

FINAL REPORT

# ALCOHOLICS ANONYMOUS

## GREAT BRITAIN

### Forty-Fifth General Service Conference

16-18 April 2010  
The Henley Suite  
Park Inn Hotel, North Street, York

# *Rotation – the Heartbeat of Service*



General Service Office of AA  
PO Box 1, 10 Toft Green, York YO1 7NJ  
[www.alcoholics-anonymous.org.uk](http://www.alcoholics-anonymous.org.uk)



ALCOHOLICS ANONYMOUS  
GREAT BRITAIN

Forty-Fifth  
General Service Conference

*Rotation - the  
Heartbeat of Service*



# FORTY-FIFTH GENERAL SERVICE CONFERENCE 2010

## CONTENTS

	<b>Page</b>
<b>Digest of Agenda</b> .....	<b>1</b>
<b>General Report</b> .....	<b>2</b>
<b>Nominations Conference Chairman 2011</b> .....	<b>10</b>
<b>General Service Board Report</b> .....	<b>10</b>
Finance.....	Page 12
Electronic Communications.....	Page 14
Literature.....	Page 17
Employment.....	Page 19
Role of the Non-Alcoholic Trustee.....	Page 21
British Sign Language.....	Page 24
Public Information.....	Page 26
Prisons.....	Page 28
Archives.....	Page 29
AA Service News Update.....	Page 30
Armed Services Update.....	Page 31
European Service Meeting.....	Page 32
Telephone Update.....	Page 34
Health Update.....	Page 36
Probation/Social Services Update.....	Page 37
Roundabout Update.....	Page 38
SHARE Update.....	Page 39
Sub Saharan Africa Service Meeting.....	Page 40
Conventions Update - Northern National.....	Page 42
- Southern National.....	Page 42
- Welsh National.....	Page 43
- Scottish National.....	Page 44
Northern Service Office Update.....	Page 44
Southern Service Office Update.....	Page 45
<b>Open Forum</b> .....	<b>46</b>
<b>Final Session</b> .....	<b>47</b>
Election Chair Conference 2011.....	Page 47
Ratification of Board Members.....	Page 47
Close of Conference.....	Page 49
Date and Place of next Conference.....	Page 51
<b>Committee Reports</b> .....	<b>52</b>
Committee No. 1 Report.....	Page 52
Committee No. 2 Report.....	Page 54
Committee No. 3 Report.....	Page 56
Committee No. 4 Report.....	Page 59
Committee No. 5 Report.....	Page 61
Committee No. 6 Report.....	Page 62
<b>List of Delegates</b> .....	<b>64</b>
<b>Glossary of Abbreviations</b> .....	<b>69</b>

# DIGEST OF AGENDA

## Friday 16 April 2010

Registration and Reception

Opening Session

Committee Meetings Commence

Nominations - Conference Chair 2011

Presentation of  
General Service Board Reports  
(Session 1)

## Saturday 17 April 2010

Committee Meetings Continue

Presentation of  
General Service Board Reports  
(Session 2)

Open Forum

## Sunday 18 April 2010

Presentation of Committee Reports

Election of Chair for the Forty-Sixth General Service  
Conference

Ratification of  
Board Members Elect

Closing Address

# FRIDAY 16 APRIL

The Forty-Fifth General Service Conference of Alcoholics Anonymous in Great Britain was held at the Park Inn Hotel, North Street, York – a venue situated in the heart of the City of York and only a few minutes walk from the Railway Station. All plenary sessions were held in the Henley Suite.

After lunch, registration and distribution of folders commenced at 1 pm and was followed by a reception which, as usual, provided an ideal opportunity for delegates to familiarise themselves with the venue, to renew friendships and to share with those delegates and observers attending for the first time. After the opening session which started at 2.45pm, Committee proceedings commenced at 4.00pm including welcome and introduction to Committees.

The Conference comprised 92 delegates from sixteen Regions; one delegate from 'Roundabout', 20 members of the General Service Board, Marc M - Conference Chairman (Scotia Region), the General Secretary and 6 members of staff. Also in attendance were 4 Observers from the following countries:

Belgium (Flemish Speaking)	(1)
Ireland	(2)
Romania	(1)

Total in attendance 125.

Due to air traffic across Europe being halted after the threat posed by volcanic dust from an Icelandic crater, three delegates from Continental European Region and several Observers were unable to attend.

## **Opening of Conference by Marc M (Conference Chair 2010)**

The first full session, which commenced at 2.45 pm, was opened by the Conference Chair, Marc M (Scotia Region):

Good afternoon, Ladies and Gentlemen, and welcome to the opening session of the Forty Fifth General Service Conference of Alcoholics Anonymous (Great Britain). I would like to offer a special welcome to the Trustees of the General Service Board, our General Service Office Staff, our Share and Roundabout delegates and all our overseas observers. A warm welcome, of course, to any 'returning' Conference delegates. But perhaps the warmest welcome of all to those of you attending Conference for your first year, our newcomers, or as I like to call them, 'reinforcements'.

Reflecting on last year's Conference I was delighted by one particular act of spontaneity. Some of you may recall I shared that I had felt disappointed leaving my first Conference in 2006 'hugless', having heard from so many delegates that the "Red dot" on my badge, signifying first year status, would afford me a special welcome and reassurance. I would like to thank Conference 2009 for helping me demonstrate the old adage, 'treat others as you would like to be treated yourself'. I would respectfully ask Conference 2010 to continue the practice.

So, my thanks go to all the first year delegates (red dots). I hope that tactile demonstration of welcome becomes your first, tangible proof of the Conference's real intention to support, nurture and, above all, help you *enjoy* this exhilarating experience.

Marc then asked for a moment's silence followed by the reading of the Preamble and invited Ann N, General Secretary, to read the Twelve Traditions and continued with his **Keynote Address:**

### **Rotation: The Heartbeat of Service**

Good afternoon, Conference. My name's Marc and I am an alcoholic.

Equality has long been one of the most treasured gifts in my recovery. It is therefore with great *personal* pleasure that I address you on this, the opening day of the 45<sup>th</sup> General Service Conference. I stand here before you not by accident but by *design*. Saying 'yes' to this tremendous honour required willingness on my part. But that 'yes' was made more powerful because of AA's principle of *equality* for all recovering alcoholics. The word fellowship means 'an association of equals'. In accordance with this principle, our Conference structure allows all voting delegates an equal opportunity in electing the Chairperson for the coming year.

As your elected Chairman for 2010 I will endeavour to fulfil my duties to the best of my ability. Choosing the theme for Conference was one of my *first* duties. It immediately presented me with a dilemma. Was my choice - '*Rotation: the Heartbeat of Service*' - too personal, too much based on my own or observed experience? Or was the theme no more than an idealistic hope? Should there perhaps be a big question mark after the word 'service'?

Choosing the theme I was fortified by the experiences of our founding members. In particular the way they tackled the not inconsiderable problems and challenges they faced regarding unity. Their realisations, insights, worries and fears are depicted quite masterfully in the book, "Alcoholics Anonymous Comes of Age". It was a humbling experience for me to read on p.76:

"As we carefully rechecked the score, it suddenly burst upon us that a new light was shining into the dark world of the alcoholic. Despite the fact that Ebby had slipped, a benign chain reaction, one alcoholic carrying the good news to the next, had started outward from Dr Bob and me. Conceivably it could circle the world. What a tremendous thing that realization was! At last we were sure. There would be no more flying totally blind. We actually wept for joy, and Bob and Anne and I bowed our heads in silent thanks."

Page 79 goes on to say: "In the early days we saw that it was one thing for a few alcoholics to get well, but the problem of living and working together was something else. Therefore it was into an uncharted future that we looked from the window of Dr Bob's living room in 1937, when we first realised that alcoholics might be able to get well in large numbers. Could we recovered alcoholics hold together? Could we carry AA's message? Could we function as groups and as a whole? No one could say."

Well, my friends, I think we can answer all of these questions with a resounding 'yes'. Anne N read the Traditions, which represent the distilled experience of those who have

gone before us. These traditions offer many safeguards and contain the collective wisdom still necessary if we are to avoid repeating the mistakes of our past.

This year, 2010, represents the Seventy Fifth anniversary of the foundation of Alcoholics Anonymous. We have indeed come along way. It is fair to say that in Great Britain we are living in 'interesting times'. Our visibility is on the increase. We have unparalleled access to national parliaments. As we proactively co-operate with agencies implementing the government's drug and alcohol strategies, what new challenges will these bring? More importantly, how will AA's service structure, in its present condition, respond to the inevitable and rising demands on our resources?

Perhaps my own story holds some answers. I came to Alcoholics Anonymous on the seventh of November, 1995. My home group was the Cumbernauld Saturday Night 12 Step group. I was a 33 year old boy awash with family illness issues, still blaming the world for the bad hand it had dealt poor wee Marc. I was incapable of recognising any part I had played in the carnage that was my life. Court fines, prison sentences and numerous threats of medical sections festered together with long-nursed resentments, which ignited regularly like summer grass fires. Defiance and rebellion were my constant companions. Incredibly, in my home group I found love and understanding, a feeling of belonging. For the *first time* I found a real sense of *equality*, of acceptance, warts and all. That was truly liberating. My defiance and rebellion were almost immediately replaced by new hope and a feeling of usefulness, which gradually dissolved those feelings of unworthiness. After a year of intensive soul searching, of using the 12 Step Recovery Programme as a sort of time machine, I was able to walk through my newly-built arch, free of my chains. I emerged, eager to communicate the intense *gratitude* I felt for the miraculous release I'd been given from a joyless life.

We are a remarkable Fellowship. Someone *sensed* my gratitude. It was suggested to me that I might want to represent our group at Intergroup. I was fearful and excited in equal measure. Even more so when they told me that the Group Service Representative (GSR) was the "most important service position within the Fellowship of Alcoholics Anonymous." I once read an anonymous quote which represents my swirling emotions at that time:

"When you have come to the edge of all the light you know, and are about to step off into the darkness of the unknown, *faith* is knowing that one of two things will happen: there will either be something solid to stand on or you will be taught how to fly."

I *had* faith. My first visit to Intergroup was the beginning of a journey that helped me turn the 'talk' into the 'walk'. It brought me into the company of some very special friends. Through their example and encouragement I was able to find a new balance, a new direction. I had heard it said at meetings that 'service keeps you sober'. I had no desire to return to drinking. I willingly took a lead from my more experienced mentors. I was to discover the truth in the old Spanish proverb; it's 'not the same to talk of bulls as to be in the bullring'. At times it was a sharp learning curve.

It's clear to me now that, much like my illness, my recovery through service has been a *progression*. From GSR I volunteered for prison sponsorship. I became Prison Liaison Officer to a local prison our Intergroup had adopted. (A neighbouring Intergroup was unable to maintain their service commitment through lack of resources). From there I moved to Region, first as an Intergroup representative, then volunteering for Regional Prison Liaison. Finally I rotated into the post I currently hold, Social Services Regional



Liaison Officer. I have been blessed with the opportunity to participate in some pioneering work in AA. In each position I was careful to see out the full term of my duties. Above all, I tried to justify the confidence placed in me by my peers. Throughout my journey so far, from group through to General Service Conference, every step on that journey has prepared me *for the one that followed*. I gained new confidence from each experience. And I have always had guides, conscientious fellow AAs at my side, pointing out pitfalls to avoid.

The best description I have found so far for our collective motivation is in Chapter Nine of the book Alcoholics Anonymous, 'The Family Afterwards'. The gaunt prospector's pick strikes gold. The book goes on to say "he may not see at once that he has barely scratched a limitless lode which will pay dividends *only* if he mines it for the rest of his life and insists on giving away the entire product."

But we may at times become overprotective of the treasure we've mined there. Genuine fear of loss of continuity can occasionally lead a serving officer to stay in position until a successor is found. Here we are vulnerable to our own good intentions. Perhaps someone has worked very hard to develop new points of contact and doesn't want the fruits of their labour lost. They become emotionally caught, unwilling to move on and leave a gaping hole. This noble act however can be counterproductive; tempting us to believe our area is healthier than it is, when really there are too few propping up a weakened structure.

We're called to '*strenuous* work with others'. Even though we're so willing, sometimes we become weary, as we mine away at the same seam for many years. That's why rotation as a service principle is healthy. It's wholesome. I believe it offers protection for the individual. It helps us guard against stagnation in our own recovery. And it's good for the Fellowship as a whole. New perspectives, new tools.

My own recent experiences in Social Service Liaison (SSL) have heightened my awareness of the difficulties encountered throughout our service structure – especially the frustration of attracting members of the Fellowship into service positions. Of the nine Intergroups in my Region eight Social Service Liaison posts were vacant as I approach the end of my term. Seven posts remain vacant; one position filled was my friend, a fellow group member, who was probably fed up listening to me saying what a rewarding experience it would be for him. That said, if you asked him, he would tell you I was right. We have to encourage others to see past their fears and self-doubt. Rotating positions at group level is the first step in that encouragement. We have to let people know we trust them.

Because it's '*strenuous work*' recruiting people into service. At the beginning of my experience as SSL, I had envisaged setting off a sort of infectious chain reaction; I saw myself enthusiastically visiting each Intergroup, highlighting the fantastic range of materials available to us in our dealings with professionals, and passionately relaying the wonderful opportunity SSL afforded Intergroups in the pursuit of our primary purpose. In my mind's eye I saw the vacant posts being filled at the rate of one a month. I could see all ten of us meeting to discuss strategies, co-ordinating our efforts, systematically carrying our message of hope throughout the Region. First we could take Stirling, then we'd move on to Edinburgh, followed quickly by the Borders..... in the end I got my pal Brian and together we took Cumbernauld.

This, however, was no small achievement. Other than a few unanswered letters sent via public information, Alcoholics Anonymous wasn't even a blip on the local Social Work

area team's radar. First off we busied ourselves among the local AA groups. We attracted a seventy-five percent participation in a new proof of attendance scheme. Next, new points of contact were made. Introductory meetings followed. In due course a successful presentation was conducted by Intergroup. By chipping away, a day at a time, it's just possible that as a result of our efforts that light, Bill W spoke of, may 'penetrate the dark world of countless other alcoholics' in our area.

For some service positions long vacant, the prospect of starting from scratch can be a little daunting. But my own experience tells me it's certainly possible to make very positive inroads - if our aspirations are realistic. It's a bit like planting daffodil bulbs under a motorway; in order for them to flower we must first break and clear the concrete and then till the soil. In truth that can take time. Maybe some of us have moved on before the first green shoots appear. But there's real beauty in the labour of preparing the ground for those yet to come.

We must never lose sight of the fact that we are 'forever non-professionals'. Yet, increasingly, it would be fair to say that those of us in service are being required to present ourselves in a more professional manner. It's important here to remember one of our greatest strengths - that many members of our Fellowship actually *slept* on the benches that adorn our current public information posters. It is imperative we utilise that valuable experience to demonstrate the transformative effect of AA. We should ensure wherever possible in our selection processes to represent that experience at all levels of our service structure.

I firmly believe our service liaison "models" to be structurally sound. The background information and support materials (DVDs etc) are excellent. But I always find myself being drawn to Concept Nine and in particular the part that states: "No matter how carefully we design our service structure of principles and relationships, no matter how well we apportion authority and responsibility, the operating results of our structure can be no better than the personal performance of those who must staff it and make it work."

An objective look through the confidential directory of serving officers would reveal that in some of the areas we are more likely to encounter an upsurge of contact with professionals i.e. Health, Probation Social Services and Prisons, we are woefully underrepresented, with large tracts of the country showing little cover at all. Last year's Conference theme 'Anonymous but not Invisible' highlighted our need to become more proactive. Although I personally agree in principle, I feel in order for our Fellowship to embrace this idea fully we need to first become more visible *to each other* as members.

No matter how great we feel our personal drawbacks are, throughout our wonderful Fellowship, service always offers us as individuals the opportunity to improve the quality of our recovery. To improve *who we are*. As an active, passionate, enthusiastic trusted servant I have long recognised my journey in service as being one of gradual *progression*. I have grown from someone who was terrified by words like *ratification* and *quorum* into someone who is still terrified by words like *ratification* and *quorum*. But facing my fears has allowed me to access a gentle education in a drip-fed sort of way. I *grew* into the man standing at the podium this afternoon because I was given *chances* to grow. Being twelve-stepped by people who really care about Alcoholics Anonymous, my service journey has given me a greater understanding of how our fundamental principles of love and tolerance work in action. I was given the chance to learn, to make mistakes, to be guided. A friend of mine, who regularly encourages others to attend service meetings, was told for the umpteenth time that service was more suited to 'guys like himself'. He gave this response:

“You know it’s funny you should say that. I’m sure I overheard similar sentiments at the first meeting of Alcoholics Anonymous I ever attended. As I staggered in, bewildered, snot nosed and dribbling, one guy nudged another and said, ‘Look, here comes the next Chairman of Scotia Region’.

If we can see past the intended humour, my friend was actually highlighting one of my most cherished truths: the stereotypical alcoholic down and out, sleeping rough on some park bench clad in two coats tied with string, a bottle protruding from his foody beard, *did not start his life that way*. By believing in the same *spiritual principle of change*, we as recovering alcoholics are encouraged, through the discipline of the 12 Step Recovery Programme, to break our own chains of prejudice and self doubt. To accept and nurture the gifts and talents revealed in the freedom found in our new way of living.

For whatever reason we may not wish to step forward and volunteer for some of the service positions I have highlighted. But is it not great that we all have that choice? That opportunity? That we enjoy the right as an *equal* to our fellow AA brothers and sisters to represent this great Fellowship? Our only requirement is willingness.

The principle of equality in AA gives us the sure and certain knowledge that a seat is available to us at any service table, provided we have the recommended period of sobriety and experience. Our future depends upon AA unity. Our future depends on our collective ability to recognise that we are part of a long chain of predecessors, who were equal to each other. Their diligence has thus far protected our three legacies of recovery, unity and service. Who do we know who could grow to be *equal* to those legacies today?

I came to my first Conference four years ago. I was ten years sober. Here I found a place where rotation in spirit and action was evident. I was overcome with emotion and admiration. Never before had I experienced the heart of the Fellowship beat so strongly. Never before had I felt so sure I was trudging the road of happy destiny. Never before had I been given the chance to learn from so many trusted servants.

To say I felt blessed or privileged to work with and learn from this year’s Steering Committee seems like an understatement. As a group I was awed by the depth and weight of their message and of their commitment. As individuals I found them inspiring. They displayed no visible hesitation when called upon to go the extra yard, demonstrating instead their positive desire to give of their best in a spirit of real harmony. Some of my final words must therefore be of thanks to Carol, Barbara, James, John, Martin, Mandy, Penny, Geoff, Ann and, of course, to our Conference Co-ordinator, Sharon.

Earlier in this address I spoke of my dreams for that growing pool of Social Service Liaison officers. Individual fantasy can be described as ‘building castles in the air’. But that great philosopher John Lennon said: “A dream you dream alone is only a dream. A dream you dream together is reality.”

I am reminded of that old chestnut, that in service we ‘get our needs, not our wants’. Could it be that our expectations are limited by our imagination? We’re told in AA that together “we transcend the little self and develop the awareness of our unity with others *only as we go out in love which seeks to help and serve.*”

Standing here this afternoon I’m living proof of that help and that love. Others believed in me before I believed in myself.

So, let's ask ourselves whose potential are *we* unaware of today? Who, with a little love and a little help, could become another trusted servant of AA?

Perhaps the real question left to be asked is, 'Who do *you* know who could turn out to be the next Chairman of *your* Region?'

## **Conference Steering Committee Report**

**John R (Continental European Region), Alternate Chair**

Good afternoon to all delegates, Board members, GSO staff and observers. My name is John and I am an alcoholic. Together we will form the 45<sup>th</sup> General Service Conference of Alcoholics Anonymous in Great Britain.

You are also 'the choir', there is little sense preaching to you. As Conference you represent a great wealth of experience and belief in the process of our Third Legacy of Service. I find the great challenge to be how can we best communicate this to our fellow members at Group, Intergroup and Regional levels, and to listen to them.

Standing here today is something I could not have imagined in my wildest dreams when I first came to AA; exhausted, terrified and defeated. Yet even in my defeat I resisted many ideas and suggestions you offered me; I found some to be too scary and others, well, though good advice for you or another, not relevant to my 'special' situation.

My *unaided* ability to determine what is or is not relevant to my life has only slightly improved over the years. Cultivating and keeping an open mind continues to be one of the challenges of sober living. Under the guidance of my Higher Power and a willingness to do my best to live by the principles of our AA program, I continue to strive for that.

A special welcome to those of you attending your first Conference. I trust that those of us who are returning to Conference will do our best to make you feel welcome and part of this process. Your presence and participation this weekend is an embodiment of the spirit of our Conference theme: Rotation - The Heartbeat of Service.

Your Conference Steering Committee met three times in 2009 and once more in February of this year.

At our first meeting in May we reviewed the Terms of Reference for Topics and Questions, discussed Conference procedures, specifically on voting and abstention, and in general learned more about the duties and work of a Conference Steering Committee.

We received 84 submissions from the Fellowship and carried one topic over from Conference 2009. We met in September and October to discuss and make selections from these submitted topics and questions, selecting those that we felt were best suited to discussion by our Fellowship as a whole for Conference 2010.

As I wrote in the Winter issue of the AA Service News, 57 submissions were found to be unsuited to discussion at Conference for various reasons. Non-acceptance does not reflect so much a lack of quality in a submission as whether the topic is suitable for discussion by the Fellowship as a whole, whether enough background has been given to understand the topic and its relevance to Conference discussion or whether the issue has been discussed within the past three years in one form or another.

5 submissions were accepted with only minor revision and 23 others were used to compile 8 composite topics or questions.

Committee 2 at Conference 2009, recommended that at least one question be allocated as specific to inventory; we selected 3 topics as Inventory items this year; these are the second topics of Committees 1, 3 and 5. Additionally other topics also deal with aspects of the Conference process and how our Fellowship can best be served.

All recommendations from the 44<sup>th</sup> General Service Conference have been carried out or are ongoing.

As elected Chairs of the Conference Committees for Conference 2010 we each serve only once on the Steering Committee. The able guidance of our Chair, Marc M, and the support and experience of our Board members Penny A and Geoff T., and GSO staff in the persons of Ann N and Sharon Smyth made it possible for Mandy, James, Barbara, Carol, Martin and myself to work effectively and to place our work in the context of previous Conferences and Steering Committees. It has been pleasure, an honour and a privilege to serve with all of them.

I want to thank all members of the Fellowship who took the time to submit items and concerns for Conference. Those who do so fulfil a service to the Fellowship as a whole. Each submitted topic or question, whether accepted or not, adds to the Committee's sense of what is going on in the minds of our Fellowship today.

It is my hope that the number of submissions, as well as the number of members making these submissions and those participating in the resulting discussions at Group, Intergroup and Regional level will continue to grow in future years. And it is my hope, and my confidence, for us as Conference that we will be open to the ideas and suggestions from our Fellowship, that we will proceed in the spirit of Love and Community and in the end arrive at the collective conscience of our Fellowship for this moment in time.

Thank you all for your service.

Ann N was asked to read the orientation containing last-minute changes and safety information, and the National Convention dates which are:

Scottish Convention	-	7 <sup>th</sup> – 9 <sup>th</sup> May 2010
Welsh Convention	-	4 <sup>th</sup> – 6 <sup>th</sup> June 2010
Southern Convention	-	17 <sup>th</sup> – 19 <sup>th</sup> September 2010
Northern Convention	-	25 <sup>th</sup> – 27 <sup>th</sup> March 2011

Marc went on to explain the voting procedure and how these votes would be counted to which Conference agreed.

The first full session of Conference ended at 3.45 pm with Marc asking everyone to join him in saying the Serenity Prayer.

## FRIDAY EVENING

Marc welcomed everyone and opened the second full session of Conference at 7.45 pm with a moment's silence and the Preamble, asked for nominations for Conference Chair 2011 before handing over to Dave C, Chairman of the Board, to introduce the General Service Board Report.

### NOMINATIONS FOR CONFERENCE CHAIR 2011

The under-mentioned were proposed and seconded for the Chair of the Forty-Sixth General Service Conference 2011:

James A	-	South Midlands Region
John R	-	Continental European Region
Mandy E	-	North East Region
Martin H	-	Eastern Region
Neil T	-	Wales & Borders Region
Paul B	-	Highlands & Islands Region
Rachel E	-	South Midlands Region

The nominees signified their willingness to serve and each gave a brief summary of their AA service background. The formal election, by way of a modified Third Legacy procedure as recommended by Conference 1998, to take place at the final session of Conference.

### General Service Board Report

(Dave C)

Good evening Conference, my name is Dave, I'm an alcoholic and my job today is to give an overview of the work of the Board over the last 12 months to set it in context, also to set out some of the challenges that we have faced and some we are faced with over the next 12 months.

I'd like to talk briefly about the Board which at full compliment there are 19 alcoholic Board members (1 nominated from each Region and 3 Executive members. The Exec comprises of myself as Chair, Jerry as Vice Chair and Jim as Honorary Treasurer).

Ideally the Board accommodates up to 7 Non Alcoholic Trustees (NATs) (our current status is 3) and each Board Member (including our NATS) has a designated Service Responsibility. We are, of course, accountable to the Fellowship as Trusted Servants through Conference.

Each Discipline has been comprehensively reported to you as delegates by their Board reports, and throughout the year Board Members report to each Regional Assembly Meeting and to the Fellowship through the Web, AA Service News, Newsletters, Regional Liaison Meetings, Forums and the Annual report.

Our time for Board reports is allocated by Conference Steering Committee and the impossible task we are faced with is that we have 22 specific service disciplines and projects so you can imagine that it is impossible to present each discipline to Plenary.

The Board, through its Exec, made the decision to curtail the number of plenary presentations in order to focus on those we see as requiring particular attention to the Fellowship allowing more time to do them some kind of justice.

Finance has presented us with our greatest challenges over the last 12 months without a doubt. It is also good news in many ways as what has been protected is the financial integrity of our Fellowship by the work that has been done under the guidance of our Hon. Treasurer, the General Secretary and Helen, our Financial Controller.

Our priority throughout was and is to ensure that absolute priority is given to Carrying the Message.

Two Regional Forums were held in this year, London Region South and Midlands Region. Both were excellent and took the form of workshops lead by presentations from Board Members responsible for Employment, Health, Prisons, Probation (Social Services in Scotland). Presentations were made at each Forum by GSO staff on the work that is undertaken in the offices at York, London and Glasgow. One Forum is planned for next year at the invitation of East of Scotland.

I also wanted to make reference to the Board's international responsibility. We attend the World Service meeting which is held every 2 years. Jointly with AA World Service we sponsor the Sub Sahara Africa Service Meeting which also meets every 2 years. We are the Service Centre for the European Service Meeting in Frankfurt and we provide both financial support and experience to emerging structures in Europe. We have in the last 12 months, shared experience with Poland, Czech Republic, Croatia, Romania and Belgium. What enables us to do that is the royalties that Bill W gave us from the three main text books, *Alcoholics Anonymous*, *Twelve Steps and Twelve Traditions* and *As Bill Sees It*.

The legal document that establishes the GSB as an entity, our Memorandum and Articles of Association were reviewed and updated to reflect current Company and Charity Law. Further legal advice was sought on guidance issued in respect of 12 stepping minors and vulnerable adults. Updated guidance has been issued. We are continuing to negotiate a continuation of the lease for the Southern Service Office.

The ongoing projects are:

- The Service History of AA
- Considerable work was undertaken on the feasibility of translating AA literature into British Sign Language.
- Every 5 years traditionally the Fellowship has carried out a Survey which provides us with vital information on many aspects of our membership. We are currently awaiting a report on the feasibility of another survey but it is likely that we will be going ahead with a time frame of about September.
- Investment in Web facilities
- Parliamentary Presentations (Westminster, Scottish Parliament and the Welsh Assembly).

And finally..... earlier in this report I acknowledged the hard work, experience and dedication of your Board Trustees. It is service, our third legacy and part of what we do as recovering alcoholics. I must however draw your attention to the work of our Non Alcoholic Trustees. Their dedication to our cause is extraordinary. They hold a

crucial role on the Board and we do work them mercilessly. My personal thanks to them, their dedication is inspiring.

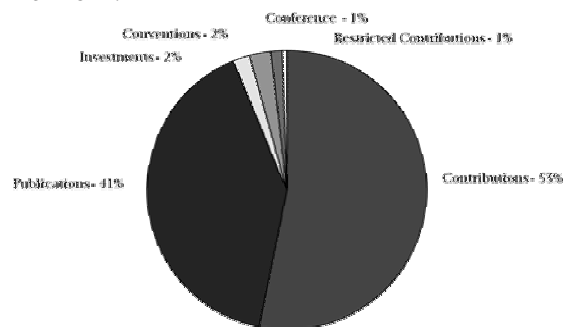
## Finance

(Jim T – Treasurer GSB)

Good evening Conference, my name is Jim and I am an alcoholic. May I begin by asking that you pass on my thanks to your constituent Groups and Intergroups for their efforts, communication and understanding of our financial situation as, after retaining a prudent reserve at all levels, they have continued to pass on any surplus to the General Service Office to assist in passing on our message of recovery.

My hope is that this finance report shall serve as a description of the use of AA money in carrying the message, as per Conference 2009 recommendations, as well as an account of literature sales, contributions and investments.

This chart shows where the money has come from:

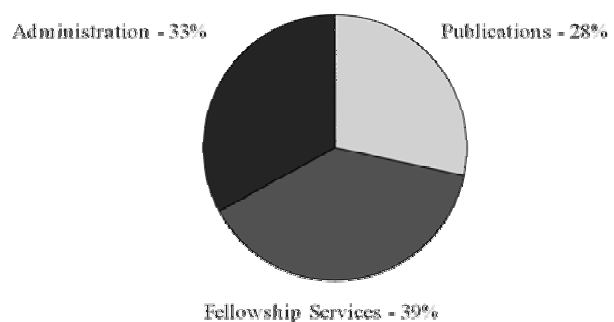


As you will have read in the Annual Report we ended the year with a small surplus, but unfortunately there was a loss on our investments, which means our overall result for the year was a small deficit, however this is encouraging as earlier in the year contributions dropped and we were concerned that we would end the year with a bigger deficit.

On a positive note I can report to you that our investment portfolio has started to increase and is up 3% on last year, after a difficult 12 months in the financial world.

As for our expenditure the cost of publications is down as more of our literature is printed in Great Britain, the GSB have a commitment to reduce Board expenditure by reducing the amount of sub-committee meetings and have introduced conference calling, which when compared with this time last year, has reduced travel and expenses by £5k. However telephone conferencing is not designed to replace sub committee meetings totally.

This chart shows where the money goes:





As you will be aware the Fellowship has not been immune to the still existing financial climate, as seen in the first quarter finance report where contributions made a drop of £15k against the same period last year, while two years ago the first four months total contribution was £184K whereas this year the figure is £159K.

I have in the past mentioned publications, which we rely heavily on as a part of our income, and the use of our brochure for raising awareness of our literature, a new illustrated catalogue will be sent out later this year.

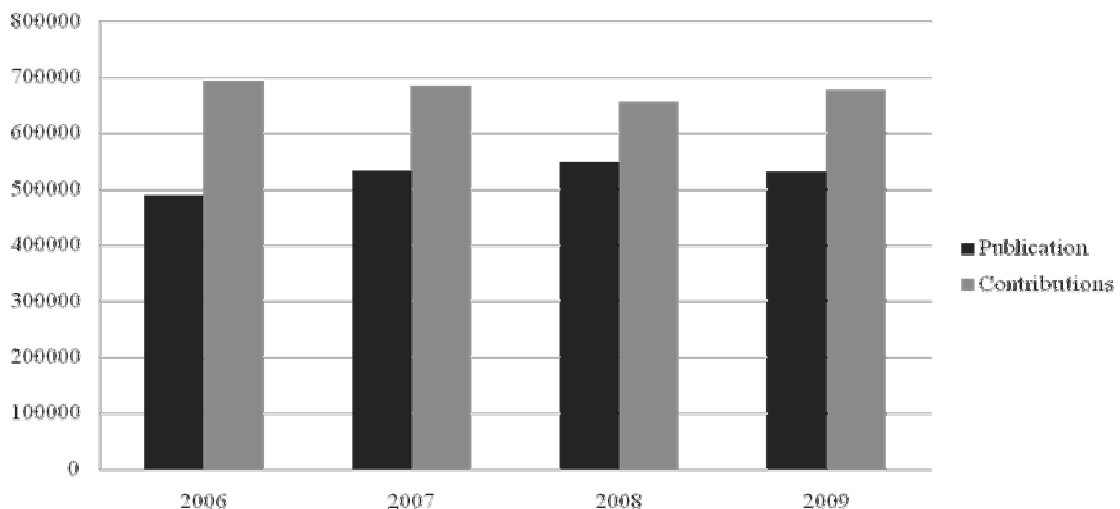
May I remind you that orders can be placed online, which is a very convenient and safe way of ordering our literature.

	<b>Voluntary Income</b>	<b>Publication Sales</b>
2009	<b>54%</b>	<b>41%</b>
2008	<b>52%</b>	<b>42%</b>
2007	<b>53%</b>	<b>40%</b>
2006	<b>54%</b>	<b>38%</b>

As is clear from the above figures we are not self supporting through our own contributions, and publication sales make up nearly half our income.

When compared with the same time last year I have to report a fall of £20k, in literature sales you will remember that last year was a difficult time so, I would ask that you bear this in mind when drawing this contrast. The reason for this may be many and varied but what remains to be the same is that literature sales are a very important part of our income.

This chart shows our total literature sales and contributions over the last 4 years:



Please consider that 8% of the sale of the Big Book, *Alcoholics Anonymous*, the *12 Steps and 12 Traditions* and *As Bill Sees It* go towards the Development Fund, which

assists others to attain and maintain their own service structure. I would ask that we continue with our endeavours to highlight the importance of these contributions and sales of literature as they are crucial to fulfilling our primary purpose, through the introduction and growth of new members throughout the Fellowship, wherever they may be.

Ways in which contributions and literature sales have been put to use include:

- The printing and distribution of AA News, Share and Roundabout magazines.
- Conference each year
- Trustees to attend various conference, in the Czech Republic, Romanian, Belgium and Poland.
- The new Website
- Various exhibitions, across the country, including literature
- Literature which is sent out free for a range of PI events the running of the 3 services offices GSO, SSO and NSO

The Development Fund this year so far has financed half the cost of the Sub Sahara African Service Meeting, the SSASM which in 2009 was attend by the Chairman of the Board and our General Secretary.

We also paid 80% of the cost for Overseas Observers to attend the Polish Conference, which two of our Board Members attended this year.

Paid travel expenses for some overseas observers to enable them to attend our General Service Conference.

Our contributions for the first 6 months of this year are £297K and publication sales are £248K.

Again, you can see how important our literature sales are, the publication sales figure for the first six months of this year is down by £28k compared with last year.

## **WE NEED TO SELL MORE LITERATURE**

### **Electronic Communications**

(Mari F)

I'm Mari and I'm an alcoholic and in the beginning the General Service Board of Alcoholics Anonymous GB was tasked by Conference 1998, Committee 6, to provide and maintain a presence on the internet on behalf of the Fellowship of Great Britain, with the following statement:

The impact of computer communications, both positive and negative, is enormous and cannot be ignored. The Fellowship should swiftly embrace computer communications with serenity and courage.

Quote: *"The future success of Alcoholics Anonymous may rest on how well we are able to employ the colossus of modern communications". Bill W.*

Ecoms – the Service was born as a Fellowship Service through Conference decision:

- Conference 2005 established the Service position of Electronic Communications Liaison Officer at Regional level, and
- Conference 2008 established the position of ECLO at Intergroup level and instructed that both Regional and Intergroup ECLOs be included in the Confidential Service Directory.

So the Service became part of the Fellowship we have today.

The role of the Electronic Communications Liaison Officer had to be established and is:

- Liaison, communication and co-ordination between Group, Intergroup, Region and ECSC
- The liaison point between local Fellowship and the AAGB website team
- Plays an important role in the recruitment of national webteam members.

The number of members taking up Service positions in EComs has been steadily growing – at the beginning of the year at the rate of approximately one per fortnight, it's slowing down, mainly because so many positions are now filled. I find this most encouraging for the future.

In September 2009 the Regional Electronic Communications Liaison Officers met in York. The purpose of the meeting was to share experience of the Service around the Fellowship, to discuss various options for the new AA website, to review the proposed Draft of a replacement for Guideline No. 19 (AA and Electronic Communications) and to get together with the Telephone Liaison Officers (meeting in York the same weekend) to discuss ways in which the two communication services could, by working in harmony, better serve our Primary Purpose. A lot of input resulted from this meeting, in aspects of website provisions, amendments to draft Guideline 19 and to ideas for a more comprehensive working relationship between EComs and Telephones. As always, I am encouraged by the degree of dedication and enthusiasm shown by members in Service.

The Draft of the proposed replacement Guideline 19 has been completed, passed to the Literature Committee, and is before this Conference for approval. A lot of consideration and consultation has taken place to try to ensure it is the best possible document we can produce at this time.... in the hope that it will service the Fellowship as a Guideline for development and use of electronic communications, both as a useful tool and as a Service, in the future. I hope it meets with your approval.

However, the big undertaking this year is, of course, the development of the new AA website. This project has been ongoing continually and has dominated the waking hours of the members of the webteam involved. It was given impetus when the AA website went down and we had great trouble in restoring it – truth to tell, it almost didn't work. In view of this the General Service Board took the decision to go ahead with placing the contract for the new website with our chosen potential supplier.

At the Regional Liaison Officers Meeting, together with the Telephone Liaison Officers, much discussion took place on what do we want from a website and the outcome:

- Slick – planned development

- More open & available
- 3 clicks to information
- Reviewed and updated information
- Access to outsourced development work at GSB discretion
- Requires little skill to develop sites (pre set Regional / Intergroup sites) – but with option for technically skilled to be more adventurous.

This is the homepage of the new website which is on the development site. The design, layout and general aspect of the new webpages have been agreed but it still needs some tweaking. Since we have had this site, and it's only a few days, we have gone back to the developers says that this has got to be changed and that has got to be moved, wording needs changing etc.

home about us meetings shop contact

National Helpline: 0845 769 7555  
Calls charged at local rate

**Alcoholics Anonymous**  
Great Britain

If your drinking is causing you problems then you have come to the right place

**Welcome**  
Alcoholics Anonymous is a fellowship of man and woman who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism.  
The only requirement for membership is a desire to stop drinking. There are no dues or fees for A.A. membership; we are self-supporting through our own contributions.  
A.A. is not allied with any sect, denomination, politics, organization or institution; does not wish to engage in any controversy; neither endorses nor opposes any causes. Our primary purpose is to stay sober and help other alcoholics to achieve sobriety.  
Copyright © by the A.A. Grapevine, Inc.; reprinted with permission

**Problems With Drinking?**  
If you want help or more information on alcohol please visit this section. [more](#)

**Information For Professionals**  
If you want help or more information on alcohol please visit this section. [more](#)

**Media Information**  
If you want help or more information on alcohol please visit this section. [more](#)

**Members' Area**  
If you want help or more information on alcohol please visit this section. [more](#)

**Alcoholics Anonymous Info**  
This Web Site is created and maintained by the General Service Board of Alcoholics (Great Britain Ltd.) through the General Service Office of Great Britain.  
The General Service Office is the national office serving A.A. in Great Britain and English speaking meetings in continental Europe.  
**The General Service Office**  
General Service Board of Alcoholics (Great Britain) Limited.  
Registered Office: PO Box 1, 10 Toft Green, York, YO1 7NJ  
Registered in England, Scotland and Wales,  
Limited by Guarantee  
Company Registration: 587316  
Registered Charity Nos.: 226745; SC038023

**Alcoholics Anonymous**  
Read Our Big Book Online

Home | About Us | Meetings | Shop | Contact  
Site Map | Privacy Policy | Terms & Conditions

© 2010 Alcoholics Anonymous (Great Britain) Ltd

When will be new website go live? It has proved to be a most complex operation – one that no-one could truly accurately predict until it got underway. We have always considered that it is better to get it right than to rush. The website must serve the Fellowship well into the future, and we need to ensure it is fit for the job. This we are doing.

## Literature

(Sheila D)

It falls to me to sincerely thank the members of the Literature Committee for their unstinting support and hard work during the past twelve months. The Committee met four times in York where we welcomed two new members and two members rotated out. Next year due to further rotation we will be seeking new committee members, an advertisement will be published in the spring edition of *AA Service News*. Our first two telephone conferencing meetings are planned for 2010. Much of the work takes place via the internet between meetings and as you will see there have been many emails this year.

Conference 2009 approved two new “You don’t Have to Live Here” posters and these were used for the Public Information poster campaign in October 2009. The female prison and armed forces shares are now included as part of the appropriate services “starter packs”, and the wallet size cards have been produced. All the new literature is available from York.

As always, taking the best interests of the Fellowship into consideration it has not been possible to produce the self adhesive postcard sized sticker due to legal issues concerning fly posting.

### Conference 2010

All literature proposals for Conference were distributed to the Fellowship at the end of December 2009 to allow time for consideration and feedback. We had the pleasure of including the draft reconfiguration of the AA Handbook but because of the large volume of material involved it was decided to distribute it, where appropriate, by email. We were mindful not to disadvantage any members not having internet access or those who wished to receive hard copies by post. I believe that this is the first time Conference Literature has been disseminated in this way.

During the year the committee has endeavoured to keep the Fellowship informed using *AA Service News* and will continue to do so. The systematic review of our literature remains part of our remit along with the development of our Design Manual. Much of what we do comes, as it should, directly from you, the Fellowship. As always we welcome ideas and feedback.

2010 will possibly see the Committee looking with fresh eyes at our newcomer literature.

### Proposals

- ***Reconfiguration of the AA Service Handbook for Great Britain.***

Why the reconfiguration? I came in half way through this process and as far as I know it has been going for at least three years, on the back boiler, after someone suggested that the Literature Committee should look at the Handbook. The idea was to revise and update it – not re-write it – so that it is in a usable format.

We briefed Conference last year about the fact that we were looking at the Handbook and there was an article in *AA Service News* in July of last year with the proposed outlay of the new format.

I am going to give a brief history of the Literature Committee, please bear with me as you will see where I am going with this. In 1994 the Literature Committee began as “The Handbook Committee” and it was disbanded as such in 1999. The newly founded Literature Committee incorporated the “Handbook Committee” in 1998 from which you have the Literature Committee of today.

In 2002 Conference recommended that all changes to the Service Handbook go through a Conference Committee. In 2003 Conference recommended that Literature, other than the Service Handbook, come through the Literature Committee as we know it now and you will see now why the proposals are written the way they are.

**Proposal:**

- **That the working drafts of the two manuals presented to Conference 2010 be accepted in principle**
- **That one Conference Committee review the Structural Manual at Conference 2011**
- **The Service Manual be reviewed by each of the Service Committees and presented to conference 2012.**

*Conference approved the above proposal with a two-thirds plus majority.*

- *AA pamphlet - Questions and Answers on Sponsorship.*

Sponsorship: your Questions Answered – this was part of our systematic review of AA literature and it was also inspired by somebody asking me about something for newcomers on sponsorship, so rather than produce another piece of literature we decided to look at the old one and perhaps simplify it.

*Conference approved the above proposal with a two-thirds plus majority.*

- *Prison induction leaflet.*

This is for use in Prison reception information packs given to prisoners when they first go into prison.

*Conference approved the above proposal with a two-thirds plus majority.*

- *Addition of Armed Services to list of service functions to - Alcoholics Anonymous a message for professionals.*

The additional of “Armed Services” to the section ‘How can we help the professionals?’ on page 2 of the pamphlet *Alcoholics Anonymous A Message for Professionals*.

*Conference approved the above proposal with a two-thirds plus majority.*

- *The clarification of the definition of “open” and “closed” AA meetings.*

Committee 3 Conference 2009 recommended that the Literature sub Committee clarify the description of “Open” and “Closed” AA Meetings in the AA Literature and ensure consistency throughout as it is reviewed.

**Proposal:**

- **MEMBERS MEETINGS of AA**  
**Meetings for members and anyone who thinks they may have a drink problem**
- **OPEN MEETINGS of AA**  
**Meetings which non-members may attend. This may include friends, spiritual leaders, and social workers.**

*After lengthy discussion Conference did not approve the above proposal and asked for it to be returned to the Literature Committee.*

For 2010 and beyond we are looking at a review of “Newcomers” literature and we are seeking the additional information which was not in the Structure Manual, mainly to do with Board items that have not been there in the past, information that will be new. Completion of the illustrations for *The Twelve Concepts Illustrated* and we will continue to work on your behalf.

**Employment**

(Penny A)

My name’s Penny, I am an alcoholic and Board Trustee with the responsibility for Employment and I have been looking through the Confidential Directory and what I found is that there are only 5 out of 16 Regions with Regional Employment Liaison Officers (RELO) listed. For Intergroups there are 24 out of 118 listed. So what I am looking at is if there is an enquiry received at one of the Service Offices, or anywhere, in lots of areas there is no-one to refer these Employers to. I had an incident just recently where the Health Board member kindly went to a meeting, which should have been Employment but there was no-one in the area, I am very grateful to him and he did a good job but it is not how it should be happening.

Then I looked in the Big Book of Alcoholics Anonymous and there is a whole chapter dedicated to the Employer. Bill and Bob knew, right back a long time ago, that going to the Employer to talk about alcoholics is important, to get the Employer to help us to help the suffering alcoholic.

I also looked at Step 1, although this is not referring to employment, I thought it relevant:

“.....they were spared that last 10 or 15 years of literal hell the rest of us had gone through. It was obviously necessary to raise the rock bottom the rest of us had hit.....”

I thought about this as regards my recovery, I was not working when I came in, I could not work any more.

So what is going on in your Intergroup, in your Region? I'm not saying that there is not work going on, there is fantastic work going on and a lot of people are doing a lot of things. I know that Employers are being approached but it is through other disciplines and in your areas, like mine, I am sure there is a lot of work going on in Public Information, Health, Prisons, Probation, it's fantastic but why are we waiting until an alcoholic is in the hands of the medical profession or the legal profession before we get near them. We need to do something about that.

What are we trying to do with employment? We need to let the Employer know that Alcoholics Anonymous is out there, that we have something to offer the workforce. Alcoholics cost employers money because they don't come into work, because they come in late, because they have accidents and because employers have to let them go, people who they have trained and are skilled workers.

We want to talk to Employers, we want to help them help the people they employ. We want to get a poster on their staff notice boards, get one of our little cards up there, lots of employers have newsletters or a works magazine and we want to get articles into those. We want to be invited to give presentations to HR departments or managers. We want to let them know that there is a free service to help their workforce and really what we want to get to is the suffering alcoholic.

The Region Employment Liaison meeting was held over the weekend 31 July / 1 August. Seven regions were represented, 5 by RELOs, one by the Chairperson and one by the Treasurer. In addition an Intergroup ELO attended who may move on to take the post at his region.

I was encouraged by the enthusiasm and the wealth of ideas on how to reach out to the suffering alcoholic through the workplace. This proved to be a valuable meeting with the sharing of experiences and best practice.

There was also discussion around how to encourage members into this area of service and once they are in position, how to help them fulfil their role. A list of suggestions and resources was put together and circulated to Regions and Intergroups.

What's happening now? There is a lot happening, but perhaps not under the name of Employment. Employment Liaison Officers have been at trade shows, got contacts to go on databases, got invited to do presentations. They have been in contact with the Unions and there have been articles in Union magazines.

During the year I was privileged to facilitate a workshop on Employment at the Kent Professional PI Seminar in Maidstone. Two members from the local Unison branch showed particular interest in passing on information to their members in the workplace.

We contact national Employers and local Employers who want to know what AA has to offer and how we can help them with their problem with their employees that they know are under-performing.

What help is available for the ELO? There is a lot available to help ELOs:



- Employment Pack held at GSO
- Hello!ELOs! an ELO newsletter. There have been three copies put together which shares what works, what does not work and lot of titbits of information
- PowerPoint presentations
- Articles available that have been put in Union magazines and in Staff magazines which can be tweaked to fit the Employer you are looking at.

And, of course, most of all – the experience of those who are already doing it. There may not be many of them but the ones that are there, I can assure you, are very enthusiastic.

What am I asking you? I'm asking you to go back and talk to your Intergroups and Regions and try and encourage people into this area of service.

This is a service for the next decade – let's get them early whilst they still have jobs.

Service helps keep us sober, there are plenty of alcoholics out there in the workplace just waiting for you.

## **Role of the Non-Alcoholic Trustee (NAT)**

(Ash Kahn)

My name is Ash and I'm a NAT. It's hard to believe that a year ago I was here as a 'red dot' and Louise did what I am doing now.

When I was invited to join the Board I'd already had a long interest, I'm a psychiatrist and worked in the addiction field for 30 years, and early on I had noticed that people who went along to AA were much better than the patients who were sitting in my outpatient clinic and I wondered why this was and what was it about going to AA that worked?

Then, just as I was thinking about retirement, I was approached by two members of the Board to invite me to think about joining the Board. I was pretty naïve, and I guess I was 'mugged' and they say it is an honest programme, but I guess that some people were slightly economical with the truth!

I came up for my interview and then went to a few Board meetings just as an observer and a few months later I was ratified. I thought when I was invited, that it was to join the great and the good, but actually what I found was a highly professional group of people and the whole thing is done in a very professional manner. Before I joined the Board I had to spend a morning up at headquarters where I was inducted, there is a very good structured induction. When I joined the Board there was a mentor for me and what I discovered, instead of the great and the good, was actually a hardworking group of people. They are very dedicated and take their roles and responsibility very seriously and this is just an outside observation of what is going on on the Board and that was very impressive to me.

I have been a Trustee on the Board of other charities with addictions but there is clearly a difference. In other charities there were the gentlemen and the players and I was always a player because I knew a bit about addictions, but this is a very different organisation. I think that dedication is part of the reason why Alcoholics Anonymous as an organisation succeeds and you have to remember there are lots of agencies out

there that start off as a good idea to help the person who suffers from an addictive disorder and AA is the one example that has survived so long.

We are given specific roles and very soon, as I said I was being 'mugged', I was given a different role. The first thing I was told was that your role is partly to provide a sense of balance, and it was only when I joined the Board I realised actually they are quite an unbalanced lot and as a psychiatrist I bring my section forms with me just in case!

The other role is that we bring a different perspective to the Board and to Alcoholics Anonymous, we bring a different view point and I think that it's very important for an organisation if it's going to survive. There has got to be the constant change but also to be aware of what's going on on the outside, so as to make sure that you keep abreast of things. I think if an organisation totally just relied on an inward membership it will be come very introspective and implode and I think that is one of the healthy things about Alcoholics Anonymous.

The other thing is what Marc was saying earlier on, the whole thing about rotation, so that people only stay on the Board for 4 years and I have grown to admire and respect people that unfortunately I won't see again. Today there are three members who I think are tremendous people and they should go onto Boards of other things because they have a lot to offer.

Another thing I can do as someone who is not an AA member as such, is that I can talk about AA quite openly and I have spent the last 30 years advocating Alcoholics Anonymous. As you are aware there is a lot of ignorance about AA and also a lot of prejudice about AA and I will confront people and I am trying to get the profile of recovery and Alcoholics Anonymous raised in all sorts of different arenas.

On behalf of Alcoholics Anonymous I have given two talks this last year at the House of Commons and the Welsh Assembly.

The other thing I have been asked to do is go onto the Nominations Committee and that again has been a very interesting experience. To see people being interviewed and then come onto the Board and see how they change and grow, what they bring to the Board is very, very enlightening and lifts me tremendously.

The last bit that I am involved with is trying to get the proposal for the Survey off the ground. This is a very important piece of work because if we are going to counter the propaganda that exists out there, we need data to show that Alcoholics Anonymous is effective and the only way we can do that is to provide hard data.

If it does take place could you please encourage people in your Groups to fill in the forms, we need as many as possible, because the larger the sample, from a statistical point of view, the more valid the results are.

Last of all, I have known alcoholics for 30 odd years and I have been working with people who are in Alcoholics Anonymous for a long, long time. I play golf with a group of recovering alcoholics on a monthly basis and we call ourselves "the Hackers" and they all like it because they now see one ball instead of two!

Marc closed the Friday evening session at 10.45pm in the customary way by asking everyone to join him in the saying of the serenity prayer.

## **SATURDAY EVENING**

### **Continuation of General Service Board Reports**

Marc welcomed everyone back and asked for a moment's silence to think about the still suffering alcoholic inside and outside the Fellowship and asked Phil W to commence the continuation of General Service Board reports.

### **British Sign Language**

(Phil W)

My name is Phil, I'm an alcoholic and it all started about two years ago in Committee 3, Question 3 at Conference 2008 provided a minority opinion which was discussed during the plenary session. Conference subsequently recommended that:

*The General Service Board investigate the feasibility of*  
1 *Producing a translation of the Big Book and Twelve Steps and Twelve Traditions into British Sign Language* (4 in favour 9 against)  
2 *Sign language be added to existing DVDs and videos* (2 in favour, 1 abstention, 10 against)

This was the outcome of representations taken to Conference through the London Regions on behalf of the SW1 Deaf and Hard of Hearing Group set up in 2005. Key statements included:

*"British Sign Language (BSL) is the first language of some current AAs and many more to come. Reading and writing ordinary printed English is either dreadfully difficult if not impossible for many who are born deaf.*

*We need to publish the Big Book up to page 164 and the Twelve Steps and Twelve Traditions in British Sign Language on DVD as a matter of urgency.*

*The books are available in New York in American Sign Language (ASL) on video and DVD and AA World Services will be able to advise us with project management of such a job.*

*Please note that ASL is useless to BSL users as it is yet another foreign language to deaf people in the UK."*

There was a letter sent to *The Times* earlier this month which rather underpins the problems of profound deafness from Dr. Diana Burman, Department of Education, University of Oxford:

*"Lack of hearing from birth both inhibits the acquisition of intelligible speech and literacy as both are cornerstones of our society they severely limit opportunities. Pre-lingually profoundly deaf children run the risk of being unable to think in words through lack of experience of words are unable to produce intelligible speech, cannot link the written word with speech and are unable to rehearse words in their head before writing and are therefore illiterate".*

Imogen C-W, an active member of the Deaf and Hard of Hearing Group and a staff member at the Southern Service Office, was asked to carry out a feasibility study which was reported by the Vice Chairman to Conference 2009.

Its concluding sentence crystallizes the terms of reference for this report which the Health Sub Committee was asked undertake.

***The GSB is to consider this project in terms of need and cost, and will take this feasibility study forward.***

## **Need**

Coming to the issue 'cold' with no insight into the difficulties faced by the profoundly deaf (generally those born that way), the first questions to arise were:

*How many profoundly deaf people are there in Great Britain?*

The RNID puts the number at 104,000 for those with severe or profound deafness. (approx. 0.17% of the population). The RNID estimates that 50,000 people use BSL (0.08% of the population).

A straightforward extrapolation on to the GB membership of AA (notionally 35,000) would translate to 28 AA members/BSL users. Imogen has identified four members in the SW1 Deaf and Hard of Hearing Group who rely entirely on BSL for communication.

Two other organizations for the deaf estimate the number of BSL users at 30,000 and 100,000 respectively so the estimates of AA members based on national norms would range between 17 and 56.

*How many cannot sight read? How many cannot lip read?*

These skills are only used by those born with hearing, having learnt to read and write in the normal way at home and at school and then by accident, illness or age have become 'hard of hearing'. These people do not generally need or use BSL.

*Do profoundly deaf people have sight and lip reading abilities?*

Imogen explains the situation as follows:

"BSL is a language in its own right, has its own grammar and uses hand shapes in defined space, facial expression and body language. Any skill at reading and writing in the profoundly deaf group would be rudimentary or nonexistent. Therefore our written literature is pretty meaningless...to better explain, some profoundly deaf people know enough to see what is on the front of a bus, to be able to buy their groceries or a train ticket, practical things that bring them into the 'hearing world'."

## **Costs**

It is anticipated that the American master version of the Big Book and Twelve and Twelve would be used with a BSL signer and subtitles.

The following costings have been prepared by Remark! a specialist company in the field and one endorsed by the RNID. Moreover the SW1 Group has used Remark!'s signer services.

The rates quoted are:

£75 per 350 words (or part thereof) + VAT for translation/signing.

£40 per 350 words (or part thereof) + VAT for subtitles.

## **Big Book**

A discount of 20% is offered for larger commissions so that the Big Book up to page 164 + Dr Bob's Nightmare (c. 49,872 words) would cost £8,580 + £4,576  
£13,156 + VAT (full price £16,445 + VAT)

## **Twelve Steps and Twelve Traditions**

c. 54,600 words would cost £9,360 + £4,992  
£14,352 + VAT (full price £17,940 + VAT)

Should funds make the costs unaffordable for one single commission, an incremental approach could be considered. For example the Big Book might be commissioned over two financial years followed by the Steps (from the Twelve and Twelve) and the Traditions in the fourth year. In a straitened financial climate we have to work within our means.

**NB 1** The word counts on which the prices are based are subject to final confirmation but represent the best information available

2 Pricing of the incremental approach would be subject to negotiation with Remark! in order to get the best discounted rate.

3 Remark! would require the following from us prior to undertaking their work:

- a. Copyright issues to be agreed and finalized by AA World Services and GSO.
- b. Quality master copies (not purchasers copies) of the ASL DVDs to be supplied by us.
- c. Narrative of the books in electronic format for the studio autocue system to be supplied by us.

## **Summary**

It is understood that BSL application to existing Fellowship DVDs will be considered when these come up for renewal. It is not viable to superimpose signing as a retrofit exercise.

Special mention and credit must go to Imogen for her help with this report. She is a committed and passionate advocate for those members who have always lived in silence and for whom the written and spoken word have no meaning.

**It is suggested that further research is done, alternative suppliers are asked to quote for the work and that Conference recommends to the Steering Committee that this with all other background information is referred for Committee 3 to consider at Conference next year.**

*After a vote Conference approved the above proposal by a simple majority.*

*"When anyone, anywhere, reaches out for help I want the hand of AA always to be there..."*

## **Public Information**

(Nick R)

My name is Nick, I'm an alcoholic and firstly I would like to thank my Sub-Committee for the work they have done this year and especially to GSO staff for all their hard work in putting together the new PI CD.

As Public Information was not assigned any specific tasks by Conference 2009, I have had the required time to evaluate the work that PI is doing nationwide.

My first reaction was that there wasn't a lot being done. We have a PI Newsletter and if you have not seen one or would like the PI Newsletter please contact Angela at GSO and leave your email address and one will be sent to you. From that you will see how much PI work is being done in the Fellowship and it absolutely astounded me and still does.

I feel we should very much hold in our hearts and minds our PI slogan "Anonymous but not Invisible" as we are hiding the talent we have for helping the still suffering alcoholic.

Our attendances at the Parliamentary events in Scotland, Westminster, Wales and the National Alcohol Conference in Blackpool highlight how we can be of benefit to organisations that are affected by alcoholism, and I believe this is of immense value to Alcoholics Anonymous and should be continued, mindful of the expense to the Fellowship.

Having experimented with ways of highlighting the presence of AA nationally, through the use of advertising on the television, newspapers, tube trains etc. it was felt this was expensive and not good value for money.

The suggestion of an Awareness Day or Week was seriously considered until our financial position made us shelve the proposal for the immediate future. However, we did highlight "alcohol awareness" at the same time as a national political campaign on alcohol and our activities came to a climax in October, when we launched a "Big Poster Push Campaign" in which the Fellowship managed to put up nearly 11,000 of our new 'Park Bench' posters.

Locally, many PI teams do an immense amount of PI work and I have been amazed by the versatility and imagination shown. However, what I have also discovered is a real lack of communication between the Groups, Intergroups and Regions and the PI sub committee is working hard to encourage more integration of ideas.

We are building links with as many of the local and regional Drug And Alcohol Teams (DAAT) as possible through our Region and Intergroup PILOs as this gives us a direct link into the NHS and Probation Services. This will hopefully make us very much more visible on a national basis and utilised as a primary provider of recovery from alcoholism.

Our sub committee meetings were drastically reduced this year to save expense and we experimented with our first Conference Call in November which was very successful, a major saving for the Fellowship.

This year, I would like to continue building communications with the groups via the Liaison Officers to encourage more people to be aware of our primary purpose "to help the still suffering alcoholic", thereby persuading more members to become actively involved.

Furthering our contacts within the DAAT offices is essential to AA being seen as a body that can deal with alcoholism nationally.

I believe the time is right for AA to be seen: we can and must be “Anonymous but not Invisible”.

## **Prisons**

(Jim S)

The General Service Conference of 2010 will see me complete my period of service on the General Service Board. It has been my privilege to be a member of the GSB and an honour to serve for the past four years as Trustee for Prisons. It has also been a humbling experience working and serving with members of AA, many of whom were involved in prison service long before my appointment to the Board and will still be involved long after I've gone. It takes a great deal of commitment to travel to often extremely remote locations, fifty-two weeks of the year to help a Prison Meeting take place. My own sobriety has been strengthened by their friendship and example.

We have recently produced, actually in the last week, by a member of the Sub Committee, a map of England, Wales and Scotland showing where the Prisons are located. We have 140 Prisons in England and Wales and of these Prisons 95 of them have an AA meeting and in Scotland 17 Prisons which all have AA meetings. The important thing to remember is that the prisoners look upon these meetings as proper AA Groups.

As the prison population grows and security requirements increase, so do the problems in gaining access to Prisons. In order to gain admittance to prisons in general, AA members are, along with other voluntary organisations being requested to fill in a new type of vetting form that seems to vary from prison to prison. The documentation requirements that go along with the process can be quite onerous but we have to be patient and comply with regulations. In general there is a great deal of goodwill towards AA from the prison authorities to help facilitate AA Prison Groups. However, what is becoming apparent is the increasing number of organisations being paid to counsel prisoners and these organisations can occasionally perceive AA as rivals working for free and they are sometimes making life difficult for our AA sponsors. Nevertheless, it is to AA's credit that PLO's and sponsors continue to invoke their patience, tolerance and courtesy in sometimes difficult and frustrating circumstances. It is unlikely that type of problem will diminish and to be realistic the level of background checks and disclosure accompanied by health and safety training will probably increase rather than diminish in the future.

It is now over 50 years since the first Prison Group was formed at Wakefield Prison in Yorkshire and 2010 will mark the 50<sup>th</sup> Anniversary of the first meeting held in Barlinnie Prison in Glasgow. Arrangements to mark these events are being made at present. Since these days, the number of prisons where AA Meetings are regularly held is around 71% in England and Wales whilst in Scotland all 17 prisons have an AA Group. It is one of the aims of the Prison Sub-committee to seek ways of increasing the number of prisons in England and Wales where AA meetings are held.

Some of the events that have taken place in the past 12 months:

- A Prison sub-committee was formed in 2009 to support those involved in Prison Groups and to encourage others to become part of this important area of AA service. The number of vacant Intergroup and Region PLO positions causes concern and makes communication difficult. If these posts are vacant it



becomes a problem to know what is happening in individual prisons, the members of the sub-committee are active in trying to encourage others to help fill these posts.

- Highlighting the important part the Prison Postal Service can play in the recovery process for both inmates and AA members on the outside by corresponding with each other. Due to the hard work by staff at GSO and the NSO in promoting the PPS the numbers of prisoners and responders has grown over the past couple of years and is one of AA's success stories.
- Regular meetings take place at the Ministry of Justice with the National Offender Management Service Intervention team. These meetings are attended by members of the Probation Service and the AA trustees responsible for Prison and Probation/Social Services. The meetings provide an excellent opportunity to make contact and exchange ideas with the judiciary of how AA can best help those in Prison or are involved in the Probation process.
- Attendance by the Trustees of Prison and Probation/Social Services at various conferences organised by those involved in the Criminal Justice system and also attendance at the Westminster and Holyrood events.

Once again I would extend my gratitude to PLO's, sponsors, speakers and postal correspondents who continue to give their unstinting support to this important service in penal establishments throughout the country.

## **Archives**

(Tim W-M)

My name is Tim, I'm an alcoholic and I got parachuted into the Archives a few months ago so my experience is limited but so far it has been fun and it's fascinating. The reason it is fun and fascinating is because it is about a subject I love, that's called history. Those who forget their history only repeat the mistakes of the past. We are a Fellowship whose entire way of life is based on the memory of shared previous experience, so how we got to where we are today from the beginnings in one hotel room is a matter of considerable importance.

Archives is, by its very nature, the sort of poor relation of the service structure of AA, I'm not looking for sympathy, it's just a fact but the paradox is that at Intergroups and Regions throughout the country we have a team of dedicated Archivists who have been working away for a very long time and doing some immensely valuable work.

As I said I only came into this post a short time ago and the first thing was a meeting of the Archives Liaison Officers at GSO at Toft Green, York held on 25<sup>th</sup> and 26<sup>th</sup> September 2009. The meeting was attended by Joe H, the Fellowship Archivist (now retired); Paul K a member of staff at GSO who is also the Intergroup Archivist for Durham and Cleveland; Stephen S., Rhine-Neckar Archivist and sub committee member; Nick H, Southdown Intergroup Archivist and sub committee member; Carol H, London South Regional Archivist and sub committee member; Bob S. Mid-Surrey Intergroup; Gareth L, West Wales Intergroup Archivist; Diane F, East Cheshire Intergroup Archivist; Jan P, Northdown Intergroup Archivist; Phyllis H, SW Region and Devon Central Intergroup Archivist; Dean M, Nottingham and Leicester Intergroup Archivist; John M, SE Region Archivist; Peter R, Northern Convention

Archivist; Kevin M, Coventry and Warwick Intergroup Archivist; Dennis T, South Yorkshire and NE Derbyshire Intergroup Archivist; Noele R, Aberdeen and District Intergroup Archivist; James F, Aberdeen Intergroup; Donald Mc, Inverclyde Intergroup; John J, Inverclyde Intergroup; Michael C, SW Scotland Regional Archivist. As Board Member I took the chair.

As Chairman I introduced the subject of the motion passed at Conference 2009 from Committee 1: That priority be given to the production of a publication detailing the history of the development of the AA Service Structure in Great Britain including Continental European Region. As recommended by Conference, the main body of this work will be based upon research done by the Archives Sub Committee under the supervision of the Chairman.

Stephen S outlined his progress on the Archives website development. He has been tasked with liaising with the Electronic Sub Committee on matters dealing with the website. He also gave a short power point presentation on GB/CER AA History and Archives.

Bob S from Mid-Surrey also had a power point presentation on the life of Bill W and Bill and Bob's early years in AA.

On the Saturday morning Nick H reported on his progress in creating the group history database which was followed by a general discussion on the matters archivists should include in such a study. Joe H then outlined how much accessible material there is for this study already catalogued and accessible at GSO. Sadly, he then announced his retirement on health grounds and informed the meeting that Paul K of the GSO staff would be the main point of contact at GSO in future. Joe was warmly thanked for all the work he has put in and I am happy to report that, thanks largely to his efforts, that main bulk of our archival history is now digitalised and readily accessible to all archivists within the Fellowship.

A brief meeting of the Archives Sub Committee followed the Friday Liaison Officers meeting where a provisional outline of the research needed to fulfil the task laid on us by Conference was given and it was felt that, though demanding, that this task would be completed by the timeline laid down. A proposal that Archives be granted a prominent position on the front page of the new GB AA website was passed unanimously.

As a last gesture of goodwill, Joe gave each member present 7 CDs which contain the bulk of the digitalised records of the early history of AA GB.

Being the Board Member with responsibility for Archives could well prove to be a trifle daunting, especially with the task laid on us by Conference, but with the assistance of such dedicated members, it will, no doubt, be accomplished.

## **AA Service News Update**

(John A)

I have now completed a full year in the role of editor of *AA Service News*. In that time four issues of the magazine have been produced, those being spring, summer, autumn and winter 2009 and all of them have gone out to the Fellowship on time. They have included many interesting articles relating to service within the Fellowship from a

range of different sources. If you have not yet had an opportunity to read them I would definitely recommend them as informative and stimulating reading.

Each year the Questions for Conference are contained within the winter issue and the recommendations from Conference within the summer issue

The response from the Fellowship in general to requests for material has been good but there is always room for more material so long as it relates to service. Articles can be sent either by post to GSO or direct to the *AA Service News* email address: [aanews@alcoholics-anonymous.org.uk](mailto:aanews@alcoholics-anonymous.org.uk)

There are now vacancies for an assistant editor and a proof reader on the *AA Service News* sub-committee. Details of requirements are on page two of the winter 2009 issue.

I look forward to another exciting year of production. Please do keep on providing material and do please give *AA Service News* a mention at your local groups.

## **Armed Services Update**

(Dave D)

Intergroups and Regions are slowly filling positions of Armed Services Liaison Officers (ASLO). Some Intergroups and Regions have asked for a Guideline. The Armed Services Sub-Committee are looking at this and we will be discussing this at our January Meeting where all Regions are asked to send along a representative. PLEASE COULD INTERGROUP AND REGIONS INFORM GSO OF 'ASLO' APPOINTMENTS.

We have attended events at the following Establishments:

Merville Barracks Colchester - Alcohol Awareness Day  
Somme Barracks Catterick - Health Fare  
Game Cock Barracks Nuneaton - Health Fare  
RAF Wattisham - Health Fare  
The Queens Royal Lancers Catterick Garrison - Health Fare  
RAF Community Services Shrivrenham- Presentations four times  
'Army For Today' Presentation held in Glasgow

Letters have been sent to the following:

The Families Officers of RAF Lossiemouth  
The Royal Marine Commando in Arbroath  
3<sup>rd</sup> Battalion The Royal Regiment of Scotland in Inverness  
HMS Gannet in Prestwick

Following earlier contact with RAF Leuchars in Fife, local PI were invited to speak to SSAFA Representatives from all over Scotland, at their AGM which was held at the Base.

Contact was made with the Army Welfare Service at Dreghorn Barracks in Edinburgh and with Welfare Officer of 2<sup>nd</sup> Battalion the Royal Regiment of Scotland at Glencorse Barracks also in Edinburgh. Contact is also being maintained with 'Poppy Scotland'.

We have good communication going with the Army Welfare at Fulwood Barracks. It has also been reported that Royal Navy Air Squadron at Yeovil are in touch with local AA Meetings. Local AA Members remain in contact with Royal Navy at Portsmouth. We also followed up with the Mental Health Team based at Woolwich Barracks and from one of the events we attended, a follow up meeting was carried out by local AA Members with a Member of Parliament, who had been unable to attend the Barracks where the Event was taking place, and had expressed a wish to meet with Alcoholics Anonymous.

The Armed Services Sub-Committee are available to support Groups, Intergroups and Regions in carrying the message to the Armed Services. Throughout the past year we have regularly updated the Armed Services 'Twelve Steppers List', had stands at the Northern Convention and supplied a speaker to share at AA Service Meeting. We have attended a couple of Intergroup Assemblies to explain the role of an Armed Service Liaison Officer (as we see the role). We also supplied some Armed Services fliers to a convention for them to circulate. The idea was to raise awareness and to encourage members into Service.

The Armed Services Sub-Committee meet twice a year in York. The January Meeting we send out invites to Regions to send a Representative along. It is hoped this year that we will have a few newly appointed ASLO'S attending.

I would like to finish this report with a thank you to all those Members who are carrying the message to the Armed Services and to all the Regions that I have contacted when we have needed someone to help. I said to our General Secretary a while ago that sometime in the future a Region will ask for the Armed Services to attend a Regional Forum. Well! It will be happening in 2010!!!!

## **EUROPEAN SERVICE MEETING REPORT**

(Jim T)

The 15th European Service Meeting was held in Frankfurt on 23/ 25 October 2009 and had as its theme *Recovery Has No Borders*. On being accepted as a first year delegate to the ESM I considered that I had an understanding of the wording of this topic and what it might mean in its relationship with the growth of the Fellowship in Europe.

As with other involvement within our Service Structure I have again come to appreciate that, although it is rewarding in itself to put some effort into having an understanding of the wording of a theme as well as reading relevant background information within committees and workshops, the gift for me is participation, discussion, open-mindedness and a willingness to gain knowledge to reach conclusions that may further help us all to carry our message of recovery to the alcoholic who still suffers. Whoever they may be and whatever language they may speak.

After introductions each delegate brings to the ESM the experience of AA in their own country over the past two years with the commitment to report back to the General Service Board, Conference, and the Fellowship in general the experience gained by attending the ESM. (The ESM is a biennial event).

The committee and workshop I was involved in were *Literature/Publishing and Media Communication* and *Service Rotation* respectively which revealed through answers to

the questions given, the experience of eleven different countries represented within the ESM.

As the weekend progressed both in committee and during conversations with other delegates I became more and more aware of the efforts of others as they learn from the process of developing their own Service Structure. For example;

- **Austria**, 157 Groups with an approximate membership of 1300
- **Belarus**, first Conference held in Minsk in 2003
- **Czech Republic**, celebrates twenty years of AA since 1989/90
- **Estonia**, operating today in 17 towns, 23 Groups speaking three different languages with an approximate membership of 250/300.
- **Greenland**, in the region of 900 members divided into 14 locations over a 2.2 million square kilometre area where most cities can only be visited by plane. First delegate to the ESM for this country.
- **Iceland**, for the past two years the National Service Office has been financed totally by Group contributions.
- **Latvia**, after twenty years of development had representation for the first time at the World Service Meeting last year.

#### SERVICE ROTATION/ PUBLISHING/ MEDIA

The workshop/committee discussing the above heading revealed that the countries represented agreed that rotation was vital within our structures with some of the focus being on the length of service period mentioned in various manuals. Some countries have a twelve month break between positions held, while others stretch the service time due to a lack of membership in service to choose from. All countries have benefited from having a balance between experienced older members and those beginning to come through their structure.

Some, having an immigrant population, have experienced some difficulty with their published literature with it being different from the original language of the members settling in their country. However, this may also refer to other problems of reading which is addressed by countries having cassettes/CDs of the Big Book, Alcoholics Anonymous, and the Twelve Steps and Twelve Traditions. There is also literature in Braille for members with no, or partial sight. Regarding working with the media a wide-ranging experience was shared with particular attention given to Tradition 11.

Some countries still do not have Non-Alcoholic Trustees, NATs, but those who have find *Class A Trustees* to be of great benefit, particularly in passing our message of recovery to the public.

All countries have some form of telephone service with no special training given to responders although some kind of instruction and reference materials are provided.

I would say that in this report there lies a difference from others I have given in the past as I am attempting to describe an experience, my own, of witnessing the efforts of others as they progress in developing a growing service structure which will allow them the privilege of watching the growth of AA recovery in their country.

## TELEPHONES

Our Terms of Reference, state:

*To maintain the existing telephone system, to enable the suffering alcoholic access to a local contact through a single national telephone number, in a manner which is efficient, effective and economic.*

*To keep the use and cost of the system under constant review*

*To be responsible for all changes to the system and to liaise with the system providers following consultation with Regions*

*To investigate any new technology which may be beneficial to the Fellowship's telephone service?*

*To keep a constant review of the facilities offered by other service providers*

*The committee is a sub committee of the Board and will be chaired by the Trustee with responsibility for the telephone service. Membership will normally consist of three members drawn from participating Regions, who will have a suitable experience to participate in committee functions. Where possible this will recognise geographical spread.*

*Membership of the Committee will be for a period of four years, allowing one year for sponsorship, thus the committee will be increased during sponsorship periods.*

The National Telephone Sub-Committee (NTSC) has continued to monitor the cost of the National Helpline (0845) to the fellowship. The Regional contribution for 2010-11 has been set at the same minimal level of £4,550 as 2009-10. Even with this low level of contributions it is anticipated that we will pass on approximately £2,000 to GSO.

Following agreement at the annual Regional TLO meeting, held at GSO in August 2009, a new quarterly report format has been agreed. On a quarterly, and annual, basis the NTSC will provide each Regional TLO with a breakdown of the call volume figures for their respective telephone services and Region as a whole (as well as national reports for comparison). These reports include answered and ineffective calls, unique callers, types of calls, answered ringtime thresholds, average call duration, calls over an hour and a breakdown of the ineffective calls.

### CONFERENCE 2009 RECOMMENDATIONS

No recommendations or questions were raised for the NTSC at Conference 2009.

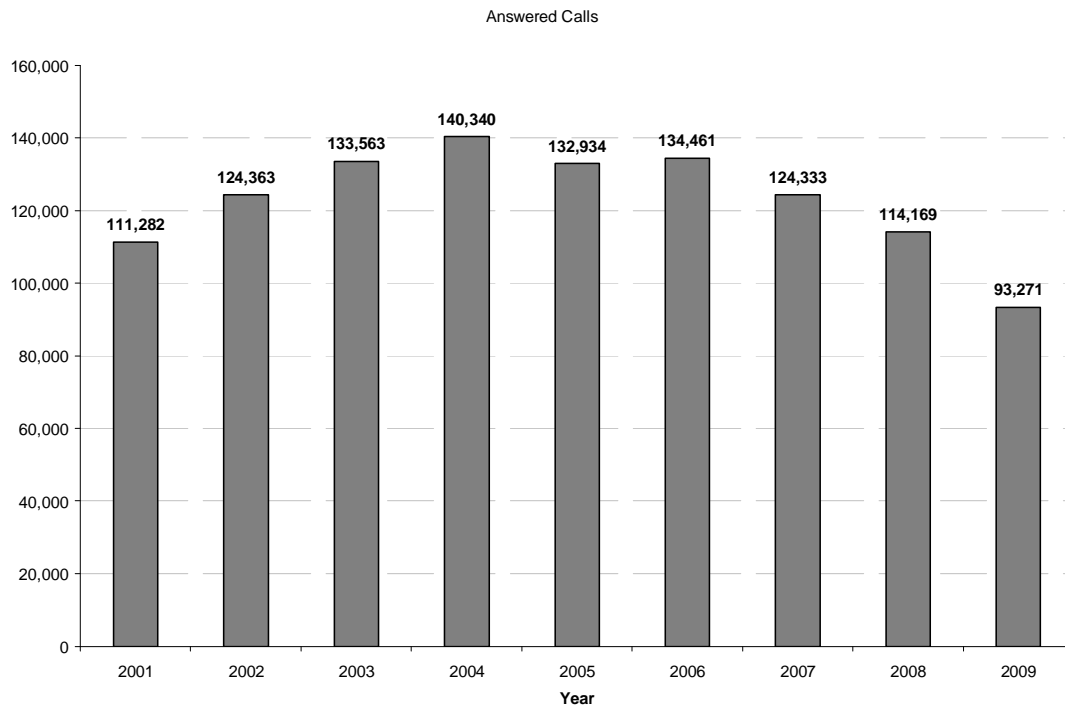
### 2009 CALL VOLUMES

Total calls for 2009 are down by nearly 27,000 calls on 2008 showing a dramatic decline in calls made to the fellowship on the National 0845 Helpline. Calls received from mobile phones continue to increase and now account for over 31% of total calls received.

We answered 93,271 national 0845 number calls in 2009, over 20,800 less calls answered than in 2008 and over 31,000 less calls answered than in 2007. Our 2009 answered calls accounts for 79% of calls made to our national 0845 numbers, just below our target of 80%.

Our call figures are now down below 2001 call levels and are at an all time low. This perhaps re-emphasises the need for more national and local PI in making the public aware of our National 0845 Helpline number and the presence of Alcoholics Anonymous.

Below is a year on year comparison of calls answered through the National 0845 Helpline. Please note that these call levels do not take into account calls made on local helpline numbers.



A total of 55,542 unique callers made the 117,930 calls in 2009. Of these 34,132 were successfully answered with a single call, which is over 65% of our unique callers. Therefore, 35% of the unique callers account for over 71% of total calls made. 52,301 unique callers were answered, which accounts for 94.2% of total unique callers, just below our target of 95%.

Over 71% of our 24,659 ineffective calls were Ring Tone No Reply (RTNR) which means that the callers call went unanswered. Of these 17,606 RTNR calls over 62% lasted less than 10 seconds – a natural hazard for a helpline that callers may struggle to call – and are deemed as unanswerable, as the caller hangs-up before we can answer the call. Over 12.5% lasted between 10-20 seconds, which can be deemed as answerable, however over 25% of these RTNR calls lasted over 20 seconds. These 4,464 calls – less than 4% of our total calls – account for the ineffective calls that we could have answered in 2009.

The 3,241 unique callers that never got answered – our lost callers – account for 5.8% of our total unique callers. Their 6,614 calls account for 5.6% of our total calls received. They do, however, account for over a quarter of our ineffective calls (26.8%).

Less than 65% of lost callers made just a single call – 2,077 calls by 2,077 callers – of these just under 85% were lost due to RTNR, with less than 9% due to an engaged call. Over 82% of the total unique lost callers were due to RTNR, with less than 12% due to engaged calls, further highlighting that callers who obtain an engaged signal are more likely to call back than those who receive an unanswered call (RTNR) – as they are given the impression that they have dialled the correct number (BT emphasise that engaged calls, whilst ineffective, are deemed to be partly successful as the caller is more inclined to call back).

While our total engaged calls account for over 22% of ineffective calls, they actually generate less than 7% of unique lost callers as a percentage of engaged calls. RTNR unique lost callers account for almost 60% of the over 20 second RTNR calls.

Calls over an hour in duration continued to decline and were just 117 for 2009. 65% of these calls occurred overnight.

Average call times remain constant at 4.7 minutes per call.

## Health Update

(Vince O)

This will be my last Conference and health report to you the Fellowship. I wish to thank you all for your support and cooperation over the last four wonderful years. I have met so many enthusiastic committed people in Health Liaison up and down Great Britain at various service forums and events; I always received a warm welcome and appreciated the hospitality that was shown to me as a GSB Trustee.

Nationally AA has maintained its profile with the Health Service and the general public in attendance at various events and conferences, such as:

- Nursing in practise: Glasgow, London, Manchester and Cardiff.
- Occupational Health: Cumbernauld
- Primary Care: Birmingham
- Health related conferences such as Holyrood events in Edinburgh.
- Public Health, Alcohol Concern, YMCA binge drinking in London.
- University Medical schools

The Health Sub Committee (HSC) now has four members including the new GSB Trustee for Health, Phil W, who has brought a great deal of experience and enthusiasm to the Committee, my thanks go to him and the members for their cooperation and patience through this transitional period. For economical reasons, the meetings in York have been reduced to two this year with the option for telephone conferences in-between.

The Committee is currently looking into identifying new opportunities and avenues for cooperating with various areas of the ever changing Health Service at a National level.

Our thanks go to the Public Information Committee who pass on any relevant information to the HSC, any new initiatives or projects are naturally sanctioned by the GSB before we proceed. Reports of any new health related activities and initiatives will continue to be published in the 6 monthly newsletters and the *AA Service News* that are circulated to all Regions and Intergroups. The Health Professional web pages have been updated and refreshed to reflect how AA can cooperate with Health Professionals, the updating will be an ongoing process as and when required with any costs taken into consideration. The HLO power point presentations and resource packs have been updated over the past 12 months and are available from GSO on request for those involved in health liaison. There is a possibility that these items of information may well become downloadable from the new website in the not too distant future.

69 Intergroups and 7 Regions currently have their HLO posts filled which is roughly the same picture as the last two years, more communication between the Intergroups and Regions would be of great benefit to our primary purpose, I feel.

Their reports show a steady commitment with liaison work locally and interestingly in some areas new methods of co-operation are being adopted such as, AA speakers attending patient forums at local health centres, also PCTs in some areas have doctors one day training seminars that AA speakers have been invited to on a regular basis, the point of contact has been the PCT line manager responsible for training events.



Some Intergroups and Regions report that they arrange public information events that attract health professionals in addition to other professionals from the public sector.

Once again, I say thank you to all of you who have been involved in HLO work over the past four years, it was heart warming to meet some of you and witness first hand your commitment to our Fellowship's primary purpose.

## **Probation/Social Services Update**

(Martin B)

It gives me great pleasure to report that the work done in 2009 will go quite a way in helping to put Probation/Social Services on a sounder footing for the years to come.

Quite a bold statement some may add when only 50% of Intergroup posts are filled and only 8 of the 15 Regions have officers. (For the wordsmiths and the mathematicians actively taxing their mind at this juncture, CER doesn't have this remit).

That hopefully is about to change. The newly formed Probation/Social Services Sub-Committee is tasked with being on hand to support Regions and the Fellowship when asked to enable liaison officers to have more information and advice. Thus, helping new officers through the early stages of their tenure.

This advice will come in the shape of a revamped Liaison Officers Handbook which will provide extensive information including Hints and Suggestions, template letters and relevant contact details etc. Also there will be a Probation/Social Services page in all future editions of *AA Service News* where the Committee will disseminate articles from the Fellowship on the successes and problems associated with this area of service. The web page for Probation/Social Services will include a forum for service officers as well as a library of good practice and ideas.

The initial article was in the winter edition of *AA Service News* and I am sure you will have read this and understand the functions of the sub –committee.

My hope is by Conference 2011 all posts will be filled and all liaison officers will feel they have the information and support to do their service. That, of course, is up to the Fellowship but I have stopped looking at the one cloud and only see the bright blue sky.

Other equally important information is that I was privileged to attend the Eastern Forum and the London South Forum and present the work of Probation/Social Service to the assemblies. Both received this in a very positive manner and it was so helpful to have so many people attending a credit to the organisers and growth for myself.

The Regional Liaison Officers meeting went very well in June with lots of opportunity to share the rewards and pressures felt in delivering the AA message in this area. We, again, had a very fruitful and productive meeting with our service friends from Prisons, this is good use of time to share our experiences.

Nationally I, along with the Prisons Trustee, continue to meet NOMS at the Ministry of Justice in London on a quarterly basis and it is positive news to have professionals having such a constructive view of AA at this level. The Prison Trustee and I attended

a National launch of an Alcohol strategy in Manchester. AA was also asked to provide an Information Stall which was manned by members from Manchester area and which afforded an excellent opportunity to meet colleagues from Probation.

I attended a Conference aimed at the Scottish Legal and Social structures at Peebles in November this again provided an opportunity to pass on the AA message of who we are.

That is my report I hope you find it as encouraging to read as I did when I wrote it. It is indeed an honour to report on the very hard work being undertaken by members across the country to 'carry this message'

## **Roundabout Magazine Update**

(Geoff T)

Roundabout, your meeting in print with 1,943 Magazines sold on average each month and 157 articles published last year.

The Roundabout magazine is self supporting but it was agreed to increase the price of the magazine from £0.80 to £1.00, as there had not been an increase since 2003. This was done to compensate for various increases for paper and printing. Subscriptions for the magazine can be gained from the General Service Office.

Roundabout Diaries will be available in 2010.

There are 967 groups in Scotland the breakdown for the five Regions are:

East has 135 groups that amounts to 14%.  
Glasgow has 322 groups which amounts to 33%  
Highlands has 114 groups which amounts to 12%  
Scotia has 226 groups which amounts to 23%  
South west 170 groups which takes up 18%

The breakdown of subscriptions for each Region are as follows:

East - 135 groups with 26 group subscribing to the magazine.  
Glasgow- 322 groups with 46 Groups subscribing  
Highland - 114 groups with 42 groups subscribing  
Scotia - 224 groups with 71 groups subscribing  
South west - 170 groups with 35 groups subscribing

This represents 90% of sale for the Magazine, The other 10% are from individual subscriptions.

The average number of Roundabouts sold per month is 1,943 - 1,618 to groups and 325 to other individuals and this breaks down per Region:

East of Scotland - 26 groups had taken 148 magazines which relates to 9% sold  
Glasgow of 46 groups 353 magazines taken which relates to 22% sold  
Highlands of 42 groups 288 magazines taken which relates to 18% sold  
Scotia of 71 groups 584 magazines taken which relates to 36% sold  
South west of 35 groups 245 magazine were taken which relates to 15% sold

The number of articles printed in the Roundabout Magazine from October 2008 until September 2009:

East of Scotland 15 articles this equates to 10%  
Glasgow 44 = 28%,  
Highlands 7 = 4%  
Scotia 48 = 31%,  
South west 13 = 8%  
which gave a total of 127 article received in Scotland.

Elsewhere, there were 29 articles which was 18% and 1 not known which gave us a grand total of 157

#### The Roundabout Web Hits

This shows the number of people who have looked at Roundabout on line daily:

Month	Daily average	Monthly hits
Sep-09	369	11909
Aug-09	396	12293
Jul -09	396	13613
Jun-09	426	12798
May-09	373	11583
April-09	390	11709
Mar-09	420	13028
Feb-09	429	12468
Jan-09	468	14517
Dec-08	399	11581
Nov-08	352	10583
Oct-08	351	10892

The Roundabout Magazine is a very important part of the Fellowship's way of carrying the message to the Fellowship. All articles and subscriptions are welcomed.

Regular features for 2010:

Views from the Inside (prison inmates encourage to send articles). The inmates articles should be sent to a PO Box office and not to personal addresses.

At Your Service and Young Members.

Many thanks to all who have supported Roundabout over the years and especially to all those involved behind the scenes that ensure that each month the magazine is published, printed, produced and distributed.

### **Share Magazine Update**

(John S)

Following the resignation of the previous Editor shortly after Conference 2009, the newly appointed Assistant Editor picked up the baton and immediately brought the production and delivery schedule back on target, and in certain circumstances, has

been proactive in the preparation of the Magazine, to ensure that delivery is effected on time. The Assistant Editor subsequently was, via the nominations process, appointed Editor and consequently the Assistant Editor's job is vacant.

Despite a shortage on submissions of articles, particularly in respect of monthly themes, it has been decided that Step and Tradition themed articles will, where possible, still be included according to the relevant months and that, where possible, a further theme is evident across a number of articles submitted within a particular month, these will be highlighted on the front cover as the main theme in that particular month's issue.

Notwithstanding these objectives, it is imperative that the Fellowship and its members positively support Share, not only by the purchase of the Magazine, Calendar and Diaries, but also by the submission of articles, photographs and cartoons for inclusion in these publications. These objectives could more easily be facilitated by groups appointing Share Liaison Officers at all levels, including that of Intergroup and Region, thereby raising the profile of Share Magazine by encouraging the submission of articles, emphasising the value to newcomers of being able to participate in sharing of experience outside the normal meeting venue.

Though the current economic climate has had some considerable adverse effect in many areas, including that of AA's other commitments, it is encouraging to note that Share has generally maintained a relatively consistent subscription level to that of the preceding two year period.

The preliminary development of the Share Web facility has been completed and is awaiting the launch of the new GSO web facility so that this can be posted.

Long term proposals suggested include: online subscriptions, article submissions, access to archived back copies and audio Share for those unable to read.

The Share Team is currently seeking two National Liaison Officers, Northern and Southern, whose principle objectives are to coordinate the efforts of local Liaison Officers in the commissioning of articles, promotion and organising of Share Stands, Workshops at Intergroup, Regional and National Conventions.

## **Sub Saharan Africa Service Meeting Johannesburg 2009**

(Dave C)

### **Background:**

The Sub Saharan Africa Service Meeting (SSASM) meets every 2 years. Its **Statement of Purpose** reads as follows:

‘The primary purpose of the SSASM is the same as that of all AA activity - to carry the message to the alcoholic who still suffers, whoever he or she may be, whatever language he or she speaks. SSASM seeks ways and means of accomplishing this goal by serving as a forum for experience, strength and hope of delegates who come together from all parts of the sub saharan Africa region. It can also represent an expression of the Group conscience throughout the region.

Experience teaches us that developing a sound structure enables us to deliver our services more effectively. The SSASM encourages the planning of the sound structures suited to the needs and capabilities of the various countries and the exploration of expanding AA's to reach the alcoholic through internal communication, community relations and working in institutions.'

SSASM is jointly sponsored by AA Great Britain and USA. Our role, as sponsoring bodies, is to share our experience, strength and hope.

### **Johannesburg 2009**

The 4<sup>th</sup> SSASM was held this year in Johannesburg on the 29<sup>th</sup>, 30<sup>th</sup> and 31<sup>st</sup> of May 2009.

AA Great Britain was represented by the Chair and the General Secretary. USA were represented by Phyllis, the General Manager, GSO New York, Julio, the Staff member with responsibility for 'International' and Jo Anne, the Trustee at Large on GSB USA who holds responsibility for International liaison.

The following 12 African countries were represented:

South Africa, Botswana, Ghana, Namibia, Swaziland, Tanzania, Uganda, Zambia, Kenya, Zimbabwe, Lesutho and Malawi.

The Key Note address on Recovery, Unity and Service was delivered by Ann N and was well received.

A presentation was made by the USA on translations and the difficulties of translating into the enormous number of different languages and dialects that are in use in Africa (for instance.... besides English there are 11 other everyday languages in South Africa alone).

GB presented on the work of our Literature Committee and the importance of creating local literature that is relevant locally. We presented to each delegate a copy of the DVD 'Who Me', a starter pack, Message for Professionals, AA as a Resource to Employers and AA as a resource to the Medical Profession. These were very well received.

Reports were delivered from each Country. AA in some of these countries often consists of 1 or 2 groups. The work that they undertake in promoting AA is awe inspiring.

There followed a number of themed workshops which provided an opportunity for delegates to share their experience, strength and hope. The themes discussed were Strengthening the Home Group, establishing and developing AA Service Structures, Singleness of purpose and Co operation with Professionals.

### **A personal view:**

This is the second SSASM that I have been privileged to attend. My lasting memory from the first occasion was one of inspiration. In difficult, often impossible situations,

dedicated members, few in numbers went to enormous lengths, with few resources to ensure the message was carried.

On this occasion I was struck by progress. Countries that had one group now have more.... (Namibia for instance, hosted the 2007 SSASM and AA Namibia at that time consisted of 1 group of 12/13 people....that 1 group has now got 25 to 30 members and there are 4 additional groups reported outside of the capital). Structure, in many cases, is in its infancy but the fundamentals are being put in place. The one thing that has not changed is the dedication of those pioneers, and the thirst for recovery information.

Bill W gifted AA GB with the royalties of our principal texts, charging us to use the proceeds to carry the message. My feeling is that he would be hugely proud, that his gesture of goodwill continues to bear fruit.

The Conference ended on Sunday. On Monday we had the opportunity of visiting GSO in Johannesburg. We spent the day sharing with what seemed to be an enormous amount of visitors that came to meet us. We flew back overnight Monday.

## **National Conventions Update**

### **Northern**

(Sheila D)

This years Convention entitled 'A New Beginning' took place at the Norbreck Castle Hotel Blackpool on March 26<sup>th</sup>, 27<sup>th</sup>, 28<sup>th</sup>, and continues to be supported by the North West, North East and Midland Regions. The Convention Committee is made up of representatives from the three Regions, its members are committed to service, to holding a successful convention, and has worked to maintain a working relationship with the Hotel. The Terms of Reference have been reviewed and revised recently and are used to inform their meetings.

The Committee meets regularly in Blackpool and the Regional Chairs attended the Annual General Meeting. There was representation from Al-Anon who participated this year.

The programme included:

Participation of Share Magazine

AA related films

Old timers meeting

Catch ball, come and go meeting

The ever popular 'Road to Recovery'

For those of you who have not experienced a Northern National Convention, I am sure you will find a warm welcome in Blackpool.

### **Southern**

(Dave D)

When the Southern National Convention Committee arrived at Brean Sands on the Thursday none of us realised that this would be the last Convention to be held at

Brean. Yes, there had been some ‘whispers’ circulating within the Fellowship, though these had been quashed by our Convention Committee keeping communication going with the Pontins staff that we deal with to put the Convention on.

Let me report that the 2009 Southern National Convention went very well and all of the Convention Committee received positive feedback from those that attended. All meetings at the Convention were well attended. The Southern National Convention again had ‘Signers’ at three of the meetings over the weekend. There was an AA Member from the Deaf Friendly Meeting in London, sharing their experience, strength and hope using sign language. This was a great historical experience for all who were present.

The dance floor on the Saturday evening was packed and the Band’s Lead Singer gave an emotional thank you for the experience that the Band had of playing at an AA Convention.

The Treasurer reported that Registrations were down, raffle down and Tradition 7 was down. Literature sales were slightly up. The Southern National Convention also gave their full support in assisting the AA Share Team in setting up of the Share Stand and making sure it was manned during the Convention. A special thanks to all who helped.

I would like to record my thanks to all of the Southern National Convention Committee for their hard work in putting on some excellent Conventions that have been held at Brean Sands. I would also like to thank the Six Sponsoring Regions of the Southern National Convention and for their support given so far to the Convention Committee who are now endeavouring to find a new venue for the 2010 Convention.

Near the end of January 2010 there will be the scheduled Convention Committee Meeting and AGM. With the six Sponsoring Regions present there will be lots of discussion on where we go from here. With all this experience and the help of our ‘Higher Power’ we will arrive at decision on the way forward.

## **Welsh**

(Phil W)

The theme of the 2009 Welsh Convention was ‘*The best is yet to come*’ which turned out to be something of a self fulfilling prophecy. The event, as ever, was held at the Metropole Hotel, Llandrindod Wells in its beautiful mid-Wales setting and the sun shone down on that last weekend in May to make it a memorable and joyous Fellowship experience.

Numbers attending were up on previous years despite the recession with guests from all over the UK. The shares were strong and the dance floor was packed in the evenings with members celebrating their sobriety. The Metropole played its part with its high standard of food and friendly staff.

This year’s convention will be held 4-6<sup>th</sup> June and the theme this time is ‘*Acceptance is the key*’. The format will be similar to last year with come and go meetings, service workshop, spiritual service and full AI Anon participation in addition to a full programme of main platform sessions.

The same hard working team with a few new recruits 'shadowing' is in place to ensure that Wales delivers another weekend to remember. Whilst it may be smaller than the other National Conventions, we believe that this gives it a unique intimacy and charm.

*There'll be a welcome in the hillsides...*

## **Scottish**

(Geoff T)

This year's Convention entitled "A New Beginning" will be held on 7-9 May at The Corran Halls, Oban. The Scottish Convention Committee have completed all the tasks they were given to do so all is well and they have everything in hand. The Committee Terms of Reference will not be discussed until the wash up meeting to be held in June. All Region Chairmen and Secretaries will be sent an invite to discuss.

## **Northern Service Office**

The Northern Service Office is pleased to report that we have had another year filled with plenty of activity in all areas of our daily responsibilities which is very rewarding to observe and be a part of making AA's 12<sup>th</sup> step work possible.

To begin with the office has dealt with over 7,000 items which incorporate mail, incoming and outgoing calls, faxes, and visits. We have updated around 400 groups during this period and our daily records show almost 700 items in connection with Intergroup and Regional officers of all services but focusing mainly on Public Information and Health. We have had contact with over 300 professionals from all walks of life primarily with Addiction Agencies, Local Councils, Health and Social Services. These requests have been forwarded to the appropriate liaison officers within local areas. There has been a significant development in our co-operation with professionals who are now looking towards recovery for problem drinkers which is inspiring for Alcoholics Anonymous and throughout the year our Public Information Officers have had various requests regarding recovery in AA and have carried this message to many professionals.

The Scottish Parliament event although low in attendance had great feedback this year, especially for AA in Prisons. One of our members shared his experience, strength and hope for members of the Professional Community who were inspired by this and the response was very heart-warming. The MSP, Margaret Mitchell also had attended an AA meeting and her response was equally uplifting. In essence, we have observed during the last year, great opportunities for AA to offer support wherever possible and develop greater relationships with the Professional Agencies. AA has maintained these relationships in the past and now it could be a period of growth for AA and our friends working within the fields of Alcoholism.

Another noteworthy topic is the number of students we have had, especially from Media courses, requesting to interview our PIs for information on AA and personal experiences.

The office is still assisting the Roundabout Magazine and things are going well with the mag; the new Editor is in place and doing an excellent job. It has been especially uplifting to see 'A View from the inside' and the flow of articles from inmates who are attending AA meetings all over the Country.



Other items covered during the year are our usual requests for convention information, literature information, meeting information – local and abroad, and our 12<sup>th</sup> step calls. Over this period we have had approximately 500 calls for help from problem drinkers. The interesting thing is that there are more female callers than male. These calls are passed to the helpline or local contacts. We also had around 150 family members calling for help who are given the Al Anon number.

The Prison Postal Service is still going at a steady pace. We have had a slight change in users of this service and now getting more requests from the women's Prison and always on the look out for female sponsors. It still continues to be very worthwhile service. It also helps communications between ourselves, Prison Liaison Officers and the inmates and we can receive feedback of development of AA on the inside.

The Northern Service Office has assisted the General Service Board with administration for such events as the AA Awareness Event at the Scottish Parliament, the Annual Roundabout Liaison Meeting and The Annual Prison Liaison Meeting.

## **Southern Service Office**

My predecessor spent his last six months of 2008 handing over the job of managing SSO over to his successor. To say he was painstaking barely does justice to the meticulous care with which he mentored me into the role and which explains how SSO ran so smoothly and efficiently for the last ten years. The difference in style is probably most noticeable in the statistics which are still kept diligently but without the analytical eye of my predecessor.

The office relocation was a priority for the first quarter of the year, and contacts were made with estate agents in central London. Preferred areas, located around good transport hubs and affordable square foot prices turned out to be in EC4 and SE1. Many office spaces were seen by the relocation team and the experience was educational. As it turned out SSO don't need to move for some time yet – the economic downturn meant that the landlords deferred the decision to demolish the premises.

The prospect of new premises generates new ideas for an office that must contend with decreasing telephone traffic yet the continued growth of the Fellowship via the website and SSO is called to play a full role as a service centre to both the Fellowship in the south and the wider community of professionals in dealing with alcohol misuse.

SSO supports the London telephone service, providing space and equipment. This continues to be organized by the Intergroups for weekend and evening shifts and with my help for the weekday shifts. Calls are taken from other parts of the UK and indeed from other countries, France, Canada, Denmark and United Arab Emirates to name a few. I also respond to sos's where necessary from telephone service volunteers. I co-lead the First Monday Training where the important elements of the service and imparted and the next steps to becoming qualified are given. I attend the TLO's committee meeting every other month where I give a report and provide statistics. During the week day I take the occasional call from journalists or the police which need a staff member (as Imogen does). In my role I also act as an e-communications clearing house for volunteers looking for shifts or TLO's looking for volunteers and

other requests related to service. Text is also an excellent communications tool in the voluntary sector.

Staff work tirelessly to keep councils, health authorities and other agencies and 'professional' enquirers updated with AA information, to liaise with Intergroup PI officers when requests for AA speakers are received. Another exacting function is to keep the Where To Find up to date, ready for the publication of the London edition.

For the first time the office is acting as communications centre between the CRISIS Service Manager and the London Intergroups. Seven Day and Residential Centres will be running AA meetings on six days over the Christmas holiday. This has been taken on by East Intergroup in the past when there were just one or maybe two centres but the increase in the number of Centres across London means the opportunity to do service spans all Intergroup areas. It is of course entirely up to them to respond. So far the response has been very positive.

## **Open Forum**

The final session of Saturday evening was given over to an 'Open Forum' with contributions from the floor ranging over a wide spectrum of AA's service structure.

The evening ended at 10pm with Marc asking all to join him in saying the Serenity Prayer.

## SUNDAY 18 APRIL

Marc welcomed everyone to the final session of Conference, asked for a few moments silence and read the Preamble.

As agreed at Conference 1995 each recommendation will be voted on and whether or not it is a two-thirds majority will be recorded.

Marc then invited the Chairmen of the six Committees to present their respective reports which were fully discussed and adopted.

These Committee Reports are included in this report on the pages indicated below:

Committee No. 1	Pages	52-53
Committee No. 2	Pages	54-55
Committee No. 3	Pages	56-58
Committee No. 4	Pages	59-60
Committee No. 5	Pages	61
Committee No. 6	Pages	62-63

## ELECTION OF CHAIR FOR CONFERENCE 2011

The nominations received on Friday evening were presented and, after a vote, Mandy E (North East Region) was duly elected.

## RATIFICATION OF BOARD MEMBERS

(Dave C, Chair GSB)

We have four new Board members which I will ask you to ratify today, two of them are present and they are:

Willie MacD	-	Highlands & Islands Region
Brian L	-	South Midlands Region

In their absence:

Winnie C	-	Glasgow Region
Del H	-	Eastern Region

Now to the sad bit, the goodbye bit, today we have four of our Board Trustees that I have worked very closely with over the last four years, rotating out of their service:

Mari F	-	Eastern Region
Vince O	-	South Midlands Region
Jim S	-	Highlands & Islands Region
Noid Ilyas	-	Non Alcoholic Trustee

I think that they deserve a brief mention in terms of the kind of work that these people have done. Starting with Mari. Mari has worked assiduously over the last four years not just with the Electronic Communications but before that she was involved with the

Southern National Convention, attended the Irish General Service Conference and many other things as well. Mari's great gift is that she has presented a very difficult, intricate, technical subject as a "numpty", her words not mine, she introduces herself as a "numpty" when it comes to technical stuff and she has done a great job and we are grateful to you.

Vince has done some really sterling work and many of you will know Vince from his public persona in terms of his AA responsibility which has always been Health. Vince did an enormous amount of work in putting together a Sub Committee so that they could standardise the work that we do around the Health Service both in Scotland and the rest of the UK. The part that you probably would not be aware of is that for three years Vince led our Nominations Committee. We have moved our Nominations Committee from being a kind of pleasant type of recruiting to a rigorous process for prospective Board members to go through and part of that has been led by Vince, setting standards that we believe that our Fellowship deserves from its Board Trustees. Vince has done an enormous amount of work in that process and we are very grateful for that.

Jim hails from Fort William in the Highlands & Islands which is very far up north. Jim has worked tirelessly on our Prison Service and has done tremendous work with the National Offender Management Service, with the Department of Justice and this just symbolises the kind of work that is happening. The other thing you should know about both Vince and Jim, Jim in particular, is that they are probably the two, along with Martin, most requested attenders at Forums. It is often that Forums will request a particular service entity and I think Prisons probably holds the record. Jim has attended five travelling right across the country and then back to the Highlands taking many hours and we are grateful for all you have done.

Lastly, Noid joined us as a Non Alcoholic Trustee and due to personal circumstances he has not been able to fulfil his commitment so Noid, unfortunately, has left the Board as of today. Our thanks go to him – it takes a brave man to come forward and presentment yourself to a process, to work for nothing, covering a long period of time and it takes special people to do it and, once again, I am ever so grateful for our non-alcoholic Trustees.

We need more Non Alcoholic Trustees, so would you look to your communities, to people of good standing who have a love of Alcoholics Anonymous or an understanding of alcoholism and let our General Secretary know that there maybe somebody to consider as a NAT. They go through the same process as our ordinary Board Trustees.

It's been an interesting and superb Conference and I have loved every minute of it. I have done one or two of these and they continue to get better. I love the agreement, I love the disagreement and I love the fact that we can stand up and have our say and at the end of the day doing the very best that we are able to do. It's not just about this weekend, it's about the work that you have put into it right along through the year to enable you to come here and represent the conscience of your areas and to you I am particularly grateful.

Sometimes we do ourselves a disfavour by talking about questions for Conference. Can I ask you, because Conference belongs to you and through you belongs to the Fellowship, to go back to your Groups and ask the question "What do you want them

to discuss at Conference?” There are very few questions unfortunately which have not been asked, some of them interminably, but let’s try and bring Conference to where it belongs, which is really as the voice of our Groups. So ask your Groups what they would like to discuss. Conference is the most effective tool that we have and when the group conscience comes together in this room on a Sunday morning of Conference it’s a real joy to behold.

Your Board will continue to work for you, we have heard you and we will do what we are able to do to enable to answer the concerns and the worries that you have or the bits that you feel we could adjust. We do hear and we do listen because, at the end of the day, it’s not about Board it’s about you.

## **Close of Conference**

(Marc M)

This is the part of Conference I was not looking forward to, as you know, my theme for Conference this year was on rotation, and rotation has got a lot of aspects to it and I was painfully aware of this aspect as some of us who have been at Conference for three years and, in some cases, the lucky ones, four years move on. Perhaps we won’t see some of the people that we have come to love, I guess there is no other word I can use, and it’s not a word that was regularly in my vocabulary a good number of years ago when I stumbled through the door.

I said to the fellows from my Region this morning thanks for being with me, thanks for letting me sit down and eat with you, thanks for supporting me when I felt nervous and thanks for giving me that wee pat on the back, not so much that I needed it, but it was nice to get it.

It so much reminds me of my whole journey through the Fellowship, the porcupine that I was and I spoke in my opening address about leaving my first Conference ‘hugless’, and I have to say that was probably more about me than it was about anybody else. The truth was that when I first came to the Fellowship I was like a porcupine, I had spikes up my back, and if you came any closer than about six or eight feet I’d back off thinking that was close enough. In all honesty though, inside what was going on was that I really wanted your love, I was wanting your support, I was wanting your help and I was wanting all of these things that I couldn’t initially communicate.

My journey through Alcoholics Anonymous, and this particular part of it, has been a tremendous growing thing for me – it’s had ups and it’s had downs, it’s had disappointments but, above all, I keep getting reinforced with what I feel glues us together, that genuine care for each other. I often hear people talking in meetings and they say I hope I have not bored or offended anybody, and I say, what’s the point in saying that, you have been here and given your best. Although in a way I understand what they mean because we alcoholics are sensitive. A bunch of psychiatrists looked at us a number of years ago and that was the conclusion that they came up with ‘ultra-sensitive’ and we all thought what are they talking about – that’s not us. I identify with that.

The role I have taken on this year has been a wee bit different for me because I kind of unwillingly embraced the idea that whether you had a ‘red dot’ on or not, and there is 130 of you in the room, that I have not hugged you all, I know that, and I haven’t even

probably spoken to some you on a one-to-one basis, but what I have tried to do this year is do something that I find very difficult which is to come a wee bit closer to people than I would normally do. Even with the length of sobriety I have, I still find myself moving back, you may not have noticed it this year, but I find it awkward, those personal moments that are simple and so easy for so many.

I've heard worries over the years that I have been at Conference, worries about this and concerns about that and I empathise with every single one of them, I champion the underdog, all my life I have been like that and do you know what I have found – everybody that I have approached this year, in a kind of gentle way, they have met me more than half way.

The newcomers that are here for the first time have been tremendous and what I am leaving this Conference with is that personal contact, that love that was shown to me, that expression of interest and returnable feelings have really helped me through the weekend.

They have not just come from the new people that I've met – all the Board members who are rotating out I'm sure must feel similar to myself – the people they have met, the things that they have done and having to move on is difficult. The tremendous support I have had from Ann N, I have heard previous Chairs saying this before about the wonderful support, the wonderful help, encouragement, and I could go on, ad infinitum.

Every Board member that has been present over the period that I have been here have helped me and that's really all I was looking for, and really it's all I have ever been looking for – I have just had difficulties finding a way of getting it. Putting that pride thing on the back-burner and saying I don't know, and you have seen me doing that a few times up here because I don't know.

The truth is that I hadn't prepared anything to say and I just hope that what I have said has expressed my own personal feelings that this has been a great journey for me and it will be a great journey for Mandy next year. I'm sure it's been a great journey for the Conference Steering Committee and everybody we have had the pleasure of being at Conference with, and those that are just here for their first or second year have got time to yet – you are so lucky, whether you realise it now, I feel at some point you will. Even if it is your first year and you have had a tough time and you go home, I'm sure the emotions that will come out of this weekend will help you re-adjust to whatever it is you need to do, that's my experience.

The final thing to say is that I hope you all have a safe journey home and I hope you reflect back on Conference and try and take the feeling of it, I've got it in a different way perhaps standing up here and being in the middle of everything, but you will all have in your own sort of way and the best that we can do is communicate that this works, maybe not perfectly, but patient improvement is what we are aiming for and I think a day at a time, as has been brought up many times before, we will get there and I feel that in my heart.

Marc closed Conference by asking everyone to join him in saying the Serenity Prayer.

## **DATE AND PLACE OF NEXT CONFERENCE**

The Forty-Sixth General Service Conference of Alcoholics Anonymous in Great Britain will be held at the Park Inn, North Street, York on 15-17 April 2011.

## FORTY-FIFTH GENERAL SERVICE CONFERENCE 2010

# COMMITTEE No. 1

CHAIRMAN      MANDY E      NORTH EAST REGION

SECRETARY      ANTHONY R      LONDON REGION SOUTH

The Chair opened the meeting with a moment's silence and the preamble.

1. **Would the Fellowship share experience at Group, Intergroup and Regional level on the 'themed weeks' focused on Gratitude and Traditions with the aim of having a full and lively discussion on this subject at Conference?**

**Please share experience on whether these Gratitude and Traditions Weeks are effective and useful. Do they achieve a positive result? Can they be improved?**

**Would it be helpful to expand this idea to include, for instance, a Primary Purpose week?**

The Committee shared experience and agreed that Gratitude Week is both effective and useful. The consensus is that the origins and purpose of the week need to be reiterated within the home group and that the essential link between gratitude and service be emphasised. The Committee recommends that the total amount raised by Gratitude Week be shown as a separate item of income in the Annual Report of the General Service Board.

Traditions Week is effective and useful for many groups. The Committee recommends that background information about the week's origins and the fundamental nature of the Traditions be stressed throughout the Fellowship.

While there was very little support for the idea of, for instance, a Primary Purpose Week, the committee suggests that a 'Service' Week, or a week focusing on the Concepts of World Service, could be considered by groups.

Accepted unanimously.

2. **Inventory Question**

**Would the Fellowship consider the possibility of holding Conference every other year?**

**The following points, amongst others, will need to be considered:**

- a) **How long should the delegate's term be and how will this impact on rotation?**
- b) **How would Board reports be received and handled in non Conference years?**
- c) **Would Conference need to be longer if held biennially?**

This Committee considered the possibility of Conference being held biennially and rejected it unanimously on the following grounds:



- 1) Holding Conference biennially would disrupt our primary purpose, by delaying the implementation of initiatives
- 2) Conference is the group conscience of the Fellowship and should be held annually
- 3) An annual Conference maintains the accountability of the General Service Board to the Fellowship
- 4) A Biennial Conference would adversely affect the rotation of Board members and Delegates
- 5) A Biennial Conference would weaken communication between the General Service Board and the Fellowship
- 6) The review of projects (eg website, literature, etc.) would be protracted
- 7) The cost implications of a biennial Conference could outweigh any cost savings
- 8) A Biennial Conference reduces the opportunity for minority voices to be heard.

Accepted unanimously.

**3. Elect Committee Chairman for Conference 2011.**

The Committee elected John H of North West Region as Chair of Committee No. 1 for Conference 2011.

**4. Elect Committee Secretary for Conference 2011.**

The Committee elected Derek W of South East Region as Secretary of Committee No. 1 for Conference 2011.

*All recommendations on Committee No. 1 were passed with a two-thirds plus majority.*

## FORTY- FIFTH GENERAL SERVICE CONFERENCE 2010

# COMMITTEE No. 2

CHAIRMAN      JAMES A                  SOUTH MIDLANDS REGION

SECRETARY    MICHAEL G                LONDON REGION SOUTH

The Chair opened the meeting with a moment's silence and the preamble.

1. **Would the Fellowship offer guidance and suggestions on how, using our service structure, we may better participate in the process of generating and formulating Topics or Questions for Conference, thereby stimulating new interest from our membership.**

This Committee felt that the present process for generating and formulating topics or questions for Conference is complicated and needs to be simplified:

Views

1. The present available literature is inadequate
2. The use of present resources could be extended.

Suggestions

1. Produce a simple leaflet in plain English giving guidance on submitting Questions to Conference available to all.
2. Review Terms of Reference of Conference Steering Committee section No 3. The consensus of Committee 2 is that composite questions should be avoided.
3. A greater use made of resources such as AA Service News, Share, Roundabout and the AA GB website.

Accepted unanimously.

2. **AA Service News is a vital communication link to the Fellowship as a whole. The strong editorial team in place relies on contributions being received on a regular basis from all levels of service.**

**Would Conference please consider how we, as a Fellowship, have embraced the detailed recommendations made by Committee 4 Question 1 at Conference 2003.**

- 1 **Have we encouraged group members to submit articles regarding their involvement in local service activities?**
- 2 **Have we encouraged Intergroup members to submit articles highlighting service activities?**
- 3 **Have we encouraged Regional members to submit articles on recent Regional meetings?**
- 4 **Have we encouraged Conference Delegates to submit articles on their pre and post Conference meetings?**

**5 Have we encouraged our home group members to read the 3 copies provided to each group, and to visit the AA web site document library where downloads are available?**

The recommendations of Committee 4 Question 1 Conference 2003 have been embraced by some but not all.

Accepted unanimously.

Observations

However as a result of this question being asked our observations are:

1. Some regions and groups will endeavour to implement these recommendations.
2. Completion of the group registration form is essential for a group to receive their free copies of AA Service News
3. The present format could be improved to make it more attractive so that AA Service News remains a vital link of communication throughout the Fellowship

**3. Elect Committee Chairman for Conference 2011.**

The Committee elected David W of South West Region as Chair of Committee No. 2 for Conference 2011.

**4. Elect Committee Secretary for Conference 2011.**

The Committee elected Ricky N of London Region North as Secretary of Committee No. 2 for Conference 2011.

*All recommendations on Committee No. 2 were passed with a two-thirds plus majority.*

## COMMITTEE No. 3

CHAIRMAN      JOHN R      CONTINENTAL EUROPEAN REGION

SECRETARY     JEREMY H     NORTH EAST REGION

The Chair opened the meeting with a moment's silence and the preamble.

1. **Would the Fellowship share experience on the principle of the 'Home Group' regarding who is involved and how decisions are made on the day to day matters concerning your group?**
  - a. **Would individual members of a group they acknowledge as their 'Home Group' have the same participation rights in the running of other groups they attend?**
  - b. **Is it possible for members to have more than one 'Home Group' ? Does this affect commitments made to other groups?**
  - c. **Considering our traditions in particular one, two, three and the long form of tradition four, how well do our groups co-operate in matters affecting local AA and AA as a whole?**

The Committee shared a wide range of positive experience of the Home Group principle within the Fellowship. Whilst understanding of the concept of the Home Group principle varies throughout the Fellowship, it was noted that literature is available offering a definition:

*'A Home Group is the Group in which members feel most at home. In such Groups they accept service responsibilities, sustain friendships, and celebrate anniversaries.'*

Guideline No.1 Group Meetings

The conscience of the Committee was ever mindful of the principle of group autonomy as stated in the long form of Tradition 4 and of the important role of regular Group Conscience meetings within the Home Group context.

As the AA Service Manual Combined with Twelve Concepts for World Services states:

*'The Home Group affords individual AA's the privilege of voting on issues that affect the Fellowship as a whole; it is the very basis of service structure. While most AA members attend other groups regularly, the home group is where they participate in business meetings and cast their vote as part of the group conscience of the fellowship as a whole. As with all group conscience matters, each member has one vote.'*

It was overwhelmingly felt that individual members of a Home Group would not have the same participation and voting rights in the running of other Groups they attend. The Committee felt that a statement which clarifies this might be read by the GSR at the start of each Group Conscience meeting.

Current experience suggests that it is possible for members to have more than one Home Group although the Committee was divided as to how this might affect commitments made to other Groups.

The Committee felt that cooperation between Groups at a local level was generally good but that co-operation in matters affecting AA as a whole could be improved.

The Committee recommends that the profile and benefits of Home Group involvement be increased within AA literature - specifically within the Starter Pack, in Share and Roundabout, and within the AA GB website.

The Committee response was approved 18 in favour 1 abstention.

## **2. Inventory Question**

**Would the Fellowship consider how Conference and the underlying process be made more attractive to the membership of AA as a whole?**

**a. Does Conference in its present form best serve the membership in fulfilling the primary purpose of AA?**

**b. Are the structure, number and use of Conference committees most appropriate?**

The Committee felt that Conference in its present form serves the Fellowship well in fulfilling its primary purpose. Although some felt that reducing the number of Committees could be beneficial, the general feeling was that the current Conference structure worked well enough in spite of perceived time constraints. It was also felt that focusing Conference Committees on specific areas of primary purpose activity could help the Fellowship as a whole.

Of more concern to the Committee was the sense of disconnection between AA members at group level and Conference. The role of GSRs in channelling communication through intergroup via Regional Reps to Conference is regarded as being of key importance and could be encouraged by the use of enhanced Conference related GSR literature.

The Committee felt that the use of simplified language with fewer Conference questions and background materials would help the Fellowship to engage more with the underlying process of Conference. It was also felt that every assistance should be given to the Fellowship to prepare questions for Conference, for example by the provision of a simple template for Conference questions.

The Committee also felt that Conference Delegates themselves have an important role to play in personally communicating Conference outcomes and making Conference more attractive to the Fellowship as a whole.

The Committee recommends:

- 1) That a simple illustrated leaflet explaining the role and function of Conference could be helpful to both GSRs and the wider Fellowship.
- 2) That a wall chart designed as a visual cue for use in AA rooms showing the AA service structure, and the position and role of Conference within it, would be helpful.

The Committee response was approved unanimously.

**3. Elect Committee Chairman for Conference 2011.**

The Committee elected Jeremy H of North East Region as Chair of Committee No. 3 for Conference 2011.

**4. Elect Committee Secretary for Conference 2011.**

The Committee elected Alun D of Wales and Borders Region as Secretary of Committee No. 3 for Conference 2011.

*All recommendations on Committee No. 3 were passed with a two-thirds plus majority.*

## FORTY-FIFTH GENERAL SERVICE CONFERENCE 2010

# COMMITTEE No. 4

CHAIRMAN            BARBARA K            SOUTH EAST REGION

SECRETARY        SUE B                MIDLANDS REGION

The Chair opened the meeting with a moment's silence and the preamble.

**1.        How well do we safeguard AA money?**

**Does every AA group that handles money frequently review how well they implement the guidelines?**

**A group conscience at every level of service can participate in this question and provide valuable input for their Conference Delegates.**

This Committee discussed in depth and shared experience of AA monies in Groups, Intergroups and Regions and also nationally. This revealed a variety of financial practices.

There are concerns within AA at all levels, regarding the financial accountability within the service structure.

This Committee recommends that through the group conscience, if regular reviews are not already in place, groups should frequently examine their financial practices in line with Guideline 12 and the pamphlet "The Pot".

All groups should consider the definition of AA money and the implications on AA as a whole if funds in excess of a prudent reserve are accumulated by a single group, ever being mindful of Tradition 7 in the long form.

The Committee also suggests it is the responsibility of Conference Delegates, Regional Representatives, Intergroup & Regional Treasurers and Group Service Representatives to communicate to the Fellowship as a whole, the matters reported by the Honorary Treasurer and the respective Regional and Intergroup Treasurers in order to ensure transparency and accountability at all levels of the service structure.

Voting: 16 For 1 Abstention

**2.        Would the Fellowship offer practical guidance on how better to make clear the intention behind selected Topics or Questions for Conference, thus making the content readily accessible to our membership and thereby removing any possible confusion.**

In order to clarify the intention behind questions and topics for Conference this Committee recommends that the Literature sub-committee be asked to produce a "Question for Conference" template.

This template could include for example:

1. The question
2. Intention behind the question
3. Specific background material

4. Benefit to the Fellowship
5. How does it support our primary purpose

This Committee also recommends that the intention behind the question be published as part of the background material for example, in the AA Service News and on the AA GB website.

We would also ask the Literature Sub-Committee to review Section 10 in the AA Service Handbook GB.

This Committee recognises the importance that plain English should be used at all times.

Voting: 16 For 1 Against

**3. Would Conference consider and give guidance on the finance and publicising of Conventions?**

**Is the process of Convention organisation and accountability to the Fellowship clear for all?**

This Committee recognises that Guideline 15 provides concise and comprehensive guidance on organising AA Conventions.

We would like to emphasise that Convention Committee members should report back to their Region or Intergroup with clear information of the processes they are following. This would help to ensure that Convention organisation and accountability to the Fellowship is clear to all (Guideline 15).

The Committee would like to draw attention to Conference recommendation of 1995 which reads:

“that the practice of inviting speakers from overseas and paying their expenses is in breach of Traditions 4 & 12.”

To prevent misrepresentation, events organised outside of the service structure cannot use the AA name or logo\* or use the Confidential Directory as a mailing list.

This committee believes that the primary purpose of any convention is to carry the AA message to the alcoholic who still suffers.

\*Copyright/Logo (Guidelines for AA GB)

Voting: Unanimous

**4. Elect Committee Chairman for Conference 2011.**

The Committee elected Donnie V of East of Scotland Region as Chair of Committee No. 4 for Conference 2011.

**5. Elect Committee Secretary for Conference 2011.**

The Committee elected Mike W of North West Region as Secretary of Committee No. 4 for Conference 2011.

***All recommendations on Committee No. 4 were passed with a two-thirds plus majority.***



# FORTY-FIFTH GENERAL SERVICE CONFERENCE 2010

## COMMITTEE No. 5

CHAIRMAN CAROL McI GLASGOW REGION

SECRETARY SEBASTIAN Z HIGHLANDS & ISLANDS REGION

The Chair opened the meeting with a moment's silence and the preamble.

1. **Could the Fellowship view the "Service Forums" in the Members Area of our official national AAGB Website at: <http://www.alcoholics-anonymous.org.uk>? Should we support or discontinue these "Service Forums"?**

This Committee recommends continued support of the "Service Forums".

Decision: This was unanimous.

2. **Inventory Question**

**Would the Fellowship consider whether the present methods of reporting back to the Fellowship (Delegate reports, AA Service News, Conference report and General Service Board reports) are serving their purpose? Is the Fellowship making good use of the results of Conference? Make suggestions for improvement.**

This Committee considers the present methods of reporting Conference to the Fellowship serve their purpose.

The feedback reported to this Committee suggests that the Fellowship does not always make best use of the results and for this we are all responsible.

Decision was unanimous.

3. **Review revised Guideline No. 19 'AA and Electronic Communications'.**

This Committee accepts Guideline 19 in its revised form.

This decision was unanimous.

4. **Elect Committee Chairman for Conference 2011.**

The Committee elected Sebastian Z of Highlands & Islands Region as Chair of Committee No. 5 for Conference 2011.

5. **Elect Committee Secretary for Conference 2011.**

The Committee elected Erik A of Continental European Region as Secretary of Committee No. 5 for Conference 2011.

*All recommendations on Committee No. 5 were passed with a two-thirds plus majority.*

## FORTY-FIFTH GENERAL SERVICE CONFERENCE 2010

# COMMITTEE No. 6

CHAIRMAN      MARTIN H      EASTERN REGION

SECRETARY     JIM F             NORTH WEST REGION

The Chair opened the meeting with a moment's silence and the preamble.

1. **Would Conference share their experience and give guidance with regard to members claiming travelling expenses when visiting prisons for meetings to carry the AA message.**

**A clear statement that attending Prison meetings is either 12 Stepping or AA Service would help resolve this matter.**

**Guideline 11, AA in Prisons, does not make it clear whether attendance at Prison meetings is a 12<sup>th</sup> Step Call or AA Service and does not make mention of people who cannot afford to attend meetings being discriminated against.**

Whilst it may lead to a 12 Step opportunity, regular attendance at prison group meetings is regarded as a Service provided by the sponsoring Intergroup. As such, reasonable expenses should be offered to those who wish to claim.

No expenses should be claimed for individual "face to face" 12 Step work.

There may be no uniformity between Intergroups in their approach to this, but there need be no controversy, if decisions are taken in the spirit of AA and with common sense.

Accepted Unanimously.

2. **Within the guidelines of Tradition Eleven at the public level consider the apparent decline in first-time contacts (received from all sources) from suffering Alcoholics. Are we as a Fellowship doing enough to attract new members or could we do better?**

**Consider the following and make recommendations:**

- a. **Although the various media formats are, at present, giving a lot of news to alcohol related problems and issues, is the coverage Alcoholics Anonymous receives sufficient?**
- b. **Whilst a lot is being done towards specific groups of people, prisons, doctors, health service etc., is not a more "general public" awareness campaign now needed?**
- c. **If one reads the history of "Alcoholics Anonymous", the effect that "Jack Alexander" article had on growth was tremendous. Do we need something similar now?**

The Committee is not aware of any factual evidence of a decline in first time contacts. It is hoped that the forthcoming national survey will go a long way to clarifying the current status of the Fellowship in this regard.

We recognise that good work is already being done to attract new members, but that we should always continue to strive to improve.

While we accept that the quality of coverage AA receives from various media may be improved, after considering financial and practical implications, the Committee agreed that a "general public" awareness campaign at a national level may not be appropriate at this time, and that it would not be possible to replicate the impact of the Jack Alexander article.

The Committee recommends that Intergroups continue to encourage pro-active local level Public Information initiatives such as local media adverts and articles, public displays, publicising the national helpline number and AA GB website, and in particular concentrate on filling vacant Public Information Liaison Officer positions.

Accepted Unanimously

**3. Elect Committee Chairman for Conference 2011.**

The Committee elected Loraine E of London Region North as Chair of Committee No. 6 for Conference 2011.

**4. Elect Committee Secretary for Conference 2011.**

The Committee elected Simon H of London Region South as Secretary of Committee No. 6 for Conference 2011.

*All recommendations on Committee No. 6 were passed with a two-thirds plus majority.*

## FORTY-FIFTH GENERAL SERVICE CONFERENCE 2010

### LIST OF DELEGATES

**CONFERENCE CHAIRMAN:**           **MARC M** (Scotia Region)

#### GENERAL SERVICE BOARD

		<b>COMMITTEE NUMBER</b>	<b>TERM OF SERVICE</b>
Dave	C		
John	A	2	
Penny	A	5	
Martin	B	5	
Jerry	C	1	
Dave	D	4	
Sheila	D	1	
Mari	F	5	
Ann	McD	2	
Willie	McD (Elect)	2	
Vince	O	3	
Nick	R	6	
Jim	S	6	
John	S	6	
Geoffrey	T	3	
Jim	T	4	
Tim	W-M	1	
Phil	W	3	
Louise Foxcroft		5	
Ashraf Kahn		4	

#### GENERAL SERVICE OFFICE STAFF

Ann N                   General Secretary  
Sharon Smyth  
Chris North  
Elaine Pickering  
Angela Varley  
Helen Lambeth  
Jenny Pryke

#### SHARE

#### ROUNDBOUT

Mary	H	2	1
------	---	---	---

**COMMITTEE  
NUMBER**

**TERM OF  
SERVICE**

**EASTERN REGION**

Anita	D	1	2
Pam	R	2	3
Alison	F	3	2
Jim	F	4	1
Eddie	D	5	2
Martin	H	6	3

**LONDON REGION NORTH**

Michael	H	1	1
Ricky	N	2	1
Michael	S	3	1
Billy	D	4	3
Mick	C	5	1
Lorraine	E	6	2

**LONDON REGION SOUTH**

Anthony	R	1	3
Michael	G	2	3
Michael	I	3	A
Malcolm	M	4	1
Bob	N	5	1
Simon	H	6	1

**MIDLANDS REGION**

Jeff	B	1	2
Rebecca	R	2	3
Neal	C	3	1
Sue	B	4	2
Anita	S	5	1
Philip	H	6	3

**NORTH EAST REGION**

Mandy	E	1	3
Maxine	W	2	3
Jeremy	H	3	2
Angela	S	4	1
John	W	5	2
John	W	6	1

**COMMITTEE  
NUMBER**

**TERM OF  
SERVICE**

**NORTH WEST REGION**

John	H	1	2
Marie	T	2	3
Geoff	H	3	1
Mike	W	4	1
Denise	H	5	1
Jim	F	6	2

**SOUTH EAST REGION**

Derek	W	1	1
Marjorie	T	2	3
David	M	3	A
Barbara	K	4	3
Jemma	A	5	2
Edward	S	6	2

**SOUTH MIDLANDS REGION**

Paul	W	1	3
James	A	2	3
Moirra	S	3	3
Brian	L	4	3
Rachel	E	5	3
Jenie	B	6	3

**SOUTH WEST REGION**

Graeme	H	1	3
David	W	2	2
Tom	W	3	1
Rose	M	4	2
Enid	P	5	1
Liz	G	6	A

**WALES & BORDERS REGION**

Chris	S	1	2
Jason	P	2	1
Alun	D	3	2
Neil	T	4	3
Shaun	O'B	5	1
		6	

**COMMITTEE  
NUMBER**

**TERM OF  
SERVICE**

**EAST OF SCOTLAND REGION**

Jim	C	1	2
Alexandra	C	2	3
Richard	C	3	1
Donnie	V	4	2
Alex	H	5	A
Gina	D	6	3

**GLASGOW REGION**

Charlie	R	1	A
Brian	S	2	3
Derek	F	3	3
Alastair	McC	4	A
Carol	McI	5	3
Pat	McG	6	A

**HIGHLANDS & ISLANDS REGION**

Pat	MacL	1	A
John	C	2	A
Gordon	S	3	1
Paul	B	4	3
Sebastian	Z	5	2
Neill	McG	6	2

**SCOTIA REGION**

Brian	H	1	1
Stuart	W	2	1
Robert	M	3	2
Simon	C	4	A
Stevie	S	5	1
Brian	M	6	1

**SOUTH WEST SCOTLAND REGION**

Iain	B	1	1
Joan	P	2	1
Ian	M	3	A
Helen	C	4	2
John	McT	5	2
Cathy	W	6	1

**COMMITTEE  
NUMBER**

**TERM OF  
SERVICE**

**CONTINENTAL EUROPEAN REGION**

			1	
			2	
John	R		3	3
			4	
Erik	A		5	1
Richard	M		6	2

**OBSERVERS**

Marcel	H	(Belgium – Flemish Speaking)	3	2
Damian	D	(Ireland)	6	1
Edward	C	(Ireland)	4	1
Adrian	S	(Romania)	1	1



## Glossary of Abbreviations used in this report

AA	-	<i>Alcoholics Anonymous</i>
AASN	-	<i>AA Service News</i>
AAWS	-	<i>Alcoholics Anonymous World Services</i>
ASL	-	<i>American Sign Language</i>
ASLO	-	<i>Armed Services Liaison Officer</i>
BSL	-	<i>British Sign Language</i>
CER	-	<i>Continental European Region</i>
CSC	-	<i>Conference Steering Committee</i>
DAAT	-	<i>Drug and Alcohol Teams</i>
ECLO	-	<i>Electronic Communication Liaison Officer</i>
ECSC	-	<i>Electronic Communication Sub Committee</i>
ELO	-	<i>Employment Liaison Officer</i>
ESM	-	<i>European Service Meeting</i>
GSB	-	<i>General Service Board</i>
GSO	-	<i>General Service Office</i>
GSR	-	<i>Group Service Representative</i>
HLO	-	<i>Health Liaison Officer</i>
HSC	-	<i>Health Sub Committee</i>
LRS	-	<i>London Region South</i>
NAT	-	<i>Non-Alcoholic Trustee</i>
NHS	-	<i>National Health Service</i>
NNC	-	<i>Northern National Convention</i>
NOMS	-	<i>National Offender Management Service</i>
NSO	-	<i>Northern Service Office</i>
ORS	-	<i>Online Response Service</i>
PI	-	<i>Public Information</i>
PLO	-	<i>Prison Liaison Officer</i>
PPS	-	<i>Prison Postal Service</i>
PR	-	<i>Public Relations</i>
P/SS	-	<i>Probation/Social Services</i>
RECLLO	-	<i>Regional Electronic Communication Liaison Officer</i>
RELO	-	<i>Regional Employment Liaison Officer</i>
RTLO	-	<i>Regional Telephone Liaison Officer</i>
SSASM	-	<i>Sub Saharan Africa Service Meeting</i>
SSO	-	<i>Southern Service Office</i>
TLO	-	<i>Telephone Liaison Officer</i>
TOR	-	<i>Terms of Reference</i>



# The Twelve Traditions

**1** Our common welfare should come first; personal recovery depends upon A.A. unity.

**2** For our group purpose there is but one ultimate authority – a loving God as He may express Himself in our group conscience. Our leaders are but trusted servants; they do not govern.

**3** The only requirement for A.A. membership is a desire to stop drinking.

**4** Each group should be autonomous except in matters affecting other groups or A.A. as a whole.

**5** Each group has but one primary purpose—to carry its message to the alcoholic who still suffers.

**6** An A.A. group ought never endorse, finance or lend the A.A. name to any related facility or outside enterprise, lest problems of money, property and prestige divert us from our primary purpose.

**7** Every A.A. group ought to be fully self-supporting, declining outside contributions.

**8** Alcoholics Anonymous should remain forever non-professional, but our service centres may employ special workers.

**9** A.A., as such, ought never be organised; but we may create service boards or committees directly responsible to those they serve.

**10** Alcoholics Anonymous has no opinion on outside issues; hence the A.A. name never be drawn into public controversy.

**11** Our public relations policy is based on attraction rather than promotion; we need always maintain personal anonymity at the level of press, radio and films.

**12** Anonymity is the spiritual foundation of all our traditions, ever reminding us to place principles before personalities.

