Groups UK & Éire Service Manual. Where concerns are still not addressed to the satisfaction of all, the Area Delegate can, at the request of the Area Assembly, submit a question to Conference for debate. Service Arms may also submit Current Concern Questions. At Conference, Delegates are asked to choose, from the list of concerns submitted, three questions that they would like to see debated from the floor. The questions with the most votes are those discussed. The remaining concerns are discussed off the floor in small groups formed by Standing Committees and their allocated Delegates, and the outcome of the debate reported back to Conference.

This year because there were only three Questions of Current Concern to be discussed these were debated on the floor at Conference.

The session was introduced by Nicky L, Chairperson of Conference.

Questions of Current Concern for debate on the floor

Question: Is an Al-Anon member, who was also a member of AA but no longer attends AA meetings and no longer considers themselves to be a member of AA, eligible to do Service in Al-Anon beyond Group level?
Note: Would this apply to all Service roles?

Background

Al-Anon members, who are also members of AA, when told that they cannot do Service beyond Group level have said that they will no longer attend AA meetings so that they are eligible. There has been a particular interest in becoming Alateen Screened Group Sponsors.

From the floor

- The World Service Office's policy is that 'Al-Anon members who have ever identified as AA members are not eligible to do service beyond Group level in a decision-making capacity. They can do service within the Al-Anon Group.'
- On page 98 of the *UK & Eire Service Manual 2024* it states, 'Al-Anon is a separate entity and should never affiliate or create the appearance of affiliation with any outside enterprise.' It goes on to state, 'Al-Anon members who are also members of AA participate fully in all group activities, including group conscience decisions. However, they do not hold Al-Anon service positions that vote in matters affecting another Group or Al-Anon or AA as a whole.'
- On page 98 of the *UK & Eire Service Manual 2024* it states, 'Putting these principles into practice maintains a separation between the service structures of Al-Anon and AA. This separation helps avoid the appearance of a conflict of interest and safeguards Al-Anon's singleness of purpose.'
- An alcoholic no longer engaging with AA could be a concern.
- Someone who is willing to terminate recovery in order to engage with young people is concerning.
- Al-Anon members who are also members of AA could potentially become members of the AA Service Conference simultaneously, leading to a conflict of interest.
- The original guidance came from Bill W who spoke about the ego of the alcoholic and the potential for AA members to take over Al-Anon and for us to end up with one fellowship.

Conclusion The *UK & Eire Service Manual 2024* gives guidance on service participation by Al-Anon members who are also members of AA. A motion will be brought to Conference 2025 with wording reflecting WSO's policy.

Question: How do we strengthen unity in Al-Anon with better communication?

Background

There is concern that the unity of Al-Anon Family Groups in the UK & Eire has been damaged by poor communication between the General Service Board and the Groups. The structure of Al-Anon enables good communication between Districts and Areas. The Area is concerned with the communication between the Service Arms and members.

- Q** Could Area Delegates be permitted to share the Conference Agenda with their Areas prior to Conference?
- A** It is important for Area Delegates to discuss Agenda items and get a consensus of opinion from the Groups prior to Conference.
- Q** Where there is no Regional Trustee, what is the process? Is there someone else the Area Delegate can go to?
- A** A breakdown of communication can be a result of unfilled service positions. Although it is not in their remit, other Regional Trustees have offered support to Areas with unfilled Regional Trustee vacancies.
- Communication regarding the minimum age requirement to attend Al-Anon meetings, safeguarding and information from Conference was not good. We felt dictated to.
 - Our Area felt there was a lack of communication and transparency with the decision to introduce a minimum age requirement to attend Al-Anon meetings.
 - There is a lack of inter-Area communication. There's no record keeping of the meetings between Area Delegates and their Regional Trustees.
 - The Area Delegate is the conduit of information from Conference to the Group Representatives.
 - The Area Delegate can remind members that information is available in the Conference Summary displayed on the members' area of the website.

- The presentation by the Chairperson of the Board and the legal presentation on the minimum age requirement in Al-Anon meetings is included in full in the 2023 Conference Summary. All information was provided to Delegates. There has been no legal change. If Area Delegates don't bring back the full report or if they don't read the Conference Summary then there is a communication gap.
- Al-Anon's decision making process is very slow because there are lots of opinions to be considered.
- Groups have elected their Area Delegate to attend Conference, listen, make decisions and vote on their behalf.
- There is a need to sit and talk. This could be done in an informal gathering after the Group meeting. Creating a relaxed atmosphere where explanations about, for example, what GSO does, are more likely to be accepted.
- There are no Service Manual amendments this year because there is no Manual Task Force. Unfilled Service positions contribute significantly to a breakdown in communication.

Question: Do we need to consider a different model/structure for Alateen in the UK and Eire to ensure it survives and thrives, and what would it look like?

Background

There is concern that the number of Alateen members attending Alateen meetings has significantly reduced and at some meetings there are no Alateen members at all.

The number of Alateen Screened Group Sponsors coming forward has reduced and it is becoming more challenging to encourage members into service. There are similar challenges in all Alateen meetings in the UK. Using Alateen Screened Group Sponsors from other Areas has been effective in enabling Alateen meetings to take place. Alateen members in Eire and other countries are unable to access UK Alateen meetings online because of the legal regulations and this has effected the number of Alateen members attending meetings.

- Lois loved Alateen and wanted it to thrive.
- There are 15 registered Alateen Groups in England and out of those six are not active. There are five in-person meetings and four temporary online meetings. There are only two that meet weekly although enquiries from potential Alateen members want weekly meetings. This is reliant on Alateen Screened Group Sponsors being available.
- There are approximately twenty four Alateen members.
- There is other support available to young people.
- If only one Alateen member attends a meeting with two Alateen Screened Group Sponsors, it's more like a therapy session – it means that young person isn't getting a programme.
- We spend an inordinate amount of time discussing Alateen for only twenty young people.
- An online meeting held four days per week, every week could attract members.
- GSO could take on the training and the DBS checking.
- GSO will organise and lead Alateen training for 2025 and provide training documents that Alateen Co-ordinators can use for future training sessions.
- If attendance doesn't improve in the next twelve months then Conference should discuss whether Alateen is fit for the twenty-first century.
- Because of the new safeguarding issues, this seems to be a natural place to pause Alateen and to put all those measures in place to ensure that it can start again from a place of strength.
- Safeguarding policy exists not only to protect the child or the young person but also the adult who is working with them.
- We need to think like teenagers.
- Alateen Screened Group Sponsors say how satisfying it is seeing Alateen members grow.
- The online environment is something we need to consider rather than in-person meetings.
- Alateen has always been driven by the young people themselves. Al-Anon members making decisions about what young people want isn't going to work.
- We need to be talking to, and receiving feedback from, Alateen members.
- Are Al-Anon and AA members willing to encourage their own children to attend Alateen?
- Internationally, Alateen is in the same position in 26 other structures with low attendance. We need

to look at what we can do and who is willing to do it. If we haven't got the volunteers, we can't do things.

- Alateen is an emotive subject. We have a structure and laws that have to be followed.

Conclusion

Alateen currently has online meetings in England. These were temporarily set up during Covid lockdown. New online Alateen meetings are only permitted to register with World Service Office (WSO). WSO is looking at the feasibility of introducing online meetings into other structures. WSO will be feeding back to the World Service Conference in April 2025. Feedback will be given at the UK & Eire Service Conference 2025 and an item for Alateen discussions will be included on the Agenda.

Q & A Session

Q Are there plans to make the website, literature and meetings information more accessible to a wider range of disabled people?

A If there is a specific issue, contact GSO to see what can be done to help. Computers have in-built functionality such as read-aloud, background colour and text size to assist in using the website. Groups with disabled access are signposted on the website.

Q When does each Group's Annual Record Check form have to be returned by?

A Annual Record Check forms should be returned by 31st August. Please return them even if the deadline has been missed.

Q Is there a way to communicate information between Area and Regions?

A The line of communication is from the Regional Trustee through to Area, then to District and then the Groups. See page 91 of *Al-Anon Family Groups UK & Eire Service Manual 2024*. Area Delegates may find it useful to contact other Area Delegates within their Region.

Q If funds are received for a designated project, for example Public Information, can this decision be overturned if it is not deemed necessary?

A All donations received are unrestricted. Any bequests or donations specifying a specific project would have to be returned.

Q Our District has conflicting understanding of where their District boundaries are, and which meetings are included in it. Would it be possible for GSO to create a map of Districts?

A There are no District geographic boundaries and GSO does not collect that information. It is the decision of the Group and District as to which District the Group is included in.

Q Given the importance of safeguarding and to help support GSO, Groups and Group Representatives, would a new service role as a Safeguarding Officer at Area level be helpful?

A The Safeguarding Policy requires that child safeguarding concerns be reported to the Designated Liaison Person (DLP) and all other safeguarding concerns be reported to the General Secretary. As a result, there is no need to establish a new service role. It is essential that all Al-Anon members are familiar with the policy.

Q If a member shares in an Al-Anon meeting about ongoing or recent abuse, what is the responsibility of the Group regarding safeguarding?

A The Safeguarding Policy details action required. If anyone in a meeting has concerns that someone may be experiencing abuse in Al-Anon they should make a report to the General Secretary without delay. If anyone is concerned that someone is at risk of serious harm, emergency services should be called and then a report be sent to the General Secretary as soon as possible. If a member shares that they are experiencing abuse outside of Al-Anon they should be encouraged to contact the appropriate agency for help. If it involves a child who is currently being abused, record it in writing, inform the Designated Liaison Person immediately and report to the appropriate agency or police.

SPIRITUAL SHARING

Tess McG, Area 8 Delegate

I think of the theme for Conference *If it is to be, it is up to me* in the context of willingness and the Serenity Prayer. There are some things I can do and many more that I can't. I can change my behaviour, my attitudes, but I can't change anyone else's. And even the changes I can make are not easy. I need courage to change and a willingness to change. And before that I have to be aware of the situation and my part in it. The key thing for me was that I had to learn about myself.

I was a damaged human being before I met the alcoholic in my life. Coming to Al-Anon and working the Steps gave me an overview of my whole life. For the first time, I could see the impact the death of my mother had on me. I had never grieved for her and couldn't mention her name without tears. In those days it was considered kind not to talk about the person who had died. My mum died during the summer holidays, I was 13. When I went back to school it was as if nothing had happened. Except I went from being a diligent worker, a kid who was doing well, to someone who did the least possible to get by. My dad became ill a few years later and eventually he died from cancer when I was 18. There were two of us, my sister and I. She was three years younger.

Outwardly I was trying to get on with life. In reality I was sleep walking through my life. Without Al-Anon I could have lived the whole of my life without knowing who I was, who I am now. When I first came to Al-Anon I was in a mess. I had been in a long marriage with my alcoholic husband. Looking back I think one of the main reasons I married him was that he took charge of me. I didn't have to pretend to be coping anymore. He decided almost everything. If you'd asked me then to name my husband's favourite films, books, music, I could have reeled off a list. Ask me to name my favourite anything and I'd have to stop and think – I would have struggled. For a long time I didn't even know that my husband was an alcoholic. I just thought he was nasty and bad tempered. That's how the disease affected him. Eventually, he told me he was an alcoholic, fearing I would hear it from a friend.

Things started going downhill more rapidly. Our daughter left home when she went to university. She came back for short periods over the holidays, mostly staying in her room. The years went by. The disease took its toll on the family. We moved six times in eight years, my husband said he needed peace so he could stop drinking. It didn't help. Meanwhile our daughter went to the US to study for a PhD. She visited with the young man she would marry. My husband and I picked them up from the airport and within hours my husband was drunk and comatose. Our daughter and her boyfriend left. I saw them a few times over the next two weeks but she wouldn't see her father.

This was the point when I realised that I had to take agency for my life. Our daughter had been saying to me for years, 'Mum, you've got choices.' She said it a few times a year. I took the decision to go to Al-Anon and my life changed. Attending meetings, listening to other people and starting to speak made a difference. I woke up. I got a Sponsor and started working the Steps. Step Four had a huge impact. I had two shots at it. At first I hadn't thrown off the 'Everything's fine' mind set. With the help of my loving Sponsor I was able to start again. She guided me gently to uncover the things I had hidden for years. When I shared my wrongs with her in Step Five, I half expected her to be shocked, to withdraw, to have a different attitude to me now she knew the full story. I still remember exactly what she said, 'I'm so full of compassion for the young woman in that difficult situation'. That enabled me to treat myself with kindness too and to think about the circumstances of my life and how I'd got there.

A key lesson from Al-Anon was detachment. Before I came to Al-Anon I didn't act, I reacted, pinging about like a ball in a pinball machine, always at the mercy of the latest crisis. The problems of alcoholism were so close I couldn't see the bigger picture. Slowly, with the help of Al-Anon members, my Sponsor and my Higher Power, I learned to detach. Detaching with love took longer. It came, unbidden on my part, and eventually rolled over

me in waves. At last I could see my husband for the desperately ill man he was. I understood that it isn't a choice to be an alcoholic in the same way that it isn't a choice to have cancer. But Al-Anon taught me that I did have a choice about my part in the situation.

Recovery in Al-Anon gave me my life. My husband, in the deep throes of his illness, was manipulative. Before Al-Anon there were so many things I couldn't do, couldn't wear or say, and so many prescriptive things that I had to do, even down to the way the toilet roll went on the holder. In the early days of my recovery, I consciously put it on 'the wrong way', a way of rebelling and establishing my identity. But Al-Anon didn't leave me there. I continued to recover. Using the slogans, like How Important is it, I realised it no longer mattered. It was like detaching with love, I was able to feel compassion for my husband.

One of the most important gifts Al-Anon has given me is gratitude. I'm no longer sleep walking through my life, I'm living in the present. I appreciate the little things in life, the hills I see from my home, the company of my friends, dark chocolate. Life is a gift and I'm living it. I try not to take things for granted anymore, but notice them with gratitude.

When I look back on my life I can see a pattern. I believe my Higher Power has a plan for me and Al-Anon is part of the plan. I'm a third year Delegate. Next year I won't be at Conference. I'm grateful for the opportunity to learn, to meet and spend time with wonderful Al-Anon people. I'm not judged on the way I look, how I talk, how old I am. I'm accepted and welcomed as I am.

On the day I prepared this share, I met a friend, we're in a music group together. I explained I couldn't go to music practice because I had a prior commitment, a Convention. We chatted. She said the Convention sounded good, could she come. I said she could, but it was an Al-Anon Convention, for family and friends of alcoholics. 'That's ok,' she said, 'I'm living with one.' I had no idea. She talked for a while, asked me about meetings. I went home, found an old copy of *One Day at a Time* and gave it to her. And so Al-Anon grows. I was given the opportunity to pass the message on. I don't know what my Higher Power has for me tomorrow but I want to embrace it, to continue growing and learning in Al-Anon.

Anne Marie W, Area 22 Delegate

If it is to be, it is up to me – Or is it? Too much of an open door – at times I wanted to be in control. It was up to me, or was it?

My thoughts on the theme were that I had better take a closer look. So, I thought perhaps if I go through some of my previous Service roles, it will become clear that it was up to me at times.

Coming into Al-Anon, I was trying to grapple with a failing marriage and the beliefs by some that a drinking culture was the best way to have fun. I was taken into the rooms with kindness, concern and affection. I thought all would be well as it had to be up to me, and here I was sorting things out, in control.

When my marriage ended, I wondered if I would still be welcome. I no longer had the problem on a daily basis. No one asked or expected me to leave. It was taken for granted that I would stay and be led gently into service. I felt useful in service, it interested me and I felt I needed to 'pay my way'.

After some years I became Area Secretary. Fabulous job that I was only nominated for because I could type. Then Area Delegate – wow – they need me again. I was so happy. I became Regional Trustee after someone stepped down, then PI Committee Chairperson after someone resigned. It was up to me to say yes to these roles. How would that work out? Did I have the skills needed? Even if I didn't, I trusted I would be supported.

I now have a bittersweet tale about the next role I was elected to. I was unsure, but my Service Sponsor was there to support me. I was stepping into her shoes. Sadly she died suddenly, a great loss for us all. Strangely, travelling to chair my first meeting, the traffic report came onto my car radio. Only one problem, it was for a town

150 miles away, the very town where my Service Sponsor had lived. I raised my eyes and said, 'Thank you, Joy'.

Every service role I have done has had its highs and lows, but so much joy. It has been a privilege and an honour. This is our Service Conference, where we have looked at how we strengthen our Groups and communicate with each other. Lots of opinions and discussion with a simple focus. I never imagined a few years ago that I would be here at Conference again.

To go back to my earlier statement about taking a closer look at the theme of this Conference: 'It's up to me', or, 'Is it up to me?'

Honesty – sometimes a job is too much. Let people know. Something else will be a good fit.

Dedication – to the principles of Al-Anon as we interact with others.

Commitment – Al-Anon dates are always first into the diary on January 1st.

Enthusiasm – I rarely have an 'off' button. Skills – They are not entirely necessary.

Give it a go, ask for help. There will be a place for you.

So I ask the question again, 'Is it up to me?' Yes, when I am in a one-to-one situation, telling someone that Al-Anon exists and what it has to offer. Yes, when I work with honesty, dedication, commitment and enthusiasm.

Liz Pritchard, Chairperson, Executive Committee

My father was killed during the war so my mother worked. We travelled to South Africa when I was four, as child care was more readily available there. Nevertheless, my big sister and I were often left alone and what she said, I had to do.

We returned to England shortly before my 10th birthday. Although my mother had re-married, she still had to work and we became latch-key kids. My sister continued her bossiness and being much larger, bullied me as well. Being the younger sibling, my version of events was rarely believed.

Going to a selective school added to my feelings of low self-worth. I thought I was stupid.

So the scene was set for walking straight into an alcoholic marriage even though unacceptable behaviour was evident from day one. After all, I was used to ill treatment and didn't think I deserved anything better.

After a couple of years, we moved from London to Gloucestershire and bought a property ripe for renovation. We planned a temporary role reversal and while I earned the bread, he worked on the house. When, finally, it was in a semi-fit state, the baby I had so longed for became a possibility.

I was seven months pregnant when my mother-in-law died and my husband sat immobile at the kitchen table all day. Eventually, I arranged a place for us to stay and drove us to London that evening. He said I would have to drop him at the pub and go to his mother's house on my own. I also had to collect the death certificate the next day.

The baby arrived and he elected to visit in the afternoons, never in the evenings. When I called from the hospital pay phone he said 'I don't know anyone called Liz!' Over the following months his behaviour became increasingly incomprehensible. I would walk into a room and switch the light on, only to find him standing there staring into space. Friends having phoned would say, 'Didn't you get my message?' I couldn't understand his unwillingness to find work. This became my obsession.

We had no money. My maternity pay had ended and he was under my feet 24/7. I tiptoed around, afraid to use the vacuum cleaner as he spent half the day in bed. I tried making dandelion coffee – I don't recommend it. Friends gave us food parcels. He ruined the fish by trying to smoke it in the wood burning stove. When the baby

was nearly nine months old, I started supply teaching but after the first experience of leaving him to do the child care, I always used a child minder.

I became more and more fearful of his aggressive behaviour and didn't know where to turn for help. The GP suggested getting him to live a more acceptable life-style! Finally one of his friends suggested I keep a diary for two weeks and note everything he did. The friend then took it away, but came back saying, 'I think he might be an alcoholic'. At last I had a label and could look for help, so went straight to the phone book. The nearest Alcohol Service was in Swindon, but I made an appointment nevertheless, that's how I found my way to Al-Anon.

I went to my first meeting when our daughter had just turned two. What a relief to discover that the controlling behaviour, blackouts and aggression were symptoms of the disease. I learnt about keeping a poor purse when he started stealing money. A wise Al-Anon member said, 'Don't turn her against her father' and I learnt to say, 'Daddy's not well.' Despite continued Al-Anon attendance, I kept sliding back into the well, and every time, clawing my way out became harder. After about six months, I decided that rather than depriving the child of a father, I was ensuring that she had a sane mother and left before her 3rd birthday. At this time, the only daily reader was *One Day at a Time (ODAT)*. I put a ring round the number in the index if I found a reading that resonated with me. I'm not sure if I had read the page for the day I left – July 1st: 'The man I married cannot be the source of my happiness'.

Some years later, I had re-married and acquired a teenage step-son. I needed the programme more than ever now. Six weeks after the wedding, my new husband was diagnosed with Type 2 diabetes but I was able to accept the situation and felt no need to say, 'Why me?' These were the glass half-full years and life was no longer deadly serious.

Suddenly, after ten years everything changed. My husband was admitted to hospital after being unwell for less than a week and within 24 hours had died. The bottom dropped out of my world and I was a single parent again. *ODAT* was still the only daily reader and now I started to mark the index with an underline if I could apply what I read to my new situation. I learnt to put the word 'death' in the place of 'alcohol' in Step One. After a few months I came to July 1st, 'The man I married cannot be the source of my happiness'. As it says in our *Just for Today* card, 'Most folks are as happy as they make up their minds to be.' I realised that I could have spent those ten years alone, but my Higher Power had brought this man into my life and given me more happiness in that time than I could have imagined.

Luckily for me, I was a Group Representative at the time and regularly attended District Meetings and Area Assemblies. I observed the skill with which the Assembly was chaired and thought, 'I could never do that!' Area 2 was about to split into four Districts and I was elected District Representative for one. The member who had nominated me said she would be my Service Sponsor. I will forever be grateful to her for teaching me that I am a worthwhile human being. My confidence grew from having to ask someone with a loud voice to silence the room, to banging the table with the gavel she made for me. When I became Area Chair she made me another.

Later that year *Courage to Change* appeared. The reading for August 3rd reminds me to look back without staring. If I stare, I see my big sister's behaviour and the abandonment I felt as the result of my mother's absences. If I glance, I can come back to the present and have compassion for my sister who is still difficult and doesn't have all that this programme gives me. And I remember that my mother was a 26 year old widow with children aged three and one.

When my *Courage to Change* was about ten years old, the pages started to fall out. I eventually bought myself a new copy. However, before consigning the old one to the recycling bin, an Al-Anon friend suggested I use the loose pages to take with me when I travel!

The same year, I bought *Hope for Today* for another Al-Anon friend who is an adult child. We had such interesting discussions about the readings that I decided to buy a copy for myself. As it says in the Preface, 'Though it definitely meets the Conference charge that it is "for Al-Anon adult children", it is much more than that.' June 6th has taught me to keep my head where my feet are. My train journeys in the course of my service

roles run into the hundreds, and I still feel anxious until I am on the train. But I make a plan and let it unfold a minute at a time. In other words, I do the footwork then *Let Go and Let God*.

Now we have a new daily reader '*A Little Time for Myself*'. This time last year I bought a copy as a birthday present for myself.

I have learnt much about myself through this programme. I feel sure that my longing for a child was to create what my childhood lacked, and I do indeed have a warm relationship with my daughter. We've been through a lot together. When she said, 'Why do I always feel like this when I've been to see my Dad?' I simply said, 'You could go to Al-Anon'. I must have said it 99 times, but no one was more surprised than I on the 100th when she did!

One of my favourite quotes is in *Courage to Change*, July 16th: 'The time you enjoy wasting is not wasted time.' This gives me permission to take time out every morning. I sit in my bay window with my coffee which feeds my body, the crossword which absorbs my mind and music which soothes my soul. If my Higher Power has provided sunshine, that nourishes both body and spirit.

We talk a lot about RECOVERY, but I like to think of GROWTH. I cannot recover something I have never had. My self-worth has grown out of all recognition, largely through doing service. At my first Conference I felt nervous and isolated but encouraged by the Trustee at my side, I found the strength to go to the microphone. I knew the next time would be easier.

I want to mention the pandemic when, due to my age, for 14 months I didn't even do my own food shopping. My service role gave me a purpose in life that would otherwise have been lacking. Incidentally, it also gave us Zoom which meant that I could consider a second term in my role, as the travelling was vastly reduced.

As I come to the end of thirty years of service beyond the Group level, I know that I shall miss contact with other members in service. But I can still talent spot, support, encourage and Service Sponsor.

My job is to look after me. As the years roll by, this requires more time, thought and effort than before. If I want to continue to enjoy the benefits of this programme it is up to me. I think of going to meetings when there are no problems as a way of building up savings that I can draw on when needed, just like paying money into the bank. I need to *Keep Coming Back* to avoid back-sliding. Low self-worth is always lurking beneath the surface along with fear and lack of confidence. Service has been the key to my growth and I am a far happier person than the one who timidly appeared at her first meeting more than half a lifetime ago.

TRUSTEE APPOINTMENTS

All applications for Trustees of the Board of Family Groups Ltd are graded. The gradings are done in different ways for Trustee at Large and Regional Trustee vacancies.

Trustee at Large vacancy

A member applies for the position of Trustee at Large, completes an application form which is then graded by the General Service Board Nominating Committee (GSBNC) and by the allocated Delegates to the GSBNC.

Regional Trustee vacancy

A member is nominated at the Area Assembly for the vacant position of Regional Trustee (RT). They must be resident in the Region. The member completes an application form which is then graded by the General Service Board Nominating Committee (GSBNC) and the Regional Committee on Trustees (RCT).

Drawing by lot for the Regional Committee on Trustees (RCT)

The RCT comprises all the Delegates in the Region where the vacancy occurs and two Delegates from outside the Region whose names are drawn by lot at the previous year's Conference.

The drawing of lots has been part of the Conference process for RT selection for many years. For this purpose, names of first- and second-year Delegates from outside the Region where the vacancy occurs are put in an envelope and two are chosen at Conference to be part of the RCT and to grade in the May following Conference. This process is done for each RT vacancy.

Example

If grading is required for RT Scotland, all the names of the first- and second-year Delegates that are outside the Region for Scotland will be put in an envelope and two names will be drawn. These two Delegates will join the Delegates in the Region for Scotland as part of the RCT.

DRAWING OF LOTS FOR MEMBERS OF THE REGIONAL COMMITTEE ON TRUSTEES (RCT) GRADING IN 2025

Michael Donnelly, Chairperson, GSB Nominating Committee

The Delegates drawn by lot from outside the Region will be part of the RCT and grade the applications in 2025 for Regional Trustees to start in 2026.

Ireland West, North East and North Midlands	Virtual Area and Area 5
England North and North Wales	Area 11 and Area 15
England South and South East	Area 14 and Area 7
Scotland	Area 1 and Area 30
Virtual Region	Area 21 and Area 19
England West & South Wales	Area 13 and Area 27

REGIONAL TRUSTEE

There were no applications for the vacancies in 2025 for Regional Trustee, Ireland West, North East and North Midlands and Regional Trustee, England West & South Wales.

TRUSTEE AT LARGE APPOINTMENTS

Karen Murdoch was selected as Trustee at Large, Chairperson, Executive Committee, for a three-year term.

UNFINISHED BUSINESS

In response to a question from the floor during the budget presentation, the Treasurer gave the shortfall per Area and Group which could be calculated thus:

Total annual expenditure shown on the budget	£439,313
less Literature	<u>£125,000</u>
Total	£314,313

Dividing this by 30 Areas gives £10,477 per Area, and £483.59 per Group (based on 650 registered Groups in the UK & Eire).

The shortfall in the budget is £35,263. That works out at £1,175 per Area, and £54.25 per Group. If one person per Group set up a Standing Order to the fellowship for £5 a month, that would clear the deficit.

CLOSE OF CONFERENCE

The Conference Chairperson 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 2024 UK & EIRE SERVICE CONFERENCE

No	Motion
4	to approve the Annual Reports of the Service Arms for the period 1 st April 2023 to 31 st March 2024 CARRIED: unanimous **
1	to approve the Treasurer's Report on the Income and Expenditure Accounts for the year ended 31 st March 2024 CARRIED: unanimous *
2	to approve the amendments to the Budget for the financial year 2024-2025 CARRIED: yes: 44 abstain: 1 *
3	to accept the proposed Budget for the financial year 1 st April 2025 to 31 st March 2026 CARRIED: unanimous *
5	to approve the appointment of Karen Murdock as Trustee at Large, Chairperson, Executive Committee for a three-year term CARRIED: unanimous **
6	to agree to cease TEAM Events CARRIED: yes: 40 abstain: 2 **

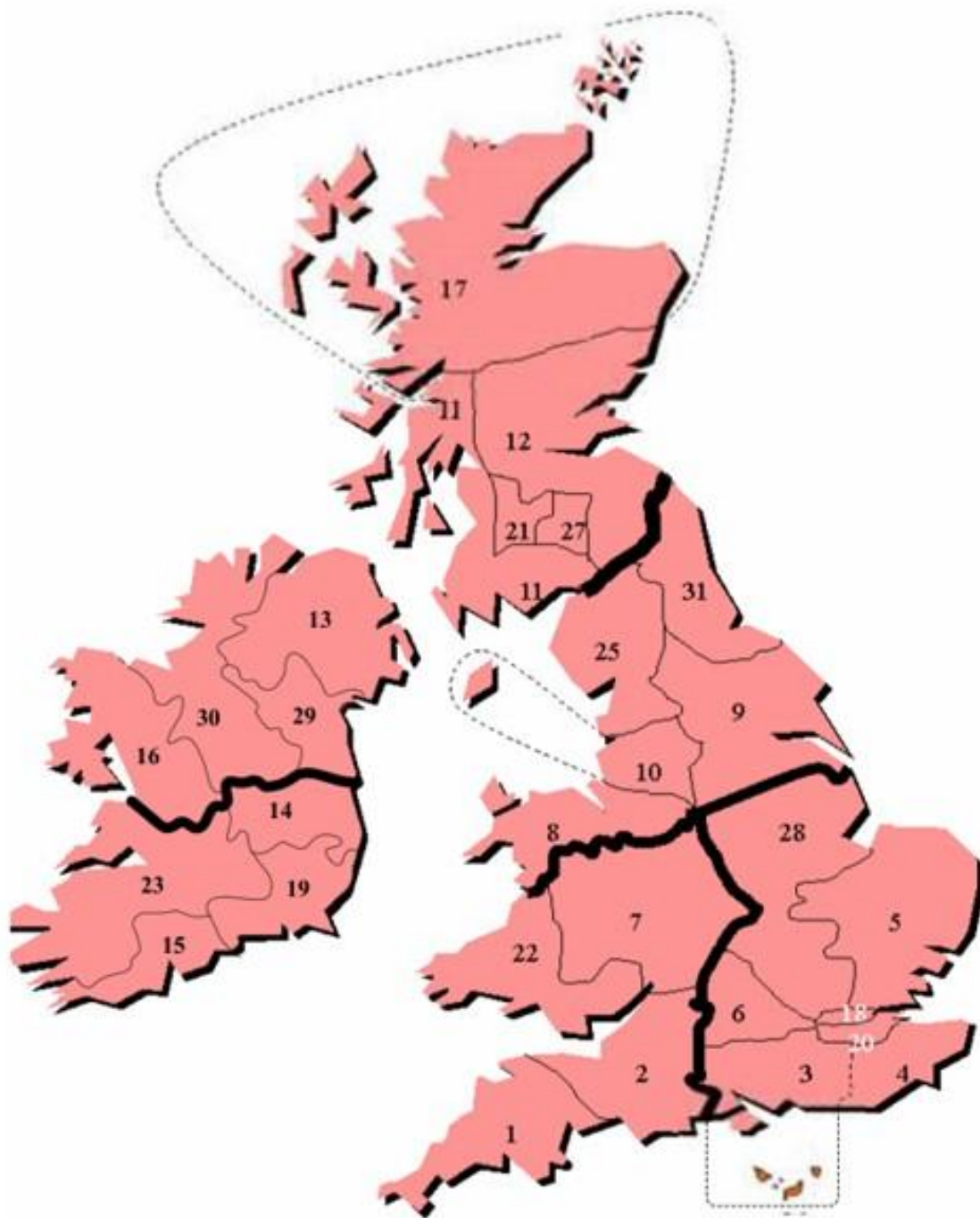
* voting strength: 45

** voting strength: 42

ACRONYMS USED AT CONFERENCE

AA	Alcoholics Anonymous
AFG	Al-Anon Family Groups
AFG CLG	Al-Anon Family Groups Company Limited by Guarantee
ARC	Annual Record Check
CAL	Conference Approved Literature
CMA	Current Mailing Address
CRA	Charities Regulatory Authority
DBS	Disclosure and Barring Service
DLP	Designated Liaison Person
ECPM	Executive Committee for Property Management
EZM	European Zonal Meeting
GASDS	Gift Aid Small Donations Scheme
GR	Group Representative
GSB	General Service Board
GSBNC	General Service Board Nominating Committee
GSO	General Service Office
HRBC	Human Resources Background Checks
HSE	Health Service Executive (Ireland)
IAGSM	International Al-Anon General Services Meeting
ICR	Information Centre Representative
ISR	Information Service Representative
PI	Public Information
RCT	Regional Committee on Trustees
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, 27.....	Scotland
13, 16, 29, 30.....	Ireland West, North East & North Midlands
14, 15, 19, 23.....	Ireland South, South East & South Midlands
Virtual Area (VA).....	Virtual Region



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