

NTSC NEWS



WELCOME TO THE WINTER EDITION OF NTSC NEWS

Dear friends

My name is Jan and I am the editor for this edition of the NTSC newsletter. Firstly apologies for the winter edition not being sent out before. It is usually in the Autumn but the RTLO/TLO seminar was delayed till October. I had hoped to be able to complete the newsletter before Christmas

You will have also noticed that the subcommittee has reverted to its original name



Nothing matters more to AA's future welfare than the manner in which we use the colossus of modern communication.

Sub Committee update- Levey P GSB Trustee

To better serve the Fellowship, the FRSC-First Response Sub Committee was set up on a trial basis, for one year, by combining NTSC-National Telephone Sub Committee, ORS- Online Response, formerly part of ECSC-Electronics Communication Sub Committee, and Chat Now also formerly part of ECSC-Electronics Communication Sub Committee.

All three disciplines share the responsibility of being there for the still suffering alcoholic when they reach out for help. We worked hard this past year, and through this integration process we learned how similar all three disciplines are, yet in some respects different.

After a long discussion within the sub-committee, I made the recommendation to the Board, and the Board accepted the recommendation to go back to the original NTSC Sub Committee, and form the new FROSC- First Response Online Sub Committee, combining ORS and Chat Now.

The NTSC and FROSC will continue to work closely together by sharing information on safeguarding, training, and other relevant information to better serve the fellowship.

There are vacancies on NTSC and FROSC, and we are looking forward to welcoming new members. Information on the application process is available on the AAGB website, or you can contact me for more information: trustee.CER@qsogb.org.uk

Levey Patocs GSB Trustee



OCTOBER RTLO/TLO TELEPHONES SEMINAR

At conference in 2021 it was requested that Chapter 10 was reviewed by the NTSC and the Literature sub committee especially about the use of mobile phones and modern technologies, and the committee also recommended that there should be a review of the national telephone service structure. During the last year members of the subcommittee with others who are involved in the telephone service formed several working parties to look at the options

Seminar Presentations



Statistics Presentation -Graham S NTSC

My name is Graham, I'm a member of the National Telephones Sub Committee (NTSC), responsible for producing the statistics for the 0800 9177650 national telephone number. I also monitor the activity on the helpline, on a daily basis, to try and reduce the impact of persistent and nuisance callers.

I was privileged to be part of the Seminar that we held at York in October and did a short, some say not short enough, presentation on Statistics! Thank you to all those who sent in feedback which has been mixed but very helpful.

Since taking over as statistician at the beginning of the year I have worked with members of the NTSC and other fellowship members with much higher skill levels than me, to produce a new format for the stats that has been largely well received. Stats can be made to say anything depending on how they are presented but the purpose in this case is to make sure we offer the best service we can and identify any issues, such as missed calls.

At the seminar we looked at the stats in a very general way, although did concentrate on ineffective and nuisance calls. We do 'miss' a lot of calls for a variety of reasons but our aim is to keep them to under 20% of our call volume. As an example, last quarter we missed 13.05% (4886) of our total calls many of which were missed for reasons outside our control.

Looking at the positive side, we answered 24929 calls! What stats can't show is the end result of answering that call. We see that result in our rooms when newcomers turn up and share that they found us via the helpline. That's the bottom line getting still suffering alcoholics through our doors!

Please look at your stats and try to help us keep the telephone service as effective as follows. The stats are published each Quarter and sent to the RTLO's for distribution. If you are an RTLO or TLO they can also be viewed in the file store, (if you don't have a password, please just ask for one via the help desk on the website).

Please feel free to email me: telephones4.sc@aamail.org for any help relating to stats or nuisance callers and a huge thank you to everyone that has contacted me with information on our current persistent caller. We are actively seeking to resolve this situation and are looking at ways to deal with this kind of problem going forward, so we can concentrate on what we all do best and that's getting the genuine caller through the doors of our mighty fellowship.

Graham S



Safe Guarding – Peter NTSC

I'm Peter and I'm an alcoholic and a member of the NTSC, my role is currently focused on Safeguarding and how it relates to all aspects of our Telephone Service. This started in earnest in 2019 when along with Jan V (Thames valley) and Bob S (Inverness) a working party was formed to review our current approach to safeguarding and to look at other comparative National Telephone Helplines services to understand how they were implementing safeguarding practices and procedures.

After 18 months of research and meetings, we published our findings for review, simultaneously GSO engaged with a firm of solicitors to review AA's safeguarding policy across the board. My presentation at the Telephone Seminar was a result of the work Jan V and I had produced in conjunction with the solicitors to formulate a realistic and practical safeguarding policy for our Telephone Service.

It was an enormous privilege to present a framework of suggestions for training responders in safeguarding practice and processes to ensure that the fellowship is accountable and its commitment to safeguarding is in line with what is expected of an organisation that is operating a national helpline through a freephone 0800 number. There is still a long way to go but ultimately, we have taken a significant step forward to ensure that our service members and the still-suffering alcoholic are offered a robust level of safety and protection while acknowledging our legal responsibilities.

YIF

Peter

Chat Now Presentation Telephones Seminar-Casey C



Hi, my name is Casey, I'm a grateful alcoholic and one of the administrators on the Chat Now (CN) Service.

When I was asked to speak at the National Telephones Liasson Officer Seminar in York on the CN service, I thought – “Ten minutes talking about Chat Now? I can do that!!” The reality of it was more like 45 minutes with me talking a bit and a ton of people asking questions! It was brilliant! It was such an honour to see people excited and interested about service. (Not that we aren't always interested in service, but I'm sure you know what I mean . . .)

There were LOADS of wonderful questions and suggestions. I was completely blown away. This might have been because I didn't really think the TLOs were going to want to hear anything about something that wasn't telephones at their seminar. I am very pleased to say that I was wrong. Completely wrong. A more welcoming and engaged group would have been hard to find.

It was interesting to me that many people did not know the primary purpose of CN. When a person comes into chat, and after it is determined that they have an alcohol problem, we pass them on to the local telephone service where they can be put in touch with a 12 stepper. We suggest that person tries the local phone service to get more information about what is on offer in their area and how AA can best help them.

In addition to great questions and comments from the attendees, I was pleasantly surprised that quite a few were willing and excited to pass the CN information along to others as a service opportunity. After the seminar, applications started pouring in and we currently have a healthy number of trainees! Thanks to all those who helped spread the word. It's wonderful to see so many people willing to try something new and to be of service to the person on our website, desperately trying to find answers to a problem they might not know they have.

I hope that in the future, Chat Now and the email service, ORS, are invited to take part in RTLO and TLO meetings and seminars. These three, separate but very similar, services work hand in hand on the front line. We help the newcomer in whatever way they are comfortable communicating with us. I'm proud to be part of that.

Yours in fellowship,

Casey C
Chat Now Administrator

Generic Telephone Responder Training Guide Presentation- Jan V NTSC



Background to the Guide

At the RTLO meeting 2021 it was discussed that training needed to be looked at, including creating a generic training document that would be available to the telephone helplines covering subjects such as malicious calls and safeguarding. Jeannie (at the time NTSC), myself and Deanne (London helpline) formed a working party to look at information gathering.

All RTLO'S were contacted to see what training was in place in their intergroups we could have a copy of their training guide Ten RTLO's responded with their information. We selected 5 and used the information to put together the Generic Telephone Responders Training Guide. Adding in the safeguarding ,malicious calls and minors. Incuded in the Training Document Appendix 1,2 & 3

Appendix 1 :Telephone Responder Application Form-this was agreed at the RTLO Annual Meeting 2021

Appendix 2: Call log

Appendix 3 : Other 12step & Non 12 step organizations Information

The training guide was sent out to solicitors as we not only need to abide by the tradions but within the legal framework as well thus ensuring both responders and callers were safeguarded. Many discussions took place before the training guide was distributed for discussion at the seminar.

As stated this is a generic guide, Helplines can add any additional information that they wish to

The feedback from the seminar was very positive, and a few alterations were made to the wording in places was as suggested in the feedback given.

The Generic Responder Training Guide will be ready for distribution shortly and will also be available on the website

I would like to thank everyone for their input to this document especially Jeannie and Deanne

Jan V- telephones2.sc@aamail.org



Telephone Helpline 0800 Service- Des NTSC

In October of last year, RTLOs, and TLOs from throughout the UK were invited to York to attend a seminar organised by the First Response Subcommittee. Representatives scrutinised several presentations, ranging from Safeguarding and Training to the Chat Now and Online Response Services.

The day's final presentation focused on the future of the 0800 service and improving 12-Step Engagement through the National Telephone Helpline. This would include the introduction of a 'Hub' System which would evolve the 0800 number and would be answered by Helplines logging on to the 0800 service. It was impressed on representatives that this would have no bearing on their individual autonomy and that by joining the hub system, those quieter helplines would have the opportunity to complete more service, but busier helplines would be under less pressure as the calls would be spread uniformly.

The presentation was followed by a question-and-answer session, and a robust discussion developed from many of the questions from the floor. Delegates were given the opportunity to provide more feedback by responding online, or by completing a questionnaire.

The National Telephone Subcommittee (as it is now known) will update and inform the Telephone Service as we progress.

If you would like more information email: telephones8.sc@aamail.org

Events

RTLO Seminar GSO York August 11th/12th