

FINAL REPORT

# ALCOHOLICS ANONYMOUS

## GREAT BRITAIN

### Forty-Sixth General Service Conference

15-17 April 2011  
The Henley Suite  
Park Inn Hotel, North Street, York

# *Gratitude In Action*





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GREAT BRITAIN

Forty-Sixth  
General Service Conference

*Gratitude*  
*In*  
*Action*



## FORTY-SIXTH GENERAL SERVICE CONFERENCE 2011

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# **DIGEST OF AGENDA**

## **Friday 15 April 2011**

Registration and Reception

Opening Session

Committee Meetings Commence

Nominations - Conference Chair 2012

Presentation of  
General Service Board Reports  
(Session 1)

## **Saturday 16 April 2011**

Committee Meetings Continue

Presentation of  
General Service Board Reports  
(Session 2)

Open Forum

## **Sunday 17 April 2011**

Presentation of Committee Reports

Election of Chair for the Forty-Seventh General Service  
Conference

Ratification of  
Board Members Elect

Closing Address

# FRIDAY 15 APRIL

The Forty-Sixth 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 95 delegates from sixteen Regions; 20 members of the General Service Board, Mandy E - Conference Chair (North East Region), the General Secretary and 5 members of staff. Also in attendance were 10 Observers from the following countries:

Belgium (Flemish Speaking)	(1)
Czech Republic	(1)
Denmark	(1)
Ireland	(2)
Italy	(1)
Poland	(1)
Slovak Republic	(1)
USA	(2)

Total in attendance 132.

## Opening of Conference by Mandy E (Conference Chair 2011)

The first full session, which commenced at 2.45 pm, was opened by the Conference Chair, Mandy E (North East Region):

Good afternoon Conference, my name is Mandy and I am an alcoholic. I'd like to welcome everybody to the forty-sixth General Service Conference of Alcoholics Anonymous Great Britain and I'd particularly like to welcome the 'red-dotters' – you are in for an absolute blast of an experience if my first year was anything to go by, I thought it was absolutely awesome and thought it could not get any better but it did, so welcome. Also welcome to our visitors from overseas – a very warm welcome to you too.

I'd like us to start, like we do at all AA meetings, with a moment's silence to remember the still suffering alcoholic out there and to remember, particularly this weekend, why we are here. Thank you and I would now like to read the Preamble:

Alcoholics Anonymous is a fellowship of men and women 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 AA membership; we are self-supporting through our own contributions.

AA is not allied with any sect, denomination, politics, organisation 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.

I would also like to read the Declaration of Unity which I think is important as we gather here to share:

This we owe to A.A.'s future;  
To place our common welfare first;  
To keep our Fellowship united.  
For on A.A. unity depend our lives,  
And the lives of those to come.

### **I am Responsible....**

When anyone, anywhere  
reaches out for help,  
I want the hand of A.A.  
always to be there.  
And for that: I am responsible.

Mandy then invited Ann N, General Secretary, to read the Twelve Traditions and continued with her **Keynote Address**:

### **Gratitude in Action**

My name is Mandy and I am an alcoholic. I have been saying that for over 20 years now, because I can't afford to forget that first and foremost, that is what I am. As long as I remember that one simple fact about myself, I am in with a chance. I can really relate to a friend of mine who says, "why me, not 'why me - the alcoholic,' but 'why me – the recovering alcoholic?'" We are the privileged few. We are the few who want it. As I was told from very early on in my recovery, if all the people who actually needed AA turned up, the largest gathering places in the world wouldn't be big enough. I am so very grateful to be one of the few.

It seems a really long time ago since last year, when you did me the honour of electing me Chair of this year's Conference. I felt privileged, fearful, not a little surprised and somewhere in the middle of it all, I think I felt gratitude.

I think that most of all, it was gratitude for the sheer existence of AA and that I was a part of it. Grateful that I had just spent my third year at Conference and that I was going to get to come back for a fourth. I hadn't at that point, quite worked things through to the fact that I would have to stand up here and address all of you this year, to the fact that I would be asking myself what could I possibly say that is going to strike a chord with all of you? That I would be sitting writing my keynote speech thinking this just isn't going to be good enough! It didn't help when I gave it to my sponsor to read and all I got back was, "Yeah, that's OK – just needs a little humour!" That was helpful! I will do my best, as I always do, to follow my sponsor's

instructions the way I always do – sometimes quickly sometimes slowly. I just hope for your sake that today it's sometimes quickly!

So after last year's Conference, when I was going home on the train with a fellow delegate, there was absolutely no doubt in my mind that the theme of Conference this year would be something to do with gratitude. I cannot lay claim to any originality in the title, as it was my friend who suggested the theme of "Gratitude in Action," so thank you Angela.

Where to begin? Well, as any good keynote speaker does (I assume, never having done one before), I began with some research! "I'll put this together in a very ordered way," I thought." I'll start by defining gratitude, then extend it to 'Gratitude in Action,' throw in a bit of AA literature and my personal experience and Bob's your uncle,"- or co-founder of AA if you prefer. Add a couple of jokes (preferably not my sponsor's) and we're onto a winner! I do wish it was that simple.

I Googled 'Gratitude in Action,' and got 16.7million hits, including a lot of interesting quotes and theories, some of which are amazingly appropriate to our programme of recovery. Perhaps the opportunity may arise to slide a few in later on? However, the very first of those 16.7million is the story of Dave B, who helped found AA in Canada. Maybe God was telling me something already? Dave says on page 193 of the Big Book, in his story called "Gratitude in Action," . . .

*"I believe it would be good to tell the story of my life. Doing so will give me the opportunity to remember that I must be grateful to God and to those members of Alcoholics Anonymous who knew AA before me. Telling my story reminds me that I could go back to where I was if I forget the wonderful things that have been given to me or forget that God is the guide who keeps me on this path."*

Kind of sums it up really, doesn't it?

When I first came into AA, I was incapable of being grateful for anything. I was probably the most arrogant, grandiose, self-absorbed person there was, even for a practicing alcoholic! I had gone to America to further my career and do great and wonderful things. I also thought that a change of scene might help me cut down on my drinking – sound familiar? Well I didn't do anything particularly great or wonderful and I still got drunk a lot!

I had been there 18 months when, after a night's drinking with some of the guys who were visiting from Scotland, I wrapped my rather expensive car around a telegraph post and got a DUI (driving under the influence) for my pains. I didn't think so at the time, but when I look back, I can't begin to say how grateful I am for that night. God had been trying to attract my attention for a while with a number of other significant incidents that ought to have made me take a look at my drinking, sort of, "Hey, Mandy, do you think you might want to take a look at your drinking?" Then, "you know I really think it would be a good idea to cut back on the drink a bit?" but He pretty much had to shout to make me listen. "HELLO! MANDY! WILL YOU PLEASE PAY ATTENTION?" He now had my attention, but I didn't actually take the cotton wool out of my ears and listen properly for another three months, but when I did it was because I heard three members of Alcoholics Anonymous tell their stories. Now for one of those quotes - Albert Schweitzer said, *"at times our own light goes out and is rekindled by a spark from another person. Each of us has cause to think with deep*



*gratitude of those who have lighted the flame within us.”* And I have deep gratitude for those three members of AA.

You see, as a result of my DUI, I was sent to an intervention program for three days and that is where I first came across ‘gratitude in action.’ I felt no gratitude when I arrived, but I certainly felt a deep resentment at being there and was sure that they would soon realise that in my case they had made a mistake, would apologise profusely and send me home without a blot on my character – grandiose and arrogant, or what? We stayed at the ‘Blue Lagoon’ motel – honestly, that’s what it was called – it made ‘Bates Motel’ look like the Ritz! Each morning, my roommate would appear from the bathroom with a strange white powdery smudge under her nose!

However, I digress! These three members of AA were so grateful for their recovery, that they were willing to give up their time and talk to a group of people who had got into trouble for drink driving. Up to that point, I couldn’t possibly have told anyone about what happened when I drank, because they would think I was a freak and lock me away. I didn’t really understand what an alcoholic was and had gone to great lengths not to find out – I wonder why? But when I drank, I would pour myself what can only be likened to a ‘vase’ of wine and tell myself, “I’ll just have this and then I’ll go to bed.” Only to find myself three hours later repeating the process for the umpteenth time, before I finally fell unconscious on the living room floor. At last, when these three AA members shared their stories, I finally began to understand what an alcoholic was and thus began the glimmerings of self-awareness. I was able to identify with someone and the sense of relief was amazing. It was as though I had been dragging a ten ton weight around behind me and now I didn’t have to any more. My problem had a name and what’s more, these people had a solution. I remember leaving that weekend and saying to one of the counsellors that I felt such relief that I wanted to tell other people about it. She smiled and said, “You will honey, you will!” Do you think she knew something I didn’t?

I went home to my apartment, put any remaining booze in my car (it was something of a miracle that I actually had any – probably due to the excessive stocks I had bought in for Christmas – I had a bit of a siege mentality when it came to buying in booze for Christmas!) I took it to a friend’s house and I haven’t found the need to have a drink of alcohol since, and for that I am eternally grateful.

I sought out AA. I was told to, “read pages 1 to 164 of the Big Book, go to at least three meetings a week and find a higher power of your own understanding!” I had a friend who would ask me from time to time, “who got you where you are today?” I would reply that I had worked very hard to get to where I was and that I deserved everything that I had, thank you very much. (Arrogant, see?) My friend Dave eventually gave up and told me that it was God who got me where I was today, though I have to say that at that time, I wasn’t too willing to buy into that particular truth. I had absolutely no capacity to be grateful for anything.

There are a number of moments, and I can only call them that, in my journey to sobriety, that I can remember with absolute clarity. I can remember so very clearly where I was, when it was and exactly what I thought and felt. And so I can remember when I first realised what it was to feel grateful. I was coming up to a year sober and a friend who lived in the country held a bonfire meeting one evening. As we sat around the bonfire, sharing recovery, I felt an overwhelming sense of gratitude. Not

necessarily for recovery or any other tangible thing, but for the fact that I was suddenly aware that I was able to experience gratitude itself – I was beginning to make progress! I wish that I could say that as a result, I instantly leapt into service in the Fellowship, never to look back. Yes, I turned up at meetings, gave people lifts when I could, eventually sponsored a few people, chaired meetings, had a home group and managed to set up and clean up when required, but I always used the excuse that my life outside of AA was too unpredictable to do anything more.

What I did do though, was to continue to soak up as much as I could about recovery and put whatever I could into action. One of the huge things for me in recovery was the fact that I now had a large group of wonderful friends, I had a social life, largely around AA, that I could only have imagined. One of my favourite gripes when I was drinking was that I had a lousy social life! Well when you're at home on your own drunk! Not much of a surprise really! In 'Working with Others in the Big Book, it says that *"Life will take on new meaning. To watch people recover, to see them help others, to watch loneliness vanish, to see a fellowship grow up about you, to have a host of friends-this is an experience you must not miss."* And I didn't miss it and was going to enjoy as much of it as I possibly could.

My first sponsor was a remarkable person. He looked just like Abraham Lincoln and had the patience of a saint. He taught me so much about life and the gratitude I feel for having shared a path with him, at least for a while, is immense. What Doug taught me has enabled me to build relationships with people in general and with members of my own family in particular. Let me explain. He and his family got a little American Cocker Spaniel puppy called Sassy. He would tell me how he would take her for a walk across the church yard, how she would leap all over the place, running this way and that, but that he had no need to run after her. So long as he stuck to the path down the centre of the churchyard, she would always know where to come back to. He said he helped his sponsees just the same way, gently calling occasionally to remind them where he was. My current sponsor does exactly the same thing and it is what I am able to do with people who I talk to.

It was on a business trip to Florida that Doug had a massive heart attack that required him to have emergency surgery. He was visiting a place that had one of the best cardiac units in the country. His last words, as they wheeled him into surgery were, "Isn't God great?" He never came round after surgery and died shortly after, but I have carried that sentiment with me ever since. Now there was a man who had an immense sense of gratitude.

In 2001, my visa options for staying in the US had run out and I was forced to come back to England – another one of those things that seemed like the end of the world at the time, but which I now wouldn't change for the world. I am so glad that God knows better than I do!

My friend who informed me that it was God who got me where I was today also quoted with what was annoying regularity at the time, "Nothing, absolutely nothing, happens in God's world by mistake." So when I was about to move from Ohio to Florida in 1997, my Higher Power made sure I heard what I needed to hear. I went to a meeting while on holiday and one of the speakers shared how she had moved from one place to another and found that she didn't like AA where she had moved to, so she stopped going to meetings. Within a year, after 5 years of sobriety, she went back out and it took her another two years to get back in. So when I moved to Florida, I sought

out AA and when I came back to England in 2001, I made sure I got a home group pretty quickly.

I was now able to understand what it was to be a 'grateful recovering alcoholic,' but I had a little bit more work to do to put my gratitude into action. Gertrude Stein said, "*Silent Gratitude isn't very much use to anyone*," and John F. Kennedy said, "*As we express our gratitude, we must never forget that the highest appreciation is not to utter words, but to live by them*." Not AA quotes, but they well could be. In other words, if as the Big Book says, "*Faith without works is dead*," then in this alcoholic's humble opinion, "Gratitude without Action is meaningless."

My new home group had a great spirit of service and I was quickly volunteered to be a group officer. I served as the GSR for the group, group treasurer and have never really looked back. I have since been Intergroup Treasurer, Intergroup Chair, Regional Rep, Conference Delegate and now Chair of Conference. None of that was planned. It was usually someone suggesting to me that I might have a go at such and such a position. "You might be quite good at that, Mandy," they might say. You see, I never had the confidence to say, "Hey, I'll have a go at that," I didn't think I would be good enough. I thought it would look arrogant or cocky, but people in AA saw in me qualities that I couldn't see. For that, I am grateful. Maybe there is someone in your home group who has some quality that they cannot yet see? Perhaps they too, are not confident enough to say, "Hey, I'll have a go at that." Perhaps all they need is for you to go and ask them, "Have you ever thought about doing such and such? I think you'd be good at it." You don't have to be their sponsor, but you could suggest that they discuss it with their sponsor. Perhaps the Chair of Conference 2017 is just waiting for that little push?

When I don't want to do something for AA, I do it anyway, because I am grateful. I had no real desire to take on any of these service positions, but I did – because I am grateful. I really don't want to be standing here today, but I am because I am grateful. When ego gets in the way, I take a step back and allow God to decide. I once remember someone asking the question at a meeting, "What's the difference between God's will and my will?" An old timer replied simply, "God's will works, yours doesn't."

I have discovered a lot of ways to be grateful and as the Just for Today card says, I don't have to make sure that other people know. I know that as I stand before you today, I am preaching to the choir, but it is so important that we encourage people to be more active about their gratitude and not let it be that "*silent gratitude that isn't much use to anyone*." I have for most of the ten years since I came back to England, been a prison sponsor and am grateful when they let me out again! I stopped being resentful when I ended up doing the washing up at every meeting I went to. Now I am grateful when I have the opportunity, because it keeps me sober. I am very aware of the letter that went out from the Regional Treasurers a couple of months ago. Come on people, how much did you spend on your drinking? How much would it be costing you today – if you hadn't killed yourself? I heard that letter read at some meetings in an apologetic tone, with a sub text of, "this isn't me saying this, it's those Regional Treasurers!" Let me repeat their final sentence, "*Please join us, if you can, in not only sharing about our Gratitude for this wonderful Fellowship, but also by digging a little deeper, to make sure that it is preserved for the still-suffering alcoholic*."

As we are speaking of 'Gratitude in Action,' I must share this story with you. I have been under a great deal of pressure with work recently to the point of being signed off

with 'work' related stress. If I found it difficult to say, "My name is Mandy and I'm an alcoholic" when I was a newcomer, try saying, "my name is Mandy and I am suffering from work related stress!" But as ever, God's plans are infinitely better than mine and I have had time to prepare for Conference.

So I asked my sponsor what I could do to improve my recovery. After I had been told to remove the T-shirt with the big 'S' on the front, it was suggested that, "I put myself about a bit!" "Now that doesn't sound as if it's on a programme," I thought. It's true, I wrote it down; "Find people who are struggling and give them your number." As it happens, I didn't even get to put myself about at all. I went to my home group, where I gave a newcomer my number and she called the following morning. There were also a man and his daughter who were worried about their wife/mother. I spent quite some time chatting with them and arranged to go and talk with the lady. I then commandeered another lady who has just returned to the rooms to come with me. At least two people benefitted from the visit, but I don't think the lady did as she wanted us to drop her off at the corner shop so that she could get some "aniseed balls." When I offered to go and pick them up for her, she lost her sweet tooth – I wonder why?

Elie Wiesel said that "*No one is as capable of gratitude as one who has emerged from the kingdom of night.*" Surely if anyone else has emerged from the kingdom of night, it is we alcoholics. So let us show the Fellowship that we are indeed, capable of gratitude.

Face to face work with other alcoholics is fundamental to our survival, but there are many other things that we need to be willing to do, to ensure that what we have today, is there for those yet to come. I leave you with the words of Bill W..

*"Gratitude should go forward, rather than backward. . . if you carry the message to still others, you will be making the best possible repayment for the help given to you."*

Mandy went on to introduce the Chairs of the six Committees and then asked Loraine to give the Conference Steering Committee Report.

## **Conference Steering Committee Report**

**Loraine E (London Region North), Alternate Chair**

I would like to start off by saying that it has been a pleasure and a privilege to have been part of this year's Conference Steering Committee. When I was nominated and voted in as the Chair of my committee for Conference 2011, I didn't at first give much thought to the CSC until I was handed the minutes of the previous year's meetings. Having been a GSR as well as a Conference Delegate I'm well aware of how the questions/topics for Conference are often received at group and intergroup level. My constant refrain is 'the questions are not written by GSO, but are a selection from questions submitted by the Fellowship – if you don't like the ones we have write one yourself'. I was now going to be part of that selection committee and felt the responsibility of that.

As ever, the reality was far better than my projections. Our first meeting took place in May when we reviewed our Terms of Reference in light of this year's Conference recommendations and started to work together as a committee. When Mandy, our Chairperson announced the theme for next year's Conference "Gratitude in Action" I

immediately felt that next year's Conference was going to be the best yet. My first sponsor always used to say 'don't sit in meetings sharing how grateful you are – show it by the service you do'. For me, service has never been an optional extra, but an integral part of my recovery. Before I came to Alcoholics Anonymous I put in minimum effort and wanted maximum results. Invariably, I never achieved very much except a real sense of having been hard done by. Since getting sober I've come to realise that the more I put in the more I'll get out – this has now become my experience. Service brings its own rewards and this has been proved to me time and again.

A number of committees from this year's Conference had made recommendations concerning how the questions/topics were presented to the Fellowship, all with the aim of improving interest and engagement from all members. In keeping with this, the Terms of Reference went out to all groups along with a letter from the Conference Steering Committee asking where possible for the intention behind the question/topic to be given. The recommendation from Committee 4 Question 2 had asked for this and hopefully it will reduce the feeling that the questions/topics are incomprehensible! Where the intention behind the question/topic has been provided it will be included as part of the background for that particular question/topic. Also in keeping with a recommendation from Committee 2 Question 1 we, as a committee, were asked to avoid composite questions where at all possible. I believe we achieved this as only two of the final questions came about from joining together two questions. In both cases the questions being asked were virtually identical. Another criticism that I've often heard refers to the language and formation of the questions/topics and was a concern addressed by Committee 3 Question 2. Again, as a committee we were ever mindful of these concerns and as a result the majority of the questions/topics that will be printed in AA Service News are exactly as they were originally received by GSO.

Our second meeting in September was when we all had the chance to discuss the questions/topics that had been received and whether or not they should go forward for consideration by the Fellowship. Each question/topic was given our individual attention, before being given further attention by the whole group, including our non-voting, but hugely helpful, board member(s). A number of questions/topics were rejected either because they had been discussed in the previous three years, because they were already covered in the existing literature, there was insufficient background or because we felt they were local issues and thus not suitable for discussion by the Fellowship as a whole. A few other questions/topics were referred to the Literature Sub-committee as it was felt they came under their remit. The Literature Sub-committee report back to Conference every year, so some of those referred will come back to Conference. Some were accepted unanimously as suitable for Conference, but we had a number of questions that all of us felt deserved further consideration and were deferred to our next meeting.

The October meeting was, for me, the best example of AA working as it should. We had some difficult decisions to make and I really felt they were made in an atmosphere of love and tolerance. Altogether, we had received seventy one questions and we came out with twelve to go forward to the whole Fellowship. We also had some Guidelines that needed to go to committee and the distributions of questions, on the whole, was good. There was some disagreement amongst the committee over some points but I can honestly say that at no point was there any hostility. In my early days my home group was AA for me, then I went to Intergruop and AA became bigger for me; then the joys of Region and AA expanded even more, but being a Conference delegate and

sitting on this committee has made me even more aware of how wide-reaching our wonderful Fellowship is and I've been blessed to meet and work with some fantastic people. I believe we have the basis for a fantastic Conference, due to all those who took the time to send in the questions that we will all be discussing.

Our final meeting in February was mainly concerned with the itinerary for this year's Conference. We were all happy to keep to the arrangements that have worked well in previous years. There was some discussion about the role of the Board Trustees and their presentations; some of this was outside the remit of our committee, although it was agreed that Mandy, as Chair of Conference, would clarify the proceedings with regard to questions being taken at the outset of Conference. Ann, the General Secretary, then went through a very helpful document highlighting the role of the Committee Chairs and Secretaries throughout Conference. As ever, it was a harmonious meeting with the added bonus of having received some positive feedback from several Regions on the clarity of this year's questions/topics. I have also attended my own Region's pre-Conference meeting where a number of GSRs expressed the same view; this really does make all the hard work from everyone involved so worthwhile.

I would also take this opportunity to urge any of you who may have been thinking about standing as a delegate to just do it! This is my final year as a delegate and it really has been an amazing experience. I've learnt so much, not just about the service structure, but most importantly about working together in keeping with Tradition 2. I've certainly grown through service and this has been another opportunity for me to put my gratitude into action.

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

Scottish Convention	-	6 <sup>th</sup> – 8 <sup>th</sup> May 2011
Welsh Convention	-	3 <sup>rd</sup> – 5 <sup>th</sup> June 2011
Southern Convention	-	9 <sup>th</sup> – 11 <sup>th</sup> September 2011
Northern Convention	-	23 <sup>th</sup> – 25 <sup>th</sup> March 2012

Mandy 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 Mandy asking everyone to join her in saying the Serenity Prayer.

## FRIDAY EVENING

Mandy welcomed everyone back 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 2012 before handing over to Dave C, Chairman of the Board, to introduce the General Service Board Report.

### NOMINATIONS FOR CONFERENCE CHAIR 2012

The under mentioned were proposed and seconded for the Chair of the Forty-Seventh General Service Conference 2012:

Anita D	-	Eastern Region
Eddie D	-	Eastern Region
John H	-	North West Region
Donnie V	-	East of Scotland Region
David W	-	South West 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 and I am an alcoholic. My role here this evening is to lay before you, and put in some sort of context, the work of your Board over the last twelve months so that you get some view and understanding of it. Also to get an opportunity to set out some of the challenges we are faced with over the next twelve months.

Firstly, I will talk about the Board in context:

- At full compliment there are 19 alcoholic Board members (1 nominated from each region, plus 3 exec members being the Chair, Vice Chair and Hon Treasurer).
- Ideally the Board accommodates up to 7 Non Alcoholic Trustees (NATs) (our current status is 2) and unfortunately one of those rotates out of service at the end of Conference. On the other side of it, and this is where Conference really works, last year I made a plea to you in terms of bringing names of people you felt would be suitable to come on to the Board as non-alcoholic Trustees, bearing in mind that we work them very, very hard. The net result of that is when I appear before you in plenary on Sunday I have three new non-alcoholic Trustees to be laid before you for ratification.
- Each Board Member (including our NATS) has a designated Service Responsibility.
- Currently there are 23 separate Service Disciplines and 3 projects. Some Service Disciplines require more than 1 Board member for example Nominations, Finance, etc. So if you do the maths you will see that many Board members will have more that one function on the Board.

## **Board Accountability**

- We are accountable to the Fellowship as Trusted Servants through Conference.
- Each Service Discipline is comprehensively reported to you, as delegates, through their Board Reports. Those reports are full of facts but they don't in any way reflect, as I put it, the tears, blood, sweat, the agreement, the disagreement, the emails, the conversations, the sharing, the meetings that each of those parcels of work represent.
- Throughout the year Board Members report directly to each Regional Assembly Meeting and to the Fellowship on an ongoing basis through the Web, AA Service News, Newsletters, Regional Liaison Meetings, Service Seminars, Forums and the Annual Report.

## **Best use of Conference time**

- Our time is allocated by Conference Steering Committee.
- It is impossible to present each discipline to Plenary within the time allocated.
- 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 and provide time for questions and these are the presentations we will be making to you over this weekend:
  - Chairman's Overview
  - Finance
  - Armed Services
  - World Service Meeting
  - Literature
  - Survey
  - Electronic Communications
  - Health
  - Vice Chair

## **Introduction to Trustees standing here today**

- These are the Trustees of your Fellowship, each has a name badge which lists their Service Responsibility/ies.
- If you have a question, a query, a suggestion relating to any Service Discipline that is not being presented in Plenary or for that matter any other issue you may have.... Please talk to the Board Members concerned. They are available all through the weekend and, of course, you don't have to wait for Conference, an email to the General Service Board or a telephone call to the General Service Office will put you in touch with them.

## **The last 12 months**

The areas that presented the greater challenges to the Board in the last 12 months were:

- Finance
- Electronic Communications

Both of these, because they are so important, will be reported here in plenary.



## **Regional Forums**

We did two last year:

- East of Scotland
  - Armed Forces and Public Information Workshops
  - GSO Road Show
- South Eastern Region
  - Health and Prisons Workshops
  - GSO Road Show
- One Forum is scheduled for Highlands and Islands for this coming year.

If you have not been to a Regional Forum they are magnificent opportunities for us for sharing and holding service workshops.

## **Parliamentary Presentations**

- Successful Presentations were made to Parliament at Westminster and Edinburgh.
- Both were well received and attended.
- These are important National events that help to legitimise AA as a resource for both Legislators and Professionals. It's an opportunity to let people know what we are and what we are not. The most important thing about these forums is that they validate us.
- In the coming year presentations are planned for all 3 assemblies - Westminster, Edinburgh and Cardiff.

## **AA GB's International Responsibility**

We are supported very much by the royalties of Bill W's legacy to the Fellowship in Great Britain which are the royalties from the Big Book, 12 x 12 and As Bill Sees It and in our international responsibility we attend:

- World Service Meeting held biennially and two Trustees attended this last year and there will be a report to you on this later.
- European Service Meeting which is administrated through GSO and is held every two years, the next being this October coming.
- Sub Sahara Area Service Meeting which is jointly sponsored and funded by GB and USA.
- In the last 12 months we have shared our experience at General Service Conferences in Ireland, Poland, Denmark, Romania, and Czech Republic.

## **Projects**

We currently have three projects running:

- The Service History of AA which Conference has requested the Board to produce and has been written by Tim W-M who is the Trustee with responsibility for archives. This has now gone to the Literature Committee and will be presented to Conference next year

- Membership Survey which again has happened and thank you for your participation. This will be presented to you tomorrow evening.
- British Sign Language Project is in Committee this particular weekend and we await that with interest.

## **Conclusion**

We continue to face the challenges of fulfilling our Primary Purpose in the light of a difficult economic climate.

The continued well being of our Fellowship is heavily reliant on the spiritual principle of Self Support and the commitment of members to our Third Legacy of Service. Thank you, Conference.

## **Finance**

(Jim T – Treasurer GSB)

Good evening Conference, my name is Jim and I am an alcoholic. My hope is that this financial report will answer any questions you may have but, first of all, I would like to reflect back over the past year and what a year it has been, as you are all aware the country has and continues to go through financially tough times which have affected many of us in the home and at work.

Last year I reported a small deficit which showed that contributions and literature sales were down on previous years, a year later and the financial situation has not changed in this regard but due to an increase in investments we did end the year with a small surplus.

What could we do? After some consideration we decided to hold a Finance Seminar, the first in four years, which some may have questioned as to whether it was prudent at that time considering the financial situation. In answer to this I would suggest that being prudent, acting with discretion, while being cautious with our finances was, and is, our aim, which I hope can be witnessed by the ongoing result from it.

The value of our Auditor giving a presentation in which he said that the next two years are going to be even tougher reminded us all of the importance of consistent reviewing of costs, commitments and reminders to the Fellowship of the significance of continued contributions.

The seminar was a huge success for everyone on the day but I trust that the main success has been in what has occurred since both financially and spiritually.

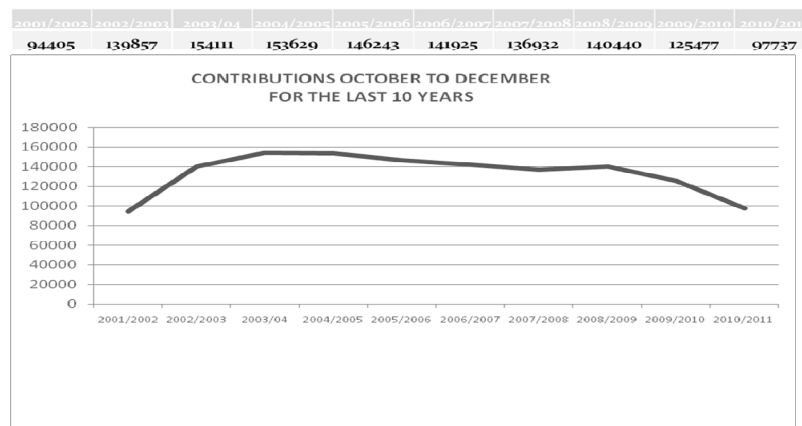
Here are some of the discussions and conclusions over the day and to possibly highlight one of them, public liability insurance for groups has progressed in some areas in such a way as to include a regional insurance that ensures that public liability insurance is in place at all meetings of all of the constituent Intergroups. The possibility of a warning flag on the AA website to highlight the 8% from the sale of the Big Book *Alcoholics Anonymous, Twelve Steps and Twelve Traditions* and *As Bill Sees It* stressing of course the importance of the Development Fund in the process. The lack of Gratitude Week growth in contributions in many areas. The advantages of Gift Aid where a £10 donation each month is worth £10.50 to the Fellowship. The Development Fund and the growth of the Fellowship in various parts of the world. A

great response to the presentation of, and from, the General Service Office staff and I know that I do not have to remind you that every single person within the General Service Office is attached to helping the still suffering alcoholic.

Our Year End Accounts show that although we have a surplus of £26,000 on General Funds this year, this is the same surplus as last year. We have not progressed financially in such a way as to bring more benefit to the still suffering alcoholic and that £26,000 only allowed us to fulfil our basic requirements in primary purpose activities.

Income and Expenditure, as you will see from the Accounts, Trustees expenses have fallen this year by £3000 when compared with this time last year and that savings wherever possible have been implemented and are constantly being reviewed. Whilst bearing this in mind the only project this year has been the AA Website. The cost of the website so far has been £26,000.

#### CONTRIBUTION FIRST QUARTER LAST 10 YEARS



The graph above shows how our contributions, figures taken as the first three months of each new financial year, have risen and fallen over the last 12 years.

#### CONTRIBUTIONS FIRST HALF OF LAST 10 YEARS



This shows contributions for the first 6 months over the last 10 years, which is much more encouraging. So, with the greatest of pleasure I can report to Conference that contributions for March this year were £92,437. I would like to thank the Regional Treasurers for their understanding of our financial needs at the last Regional Treasurers Meeting, the result of which was their open letter in the AA Service News, which, as the above figures show, has had a very positive response.

I am sure that you are aware that the annual contribution for any AA member has been £6000, and due to phone calls received at the General Service Office over a period of time from members of the Fellowship at, I would say, a particularly delicate point in their life, they have asked how much they can contribute to Alcoholics Anonymous. When they were told it was £6,000 maximum, they asked if there was any way they could possibly give a bit more so, with this in mind, and the fact that it has been ten years since that figure has been looked at, the General Service Board through the Finance Committee has recommended that that be increased to £10,000 a year.

When I first came to the Fellowship my life depended on me staying away from the first drink and attending as many meetings as possible. By doing so, unknowingly, I was being introduced to a new way of life through our programme of recovery. Also unidentified by me was, everything that made those few life saving steps possible, apart from actual Twelve Step work, had to be paid for. These services, Groups, Intergroups, Regions, or AA as a whole, are utterly vital to our existence and growth. The number and extent of these services have increased over the years so, the question I have to answer is; has my contribution increased accordingly? Does attending less meetings today, and receiving so much in the process, equate to my personal financial contribution being less than when I first came to AA?

Gift Aid/monthly contributions have shown to be increasingly popular, with requests for many forms being sent out from GSO, and returned signed. We have changed the form slightly as some members wanted to send a personal monthly contribution but did not want to Gift Aid it. This was highlighted at the Finance Seminar so this form is also available from GSO or can be downloaded from the document library on the website under finance. And, as you would expect, this is for personal contributions only.

WHEN ANYONE, ANYWHERE, REACHES OUT FOR HELP, I WANT THE HAND OF A.A. ALWAYS TO BE THERE, AND FOR THAT: I AM RESPONSIBLE.

I sometimes wonder how many times I read that declaration and sincerely thought, that for me to fulfil this purpose all that I had to do was attend my Group meeting and welcome the newcomer to the Fellowship. Putting chairs out, making tea, trying to give the new person a little comfort are so important. But, what about the introductions to a new beginning prior to the meeting through, the telephone service, website, enquiries to the General Service Office, the Northern and Southern Service Offices, and any one of our liaison positions throughout the Fellowship. Unless we are of the view that if someone wants us badly enough, they will find us, then, we have to continue to do all that we can to try to ensure that the suffering alcoholic is offered the gift of sobriety.

## **Armed Services**

(Dave D)

Good evening Conference, my name is Dave and I am an alcoholic. I would like to start my report with a huge thank you to all of the Groups, Intergroups and Regions who have been trying to 'Carry the Message of Alcoholics Anonymous' to the Armed Services. In 2009 all we had was this small Sub-Committee and it is with your support that I can report to you today that we now have nine Regional Armed Service Liaison Officers and nineteen Intergroup Armed Services Liaison Officers in place.

The Armed Services Sub-Committee of the General Service Board follows a Terms of Reference which are reviewed annually. One of the Sub-Committee's roles is to build a network of AA support, without a network we cannot fulfil our 'primary purpose' of reaching the suffering Alcoholic within the Armed Services. The Sub-Committee have worked very hard in raising the profile of who we are, what we are trying to achieve and where we can be contacted. I ask you to go back to your Intergroups and Regions and stress the need for GSO to be informed of new officers in place so that the Confidential Directory can be kept up to date to make our job easier.

The Sub-Committee meet twice a year. July meeting is for Sub-Committee members. January meeting is for Regional Representatives and Sub-Committee. The January meeting is the most important one and it's extremely important that Regions have their representatives attending. At the last meeting we had 10 Region ASLOs there and if you don't have an ASLO send someone else along. Now that we have a network we need to maintain it!

### **What you might hear discussed at January Meeting?**

Reports from Regions  
Soldiers, Sailors, Airmen and Families Association (SSAFA)  
Armed Services 'Twelve Steppers List'  
Sub-Committee and what they do!  
Articles for AA Service News, Share and Roundabout  
Template Letter  
Guideline for Armed Services Liaison Officer (ASLO)

### **AA Wesbite**

The Sub-Committee are having a good look at the Website with regards to Armed Services and are exploring ways of best using this facility. We have good communication with the Electronics Team and welcome any suggestions that you would like to see on Armed Services Web pages.

### **External Events Attended**

Joint Services Command College Shrivenham  
Robertson Barracks Northeast Anglia  
Royal Navy Faslane  
RAF Cosford  
RAF Honnington East Anglia  
Royal Navy Presentation Carlton Yorkshire  
RAF Fairford Midlands  
HM Barracks NATO Quick Reaction Force  
Royal British Legion-various areas  
SSAFA-Variou areas  
Ministry of Defence (MOD London)  
Regimental Headquarters-Royal School of Military Engineering Chatham  
40 Command Royal Marines Taunton

These are just a few of the Service Establishments Alcoholics Anonymous has had a presence at over the last twelve months.

## **Internal Events Attended**

We have done some presentations and have a Power Point Presentation which we have circulated to Intergroups and Regions and if you would like a copy please contact GSO. This year we have been to:

Northern National Convention  
Fenland Convention  
Scottish National Convention  
East of Scotland Regional Forum

## **What more can we do?**

Please write to AA Service News with all your experiences regarding Armed Services.

Please contact your General Service Office and ask to be put in touch with the Board Trustee for Armed Services. We are here to help and support you.

There is a wonderful piece of AA literature/booklet called *AA and the Armed Services*. This piece of literature is available from your General Service Office. Please order some today. Our literature is 'no good' sitting on shelves in York.

## **21<sup>st</sup> World Service Meeting**

(Martin B)

Good evening Conference, my name is Martin and I am an alcoholic. In October last year I was a 2<sup>nd</sup> term delegate, courtesy of the General Service Board, along with Sheila D attending the 21<sup>st</sup> World Service Meeting (WSM) in Mexico thanks to the General Service Office in New York who serviced the meeting and it was brilliant.

I'd like to start with a quote from Bill W – at 4pm on July 3<sup>rd</sup> 1955 Bill closed his final message to the General Service Conference at St. Louis International Convention with these profound words:

*"We give thanks to our heavenly Father who, through so many friends and through so many means and channels, has allowed us to construct this wonderful edifice of the Spirit in which we are now dwelling. It seems as though He has directed us to construct this cathedral whose foundations already rest on the corners of the earth. On its great floor 200,000 of us are now sustained in peace, and long since we have inscribed thereon our Twelve Steps of Recovery. The older ones among us have seen the side walls of this cathedral going up, and one by one they have seen the buttresses of the AA Tradition set in place to contain us in unity for so long as God may will it so. And now eager hearts and hands have lifted the spire of our cathedral into its place. That spire bears the name of Service. May it ever point straight upward toward God".*  
(AA Comes of Age, page 234).

Conference, I would contend that whilst this cathedral is evident and strong in many nations and many mature Fellowships, experience and help is still required to ensure strong cathedrals worldwide and I believe that this World Service Meeting fosters that.

I would like to try and tell you what the World Service Meeting is, why it is held, where it is held and what it does.

Fifty-three delegates from 32 attended the 2010 World Service Meeting. Portugal and Estonia were first time attendees. Since its beginnings in 1969 the WSM has served as a forum for the worldwide sharing of experience and ideas on ways to carry the AA message of recovery. The event alternates between New York City and other locations around the globe and has convened in such diverse cities as Auckland, New Zealand; Cartagena, Columbia; Malahide, Ireland; and Helsinki, Finland.

The WSM in bringing together AA worldwide service centres for biennial meetings was perhaps the final vision of Bill W who believed there could be “one world of AA” to assure that help will always be available for sick alcoholics wherever they are or whatever language they speak. He saw that many problems of growth and communication could benefit from an international exchange of experience.

Printing and distribution of literature was another area Bill felt could best be improved by a worldwide exchange of experience and policies, so Bill put it to the General Service Board in 1967 to provide a World Service Meeting and this cumulated in the first one taking place in New York in 1969.

The following countries took part in Mexico:

Australia	German Speaking Europe	Peru
Belgium	Iceland	Italy
Panama	Costa Rica	Malta
El Salvador	Ireland	Poland
Nicaragua	Japan	Honduras
Colombia	Lithuania	New Zealand
Denmark	Guatemala	Spain
Estonia	Mexico	Russia
Norway	French Speaking Europe	Portugal
South Africa	Usa/Canada	Venezuala
Sweden	Trinidad & Tobago	Uruguay
Great Britain & CER		

What does it do? There was a Keynote address on ‘Sponsorship: Our Responsibility’ which was the theme of the programme. Country highlights where each of the countries present what is happening, what opportunities and what difficulties take place in their countries. We see what happens in the different countries. There is a Closing talk and evaluation questionnaires.

There is always a table of worldwide literature and it is always amazing to see the message of Alcoholics Anonymous carried in so many languages and there is simultaneous translation.

The WSM sets up networks and develops friendships. There are many people that Sheila and I met that we still keep in contact with and it gives better understanding of the different cultures.

There were the following presentations:

- Women In AA
- The Seventh Tradition
- Sponsorship
- Young People in AA
- AA and the Internet
- AA General Service Trustee
- Preserving AA's Identity

The four Committees that meet there are:

- Agenda
- Literature/Publishing
- Policy/Admissions/Finance
- Working With Others

What does the International Literature Fund do?

- AA Presence in over 180 Countries
- Translations in over 70 languages
- Books to Czech Republic, Chile, Croatia, Butan, Romania, Slovakia, Tanzania
- Pamphlets published in Amharic, Sammi, Tibetan, Haitian, Creole, Hindi, Samoan and Xhosa
- 25 Countries have donated over 1.2 million dollars from the onset in 1992 of the International Fund for start up support Literature for countries unable to finance their own translations and acquisitions

There were the following Workshop reports:

- AA Twelve Traditions and Group Autonomy
- General Service Board Procedures
- AA Members working in the field of alcoholism

Zonal Service Meetings:

- The Sixteenth Meeting of the Americas
- The Fifteenth European Service Meeting
- The Eighth Asia-Oceania Service Meeting
- The Fourth Sub-Saharan Service Meeting
- The Second West Central Africa Service Meeting

AA is getting to be worldwide and people are getting organised.

What can we do?

- Keep supporting Development Fund through purchase of literature from AA source
- Sponsor a delegate from a country with less financial capability
- Increase our contribution to the Literature Fund
- If visiting an emerging AA country take a piece of literature with you if allowed
- Remember the commitment of AA Pioneers in these nations in your prayers



Bill and Bob were the pioneers to start this Fellowship but we still have pioneers in some of these emerging countries and with great difficulty are ensuring that our message is still available to the still suffering alcoholic.

## **Literature**

(Sheila D and Penny A)

Good evening Conference, my name is Sheila and I am an alcoholic. My sincere thanks go to the Literature Sub-Committee for their continuing support and hard work over the last three years, this year has been no exception. The Committee whilst taking the tasks in hand very seriously is not without a sense of fun and enjoyment. Most of the work is done by email, usually two Committee members working together, using our Design Document, on a given piece of work. We then liaise together, either face to face, or more recently by telephone conferencing to agree on the final drafts to form the proposals to be presented to Conference. We have also considered ideas and suggestions received during the year from members of the Fellowship.

The literature that we looked at this year is listed below and as you know some of it has gone into Committee so is not presented here tonight but the rest of it will be presented to you:

- Structure Handbook – going to Committee this Conference
- Definition of ‘Open’ and ‘Closed’ meetings
- All the items of literature you will be voting on this evening
- Wall chart for service structure – will go to Conference 2012
- Service Handbook – has gone out to service committees for their consideration – will be presented at Conference 2012. The only other thing that I need to mention is that initially we were going to name them the ‘Structure Handbook’ and the ‘Service Manual’ but because the Americans call their handbook a manual we thought it might lead to confusion, so we are going to call them both handbooks.

Penny presented the **Proposals**:

- **Leaflet ‘A Newcomer Asks’**

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

- **Hints and Suggestions for Twelfth Steppers**

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

- **Prison Liaison Leaflet**

(review requested by the Prison Liaison Sub-Committee)

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

- **A leaflet explaining the role and function of Conference**

(requested by Conference 2010)

*Conference approved the above proposal with a simple majority.*

- **A leaflet on how to submit a question to Conference**  
(requested by Conference 2010)

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

Penny thanked Conference and the Literature Committee for all the work undertaken whilst she has been shadowing Sheila and how much she was looking forward to working with them in the coming year.

Mandy closed the Friday evening session at 10.15pm in the customary way by asking everyone to join her in the saying of the serenity prayer.

## **SATURDAY EVENING**

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

Mandy welcomed everyone back and asked for a moment's silence, read the Preamble and invited Ash Kahn (non-alcoholic Trustee) to commence the continuation of General Service Board reports.

#### **2010 AA Membership Survey**

(Ash Kahn)

Good evening Conference, I have been asked to present the results of the survey which is going to be a lot of statistics of what has been found from the latest survey. Before I start I would like to thank Penny A and Martin B, Trustees and Paul K from the General Service Office, Marketing Means who is the company that did the survey for us and were very helpful and all of you for encouraging various people to respond and we had a better response rate this time than we have ever had.

The background to the survey is that traditionally AA has conducted a survey every five years since 1972, and last year being a tough financial year the question of the survey was raised and we were asked to put our heads together and produce a paper and this was given careful consideration and we finally prized some money out of the Treasurer to go ahead with the survey.

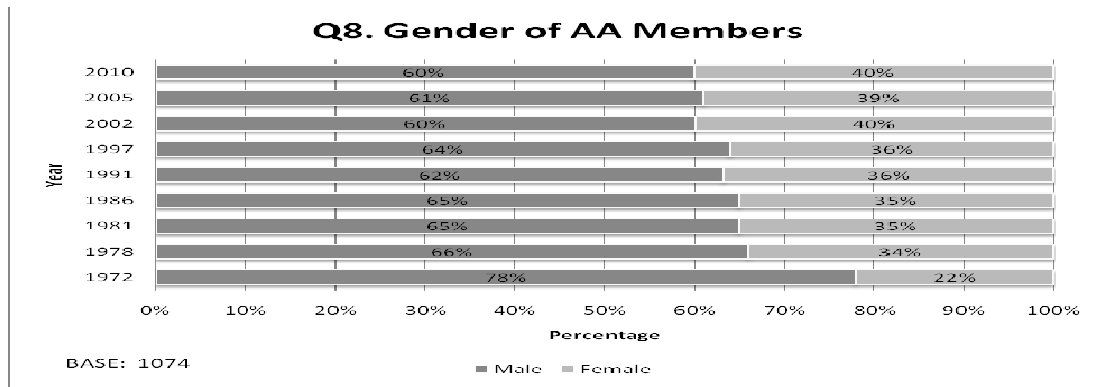
The content of the survey was very similar, we were looking at:

- demographics
- length of sobriety
- length of membership
- frequency of attending meetings
- and how people hear of AA and this is quite important as it helps the Board to make more informed decisions and also helps AA to understand what is happening.

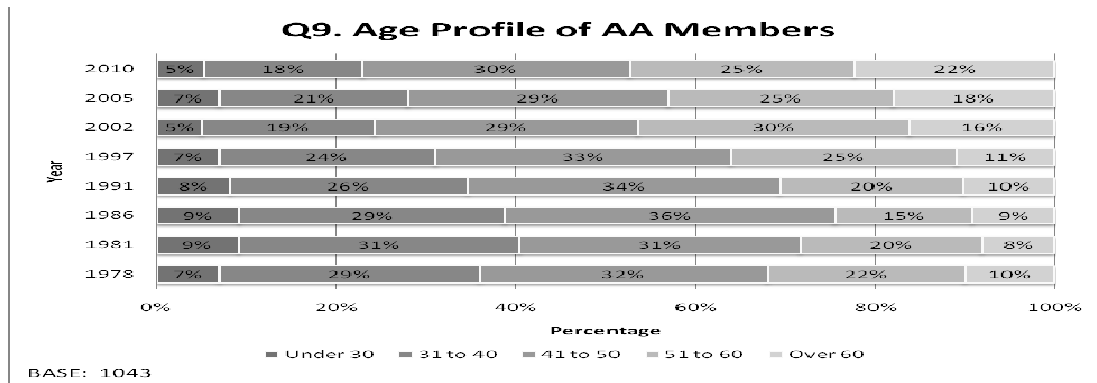
Marketing Means did the last survey so they were quite familiar with the organisation and the various issues associated with regards to anonymity etc. They used a very similar method to the last in 2005.

It was a two-stage survey with questionnaires sent to all secretaries and the questions related to what activity had there been in the week around 24 September 2010. Those questionnaires were sent out from GSO and when we got the data back it was then sent on to Marketing Means and it was all anonymous. They then calculated the number of groups that would need to be surveyed randomly to give 1000 individual member replies.

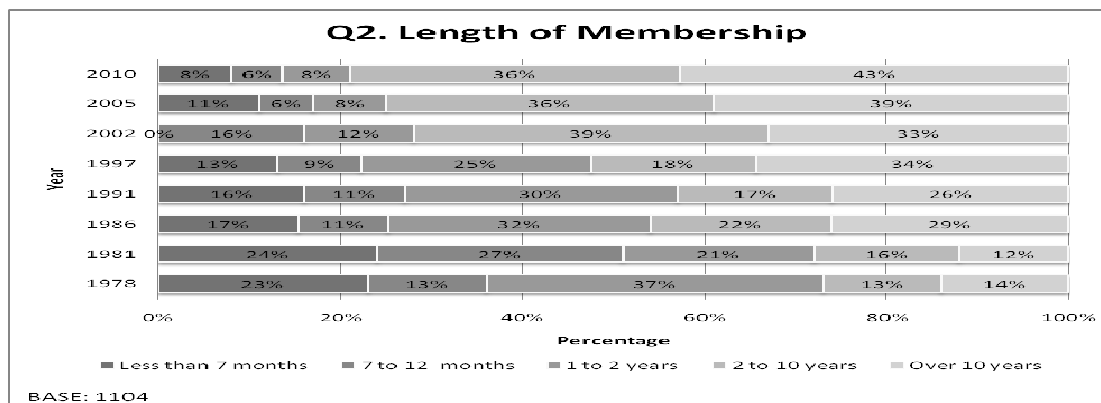
We got quite a good response and of the Secretaries survey we got 37% replies and from the 1282 Secretaries replies, Marketing Means chose 254 groups and then surveyed those members. The survey was slightly different last time and what was done was to ask Secretaries to give out a questionnaire to every fifth member turning up on a certain evening and that put a tremendous onus on them so we thought that it would be easier if the Secretaries at the groups gave out the survey form to everyone who attended so that was the process that we went through this time.



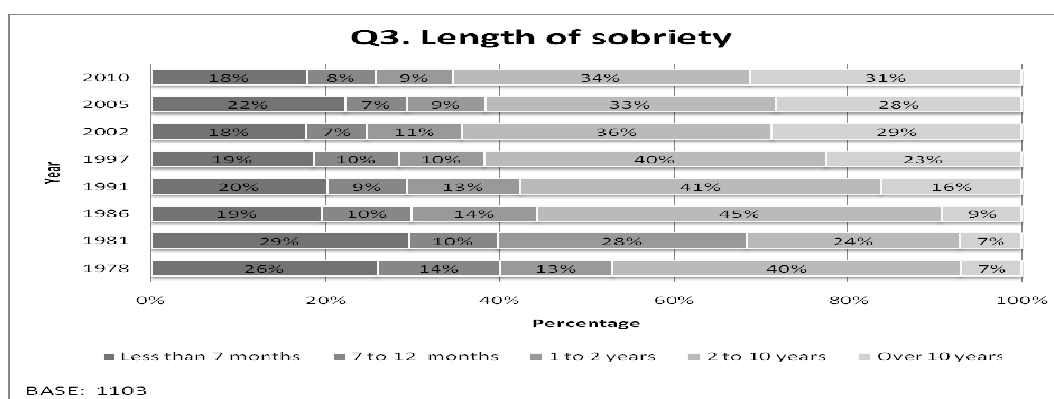
The data is really quite interesting, we still have a preponderance of men but the women are catching them up and I suspect that that proportion is going to change in the next five years. I think we are going to see a very different picture to the one we have at the moment. We can see that the proportion of women is going up over the years. I think it is an important fact to take on board, when I look how many women there are here at Conference and how many women there are on the Board I think that is going to change over the years.



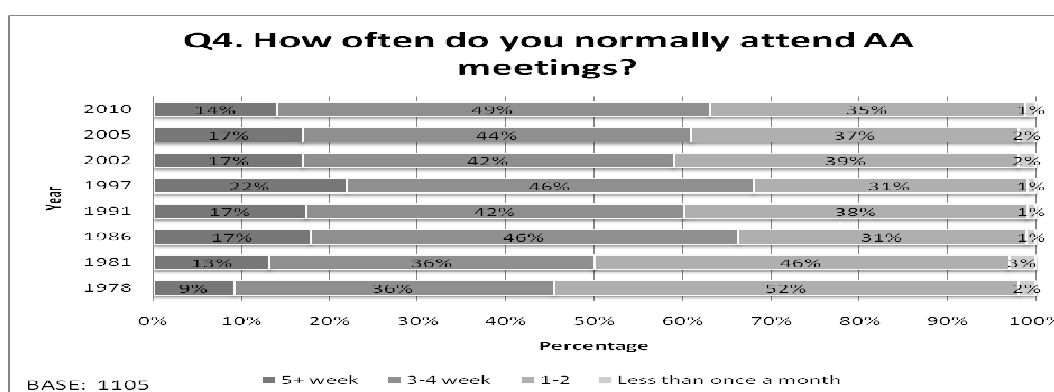
This is the most disturbing slide of all, because, as alcoholics, if you were still drinking a lot of you would be dead by now. The greater proportion are now living to an older age and this actually shows the benefit of going to AA.



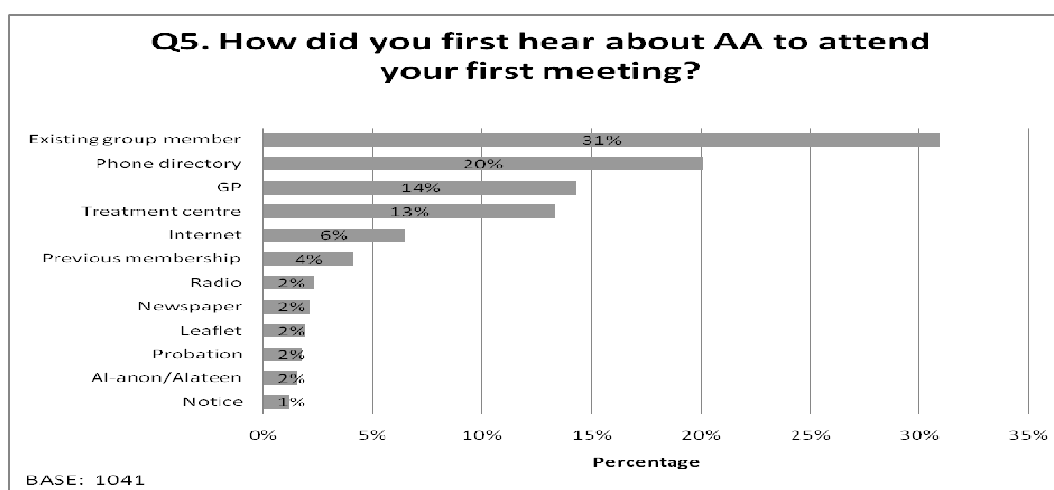
We just asked the question 'what was the date of your first AA meeting' and 75% of people had been AA members for longer than 2 years and that again is increasing over the years.



If you then look at the time of the length of sobriety you get a slightly lower rate at 31% and that indicates that some people have a slip or two along the way but eventually you do get there as people stay sober for much longer.

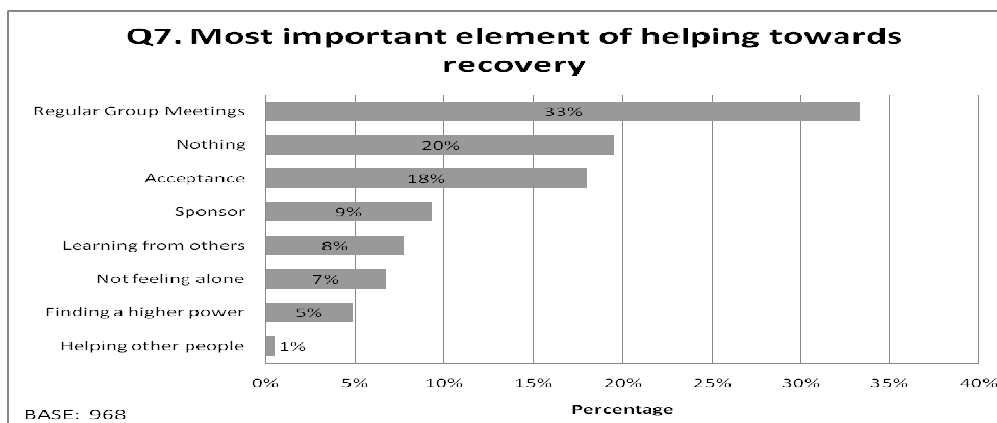
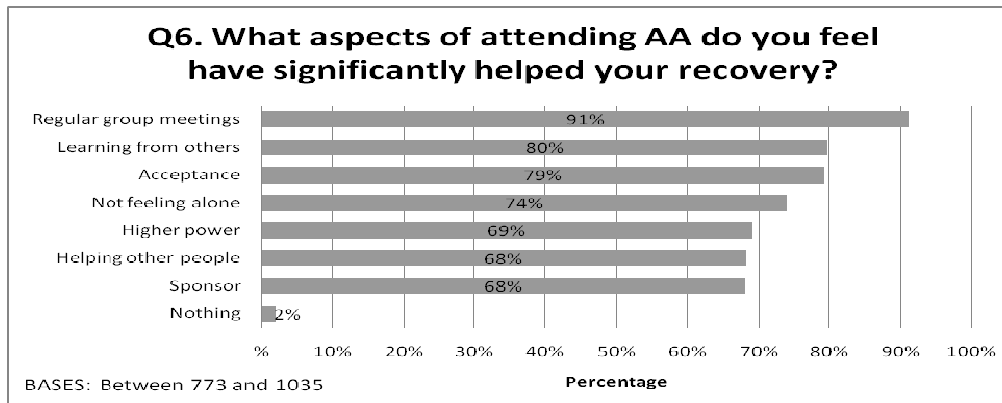


This is the most traditional question that has been asked over the years and, again, you can see that there is an increase over the years with the highest percentage being the last survey.



As you can see an existing group member is the most common way of people coming to AA and the phone directory is still important. The GP and the Treatment Centres are there and I think that is where we could focus a lot of energy, because a lot of the times when people develop drink problems or become alcoholic the doctor is their first port of call. Hopefully, Treatment centres are now much more aware of AA and will encourage people to attend. The Internet might appear to be a low figure but actually

the Internet has not been accessible to a lot of people until very recently and I think that is going to be the interesting thing for me when the next survey is done and I suspect we are going to see a big change in how people get into AA. Other things such as Radio, Newspapers etc. are fairly quite small proportions as most people come through existing AA members.

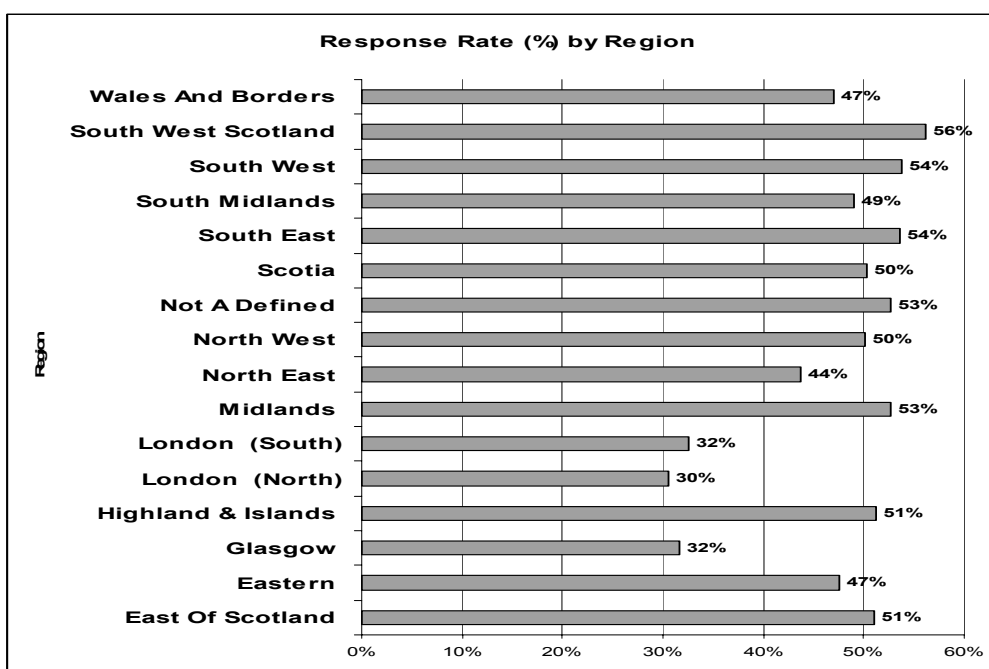


Being someone from outside AA, I'm often faced with trying to persuade someone to go to AA and I come up against the same old arguments e.g. it's a religious organisation how can you expect me to go to that sort of thing, so I suggested that we include a couple of questions about what helps people to recover. This throws up for me very interesting things, that will be useful to use in communications with outside bodies, that it is actually most important to go to regular group meetings and that things like the Higher Power will come later. If you come to meetings first, you will get sober and then the other things will happen. The things such as learning from other people is actually how we all learn and change, we talk to people and that is the power of AA. Acceptance, realising that I am ill and have something wrong with me, then I can do something about changing it. Not feeling alone, it is great just to listen and hear that other people are just like me. The Higher Power I think comes later on, that people then get the whole concept of spirituality and things such as helping other people – sponsor.

What we did was give a list of things that we thought would be useful and asked people to tick as many as they felt were factors that could significantly help their recovery.

Then we asked what was the most important element and, again, the important element that people thought, a third of people, was regular meetings.

Region	Supplied	Returned	RR%	RR% 2005
East Of Scotland Region	96	49	51%	37
Eastern Region	297	141	47%	40
Glasgow Region	225	71	32%	31
Highland & Islands Region	82	42	51%	38
London Region (North)	410	125	30%	25
London Region (South)	197	64	32%	26
Midlands Region	281	148	53%	35
North East Region	249	109	44%	32
North West Region	319	160	50%	30
Not A Defined Region	57	30	53%	27
Scotia Region	207	104	50%	38
South East Region	349	187	54%	46
South Midlands Region	263	129	49%	40
South West Region	234	126	54%	43
South West Scotland Region	130	73	56%	43
Wales And Borders Region	132	62	47%	39
Total	3528	1620	46%	35%



This is to do with the first part of the survey, when we sent out the questionnaires we had to find out the response rate and this is graphically illustrated, for example, if you look at East of Scotland, we sent out 96 and 49 were returned. In 2005 there was a 37% response rate and this time it was 51% and overall there was a total of 46% compared with 35%.

Marketing Means uses a statistically package called SPSS which is the state of the art statistical package about at the moment.

We asked in that questionnaire, the one sent to the Secretaries, how many people on average attend your group and below are the figures and from that we could calculate the average, the mean:

The number of people attending the group								
Region	Count	Sum	Mean Standard		Median	Mode	Minimum	Maximum
			(Average)	Deviation				
East Of Scotland	49	669	14	6	13	14	3	30
Eastern	141	2267	16	8	15	12	4	42
Glasgow	71	2014	28	19	24	14	7	122
Highland & Islands	42	442	11	6	10	10	2	26
London (North)	123	2640	21	12	20	17	3	100
London (South)	63	1480	23	10	22	25	5	50
Midlands	147	2384	16	7	15	9	3	41
North East	107	1687	16	8	16	8	1	41
North West	160	3263	20	10	19	20	4	65
Not A Defined	29	374	13	6	12	16	3	31
Scotia	103	1980	19	11	17	12	4	65
South East	185	3591	19	9	18	16	3	50
South Midlands	128	2496	20	9	18	20	4	65
South West	125	2273	18	9	17	14	2	66
South West Scotland	73	1397	19	10	17	16	4	45
Wales And Borders	62	740	12	5	12	8	1	25
<b>Total</b>	<b>1608</b>	<b>29697</b>	<b>18</b>	<b>10</b>	<b>16</b>	<b>12</b>	<b>1</b>	<b>122</b>

We can use that to calculate various other percentages. It is interesting that some groups only have three people attending and others would have 30. In Glasgow the minimum is 7 and maximum is 122 so there is a tremendous variation and that just amplifies how difficult it is to draw hard statistical information from collecting data from the survey.

Of which, how many were regular attendees to this group?								
Region	Count	Sum	Mean Standard		Median	Mode	Minimum	Maximum
			Mean	Deviation				
East Of Scotland	49	451	9	4	8	6	2	25
Eastern	141	1585	11	5	10	10	3	27
Glasgow	71	1329	19	15	14	8	2	90
Highland & Islands	42	342	8	5	7	7	0	23
London (North)	123	1738	14	8	12	12	2	41
London (South)	63	960	15	8	14	10	5	40
Midlands	147	1793	12	6	11	8	0	38
North East	107	1137	11	6	10	9	1	34
North West	160	2326	15	8	12	10	3	45
Not A Defined	29	281	10	6	10	10	0	25
Scotia	103	1318	13	8	11	8	3	50
South East	185	2523	14	6	13	15	3	41
South Midlands	128	1674	13	7	12	8	4	52
South West	125	1557	12	6	12	10	2	41
South West Scotland	73	947	13	7	12	10	4	35
Wales And Borders	62	584	9	5	9	10	1	23
<b>Total</b>	<b>1608</b>	<b>20545</b>	<b>13</b>	<b>7</b>	<b>11</b>	<b>10</b>	<b>0</b>	<b>90</b>



These are the number of groups that we were looking at and the people they said were regular attenders. In total there were 20,000 regular attenders.

Region	Of which, how many were new comers to this group?							
	Count	Sum	Mean	Standard Deviation	Median	Mode	Minimum	Maximum
East Of Scotland	49	45	1	1	1	0	0	6
Eastern	141	214	2	2	1	0	0	12
Glasgow	71	230	3	4	2	1	0	22
Highland & Islands	42	46	1	2	1	0	0	7
London (North)	123	290	2	3	2	2	0	20
London (South)	63	185	3	3	2	2	0	17
Midlands	147	209	1	2	1	0	0	12
North East	107	126	1	2	1	0	0	9
North West	160	249	2	2	1	0	0	10
Not A Defined	29	37	1	2	1	0	0	8
Scotia	103	209	2	3	1	0	0	18
South East	185	315	2	2	1	0	0	16
South Midlands	128	254	2	3	1	0	0	20
South West	125	252	2	4	1	0	0	35
South West Scotland	73	146	2	3	1	0	0	11
Wales And Borders	62	52	1	1	1	0	0	4
<b>Total</b>	<b>1608</b>	<b>2859</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>35</b>

We asked this to try and get some data as to what is the percentage of newcomers. It is actually slightly more than before but when looking at percentages it also depends on how many people there are altogether and hopefully from that data we are going to try and work out how many people are actually members of AA but, again, it is going to be a guesstimate.

## Electronic Communications

(John S)

Since the launch of the new website there has been a marked increase in the number of contacts made with via line Responder Services from March 2010 and subsequently following the launch of the new site in August of the same year. It would suggest that the new design and interface are now more attractive and readily accessible, and that there has been a general raising of the profile of the GSB website via search engine optimization, thus increasing the opportunity of carrying the message at all levels within the community. This is illustrated by Statistics in the Conference Presentation, which can be viewed slides No's 7 to15 via the Documents library under Web Site/ presentation to conference Conference @ <http://www.alcoholics-anonymous.org.uk/members/?PageID=98>

Whilst it is acknowledged there were some initial teething problems immediately following the launch, this was not entirely unexpected; these issues were addressed almost immediately they became apparent.

When one considers the complexity of requirements of AA and its website, and that of other similar organisations, one can readily appreciate the need to develop and maintain the service, independent of reliance on the rotation process and availability of members in terms of day to day technical and maintenance issue.

The website is being developed to meet our needs and provide continuous and accountable maintenance. This service will be hosted and managed within the UK and, when fully developed, will allow for greater flexibility in day to day usage.

Some of the changes to be introduced are also highlighted in the Conference presentation referred to above.

The new forum facility, at the time of writing this report, is still under testing and on completion of a number of items requiring remedial actions, will be further extensively tested by members of the General Service Board subcommittee, to ensure fitness for purpose and to enable initial training of moderators and other access arrangements. It should be noted that once these issues have been addressed the ongoing development of the Regional and Intergroup Website will be commenced. This will include transfer of the existing file storage content onto the new secure server which is located and will be maintained in the UK.

The existing forum facility which is currently locked from input to Conference Questions 2011 will be replaced by the new forums together with the inclusion of other topics, which will generally be related to service issues. Again, emphasis on terms of use is made in the Conference presentation referred to above.

It has been found necessary, following more recent experience on the old forum, to provide a more robust set of conditions for joining, despite registration procedure. As this area is still considered a semi public arena and being, broadly speaking, in the public domain, adherence to the TRADITIONS is fundamental. Thus moderation issues will be more adequately supported by a grievance procedure that will be referred to the ECSC, which is a subcommittee of the General Service Board, so as to provide independent review should this be deemed necessary.

So as to meet compliance with current legislation related to data protection, it has been deemed prudent to rationalize the current email services which are currently hosted on a server in the USA. During the process of upgrading the Regional and Intergroup micro websites, new access and password arrangements will need to be implemented and a suitable period of notice will be given to all service groups via the Chairman, Secretary and R-ECLO where appointed. Email addresses will be generically linked to the published AA confidential directory, so as to meet with the above compliance and will be administered by GSO.

These latter items will be developed to include a standard template design, which will include a link to the relevant section of the “National Where to Find” search facility, and to allow those with less technical ability to develop and upload content within the framework of the predefined template, those with more technical ability can develop their individual website according to their technical ability.

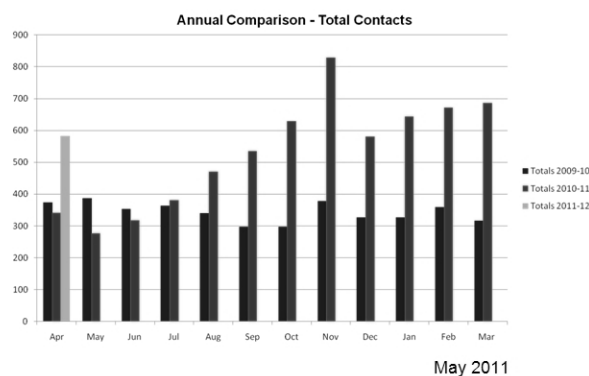
It should be noted that access to the members’ area of the new website will in the near future require registration together with submission of a bone-fide email address. This registration process will only be required for access to the non public facing web pages

such as those contained in the members' area. Separate logins may be require to Forums, File Storage, Email services and Administration access to Regional and Intergroup web facilities. See Slides 26 and 29 for detail.

In response to requests from within the Fellowship for a greater level of communication, particularly in relation to website development, it has been decided to introduce an interim Skype conference call for RECLOs. This will take place in May, and will enable RECLOs to report to their Regions and constituent Intergroups on issues related to website development and to report back at the annual RECLO meeting in August.

## ORS Total E-Mails

NB: AA New Website launched August 2010



## ORS Monthly Statistics April 2010 – April 2011

	New 2009-10	New 2010-11	New 2011-12	Returnee	Minor	Al-Aeon	Al-Ateen	Complaints ORS	Complaints Other	Meeting Info	On-going	Other	Overseas	To GSO	Professional	Thanks	Totals 2009-10	Totals 2010-11	Totals 2011-12
Apr	124	114		5	0	52	1	0	3	14	68	8	4	10	4	48	374	341	
May	126	100		10	0	34	0	1	1	16	26	18	3	7	5	50	386	276	
Jun	90	86		12	0	45	1	1	1	19	71	10	10	12	6	47	353	317	
Jul	120	110		6	1	51	0	0	0	13	118	10	2	9	2	55	363	381	
Aug	92	134		0	0	62	0	0	5	29	120	19	6	5	1	77	340	470	
Sep	107	199		5	3	73	3	0	2	25	100	21	6	12	1	64	297	535	
Oct	107	210		6	0	90	0	1	2	34	118	33	3	20	8	96	297	629	
Nov	110	218		11	0	81	3	0	1	18	349	30	3	14	8	75	377	829	
Dec	80	171		5	1	89	1	1	1	32	153	11	5	13	6	84	327	580	
Jan-11	80	229		14	2	87	1	0	0	23	139	31	6	20	3	84	327	644	
Feb	113	236		13	0	54	1	0	0	35	170	33	3	17	7	74	359	672	
Mar	107	214		15	1	68	1	0	1	37	156	48	4	30	6	81	316	686	
Apr		114	203	11	1	52	0	0	1	23	184	6	5	14	3	72		341	582

## Health

(Phil W)

Good evening Conference, my name is Phil and I am an alcoholic. I am just coming up to my half way point in my time as a Trustee and in the first year you shadow and from last Conference I picked up the portfolio for Health. Previously I had not been a Health Liaison Officer at Region or Intergroup but I had in fact attended a couple of Nursing in Practice Conferences helping out on the stand and I have had a career

where I dealt with the Health Services a lot – I designed hospitals. The reason I mention that is that we'd sometimes get invited to a hospital estate with a view to doing what was called an Estate Control Plan which in essence is a master plan for developing the estate going forward. When we did that we were asked to pose three fundamental questions - Where are we now? Where do we want to be and how do we get there? In autumn of last year I was advised that there was to be a South East Regional Forum and health was to be one of the topics so I had to think how to approach this. So this is the approach we took.

### **Where are we now?**

We have a very good resource both at Intergroup and Region of Health Liaison Officers, approximately two-thirds of all the positions are taken and that does not tell the whole story really because, in many Intergroups and Regions, Public Information picks up the Health functions.

At the moment we have two non-alcoholic Trustees, one of whom is a psychiatrist working in addiction and a powerful advocate for AA. I will just give you an insight into an announcement you will hear tomorrow that we have three more non-alcoholic Trustees coming on the Board, one is a very eminent psychiatrist and another a clinical psychologist and they are both strong proponents of AA and the Twelve Step programme.

On the Health Sub-Committee we have four experienced and enthusiastic members and in addition to that we have good literature which has been developed by previous Health Liaison Sub-Committees, there is a Power Point Presentation included in that and specimen letters to health professionals. What is nice about that resource is when we have our Regional Health Liaison Officers meeting each year we get good feedback from the people out there on the ground and it is very note worthy that they take information from our standard and they splice in material of their own and customise it for the locality in which they live, which is the way we would like it to be.

Personal contact is key is the message from Regional and Intergroup HLOs – knocking on doors there is no substitute in this work. There is a tremendous diversity of initiatives in different parts of the country, the South West has been very interesting, at Glastonbury we have a stand manned by PI and Health Liaison and apparently there is always a lot of interest, also on Jersey there is a very strong relationship with AA and a number of doctors surgeries where they have a rolling Power Point presentation which includes the Who Me 20 questions for people in the surgery.

We do presentations at Medical Schools and Schools of Nursing, AA meetings at hospitals and treatment centres and in many parts of the country there are dedicated alcohol liaison nurses, not universally, but again a terrific connection for us and we get direct referrals from them, recordings for hospital radio stations.

We get regular invitations to attend conferences and seminars concerning alcohol and it gives an opportunity to network with health and care professionals in between sessions.

### **Where do we want to be?**

The following are a couple of stated objectives of the Health Sub-Committee:

- To stimulate interest and encourage service in health liaison throughout the Fellowship
- To review and update health literature, media resources and guidelines as necessary
- To monitor national policies on alcohol and identify opportunities for AA to supplement services within the health sector
- Implications of the *Big Society*?
- To exploit the potential of the website for engaging health professionals
- 'What can it do for me?' webpage testimonial by Dr James Douglas (a glowing tribute to the work of AA from a very experienced GP)
- Dr Jacqueline Chang's video uploaded
- To seek feedback and suggestions from the Fellowship
- To speak from the platform at alcohol issues conferences as well as attending as delegates and at the *Nursing in Practice* conference/exhibitions in Newcastle in April and Cardiff in November 2010 we did have sessions from the platform
- Take forward new initiatives and suggestions from within the Fellowship and these are a couple that came through autumn time last year:
  - ⊙ Could we upload AA DVDs on to *You Tube* - we debated this on the Board and thought not
  - ⊙ Asking major pharmacy chains e.g. Boots, Lloyds etc. if they would be prepared to carry AA leaflets, the short answer is no, they only carry their own
- Hospital appointment cards with AA helpline and website contact details
- Feature on 'Life Channel' TV in GP surgery waiting rooms which is a specialised channel which carries ads, promotions and South East Region is contemplating doing a two month trial with that
- To raise awareness of AA's work at government level, Department of Health, National Institute of Clinical Excellence (NICE) and we are registered as a stakeholder with NICE in the guidelines they produce on alcohol dependence.
- To use the annual presentations at Westminster, Edinburgh and Cardiff to invite health professionals as well as ministers to attend and hope to make connections there

### How do we get there?

- Sponsoring newer members into health liaison service, and importantly, wherever possible to have somebody shadowing the role before taking over, for continuity.
- Local initiatives and contacts are **KEY Communication** via Groups, Intergroups and Regions
- **Communication** via RHLOs meeting at GSO with Health Subcommittee which demonstrates the range of initiatives across the country and it is the perfect forum for transplanting ideas from one Region to another
- **Communication** via Forums, AA Service News and General Service Conference
- Consolidate and extend our present activities
- Target the next generation of the caring professions: Medical and Nursing Schools
- **Be open to new ideas**

## **Board Trustees**

(Jerry C – Vice Chair)

Good evening Conference, my name is Jerry and I am an alcoholic. My job the last two years has been the go-between between the Board members and the Executive Committee. The reason that I asked for some time tonight was because I have never been able to talk in front of Conference. After six years I am one of the lucky Board members who has never had to give a report, I don't know whether that is luck or not though, but anyway, I have been on the Board for six years, Dave and I came on together.

Out of six years there has only been one year that we had sixteen alcoholic Board members, one year out of six, and I am looking here at all of you and there are 96 people in this room who are potential Board Trustees. You are the future Board Trustees. It is very important that all sixteen Regions have a Board Trustee, if not, as you saw from Dave's presentation, there are twenty-three disciplines alone not counting special projects and other things that come up that the Board members participate in, it is something to think about that our Fellowship needs people to do service at all levels, from the top of the triangle all the way down to the bottom.

I would encourage you, if you are eligible to be a Board member, to put your name forward and it does require a little bit of time, and after six years I still have all my fingers and toes, I'm still alive and still going strong and it is one of the most rewarding experiences I have been able to participate in.

The Board would like you to think about that, there are some Regions that have not had Board members for a while which means another Board member filling in for them because every Region is required participation.

Being on the Board is fun, a lot of fun, you get to do things, you get to visit areas, like Phil said he was never involved in health and he is now the Board member for health, you get to branch out, it's giving back, it's something to think about.

The other thing I would like to talk about is tomorrow Dave is going to be talking about people who are rotating off the Board, he is going to tell you how good they were etc., but what I am going to do is tell you some of the things that Dave has done since he was on the Board, because he is not going to talk about himself, too much! I would just like to remind the Board of what Dave has done while he was a Board member. For the last two years he has been Chairman of the Board and I am extremely fortunate to have been able to work with such a fine Chairperson. The Fellowship has definitely benefited from his leadership. The other thing that he participated in during his four years as a Board member was Literature. He was the Board Trustee responsible for Literature and there was a lot of work involved in that. He was on the Nominations Sub-Committee also a lot of work, he was able to go to the Sub-Sahara Area Service Meeting, he was a member of the Conference Steering Committee for two years as Board member for guidance, he was also part of the DVD Project and these are a lot of things to do in four years.

When Dave and I came onto the Board every Trustee had five responsibilities because we were so short of Board members. It's a lot of fun being on the Board but it is work though and does require some time commitments, for you living in this country it is

not quite so much but, for me, it was a little bit more coming from Germany but it didn't matter.

The Executive just wanted to bring to your attention that it is our responsibility as a Fellowship to fill these positions. Thank you.

## **AA Service News Update**

(John A)

All four issues of AA Service News (AASN) went out to the Fellowship on time, the summer issue containing the recommendations from Conference 2010 and the winter issue with the questions for this year's Conference.

A variety of articles from all levels within the Fellowship have been received during the course of the year, the vast majority of which have been included within the magazine.

Following the observations of Conference 2010, Committee no. 2, Question 2, the front page has been redesigned and has featured AA slogans as a means of catching the eye of the group member. The latest issue features an appeal to the Fellowship to look at personal contributions to the pot.

Due to rotation the AASN editorial team now has a new assistant editor.

Articles for AASN are welcomed from all levels within the Fellowship in as much as they relate to service. Registered groups receive three copies each and they are filled with information and experience of service within the Fellowship.

## **Archives Update**

(Tim W-M)

An eventful year. Our first sub-committee meeting was held as a 'telephone-conference call' and proved to be a success. The annual Archivists network meeting was quite remarkable and stimulated an extremely good response from archivists all over the country to supply material for the book that Conference had asked to be written.

The Archives webmaster, Stephen S, has done a good job in making our presence felt on the new AA website that came on stream earlier this year and this will continue to be added to and developed.

The group histories project is nearing completion and will provide a valuable resource for researchers in the future.

Sadly two of our sub-committee members have resigned including the lady charged with the 'oral history' project that we hope to revive when new members have been appointed.

The book describing the development of the UK AA Service Structure required by Conference has reached its penultimate draft and has now been submitted to GSO so

that it may go before the Literature Committee in the normal manner before being presented in its final form to Conference 2012.

## **Employment Update**

(Winnie C)

Over the last ten months I have become aware of the volume of work being carried out in the area of Employment by Public Information committees who do not have Employment Liaison Officers at Intergroup or Region.

For almost thirty years the General Service Conference in Great Britain has considered how we could best carry the AA message to the Employment field. A few Regions and Intergroups appointed Industrial Liaison officers later renamed Employment Liaison but many positions are still vacant.

Some areas covered by ELO are Unions, the Trade Union Congress, the Federation of Small Businesses, pharmaceutical companies and employment agencies.

The national Regional ELO meeting was held in York in July 2010 and was attended by three Regional Employment Liaison Officers, one Intergroup Liaison Officer and some Regions were represented by other service officers. This was a very positive meeting with the emphasis being the need for ELOs at all levels of service who could work closely with Public Information.

Bill W. left us three wonderful legacies of which the third is service and the Twelve Concepts of World Service.

Bill said,

“To reach more alcoholics, understanding of AA and public goodwill toward AA must go on growing everywhere. We need to be on still better terms with medicine, religions, EMPLOYERS, government, courts, prisons, hospitals and all enterprises in the alcoholism field”. *Concept XI. Twelve Concepts for World Service.*

I ask myself every day “am I being responsible?” and I know

I am responsible, when anyone anywhere reaches out for help

I want the hand of AA always to be there, and for that,

I am responsible.

## **Public Information Update**

(Nick R)

Over the past two years I have been focusing on ways to encourage individual group members of this Fellowship to get involved in PI work.

Our link with the National Alcohol Awareness Week created by the government has allowed us to show that AA is available to the general public in Great Britain. In 2009 members of the Fellowship displayed over 11,000 posters throughout the country and last year, hopefully, many libraries were filled with AA books, leaflets, and posters relating to efforts to encourage the still suffering alcoholic. Has it had any effect? I don't know, but maybe you do. However, I do know that there is a tremendous amount being done in the Fellowship to attract newcomers and lift the profile of AA in many different ways; to all of those involved I want to say a very big thank you. My



involvement with PI has taken me to the East of Scotland Forum this year and I was absolutely amazed at the amount of face to face work being done with the public in that area.

I regularly receive reports from Regions and Intergroups that highlight PI activities; in fact our own PI News is always full of prime examples of good PI work.

Sadly, though, this is not the whole story. I look around the Groups & Intergroups in my own area and I know that a lot more could be done. My problem is how to help and encourage our members to do this vital work.

Over recent years the PI sub committee has done a great deal to raise national awareness but at considerable financial cost to the Fellowship. That budget is no longer available to us so we need to find ways of attracting new members and carrying the message at a more realistic cost.

In our attempts to help and encourage the Fellowship in the past, the PI sub committee took on an immense amount of the necessary work and did a great deal to lift the profile of AA; I am sure that the Fellowship was indeed grateful for the sub committee's endeavours. However, whilst this move was being made nationally, local PI activities tended to become less important and I believe much of this local work actually ceased.

The work we are doing at Westminster, the Scottish Parliament and in the Welsh Assembly is of paramount importance in raising awareness about our Fellowship. We annually arrange presentations where we can pass the message to professional bodies, including MPs, medical experts, police chiefs, the prison & probation services and other professionals who are involved in the fight against alcoholism in this country. We show them our credentials; we show them where we can help and we explain the tools that we have within our Fellowship to connect with the still suffering alcoholic, thus giving him or her the opportunity to find recovery. This we believe gives AA "street cred", if you like, at a national level and demonstrates how we can co-operate with the Health, Judicial, Social Services and other organisations.

Bill W talks of the "colossus of communication" and rightly so as the world web dominates our lives. We are at present looking into how we can best use the Internet and make our PI pages more attractive. The PI sub committee can and will carry this out on a national level but of equal importance is the work done at the local level. It is of little significance if we raise our profile nationally only to find that AA cannot easily be accessed locally. So maybe this is a particularly appropriate time to steal a phrase from one of our ex-leaders, "Let's get back to basics".

Let's get back to putting posters in shop windows, libraries, doctors' surgeries, hospitals, meeting places; let's give school talks wherever we are welcome, place adverts in newspapers etc.etc.. Let's inform our own locality that AA is alive and kicking here in our town ....let's say where we meet and at what time. For those who already do this vital work, let them be the ones to encourage others through sharing about the rewards and satisfaction of this area of service. Back to basics. I experimented at home to see if I could find an AA meeting without a WTF. I did find the national number in a directory but that was it.

I truly believe we have come to a time where we have to put our hands up and say, "I am responsible". Let each and every member of AA, and that includes me, pass the

message so freely given to us, by doing one single act of PI work in our local community. By working at this level we will truly be upholding our Steps & Traditions and be “**Anonymous but not Invisible**”.

## **Prisons Update**

(Del H)

This is my first report to you, and I am quite surprised to be writing it for two reasons. Firstly I did not expect to be serving our Fellowship in this position as a Trustee of our General Service Board (I had convinced myself that I had said enough at my interview that the other guy would have been selected!) Secondly having received my letter telling me that I had been elected I did not expect that I would be asked to work within this area of service.

I would like to record my vote of thanks to John S (previous trustee for Prisons) for his offer of support and all the information that he passed to me. The two carrier bags of data that I bought home certainly lengthened my arms!

The first meeting I attended was in June 2010, which was the annual Regional PLO meeting. The turnout for this meeting was a bit on the low side with only 4 Regional Officers present plus a few people representing those who could not be there. Also present were 3 members of the sub committee, and John S, who was there for guidance and support (I really needed it.) Although a bit thin on the ground this turned out a very good meeting. I learned of the sterling work being done in all 5 Regions in Scotland as well the Wales & Borders area along with South West and Eastern. I know from various reports I have received that similar good work is being carried out elsewhere.

According to records from GSO we have quite a lot of people active in this discipline of service. There are currently 13 Regional PLO's out of 15 (CER do not have this area of service in their structure) There also 74 Intergroup PLO's in place out of 117. Added to these figures you could add all the Sponsors and Sponsees that are actively involved.

I attended the annual meeting of Scottish PLO's in Sterling last August. This meeting was very well attended with 23 people in attendance. Accompanying me were our Chairman Dave C and Willie D from our Sub Committee. Once again my knowledge and understanding of what we face when going into the prisons has been greatly enhanced. One of the things I learnt was that although we are trying to achieve the same things in all prisons there are fundamental differences North of the border than there are South. I was told of the real concern about the Scotland Disclosure that is required, and the anomaly seems to be that some prisons paid for this Disclosure and in some AA paid for it. I was told this was a 'problem' but when I asked around the table only 4 (out of the 12 or 13 who reported) that AA paid. This for me turned it from a 'problem' to a 'situation that needed to be addressed.' I set about trying to do this as soon as I returned, and the answer has been slow in coming, but progress is being made.

To help address the situation in the Prisons in Scotland a meeting was set with Tom Fox, who is the Head of Corporate Services in the SPS (Scottish Prison Service) and us. This meeting took place in Barlinnie Prison on the 3<sup>rd</sup> February. Present at this meeting was myself, Willie D and Peter L (PLO for East of Scotland) This turned out

to be a very positive meeting as the lines for communications have been re-established as they seemed to have fallen off lately, partly due the change in personnel in SPS as well AA. We put forward 2 areas of concern to Tom and these were the disclosure issues along with the decision of some prisons allowing guest speakers in when accompanied by a known person and some prisons saying that guests were not allowed unless they had undergone the whole vetting procedure. Tom said he would address these issues immediately as he felt that AA should not pay for their disclosure documentation into any prison and with so few doing so he felt that this issue could be addressed with a favourable outcome for AA. He also felt that guests should be allowed to attend in all prisons as long as they are known to the person bringing them in and would vouch for them. He was assured by Willie and Peter this would always be the case. It was also agreed that to keep the dialogue going between SPS & AA that a bi-annual meeting would be set up with Willie being the main point of contact for us. I shall be kept fully informed of what transpires at these meetings and if my presence is ever required I will endeavour to be there. I must say that I felt a tremendous privilege to go into the prison where the first AA meeting was held in a Scottish prison just over 50 years ago, and also marvel at the fact that is still the case.

Our quarterly meetings NOMS (National Offender Management Service) are still taking place. Attending these meetings with me are our friends from the Probation/Social Services discipline. The head of this department, Roy Dawson, attended our meeting last June and told us he was a 'champion of AA' and I don't doubt him as he told us that he has known about and worked with us for the last 25 years. Any issues we have brought to these meetings seem to be addressed straight away, which means that none of them have been 'earth shattering' or need to be filed under 'I will get back to you on that'

There is no doubt in my mind that we face changes within the Criminal Justice System. Some of these changes may or may not have an effect on our dealings with the MOJ, but only time will tell. I am in possession of a green paper entitled 'Criminal Justice and Addiction' and on the positive side most the changes this paper recommends will have no impact on AA, but we do get a mention. There is a seminar being held in London on the 23<sup>rd</sup> June entitled 'Reforming the Criminal Justice' I have no doubt that this seminar, whose speakers are an MP, someone from the Crown Prosecution Service among others, will shed some light on some of the changes that we will probably have to face in the coming year. So that AA can gain some knowledge of what we may be facing, I and Martin B (our new Vice Chair) have been booked to attend.

There are two more areas I would like to mention. The first of these is our Prison Postal Service (PPS) I was told last May that our database of people registered to use this service was fairly healthy, but unfortunately that is not the case now, as I have been informed that we need more people to get involved (a common theme across all areas of service.) If anyone would like to be involved then information can be given by Jenny as GSO, or look on our website in the document library where the prison pack has been uploaded and information of the PPS is available. Another area we are currently investigating is the ability to use email as a form of communication with inmates. If we make any progress with this, and I feel sure we will, then we shall write an article for AA Service News.

Lastly, and by no means least, I would like to report on the wonderful work being done by the Prison Sub Committee. This is a fairly new committee of the GSB and its 4

members are very experienced in this area of service. I am quite blown away by their knowledge and enthusiasm to have as much information as we can to enable those currently involved in prison work, and for those yet to come, to have as much information and guidance they need to serve in this much needed area. Among all the things that we discuss some things have taken a position of prominence over others, two of these being the Induction Document (which is before you at this Conference for your approval) It is felt if this document could be made available to everyone as they enter prison, it may go some way to stop the comment I have heard on more than one occasion, and that comment was 'I didn't know AA had a meeting here!'

The other project that has taken some while to bring to the table has been the map showing every prison in the country, coupled with the legend of our involvement in which prison. This map shows that in the 170 prisons in England, Wales and Scotland we have meetings in 131 (77%) no meetings in 8 (5%) and we do not know about 31 (18%) It is the 'not known' that we are now concentrating our efforts on. To this end, and at our request, GSO sent out a copy of this map, along with the corresponding Regional area to every Intergroup and Region accompanied with a letter asking for verification of the details. To date the information is a bit a slow coming back to us, but I feel more will be revealed over time (I just need to pray for a little more of this patience thing that I haven't got much of!!)

I would like to finish this report by recording a huge vote of thanks for those people involved in this discipline of service. I know there are gaps in our structure; you only have to look in the confidential directory to see that, then again we always have and probably always will. Even with that fact in mind, there is a hell a lot of work being done in areas that have no PLO in place either in the I/G or Region, but meetings are still being maintained in the prisons in these areas. This does show the dedication of the people involved.

## **Probation/ Criminal Justice Service Update**

(Martin B)

It always appears time goes by so quickly in sobriety. I feel like I had just finished last year's report a short time ago. However, I am pleased to be writing this report in a positive vein as the majority of tasks in this discipline have been achieved. I do add caution though in the fact that at Region and Intergroup level there has really been little movement in the number of liaison officers willing to take forward this great opportunity of 'carrying the message'. That is disappointing and I would give you a 'loving invitation' to take this back to your regions and ask for volunteers. Members of the sub committee Geoff, Chris and Richard would be only too willing to help new members into the right direction. There is a handbook that can be used to assist this process.

The sub committee have now nearly completed the handbook revamp and I am still waiting on input from a Scottish perspective and this would be a priority for the member filling the vacancy on the sub-committee. There is also a shortened A5 pamphlet explaining the discipline with the Literature Committee for review. This will go to Conference 2012 for approval. Geoff has become our link onto the new website and I am sure you will recognise the already good work completed. We did manage to provide input to two editions of *AA Service News* with work going on across the country in Probation/Criminal Justice. We are aiming for the four editions this year and again your help is required in taking back to your regions the request for any good

practice or, indeed, any difficulties encountered in fulfilling this service be sent to Chris, Richard or Geoff - contact details are at GSO or online.

Joint meetings with Prisons and the Ministry of Justice NOMS continue and they have some positive results. There is great respect for AA by the civil servants involved.

I have attended the Scottish Parliament event, SASO seminar which is high profile decision makers in the Scottish Legal System. I am also going to attend a meeting on Probation Initiative in June.

The liaison officers meeting held June 2010 approved Terms of Reference with one slight amendment (a change of where a word was placed) it was also requested that when the difficult financial climate has changed that a workshop for all liaison officer such as the one successfully held in 2008 be developed. I have placed this request with the Board.

Finally, we have to say a huge thank you to Carol Titley who rotates off the board as a Non Alcoholic Trustee. Carol has worked tirelessly for AA in a professional and dedicated manner. Her enthusiasm for helping the still suffering alcoholic is immense and no one who comes into contact with Carol will have anything but admiration for her dedication. A personal thank you from the sub committee and myself, Carol, a job superbly done 'Lang Mae Yer Lum Reek'

I also rotate off this discipline and thank you all for the support I have had over four years I have been a privilege. God Bless you all

## **Roundabout Update**

(Geoff T)

### **What is the Roundabout Magazine?**

**A Meeting in Print:** which you can have with you 24/7. It helps newcomers or long term members when they cannot get to an actual meeting.

**Twelfth Step Work:** Leave a copy with the Twelfth Step as it helps explain what AA is all about and how it can change their life. Helps plant the seed.

**Sponsorship:** Can help us with sponsor work – share fellow AA's articles and experiences.

**Helps with Service:** In Prisons, Hospitals and the Courts (make sure we remove the Diary Pages).

**Helpline:** Diary Pages helps keep members informed of amendments to groups and new contacts for groups.

**Keeps the Fellowship Informed:** New AA meetings and AA meetings that have closed. New contacts for groups, dates of Intergroup and Region meetings and dates of Conventions.

**A Platform:** To help AA's share experiences, concerns, struggles and joys of recovery. A way to give something back to the Fellowship i.e, to write an article.

**A Web Page:** ([www.aa-roundabout.org.uk](http://www.aa-roundabout.org.uk)) gives access to the current edition, gives the chance to email your article to the editor, and gives you the opportunity to subscribe to the magazine.

**In Short:** Another tool to maintain our sobriety.

Roundabout has had an excellent twelve months and is going from strength to strength. The new Editor has now been in situ for a year and three new sub-committee members have been ratified.

Through the first class endeavours of the sub-committee all production dates for the magazine have been met on time. Roundabout is self-supporting. Following the increase from 80p to £1 last year, we were able to offset some of the extra revenue against the printing costs of having the Diary Pages and Subscription Form moved to the back of the magazine and perforated for easy removal. This would be beneficial when giving Roundabouts to prisons, courts, hospitals and doctors' surgeries etc.

The Roundabout at present has its own Website but will soon be incorporated into the official AA Website. We are working on the 'test' area at the moment and when this goes 'live' we will be introducing two articles each month in audio. We have been planning to introduce audio for some time and it will be good to see it finally coming to fruition, especially for people with reading difficulties. The Roundabout Website is accessed every day approximately 350 times which is of tremendous encouragement.

We had our annual Roundabout Liaison Officers' Workshop in November. This was well attended by Region and Intergroup RLOs from all over Scotland. Our RLOs have been working very hard in raising the awareness of Roundabout by having the Flier read out at meetings and encouraging new Subscriptions. They have also been proactive in getting members to write articles. As a result of their endeavours we have had a healthy bank of articles throughout the year.

During 2010 Roundabout averaged a distribution of 1,787 copies which was slightly down on the previous year but we hope to remedy this in the coming year. This includes subscribers from Australia, Ireland, New Zealand, Canada, Germany, Spain and Turkey. The majority of articles we publish are from Scotland but we have published articles from other parts of the world. We feel that if they subscribe to Roundabout then they are also entitled to have their articles published.

### **Roundabout Objectives for the Future**

- With the help of our Roundabout Liaison Officers we aim to raise the awareness of Roundabout and increase the number of people subscribing.
- Once the Roundabout has been incorporated into the official AA Website we are going to research the possibility of paying Subscriptions on-line.
- Through an exchange of ideas, again with our Roundabout Liaison Officers, we aim to introduce some new features which will enhance the magazine in the future.

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

## **Share Update**

(John S)

Despite the current economic climate, Share Magazine together with Calendar and diaries has maintained a fairly consistent level of subscription over the last two years. However in terms of magazine subscriptions this has diminished noticeably over the last four year period.

Nonetheless the magazine has improved in appearance, production quality and that of punctuality in delivery over the last 12 month period.

The recent curtailment of sale or return of calendar and diaries has been due to the need to comply with charities legislation; however this has not impacted too severely on sales of either product. Along with the magazine, both are excellent value for money, being specifically AA programme orientated.

I am happy to report we finally have an almost complete team of subcommittee members, with the introduction of a new assistant editor, the first appointment to the position, following the appointment of a new editor, for a considerable number of years.

We also have a new Web coordinator, and roles have been revised so as to provide continuity in the position of Calendar and Diary editor, and that of Secretary and Newsletter editor. Share now has two National Liaison Officers to coordinate efforts with Intergroups and Regions, so as to increase circulation and awareness of the value of Share, both in the North and South of England and Wales.

We are however still in need of two more “editorial readers” to share the job of selecting articles for inclusion in the magazine, from those submitted by members of the Fellowship. There is always a need for more articles to be sent in. This is an ideal opportunity for members to share on a much wider basis, and also gives one an opportunity to consolidate one’s experience by writing one’s thoughts down for others to share.

It was disappointing to note the lack of attendees from many Regions at the last annual Share Liaison meeting, although it was noted there are pockets of enthusiasm from some Intergroups and Regions. Share magazine is a valuable aid to recovery, particularly, but not exclusively, during early days. It can and does provide opportunity for sharing experience, strength and hope in circumstances where an individual member cannot always get to a meeting.

Finally, the Share team are endeavouring to compile an ongoing collection of photographs for use in all of the various Share productions, i.e. Magazine covers front, back and inside the magazine and also for inclusion in Calendars and on the Website, when appropriate. Most photographs taken on digital cameras and many mobile phones produced in the last three years are likely to be of suitable quality, providing they do not include people or places that can be identified. They can be submitted by email to GSO, but need to be free from copyright.

## Telephones Update

(Anne McD updated by Brian L)

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 subcommittee 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 recognize 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.*

### Summary

The National Telephone Sub-Committee (NTSC) has continued to monitor the cost of the National Helpline (0845) to the fellowship. The Regional contribution for 2011-12 has been set at the £4550 which equates to £30 per month, for the 3<sup>rd</sup> year running. We anticipate that we will have a surplus to send to GSO.

Unfortunately, Yellow Pages do not offer us a listing in their Helpline section at the front of their directories as they allocate for one alcohol helpline listing only. Drinkline has this listing. It is worth noting that Drinkline do offer alcoholics in need of help the AA National helpline.

Due to BT error, there was a lapse of the BT Business Plan for local telephone services in March. BT admitted their mistake and have credited the accounts that were affected.

On a quarterly, and annual, basis the NTSC are providing each Regional TLO with a breakdown of the call volume figures for their respective telephone services and Region as a whole, many are finding this information useful.

### CONFERENCE 2010 RECOMMENDATIONS

No recommendations or questions were raised for the NTSC at Conference 2010

### INBOUND SERVICES

#### BT Contracts

We are monitoring the 0845 call traffic on a monthly basis. The steep decline in calls is levelling off. Once we are past the halfway point in February we will be better able to project the final outcome. An updated forecast will be presented to Conference.

***Updated at Conference: Statement on Contracts and Monthly call minutes Contract forecast***



## **0845 769 7555**

*In the contract year ending on 15 August 2010 we failed to achieve the minimum commitment of 500,000 call minutes and incurred an underachievement penalty of £1347.53 which was added to the September bill. Under these circumstances BT can waive the penalty providing we agree to a further 12 month contract at a lower commitment level with the proviso that, if the contract is terminated during this second commitment period, a portion of the penalty becomes payable on termination. We agreed to a contract with a minimum of 200,000 call minutes and the penalty was reimbursed on our November bill. At the halfway stage (15 February 2011), we had already exceeded the 200,000 minute commitment and are in no danger of incurring another penalty. The projected total call minutes at contract end (15 August 2011) is expected to be about 379,000 (compare with 384,856 last year) indicating that our call traffic is still in decline.*

*We can reasonably expect that we will be able to sign a new contract in August with a 200,000 minimum and it is not necessary to increase regional contributions.*

### **BT Business Plan**

*Our local helplines have fully independent telephone accounts and are not normally entitled to be grouped together under a corporate business plan. In 2003 BT agreed that because we have a national 0845 number the link lines could be considered to be a corporate group for discount purposes and we have until recently had a plan with call capping. GSO had a separate plan to suit their requirements. At the end of 2009 BT tightened up the qualifications for Business Plans and the separate plans were combined because only one plan could be allowed in any single organisation. Our special arrangement was forgotten and the current plan combines helplines and GSO numbers in a plan with no call capping. It has taken sometime to persuade BT to reinstate the 2003 agreement and we have recently signed a 'Contract Order Form' for a separate helpline plan. Since this requires special approval from higher management at BT I anticipate some further delay before it is implemented and once it is firmly established I will contact you again with the details of the plan.*

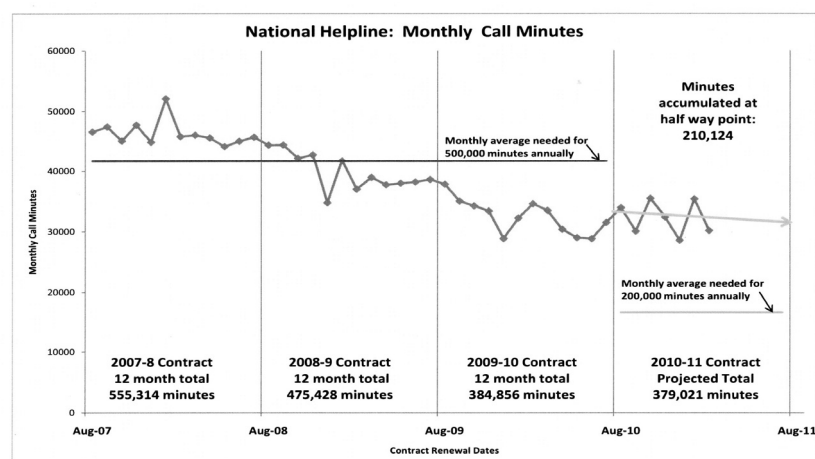
### **CALL VOLUMES to August 2010**

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- emphasizes 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.



## CENSUS

A national telephone census was conducted in the week beginning 7th February 2011. A report on the collated results will be presented to Conference. *(Updated at Conference : National Telephone Census)*

### National Telephone Census ***Preliminary Report***

**(Subject to minor adjustment when additional returns are included)**

<b>Calls logged by responders (Includes calls to local numbers and the national number )</b>	<b>2002 4<sup>th</sup>-10<sup>th</sup> Feb</b>	<b>2011 7<sup>th</sup>-13<sup>th</sup> Feb</b>	<b>Decrease</b>
<b>Suffering Alcoholic First Contact</b>	<b>782</b>	<b>500</b>	<b>282 (36%)</b>
<b>Suffering Alcoholic Repeat Contact</b>	<b>523</b>	<b>303</b>	<b>220 (42%)</b>
<b>Friends and Family</b>	<b>486</b>	<b>201</b>	<b>285 (59%)</b>
<b>Enquiry from Member</b>	<b>963</b>	<b>605</b>	<b>358 (37%)</b>
<b>Professional and Others</b>	<b>360</b>	<b>189</b>	<b>171 (48%)</b>
<b>Total</b>	<b>3114</b>	<b>1798</b>	<b>1316 (42%)</b>

- Overall we received 1316 fewer calls in census week 2011 than in 2002
- There were declines in all five categories with the smallest drop in first time calls from suffering alcoholics and the largest drop in the Friends and Family category.
- The proportion of calls coming through the national number is unchanged at about two-thirds of the total.

## **Northern National Convention Update**

(Sheila D)

The 57<sup>th</sup> Northern National Convention titled 'A New Beginning' was held at the Norbreck Castle Hotel, Blackpool on March 25<sup>th</sup>, 26<sup>th</sup> and 27<sup>th</sup> 2011. As usual it featured the 'Road to Recovery' Banner, a full programme of meetings both AA and Al-Anon, AA related film shows and the Saturday evening disco. There was this year representation from *SHARE* and Armed Services.

The Committee as ever were hard working, both over the prior twelve months of planning and at the event itself, and feedback has been positive. Numbers were slightly down on last year but seemed not to effect the over all enjoyment of the participants. The Convention is self supporting and a post Convention meeting is planned.

The Convention is supported by three Regions, North West, North East and Midland. Al-Anon is represented on the Committee, plus a non voting Board Trustee attends in a supportive/advisory capacity.

It has been my privilege to attend some of the Committee meetings over the previous two years and have experienced the dedication and enthusiasm of its members and for that I wish to thank them.

## **Southern National Convention Update**

(Dave D)

In January I attended the Annual General Meeting of the Southern National Convention. The six sponsoring Regions of the convention were all present and when asked "How do you think the Convention went?" There was a unanimous response of "great convention, fabulous time, really good feeling of happiness throughout the weekend, wonderful venue to hold a convention."

The Convention Committee started the year with 'NO VENUE' and after many phone calls, emails, visits to various parts of the South Coast a new home was found for the Southern National Convention. Who said the Alcoholic could not cope with change? The theme of the convention was 'One Day at a Time' and this helped the committee to focus on the job in hand. As I write this report I find myself saying "was this not another 'Spiritual Experience' for the convention committee to have chosen this Theme?"

To have put this successful convention on the committee had to be together, communicating with each other and to encourage one another. I can clearly remember the Friday morning of the 17<sup>th</sup> September 2010 as we all sat in reception area with staff of convention venue. Have we done this? Can we have tables laid out in this order? What about parking? Will the speakers turn up? Where is the literature? There were a lot of smiles on peoples' faces and there was a good feeling that all would be okay.

The meetings were all well supported, the AA Service News Workshop went well, the dance floor was packed on the Saturday evening and those who attended were very complimentary on how much they had enjoyed the weekend.

I would like to finish this report with another memory that will remain with me for a long time. The convention committee have a meeting with venue staff before leaving the site. Everyone is asked how they are feeling and the two members of staff who were in attendance, a man and a woman, both said they were so emotional and that they had never seen anything like this before, they were deeply moved by the whole experience. They said how much they looked forward to seeing us all next year.

I would like to thank the six sponsoring regions for their support of Southern National Convention. I have had the privilege to witness tremendous work carried out by the convention committee and I wish you all the best for the future.

## **Welsh National Convention Update**

(Phil W)

The theme of the 2010 Welsh Convention was '*Acceptance is the key*' and was held as ever, at the Metropole Hotel, Llandrindod Wells in the scenic heartland of mid-Wales. The first weekend in June generally gives the convention fine weather and a summer break ambience.

Numbers attending were slightly down on the previous year but there were many guests who had travelled from all over the UK. The shares were strong (an especially moving Old Timers Meeting) and the dance floor was packed in the evenings with members celebrating their sobriety. The Metropole Hotel played its part with its high standard of food and friendly staff.

This year's convention will be held 3-5<sup>th</sup> June and the theme this time is '*Keep it simple*'. The format will be similar to previous years with come and go meetings, service workshop (Health), spiritual service and full AI Anon participation in addition to a full programme of main platform sessions. One of these will include Welsh speaking shares with simultaneous translation into English.

The organizing committee is working hard to ensure that the Convention is a success and a weekend to remember. Whilst it may be smaller than the other national conventions, it is exactly this which provides its intimacy and charm. As ever, *There'll be a welcome in the hillsides...*

## **Northern Service Office**

The Northern Service Office is once more very privileged to have been part of another year of numerous Service Activities taking place. First and foremost our significant duties are to carry out all administrative duties necessary to maintain accurate group records for Scottish Groups, Intergroups and Regions, update them on a daily basis and then communicate this information to GSO. We also perform this task with all Intergroup and Regional Minutes; a copy is also sent to GSO for archives.

Again this year we have provided a wide ranging information service to the Fellowship, the Professional Community and General Public. We are an intermediate point between any callers and Fellowship Services. Our main concern is to help to make the 12<sup>th</sup> Step work possible by ensuring we pass on every enquiry to the appropriate Serving Officer and also build up good personal relationships and good communication channels with all Serving Officers to ensure the Professional and Voluntary body's requests are accomplished.

The significant point this year has been the focus of a few main Alcohol & Drug Agencies on recovery. A greater interest has been shown in our fellowship and it's 12 Step Program. This was very apparent by the attendance from Professional and Voluntary bodies, MSP's and also a brief presentation from the Minister of Health at our annual Scottish Parliament Awareness Evening. We have had requests from professionals such as The Scottish Drugs Consortium, Alcohol Focus Scotland, some prominent Doctors in Addiction and University Surveys. Such Professional organisations were requesting our help with the importance put on how our fellowship recover from the illness of Alcoholism and how we apply the 12 steps to our lives. This is hopefully now the way forward for future organisations and how they can direct people to organisations that practice recovery principles. This annual event brought about a lot of great feedback and a lot of enquiries and requests took place at networking interval.

Throughout the year AA has been asked to attend many more alcohol events and the Northern Service Offices has had an increasing number of calls from Social Services for help for their clients and AA information i.e. meeting lists, literature etc.

Just as essential we have had our other usual items such as incoming and outgoing mail, faxes, and telephone calls. A good few students have called this year for information on AA, we have had calls regarding Conventions, Roundabout, Meeting Information, Service Information and any general information we provide. Our main Professional calls have been from Health and Social Services and many Public Information calls for Presentations and Talks to Professionals, Education bodies and Housing Associations that provide accommodation for the suffering alcoholic.

We are still assisting the Roundabout Magazine in any way we can and there has been definite development all round. They are also receiving a steady flow of articles and information for the Diary pages. We are also still making available the Prison Postal Service which has 'peaks and troughs' but very worthwhile.

We are always, on a daily basis, receiving 12<sup>th</sup> Step calls which are always dealt with promptly and passed on to the appropriate channel whether it is our helpline, a local contact or Al Anon.

We are still assisting our General Service Board with such events as Scottish Parliament, Annual Roundabout Meeting and the Annual Prison Liaison officers Meeting. We continue to send them the Intergroup and Regional Service Reports prior to Board Meetings and keep regular communication with GSO staff. The Office also provides GSO with Annual reports for the Annual General Conference and a regular update prior to General Service Board Meetings.

We at the Northern Service Office are always grateful to be of assistance in any area of our Fellowship's requirements and help to enable the Twelfth Step work to be possible.

## **Southern Service Office**

### **How SSO supports the service structure**

- Raising awareness (in London in particular) that members taking on new service commitments at Region or Intergroup with no handover can come to/call on SSO for advice and help.
- Supports the production of the London Where to Find
- SSO hosted a meeting between 13 Intergroup chairs and Sandra Winnick, CRISIS at Christmas customer services manager on Tuesday 16<sup>th</sup> November. This was a very successful liaison exercise – the idea of having a more public information style AA format was discussed and will be tried by some of the AA teams.
- SSO now has a full complement of literature on a display stand with Order forms on hand.
- The AA 2012 Committee was supported by a member of staff who supplied them with contact cards. They have kept us informed with reports of their cooperation with Park Health a private health company contracted by the Olympic Development Authority to look after the occupational welfare of the workforce, both managers and workers. AA was asked over several days to meet with the workforce in the various canteens on the site, this was done public information style.
- Westminster Drug and Alcohol Services have opened two drop in centres. The commissioning officer, Alison Monaghan is liaising with the office, to discuss how AA might cooperate.
- An invitation from the Samaritans to talk about AA and the helpline to new Samaritan trainees was fulfilled.
- The office compiles lists of professionals who contact the office.
- SSO is to take on the administration of the House of Commons Event in the future and keeping this up to date is a priority.
- Emails requesting advice on starting meetings have been received from a Greek island and Israel. These have been comprehensively replied to and Intergroup contacts given where appropriate.
- Many meeting enquiries come into the office from those visiting London and all have received a reply.
- The First Monday Telephone Service workshop.
- The London Region North quarterly service meetings: Health, Prisons, Share, Public Information, Employment, Electronic Communications, TLO's all take place here and all their dates are in the calendar for 2011
- Shared experienced with the Jersey Telephone Service in January.
- Passed out an invitation to an event hosted by Bedfordshire Probation Area to Eastern Region Secretary in March.
- Responded to a request for a history of the London Telephone Service for a telephone service workshop in South West Region in June.

### **SSO's Goals for 2011**

- Support the continuation of an effective and efficient telephone and 12<sup>th</sup> stepping service.
- Continue to respond to requests from within and outside the fellowship regarding AA matters.

- Continue to enthuse and encourage and network AA members in service.
- Work with archivists to collect individual members' histories, accounts of meetings etc. to create a London history.

### **The London Telephone and 12<sup>th</sup> Stepping Service**

This continues to function smoothly, with the help of two hardworking Region Reps and an excellent Chair of the TLO Committee. The flow of volunteers from the First Monday Training workshop at SSO feeds new team members into the shift structure. In 2010 London Telephone Service volunteers helped suffering alcoholics from the Isle of Sheppey to Penzance, spanning all points east and west!

#### **Calls**

Overall call totals continue to drop but not as sharply as the previous year. We pass out an average of 180 12<sup>th</sup> step calls a month.

**Out of London Calls** these have included Northern Ireland (which defaults to London); Birmingham, Coventry, Glasgow, Belfast, Essex, Huddersfield, Syria, Canada, St. Albans, Cardiff, Nottingham, Worthing, Dundee, Winchester, Plymouth, Biggleswade, Somerset, Brighton, Vancouver, Blackpool, Switzerland, Penzance.....to name some, so never a dull moment! We've had visitors from California and Stockholm.

### **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 Mandy asking all to join her in saying the Serenity Prayer.

## **SUNDAY 18 APRIL**

Mandy 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.

Mandy 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 56 - 57
Committee No. 2	Pages 58 - 59
Committee No. 3	Pages 60 - 61
Committee No. 4	Pages 62 - 63
Committee No. 5	Pages 64 - 65
Committee No. 6	Pages 66 - 67

## **ELECTION OF CHAIR FOR CONFERENCE 2012**

The nominations received on Friday evening were presented and, after a vote, Donnie V (East of Scotland Region) was duly elected.

## **RATIFICATION OF BOARD MEMBERS**

(Dave C, Chair GSB)

As many of you know this is my last Conference and we (the Executive) have had a hugely successful, I say with all due modesty, delightful Board to work with and that is very much down to these two here (Jerry and Jim). Jerry walks with me into the sunset after Conference today and Jim transfers to the new Executive.

The role of the Executive, and I didn't know much about it until I joined the Board, are kind of responsible for the day to day stuff between Board meetings. Responsible to the Board and, without their love and support, we would not have the robust Board and the healthy Fellowship that we have today, because I can assure you that at the bottom of the triangle we are healthy, so take that message back to your Regions. They may not always agree with what we do but, as Donnie described beautifully, we give it our best shot. Do we always get it right? A lot of the time. Do we get it wrong sometimes? Occasionally. I would just like to express my gratitude to Jerry and Jim who have been a great support to me over the last two years, myself and Jerry joined the Board at the same time and Jim I knew for a long time before that through Literature and such places, and without them I don't think that we would have what we have today. Thank you,

We have some good news here in terms that we have some new Trustees coming on and we have some old Trustees, like myself, who are moving on but first of all I would like you to say goodbye to those that are leaving us:



**Jerry C** - **GSB Vice Chair**

**Dave D** - **South East Region**

The success of Armed Forces, which we saw in yesterday's presentation, and what is becoming a proliferation of Armed Services Liaison Officers both at Region and Intergroup is down to Dave's great gift in gathering it all together in the last four years. Those of you who have heard his presentation, as you all did yesterday, or have come across him at various Conventions and Forums will know of his enthusiasm. The Fellowship owes you a great debt, our thanks.

**Anne McD** **South West Scotland Region**

Anne has been on the Board for four years and has been responsible for our Telephone Service and she has dragged it together, enforced it, argued the toss around local numbers verses helpline numbers and the national number. It is an intricate and technical process and she has kept the Board fully advised of her progress and been very ably supported by people who are in her Subcommittee. Our grateful thanks.

**Carol Titley** **Non Alcoholic Trustee**

Carol has been an intrinsic part of the General Service Board for the last eight years. Non Alcoholic Trustees get two terms of four years. She has attended all Conferences, she has agreed with some of our decisions and disagreed with some of them and has played a vital role on the Board. Her great gift to the Fellowship was, as in her earlier days she was connected to the Probation Service, to introduce into the Probation Service the 'Thames Valley Model' which, of course, most of you will be familiar with, chit systems, training for Probation Officers and started to legitimise us with that branch of public servants. The Board owes you a great debt of gratitude. Thank you.

**Geoff T** **East of Scotland Region**

Sadly, Geoff had to tender his resignation due to family circumstances, he was a great Board member and is missed by us all and we send him our best wishes.

**Louise Foxcroft** **Non Alcoholic Trustee**

Also, due to family circumstances Louise left the Board and we would like to thank her for all the tremendous work she did in her time with us.

We have two new alcoholic Trustees joining the Board:

Wullie I	South West Scotland Region
Robert M	Scotia Region

Also joining the Board are three new Non-Alcoholic Trustees:

Dr Jonathan Chick	Eminent Psychiatrist from Scotland
Paul Miles	Business Man and Psychologist
Martin Wheatman	Psychologist

Our non-alcoholic Trustees are worked very hard and they are part and parcel of who we are and we don't make any distinction in terms of the workload we give them. We have an expectation of them that they pick up who we are and what we are very quickly and I was dead chuffed to hear that Ash quoted from the long form of the Traditions in his Committee yesterday. When your non-alcoholic Trustees are starting to quote from the long form of the Traditions you know that we are doing something right.

It is my turn to say goodbye, I have had eleven Conferences, one after another, this is my eleventh and I have had the privilege of being Conference Chair and I had a ball and I know that Mandy will agree with me now that it's over. I have had the privilege of Chairing your Board for the last two years and I would now like to introduce you to your new Executive because it is really important that you know who people are.

Your new Chairperson, the first female Chair of the General Service Board of Alcoholics Anonymous Great Britain, is Sheila D, the new Vice Chair is Martin B and you also continue to have Jim T because he was a free transfer.

It's been a privilege of service and for those of you who are prepared and ready to take up this service, in my experience, there were a lot of myths about who we were and we have tried very hard over the past couple of years to debunk some of these myths. I returned to my Region when I became a Board Trustee and said look at that I have instantly become one of 'them'. I don't know how it happened but it was just instant and I could not figure out what the difference was but other people just seemed to want to stay away. We are just people that are in service privileged by the nomination process to be part and parcel of this Fellowship, and my theory is that it does not matter what service you do whether you are a Conference delegate or a Board member, Chair of Conference or picking up cigarette butts outside a meeting room, the outcome is exactly the same, it gives you something back, more than you would ever understand, it gives us that value and peace when we are of service to other people.

So I am proud to tell you that your Board is in good robust health and the other thing that gives me great satisfaction is that the Fellowship of Alcoholics Anonymous is in very good hands – yours. Thank you for the privilege of service.

Sheila D thanked Dave and Jerry for all their hard work and dedication over the past six years.

## **Close of Conference**

(Mandy E)

It has been the most amazing experience and I cannot tell you what an absolute privilege it is, it's also been a nightmare at times and when I said my knees were knocking when I did my keynote speech, they really were. But it has been

an absolute blast and I think that the thing that resounds and will continue to resound with me for many years to come is the warmth that I have felt from everybody.

I have a list of people that I would like to thank which really starts with Conference, the warmth that I have felt, the 'red dotters' who I was supposed to welcome have been so welcoming and encouraging to me and I have got so much strength from that so thank you so much. To the Conference Steering Committee, it has just been a privilege and delight to serve with you, we have had no animosity, just cohesion, agreement and some solid discussion and my thanks go to all of you. The Board of Trustees, a lot has already been said, but they are just like the rest of us and they do an amazing job. I would like to think that one day I will have the privilege of doing the same but I understand the sheer effort of time that is truly Gratitude in Action, which is the theme of Conference this year, it really is Gratitude in Action and a lot of action happens there. The GSO staff, I think that the stuff you do behind the scenes is amazing and I would like to thank you personally, all of you, for taking me into your hearts, the warmth I have felt from you as we have sat around after sessions, having a chat and a natter, has been wonderful. Thank you for your warmth and encouragement. And Ann, General Secretary, I could not have done this without the support and guidance you have given me, I couldn't do it without the sense of fair play, the sense of fairness and the sense of patience and impartiality, all these things that I have learnt from you as I have watched you over the past few years, particularly the last two years on the Conference Steering Committee and then steering it. I hope that I have grown as a result of the experience and as a result of the things that I have learnt from you. Thank you so very much.

I will close, again, in thanking Conference, it has been an amazing privilege. Thank you.

Mandy closed Conference by asking everyone to join her in saying the Serenity Prayer.

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

The Forty-Seventh General Service Conference of Alcoholics Anonymous in Great Britain will be held at the Park Inn, North Street, York on 20-22 April 2012.

## FORTY-SIXTH GENERAL SERVICE CONFERENCE 2011

### COMMITTEE No. 1

CHAIRMAN      JOHN H      NORTH WEST REGION

SECRETARY      DEREK W      SOUTH EAST REGION

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

**1.      Would Conference share experience of dealing with the newcomer to a Group? Make recommendations.**

The Committee agreed that the newcomer should be welcomed in a non-judgmental manner, with warmth and understanding, respecting their anonymity.

The Committee heard many examples of best practice, ever conscious that not every approach will work in every situation and that these examples are by no means exhaustive or prescriptive.

The collective experience received from the Fellowship was:

- A strong home group is paramount, with members being aware that it is the responsibility of all members to carry the AA message.
- The role of the Greeter is important, explaining the function of the group, the format of the meeting and pointing out that AA is a spiritual and not a religious organisation. Ideally there ought to be male and female Greeters and in many groups the Greeter is an established service position.
- The newcomer is given a Starter Pack and the local 'Where To Find' list.
- A comprehensive stock of AA-approved literature ought to be available.
- Many groups offer temporary sponsorship. In other groups, members offer their telephone numbers to newcomers, often written on the 'Where To Find' list.
- Members might offer to take the newcomer to other local meetings and telephone them.
- The tea/coffee person often acts as a secondary Greeter, letting the Secretary know if there are any newcomers. Mid-meeting drinks breaks and post-meeting conversations are also identified as useful opportunities for one-to-one chats. This is where Twelfth Step work can begin.
- Experience shows that keeping it simple works. Newcomers ought to be made welcome, identified but not overwhelmed or spotlighted. They may just want to blend in. Many groups provide a safe, welcoming environment ensuring that their meeting-room is set up in good time and is clean, warm and tidy.
- When newcomers are present, Step meetings often read Step One and Big Book Study meetings focus on the Doctor's Opinion or Chapter Five.
- Newcomers may sometimes be the worse for alcohol. The group needs to discuss ways of dealing with such situations, sometimes involving more

- experienced members taking the person aside and offering individual help, pointing out that the newcomer will always be welcomed back.
- Many groups read Tradition Five before each meeting and newcomers are invited, if they wish, to read The Preamble. They might also be invited to help with washing-up or clearing chairs, so they can feel part of the group.
- In some areas there are meetings specifically for newcomers.

The Committee recommends

- i) that groups be encouraged, as part of the group inventory in their regular group conscience, to discuss their approach to newcomers.
- ii) Groups ought to make themselves familiar with existing literature, including 'A Newcomer Asks', 'Hints and Suggestions for Twelfth Steppers' and Chapter Seven of the Big Book, 'Working With Others'.
- iii) that these examples of best practice of groups working with newcomers be communicated and discussed within the Fellowship via AA Service News, the AA GB website and Share/Roundabout magazines.

Unanimous

**2. Should the selection of questions for Conference be made by a committee comprised of representatives from all Regions?**

The Committee considered by a substantial majority that the existing election and composition of the Conference Steering Committee is democratic, efficient and cost-effective and recommends that the present system be maintained.

Substantial majority 18 for I against.

**3. Review revised Guideline No. 1 'Group Meetings'.**

Guideline No. 1 'Group Meetings' was referred back to the Literature Committee.

15 For, 4 Against. Minority view was recorded.

**4. Elect Committee Chairman for Conference 2012.**

The Committee elected Derek W of South East Region as Chair of Committee No. 1 for Conference 2012.

**5. Elect Committee Secretary for Conference 2012.**

The Committee elected Michael H of London North Region as Secretary of Committee No. 1 for Conference 2012.

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

## FORTY- SIXTH GENERAL SERVICE CONFERENCE 2011

### COMMITTEE No. 2

CHAIRMAN      DAVID W      SOUTH WEST REGION  
SECRETARY      RICKY N      LONDON REGION NORTH

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

1. **Would the Fellowship seek a group conscience at all levels of Service on how we as a Fellowship and individual members can best use (or not use) the new social networking sites like Facebook, Twitter, Live!, In The Rooms, etc..**

**What precautions can we, or do we need to take to observe and respect our Traditions and avoid damage to AA as a whole by individual actions.**

Alcoholics Anonymous neither endorses nor opposes social networking sites. The group conscience of Committee 2 however recommends that a "hints & suggestions" pamphlet on internet safety for AA members be produced for presentation at Conference 2012.

Unanimous.

2. **Would the Fellowship discuss and offer guidance about the guideline in the AA Service Handbook for GB, Section 11, Desirable Qualifications for Alcoholic Trustees:**

***"One is maturity or "time in". Ten years continuous sobriety and previous experience, full term or about to complete, as a delegate to the GSC is essential."***

This Committee recommends that the existing guideline in the AA Service Handbook for GB, Section 11, "Desirable Qualifications for Alcoholic Trustees:" be retained with the addition of the following: - "if in exceptional circumstances a delegate is unable to complete their 3 year term, the sponsoring region may, at their discretion, permit the delegate to complete their term."

The minority view was to maintain the status quo – no change required.

14 For the proposed change  
2 Against the proposed change  
1 Abstention

3. **Review revised Guideline No. 15 'Conventions'.**

This Committee accepts Guideline 15, with the following amendment to be added to the finance section:

All accounts should be independently audited.

Unanimous

**4. Elect Committee Chairman for Conference 2012.**

The Committee elected Ricky N of London Region North as Chair of Committee No. 2 for Conference 2012.

**5. Elect Committee Secretary for Conference 2012.**

The Committee elected Claire B of South East Region as Secretary of Committee No. 2 for Conference 2012.

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

## FORTY-SIXTH GENERAL SERVICE CONFERENCE 2011

### COMMITTEE No. 3

CHAIRMAN      JEREMY H      NORTH EAST REGION

SECRETARY      NEAL C      MIDLANDS REGION

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

**1. Would Conference consider options on how to proceed with the translation of the *Big Book* and *Twelve Steps* and *Twelve Traditions* into British Sign Language for the profoundly deaf alcoholic?**

This Committee carefully considered the options on how to proceed with the translation of the *Big Book* and the *Twelve Steps* and *Twelve Traditions* into British Sign Language.

A substantial majority of the Committee agreed that we should proceed with this project as promptly as possible within current financial constraints facing the Fellowship, on the following basis:

*'To proceed first with the Big Book and thereafter with the Twelve and Twelve in BSL based on the American Sign Language model which incorporates a sound track (voice over) and subtitles.'*

We supported the choice of the preferred bidder on the grounds of cost, quality of translation and production.

The Committee recommends that the General Service Board proceeds with all matters of due diligence, copyright and licensing to take this project forward.

Voting 19 for, 1 against  
A minority view was recorded.

**2. Would Conference consider issuing guidance on how to carry the message to both profoundly deaf alcoholics and those who are hard of hearing?**

The Committee agreed that guidance should be provided to better include the profoundly deaf and hearing impaired within the Fellowship and to improve awareness of their needs.

We supported the suggestions in the background materials, namely:

- *Setting up a National Twelfth Stepper list of members able to communicate in British Sign Language with profoundly deaf people who approach the Fellowship in search of sobriety.*
- *Allowing profoundly deaf members to attend meetings accompanied by a family member or close friend who can interpret (sign) for them.*
- *Encouraging Groups and conventions to establish whether a hearing loop is available in their hall or venue which would greatly assist those members with*



*hearing aids with loop settings. This provision could be highlighted in the Where to Find.*

- *Setting aside some seating at large meetings and conventions near the platform for deaf and hard of hearing members.*

In addition, the Committee suggests:

- That Groups consider how the meeting room can best be laid out for hearing impaired members.
- Where hearing impaired members are known to be present, Group secretaries could consider making an announcement at the start of the meeting; members being encouraged to speak up, speak slowly and speak clearly without covering your mouth
- That Groups be encouraged to ensure that any available hearing loop systems are operable; such meetings to be clearly identified in the national *Where to Find*, local meeting lists and on the AA GB website
- That future consideration be given to providing starter pack materials for the profoundly deaf and hearing impaired newcomer in British Sign Language
- That Public Information and Health Liaison Officers be encouraged to contact organisations involved with the profoundly deaf and hearing impaired and share their experience with the Fellowship at large, for example, through AA Service News.

The Committee recognises the autonomous right of each Group to decide whether or not to declare a meeting 'open' where British Sign Language signers or family members are present

The Committee considered it important that members of the profoundly deaf and hearing impaired community continue to be consulted in the preparation of the guidance as well as other relevant organisations.

Voting 19 for and 1 abstention

### **3. Review revised Section 10, AA Service handbook for Great Britain**

The Committee accepted revised Section 10, AA Service Handbook for Great Britain

Voting 19 for, 1 abstention

### **4. Elect Committee Chairman for Conference 2012.**

The Committee elected Geoff H of North West Region as Chair of Committee No. 3 for Conference 2012.

### **5. Elect Committee Secretary for Conference 2012.**

The Committee elected Dave M of South East Region as Secretary of Committee No. 3 for Conference 2012.

*All recommendations on Committee No. 3 were passed with a two-thirds plus majority with the exception of Question 3 which was passed with a simple majority.*

## FORTY-SIXTH GENERAL SERVICE CONFERENCE 2011

### COMMITTEE No. 4

CHAIRMAN      DONNIE V      EAST OF SCOTLAND REGION

SECRETARY      MIKE W      NORTH WEST REGION

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

**1. Would Conference share experience of how individual members and Groups can become more involved in Public Information work? Make suggestions.**

This Committee welcomes this question and acknowledges that it has generated the intended discussion within groups.

The Committee shared examples of PI activities undertaken. In order to promote more involvement we suggest:

- The encouragement of greater knowledge and use of the existing service structure and literature.
- The encouragement of communication, co-ordination and continuity of efforts through the group conscience.
- The holding of regular service workshops.
- The sharing of experience and enthusiasm through service sponsorship.

We believe that there are opportunities for all members to participate in PI activity, and that carrying the message is every member's responsibility.

Unanimous

**2. Can Conference make suggestions on how Groups and Intergroups can work better together to carry the message to the still suffering alcoholic?**

All service bodies are reminded that AA is an inclusive fellowship. Adherence to AA Traditions, Concepts and warranties ensures inclusivity.

This Committee found that strained relations between some groups and Intergroups can inhibit the effectiveness of our primary purpose.

The principles of Unity, right of participation, that the minority opinion must be heard and that no service body has the authority to take punitive action were emphasised to help resolve some of the difficulties encountered.

Lack of participation in Intergroups was also illustrated more widely across the Fellowship, however it was generally agreed that these issues could be resolved through improved communication between groups and Intergroups.

The role of the GSR, and the importance of an alternate, was highlighted. Emphasis was placed on adherence to the guidelines when electing members to these posts, and supporting them in fulfilling the two way nature of the role.

Groups are also encouraged to invite Intergroup officers to share at group meetings about what Intergroup is and does, and how it serves groups and individual members to carry the message to the still suffering alcoholic.

Unanimous

### **3. Review the reconfigured draft Structural Manual.**

The Committee reviewed the final draft of The Structure Handbook of Alcoholics Anonymous, Great Britain – 2011 and thanked the Literature Committee for the work completed. The Committee felt, however, that it was appropriate to defer final approval of the document to Conference 2012 because:

- There are a number of inconsistencies
- Committees reviewing other sections of the Handbook may reach conclusions which are incompatible with those of this Committee
- A number of issues were raised which need to be reviewed by the Literature Committee

Comments for consideration by the Literature Committee should be submitted in writing by 31<sup>st</sup> August 2011 for their consideration prior to re submission to Conference.

Changes to the current draft as reviewed should be highlighted for the benefit of Conference 2012.

Unanimous

### **4. Elect Committee Chairman for Conference 2012.**

The Committee elected Malcolm M of London Region South as Chair of Committee No. 4 for Conference 2012.

### **5. Elect Committee Secretary for Conference 2012.**

The Committee elected Avi M of London Region North Region as Secretary of Committee No. 4 for Conference 2012.

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

## FORTY-SIXTH GENERAL SERVICE CONFERENCE 2011

# COMMITTEE No. 5

CHAIRMAN SEBASTIAN Z HIGHLANDS & ISLANDS REGION

SECRETARY ERIK A CONTINENTAL EUROPEAN REGION

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

**1. Would Conference please consider how service can be made more attractive to AA members to increase participation?**

Our triangle has three sides: Recovery, Unity and Service. Without any one of the three, our Fellowship cannot survive. Collected AA experience has shown that, as individual members, we cannot maintain sobriety without all three.

Bill W described service as gratitude in action, and for that we are all responsible for carrying the message of service at all levels of the AA structure through the Traditions and Guidelines, sponsorship and sharing on the joys of service. Thus can we ensure our collective survival and growth.

Service saves lives.

This Committee considers that when members, Groups, Intergroups and Regions carry out their service according to these principles, we are acting in the spirit of attraction.

Carried unanimously

**2. Within our Tradition of group autonomy, would the Fellowship discuss and give recommendations on how we can promote unity at business meetings of Alcoholics Anonymous, always remembering to place principles before personalities.**

Within our Tradition of group autonomy, and in order to promote Unity at business meetings, this Committee recommends paying particular attention to the Twelve Traditions, especially Tradition Four (including the long form), Guideline 17 in the *AA Service Handbook for Great Britain* and the "Personal Conduct Matters" card.

In addition, this Committee recommends:

- Remembering the spiritual principles of love, tolerance and respect
- Taking care in electing trusted servants
- Conducting meetings in a businesslike manner – using a structured agenda and employing appropriate language in accordance with AA Traditions

- Remembering that a moment of silence and the Serenity Prayer may be used at any point in a meeting.

Carried unanimously

**3. Elect Committee Chairman for Conference 2012.**

The Committee elected Erik A of Continental Europe Region as Chair of Committee No. 5 for Conference 2012.

**4. Elect Committee Secretary for Conference 2012.**

The Committee elected Mick C of London North Region as Secretary of Committee No. 5 for Conference 2012.

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

## FORTY-SIXTH GENERAL SERVICE CONFERENCE 2011

### COMMITTEE No. 6

CHAIRMAN      LORAIN E      LONDON REGION NORTH

SECRETARY      SIMON H      LONDON REGION SOUTH

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

- 1. Would the Fellowship consider it appropriate that the position of Editor of SHARE Magazine carry with it the right and responsibility to attend the annual Conference thus providing continuity of attendance and the right of participation on behalf of SHARE?**

After due discussion this Committee does not consider it appropriate that the Editor of Share is mandated to attend Conference. The Conference Charter states that the Share sub-committee already has the right and responsibility to send any delegate from the Committee, including the Editor, to Conference. This decision was unanimous.

- 2. Would Conference consider the possibility of producing an edition of the Big Book which includes a selection of personal stories relating to recovery in Great Britain?**

This Committee does not consider it necessary to produce an edition of the Big Book which includes a selection of stories relating to recovery in Great Britain. The shared experience of this Committee is that the stories in the Big Book in its current and previous editions continue to carry the AA message of recovery.

For 17, against 2

The minority view was heard and acknowledged.

- 3. Review new Guideline No. 21: 'Armed Services Guideline'.**

From Armed Services Sub Committee, to Literature Committee.

The Committee accepted Guideline 21 with the following recommendations:

The word "there" to be removed from section "Making Contact", paragraph 1, line 2.

Add "*AA Comes of Age*" to the reading list

Unanimous

**4. Elect Committee Chairman for Conference 2012.**

The Committee elected Liz G of South West Region as Chair of Committee No. 6 for Conference 2012.

**5. Elect Committee Secretary for Conference 2012.**

The Committee elected Andy G of Midlands Region as Secretary of Committee No. 6 for Conference 2012.

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

## FORTY-SIXTH GENERAL SERVICE CONFERENCE 2011

### LIST OF DELEGATES

**CONFERENCE CHAIRMAN:**            **MANDY E** (North East Region)

#### GENERAL SERVICE BOARD

		<b>COMMITTEE NUMBER</b>	<b>TERM OF SERVICE</b>
Dave	C		
John	A	4	
Penny	A	6	
Martin	B	2	
Jerry	C	5	
Winnie	C	5	
Dave	D	6	
Sheila	D	4	
Del	H	3	
Wullie	I	2	
Brian	L	1	
Ann	McD	1	
Willie	MacD	1	
Nick	R	4	
John	S	2	
Jim	T	3	
Tim	W-M	6	
Phil	W	3	
Ashraf Kahn		5	
Carol Titley		3	

#### GENERAL SERVICE OFFICE STAFF

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

#### SHARE

#### ROUNDBOUT



**COMMITTEE  
NUMBER**

**TERM OF  
SERVICE**

**EASTERN REGION**

Anita	D	1	3
Helen	S	2	1
Eddie	D	3	3
Jim	F	4	2
Allie	F	5	3
Gloria	R	6	1

**LONDON REGION NORTH**

Michael	H	1	2
Ricky	N	2	2
Michael	S	3	2
Avi	M	4	1
Mick	C	5	2
Lorraine	E	6	3

**LONDON REGION SOUTH**

Robert	B	1	1
Viv	D'S	2	1
Michael	I	3	1
Malcolm	M	4	2
Bob	N	5	2
Simon	H	6	2

**MIDLANDS REGION**

Jeff	B	1	3
Elaine	E	2	1
Neal	C	3	2
Sue	B	4	3
Anita	S	5	2
Andy	G	6	1

**NORTH EAST REGION**

Neil	W	1	1
Roger	R	2	1
Jeremy	H	3	3
Angela	S	4	2
		5	
John	W	6	2

**COMMITTEE  
NUMBER**

**TERM OF  
SERVICE**

**NORTH WEST REGION**

John	H	1	3
Pauline	J	2	1
Geoff	H	3	2
Mike	W	4	2
Denise	H	5	2
Jim	F	6	3

**SOUTH EAST REGION**

Derek	W	1	2
Claire	B	2	1
David	M	3	1
Chris	E	4	1
Jemma	A	5	3
Edward	S	6	3

**SOUTH MIDLANDS REGION**

Dave	W	1	1
John	N	2	1
Kevin	A	3	1
Brian	J	4	1
Duncan	M	5	1
Chris	D	6	1

**SOUTH WEST REGION**

Ross	G	1	1
David	W	2	3
Tom	W	3	2
Rose	M	4	3
Enid	P	5	2
Liz	G	6	1

**WALES & BORDERS REGION**

Chris	S	1	3
Jason	P	2	2
Kelvyn	J	3	A
Philip	A	4	1
John	H	5	A
Paula	G	6	2

**COMMITTEE  
NUMBER**

**TERM OF  
SERVICE**

**EAST OF SCOTLAND REGION**

Jim	C	1	3
Dave	S	2	A
Norman	B	3	1
Donnie	V	4	3
Alex	H	5	1
Ellen	L	6	1

**GLASGOW REGION**

Charlie	R	1	1
Jim	T	2	A
Derek	F	3	3
Alastair	McC	4	1
Gerry	Mac	5	1
Pat	McG	6	1

**HIGHLANDS & ISLANDS REGION**

Pat	MacL	1	1
Sandy	McV	2	1
Gordon	S	3	2
Kim	G	4	1
Sebastian	Z	5	3
Neill	McG	6	3

**SCOTIA REGION**

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

**SOUTH WEST SCOTLAND REGION**

Iain	B	1	2
Joan	P	2	2
Ian	M	3	1
Henry	H	4	1
John	McT	5	3
Cathy	W	6	2

			<b>COMMITTEE NUMBER</b>	<b>TERM OF SERVICE</b>
<b>CONTINENTAL EUROPEAN REGION</b>				
Nicola	K		1	3
Jens	V		2	1
Timothy	S		3	A
Mary Kay	F		4	3
Erik	A		5	2
Richard	M		6	3

### **OBSERVERS**

Manu	K	(Belgium – Flemish Speaking)	1	1
Michal	S	(Czech Republic)	4	1
Allan	N	(Denmark)	2	1
Pat	K	(Ireland)	2	1
Colly	G	(Ireland)	5	1
Vanni	S	(Italy)	5	1
Piotr	K	(Poland)	1	1
Emil	B	(Slovak Republic)	4	1
Ward	E	(USA)	3	1
Phyllis	H	(USA)	6	1

## Glossary of Abbreviations used in this report

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

