

## ONLINE SERVICE REPORT MARCH 2015

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Over the last twelve months the total number of enquiries has been consistently over 2,000 per quarter. The number of enquiries from mobile devices continues to increase as people seem to be reluctant to use the 0845 number. Some mobile users complain that they are directed out of area when using the 0845 number. That is unfortunately out of our control. Another area of complaint is getting no reply or an answering machine. This can be explained by the fact that not all areas have a 24 hr cover. There have been a few complaints about local helpline numbers leaving a message to call the 0845 number. This is pointless since the 0845 will divert back to them. I have made the telephone service aware of this.

Over the past year there have been some from enquirers regarding the tone of some of the replies, usually because they didn't like being told the truth. These complaints run at less than 0.2% of all replies. Complaints in other areas, WTF, Web site, Phones etc are less than 0.5%. There has been a couple of complaints regarding inappropriate behaviour by some male members at meetings, one of which was historical. These have been passed to the relevant region. Hopefully the topic for conference will present some guidelines as to how best deal with these allegations.

This month we have started to take note of how young some of our enquirers are. So far there are at least six in their twenties and two teenagers.

Teenagers can be problematic as sometimes we get prank e-mails from this age group, thankfully none in the last six months.

Enquiries for meeting information has remained static at about 5% of the total over the last year, however a greater proportion of these enquiries is for meetings abroad. To date we have been very successful in obtaining this information for them, Tunisia and the island of KOS being the only places we could not find any meeting details. The number of overseas enquiries from visitors has picked up again.

Recruitment of new members to the team is ongoing. There appears to be a gradual increased awareness of this service over the last year, however this has not lead to greater numbers of recruits. Many drop out after the first initial contact. We have had three new recruits and at present there are three more undergoing training. At present we have 19 responders including myself.

There are 21 shift slots each week. When members' holidays or illness need to be covered we may split a shift if necessary.

We have three vacant slots which are being covered by members of the team and there are two reserves who take a shift when their work patterns allow.

Two members of the team had to step down due to health issues, but are hopeful of rejoining in the near future

The number of blank e-mails seems to have levelled out. Our standard reply "you have sent a blank email to Help Etc" does seem to elicit a reaction.

Only seven regions are represented on the ORT and even one new member from these regions not represented, would help create a very strong flexible team. I would ask RECLOs to encourage a more active participation in this service. I am always willing to show RECLOs or anyone else who is interested round the site. All they need do is ask. If they just wish to chat about the service all they need do is leave a contact number in an e-mail to [ortadmin@alcoholics-anonymous.org.uk](mailto:ortadmin@alcoholics-anonymous.org.uk). and I will be delighted to call them.

The team has produced the enclosed flier which we will be sending to all regional secretaries in the near future.

This is my last report for the ORS as I'm due to rotate out of the admin position. Right now we have two members of the team who are considering the position and a decision will be made by them in the near future.

My term as administrator, while at times challenging, has been very rewarding for me, and hopefully members of the team will aspire to this role of service.

The only frustrating part has been spending a lot of time with trainees only to find that they decide this service is not for them.

I would like to thank all the team for their support during the past years.

Further information regarding this service can be obtained by e-mailing [ortadmin@alcoholics-anonymous.org.uk](mailto:ortadmin@alcoholics-anonymous.org.uk).