

FINAL REPORT

ALCOHOLICS ANONYMOUS

GREAT BRITAIN

Forty-Eighth General Service Conference

19-21 April 2013
The Henley Suite
Park Inn Hotel, North Street, York

The Gift of Service



General Service Office of AA
PO Box 1, 10 Toft Green, York YO1 7NJ
www.alcoholics-anonymous.org.uk

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Forty-Eighth
General Service Conference

*The Gift
of
Service*



FORTY-EIGHTH GENERAL SERVICE CONFERENCE 2013

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DIGEST OF AGENDA

Friday 19 April 2013

Registration and Reception

Opening Session

Committee Meetings Commence

Nominations - Conference Chair 2014

Presentation of
General Service Board Reports
(Session 1)

Saturday 20 April 2013

Committee Meetings Continue

Presentation of
General Service Board Reports
(Session 2)

Open Forum

Sunday 21 April 2013

Presentation of Committee Reports

Election of Chair for the Forty-Ninth General Service
Conference

Ratification of
Board Members Elect

Closing Address

FRIDAY 19 APRIL

The Forty-Eighth 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 full 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; 21 members of the General Service Board, Erik A - Conference Chair (Continental European Region), Share Editor, the General Secretary, 5 members of staff from the General Service Office and 1 from the Northern Service Office. Also in attendance were 5 Observers from the following countries:

Belgium (Flemish Speaking)	(1)
Czech Republic	(1)
Poland	(1)
Slovak Republic	(1)
Slovenia	(1)

Total in attendance 130.

Opening of Conference by Erik A (Conference Chair 2013)

My name is Erik and I am an alcoholic.

I'd like to welcome all of you to the 48th General Service Conference of Alcoholics Anonymous Great Britain. For those of you who are returning as Delegates, as Board Members, as Staff – welcome back. We're grateful you are here again. For our visitors, we welcome you as well. Our Conference is enriched by your presence and we hope that you may witness or experience something this weekend that will add to your journeys in service.

To those of you at your first Conference – our newcomers – if I may say that, a very special welcome indeed. Your badges have been adorned with a red dot - hence the nickname we've stuck you with for the weekend, 'red-dotters'.

Yes, these red dots are your panic buttons, so please ask the rest of us for help whenever you need it.

They're our way of reminding us to reach out and welcome you. All of us who have been here before have been in your shoes; most of us look back on the experience with gratitude. So ask us questions – and please let us shake your hands.

You are the future of this Conference and so we are especially grateful that you are here.

Welcome and thank you.

Thank you also to the Conference Steering Committee –Alex, Andy, Charlie, Avi, Claire, Michael and the two Board members, Wullie and Geoff, who have worked tirelessly over the last year at the task entrusted to them by the Fellowship.

Finally, thank you to the General Service Office staff for all their hard work and help, especially to Roger, our General Secretary, and Sharon, our Conference Co-ordinator. Their wisdom and patience and toil ensure that Conference is able to happen.

Could we now please have a moment of silence to remember why we are here and to remember the still suffering alcoholic?

I will now open this meeting by reading the Preamble and our Declaration of Unity.

Erik then invited the General Secretary, Roger B, to read the Twelve Traditions and continued with his **Keynote Address:**

The Gift of Service

Again, my name is Erik and I am an alcoholic.

When I chose the theme for this year's Conference, I'm not sure I realised quite how presumptuous it would be to stand before this body and deliver a keynote speech on 'The Gift of Service'.

For there may be no gathering of alcoholics with a deeper understanding of, and commitment to, service.

Everyone in this room tonight is profoundly aware of the many gifts – plural – of service. We all have experience, strength and hope to share about the blessings we have received by performing service in Alcoholics Anonymous. We all have stories to tell of being the recipients of acts of AA service. We are visible within the Fellowship because of service and, as walking examples, we perhaps have a particular understanding of the responsibility all AA members have for passing on our Third Legacy.

The first acts of service I experienced in Alcoholics Anonymous were at my first meeting. Or so I thought at the time. I later came to realise that I had benefited from many acts of service before I ever walked into AA.

Alcoholics Anonymous wasn't any place I ever thought I'd be. It wasn't any place I ever thought I'd want to be and it certainly wasn't any place I ever thought I'd need to be. I was only there because that day I was more afraid of drinking than I was of you.

That first meeting was everything I dreaded it would be: a dingy room with some old people sitting around smoking. I was twenty-eight years old and the next youngest person in the room had at least fifteen years on me. I was early and there were only a few people. I was early not because I was eager – I just had the time wrong.

Those old people were also laughing, which I found very offensive. What did a bunch of old alcoholics have to laugh about? They were all sort of clumped at one side of the room, so I of course headed for the opposite corner. The whole time my head was screaming at me to leave, that they would kick me out – that I didn't belong there.

Then I saw this list of things on the wall labelled 'The Twelve Traditions'. I'd never heard of them. I'd heard of the Steps – this was 1990 and the city I lived in was the epicentre of the alcoholism and drug abuse treatment industry in the United States at the time, so anyone who

lived there couldn't help but to have heard of the Twelve Steps. They were all but posted on the city buses.

But not the Traditions. While my head kept screaming at me, I looked up at that list and Tradition Three jumped out at me and I had a moment of, if not clarity, then at least slightly less confusion, because I realised I could stay. Those old smoking alcoholic people with their offensive laughter couldn't kick me out because there was a sign on the wall that said I could stay. It said there was only one requirement and I met it and because of that I was instantly ready in true alcoholic fashion to defend my right to be somewhere I did not want to be.

And that kept me in the room long enough for someone to come over and talk to me.

Her name was Bernie and she asked if I was new and if I wanted a cup of coffee – they didn't have tea like a proper AA meeting. I said yes to both questions and she went over and poured some coffee into a Styrofoam cup and came back and gave it to me and I saw that it was only half full.

I was offended. Again. First these people laughed inappropriately and then they couldn't even give me a full cup of coffee. Never mind that I didn't actually like coffee – I still wanted my fair share.

I found out a couple of years later that Bernie was just doing what she had been taught – to give newcomers a half full cup in case they have the jitters. Bernie knew what she was doing. She was doing service – she was acting out of love to help an alcoholic who was still suffering. I didn't understand that yet. I didn't see the connection between Recovery, Unity and Service. I didn't, frankly, know what any of those things were. I just knew that some old woman was being nice to me.

Bernie was thirty days sober. I was so impressed. I assumed she must be in charge. Thirty days without a drink sounded like a miracle to me. I know now that it was and is. Bernie told me she hadn't had a drink in a month and that her life was better and it was all because of AA. And I believed her.

I didn't arrive at that meeting an alcoholic, but I left as one – with a Big Book under my arm and a stack of phone numbers in my pocket. No one had diagnosed me, but I had identified with all those old people and I had realised that I was like them.

I gained a little bit of faith that if they could find help in AA, then maybe I could too.

I went to my second meeting a couple of days later and that meeting became my Home Group. I found a sponsor there. He expected me to participate in Alcoholics Anonymous. During the break one night after I'd had a few weeks he walked up to me and said, 'There's a newcomer over there – does he have your phone number yet?'

My sponsor also suggested that I help stack chairs at the end of the meeting or help take the rubbish out to the bin or help sweep the floors.

Eventually, it was suggested that I take a turn as a greeter and stand at the door welcoming people to the meeting.

I hated that, but I did it.

Because, by then, I was starting to learn that when I did these things that I thought were beneath me, I felt better. I felt more a part of the Group. And I was desperate to feel like I belonged.

When you honoured me last April by electing me to serve as your Conference Chair this year, I said something about how much I had always wanted to hang out with the ‘cool kids’. That first Home Group seemed to be overflowing with ‘cool kids’ and I so wanted them to like me and accept me. I wanted to be like them and I wanted to be one of them. I followed them around like a lonely puppy, terrified they might kick me.

But of course they didn’t.

What I received instead was more love and kindness. I was a recipient of acts of service and I was tutored in how to be of service. I slowly learned that it was possible to think about something other than myself. I began to understand that love was constructed from a series of actions and that those actions were actions of service.

As I was helped through the Steps and Recovery took root in me, I began to understand our other Legacies. I became grateful for the Unity and started to see how I could be a part of it. I changed from someone who did service because I was asked or told to or even because it felt good, into someone who does service because it is a part of my nature.

I came to believe that it is one of the things we mean when we talk about ‘having had a spiritual awakening’. One of the results of the Recovery we receive from working the Steps is the opportunity to be a part of the Unity of the Fellowship. Another is the opportunity to be of service – because we are changed into people who give instead of people who just take.

The dictionary defines legacy as ‘something transmitted by or received from an ancestor or predecessor or from the past’ – a gift, in other words, from those who have gone before. Our Three Legacies are gifts handed down to us. We receive the gift of Recovery when we work the Steps. We receive the Gift of Unity when we cling together in love and work together to keep our Fellowship alive.

We receive the Gift of Service when we act for someone else’s benefit rather than our own – because we are now people who can do something for someone else.

As a recovered alcoholic, the Gift of Service, the opportunity to serve, brings me closer to the God of my understanding – to my Higher Power. Now, admittedly, my understanding of that power has increased by only a tiny amount in the years I’ve been among you. Today the only thing I know for certain is that my Higher Power is one of love. When I witness one alcoholic helping another, I get to see what love looks like. I think that’s what’s meant when people say we’re made in the image of God. It’s not what we look like, it’s what we look like when we’re helping each other – *when we’re being of service*.

It’s why, as I said last year, I wanted to be around the ‘cool kids’ – because in Alcoholics Anonymous, the ‘cool kids’ are the alcoholics who are accepting the Gift of Service and passing it on to the next drunk who walks in the door.

It doesn’t matter how I define or how much I think I understand my Higher Power – or whether I do at all. It doesn’t matter whether my Higher Power today is ‘God’ or not.

In Alcoholics Anonymous I’ve learned that I don’t have to define or understand a Higher Power to have one. The gifts of Recovery, Unity and Service work in us and through us no matter how diminished my individual understanding is. When I watch you being of service, I see what ‘God’ looks like, whatever ‘God’ may or may not be.

I know today that I was given the Gift of Service not only from very early in my sobriety, but also from even before I was sober. About three years before I found you I worked one summer with a guy, David, who had been in AA for a short time – a few months maybe. He

would rush out to a meeting every day at lunchtime and return a seemingly different person. I didn't know what you were doing to him, but it sure seemed to help.

He talked incessantly about AA and I would smile and nod in that condescending alcoholic way we can all do so well. I had no idea it would ever mean anything to me, but I was glad for him that he had found you.

Three years later, when I couldn't decide which I wanted more, to drink or to die, I remembered David. I knew that whatever was going on here, it was a safe place. I knew that shattered as I was, you wouldn't hurt me. You might not help me, I might not belong here, but you wouldn't hurt me. So I took a chance and found my way to that dingy smoky room with all the inappropriately laughing old people.

And I thank the God of my diminished understanding for that every day.

And because you have given me the Gift of Service, I try to live that gratitude. I try to pick up the gift and accept the opportunity to serve. It is a responsibility, yes, but it is also a gift.

And like the Gift of Recovery and the Gift of Unity it is ours if we want it.

Bernie, at that first meeting, picked up the gift and gave it to me and showed me what living the miracle of thirty days looked like.

David – without even knowing – picked it up and gave it to me by showing that AA was safe. My first sponsor – and the ones who have followed – picked it up and gave it to me.

We are here this weekend, to pick it up together once more, to accept the opportunity together to give something back to the Fellowship that has saved all of us.

I hope you have a great weekend and a great Conference. I'm so grateful you're here. It feels amazing to be with you once more – to be hanging out with the 'cool kids' again.

Alcoholics Anonymous saved and transformed my life through the Gifts – our Legacies – of Recovery, Unity and Service.

The Gift of Recovery means we get to stay sober today. The Gift of Unity means we get to stay sober together with other alcoholics. The Gift of Service means that maybe we can help some of them.

If we can, our acceptance and perception of a power greater than ourselves – whatever we as individuals may perceive it to be – increase just a little. We move a little closer to each other and a little closer to that power.

And this alcoholic's understanding, though still very limited and diminished, grows just a little bit. And for that I thank you.

Erik went on to introduce the Chairs of the six Committees and then asked Andy to give the Conference Steering Committee report.

Conference Steering Committee Report

Andy G (Midlands Region), Alternate Chair

My name is Andy G, I am an Alcoholic and I am your Alternative Chair for Conference 2013.

I would like to welcome you all to the 48th General Service Conference of Alcoholics Anonymous GB and especially the first year delegates. I hope you find your first year at

Conference interesting and rewarding and I am sure that the more experienced delegates around you will endeavour to make it so.

Sir Winston Churchill once said “to improve means to change”. For me, personally, ‘Alcoholic’ and ‘change’ have never been two words that really mix well, although that is why we are here. Not to change the message we carry but rather to change how we carry the message in an ever-changing world. The reason for Conference is that we are not perfect nor never would we want to be.

Although we do strive for progression, we need to understand from our past mistakes as a Fellowship - not to re-live them but rather learn from them and move forward to improve.

I am going to try and explain as briefly as possible the work done on your behalf by this year’s Conference Steering Committee (CSC).

Each of the six Conference Committees of 2012 elected a member to Chair their Committee at Conference the following year, these six elected Committee Chairs make up the Conference Steering Committee. This process ensures that the Conference Steering Committee (CSC) has a yearly rotational system and is made up of six new members every year.

Conference as a whole elects its Chair for the following year: Erik was elected 2013 Chair at last year’s Conference. Conference Chair also chairs the Conference Steering Committee (CSC).

The Committee also consists of two Alcoholic Board Trustee Members (Wullie & Geoff): during our first meeting we agreed that the Trustees would not have voting rights within the meetings and would only be there for guidance and support. I would just like to personally thank Wullie and Geoff for their support and guidance throughout the entire Conference Steering process.

Also included within the Conference Steering Committee were the General Secretary (Roger) and one member of staff from the General Service Office (GSO) Sharon. I would also like to congratulate Roger on his first year as General Secretary for doing an excellent job and thank him for his support throughout. I would also like to thank Sharon and Sophie for all their hard work in printing out the meeting minutes and organising the hotels and many other things they do behind the scenes. Once again thank you.

The 2013 Conference Steering Committee first met at GSO York on 11th May 2012.

In Attendance: Chair of Conference 2013 Erik, Roger (General Secretary), Sharon Smyth (Conference Co-ordinator), six Committee Chairs and two Board Members, Wullie and Geoff.

Committee No.1	-	Charlie R	(Glasgow Region)
Committee No.2	-	Claire B-D	(South East region)
Committee No.3	-	Michael I	(London Region South)
Committee No.4	-	Avi M	(London region South) Apologies
Committee No.5	-	Alex H	(East of Scotland region)
Committee No.6	-	Andy G	(Midlands Region)

Items Discussed:

Election of Members: Claire B-D (to take the meeting Minutes) and Andy G (Alternative Chair).

A briefing by Roger (General Secretary) was given on the History of the Conference Steering Committee and guidance notes.

The theme for the 48th Conference – ‘The Gift of Service’ – was suggested by Erik.

In September and October, the Conference Steering Committee met to select the questions for Conference 2013.

A total of 62 questions were submitted with a further two incorporated by the CSC itself. A significant increase from the 42 submitted for Conference 2012. Also, a number of people who had submitted questions were asked to either re-write them to be more relevant to the Fellowship or send more back ground information to clarify those questions. During the September meeting we got through around 50% of the questions and were to meet again only in October. The time passed quickly and before we knew it the final meeting was upon us. We reviewed the re - submitted material and the remaining 50% of the questions. Due to the high volume of pertinent questions submitted, the CSC decided to combine relevant questions of similar categories into the two further items.

Some people may say “But what if nothing comes from Conference; what if nothing has been decided or voted upon?” Well, in answer to this I thought long and hard.

I believe that the questions have, in part, already served their purpose in that the Fellowship has asked of its Groups, Intergroups and Regions all of the questions we’ll be discussing over this coming weekend.

And, in so doing, has once again re-sown the seeds of improvement, progress and change throughout our structure.

I would like to thank the previous 47 Conferences for bringing us forward to this point in time; without their commitment and dedication to strive for progress would we be here now? It is only through them, you and people like John S, a Board Trustee who sadly passed away late last year, that this Fellowship is what it is today. I knew John personally; he was not only a Fellow but also a good friend. He was very modest regarding his untiring work to help the still suffering alcoholic and was fiercely proud of this Fellowship and what it stands for.

I would like to truly thank the Fellowship, especially those who took the time to forward their questions for Conference 2013. My personal view is that there are no right, wrong or stupid questions. All are the direct result of a desire to understand something better, a willingness to be exposed to someone else’s viewpoint or plain simple curiosity. In the spirit of generating a thriving environment for ideas, suggestions and questions to develop, I hope the Fellowship and Conference have enjoyed the questions as much as the Conference Steering Committee enjoyed the process of choosing them.

I thank you for being here, for the service you give to your Fellowship and wish you all a truly amazing weekend.

Roger B, General Secretary, was asked to read the orientation containing last-minute changes and safety information, and the National Convention dates which are:

Scottish Convention	-	10 th – 12 th May 2013
Welsh Convention	-	31 st May – 2 nd June 2013
Southern Convention	-	6 th – 8 th September 2013
Northern Convention	-	21 st – 23 th March 2014

Erik went on to explain the voting procedure and how these votes would be counted to which Conference agreed and eight tellers were selected from 2nd year delegates to undertake this task for the whole weekend.

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

FRIDAY EVENING

Erik 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 2014 before handing over to Sheila D, Chair of the Board, to introduce the General Service Board Report.

NOMINATIONS FOR CONFERENCE CHAIR 2014

The under mentioned were proposed and seconded for the Chair of the Forty-Ninth General Service Conference 2014:

Claire B-D	-	South East Region
Andy G	-	Midlands Region
Avi M	-	London Region North

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

(Sheila D – Chair GSB)

My name is Sheila and I am an alcoholic, it is my privilege and pleasure, as Chair of the Board of Trustees, to present the Board Report to Conference.

For those of you attending Conference for the first time and who are affectionately known as 'red dotters', welcome. Welcome also to our observers.

I would like to thank Eric, Conference Chair, and the Conference Steering Committee for their hard work during the past twelve months.

I would also thank the General Service Office, lead by the General Secretary, Roger Booth, for their ongoing hard work and support. We could not function without them.

Sincere thanks to both alcoholic and non alcoholic Trustees, all of whom freely give their time, talents and support, even when illness strikes and the weather conspires against them. We are at present truly blessed with a dedicated and unified Board.

2012/2013 has been eventful, challenging and most of all rewarding. All the work undertaken by both GSO and the General Service Board is by definition, primary purpose and undertaken on behalf of the Fellowship. As detailed reports have been given by the Trustees responsible for their individual disciplines, my report is a summary rather than detailed.

The Public Information events held at Westminster, Holyrood and the Welsh Parliament were again attended by alcoholic and non alcoholic Trustees, most of whom gave presentations. Members of the professional community attended, some for the first time. There was representation from police training in Wales and in Scotland, a Justice of the Peace.

Trustees and members of the General Service Office participated in the Scotia Regional Service Meeting in Livingston on June 23rd. As always the presentation given by GSO staff was well received.

As part of previous cost cutting exercises the number of these Regional meetings was reduced and, partly as a result of this, there are no Regional Service Meetings planned for 2013/2014 and beyond. There is now the opportunity for Regions to request a service meeting.

The European Service Meeting agenda meeting was held in York. The next ESM will be held in Frankfurt in 2013. Two of our Trustees will attend as 1st and 2nd term delegates.

In October, Roger Booth and myself attended the World Service Meeting in Ryebrooke, New York. The next meeting will take place in 2014 in Poland. A separate report has been written and since attending the meeting we have been able to send £5,000 to the International Literature Fund.

June 2013 will see the Sub Sahara South African Service Meeting in Johannesburg. This meeting is jointly funded by GSO USA/Canada and GSO GB. Funded through the development fund, it gives an opportunity for smaller countries, with small AA presence, to share their experience. Our General Secretary and our Vice Chair elect will be attending on our behalf.

Trustees have attended the Irish, Danish, Belgian and Polish Conferences.

An interesting, and successful, Probation and Criminal Justice Service Seminar attended by Regional and Intergroup Liaison Officers, was held in York, with a similarly successful Health Seminar being held March 2013.

The British Sign Language DVD has been produced and sales are encouraging.

CDs of the Big Book and the Twelve and Twelve are also available from GSO. Voices of AA members have been used in the recordings. CDs of *Living Sober* will follow shortly.

Positive progress has been made with the website, a full report and presentation will be given during this weekend

With regard to the National Telephone Number, Off-Com has announced that further information will be released this summer.

Due to the previous economic climate and unexpected circumstances, there has been a delay in the production of a history of The First 50 Years of AA Service in Great Britain as requested by Committee 1 at Conference 2009; however, we hope to address this in the coming twelve months.

In line with the Fellowship, the General Service Board participated in the Alcoholics Anonymous Awareness Month through articles written by our Non Alcoholic Trustees and presented as a Press pack.

Since Conference 2012 we have been fortunate in working with an almost complete number of alcoholic Trustees. We currently have four non alcoholic Trustees, we are able to have seven in total, if any members know of anyone who might be interested in joining the General Service Board as a non alcoholic Trustee, please forward their names to GSO or one of the trustees.

As always Trustees will be present throughout Conference to answer questions.

Finance

(Penny A – Treasurer GSB)

Good evening Conference – my name is Penny and I am an alcoholic. It is a privilege to be here and to be Honorary Treasurer for the Fellowship.

I am going to report this evening on the Accounts to the year-end September 2012, which you should have all had a chance to see and they go out to the Fellowship in the form of the Annual Report and in the form of the quarterly report.

Where the money comes from

The money basically comes from you and the Fellowship. Breaking it down:

- Group and Intergroup Contributions
- Personal contributions and some of you may know that you can donate monthly if you wish to (form on website or obtained from GSO)
- Gift Aid and covenants (reminder £10,000 limit per annum or for one off)
- Group and Intergroup Gratitude which comes in once a year from Gratitude Week which most Groups celebrate
- Conventions / Conference which comes from the Tradition Seven pot from Conventions and Conference, which can be confusing, as we don't actually get a surplus from Conference. Why there is an income from Conference is because it is paid for and then the Regions put their contributions forward so that is shown as income but actually it is just helping us to pay for Conference.
- Interest on investments

And last but not least, Publications, and that plays a very important part in our income, only if you buy it directly from GSO or through the website. If you buy it from anywhere else Alcoholics Anonymous Great Britain does not get a penny from it, so it is not a good idea from the point of the Fellowship, purchases should come through GSO.

Where the money goes

Everything we do is primary purpose from a member of the GSO staff answering the telephone to a publication in a health journal.

From you as delegates discussing ways to better carry the message, to the Board Trustees attending a Sub Sahara meeting to provide support and share experience with countries where AA is in its infancy – that is carrying message, that is primary purpose.

Everything that comes in is used, basically, to carry the message.

Now we will look at some year-end figures:

Year end figures

YEAR END September 2007	YEAR END September 2008	YEAR END September 2009
Expenditure exceeded Income	Expenditure exceeded Income	Expenditure exceeded Income
Deficit: £175,607	Deficit: £59,273	Deficit: £13,492

As you will see, through 2007 to 2009 AA GB was operating with a deficit, for three years less money came in than went out. In previous years to that in 2003, 2004 and 2005 we had been doing quite well and it started to really drop in 2006 and as you can see in 2007 we went into deficit.

Year end figures

YEAR END September 2010	YEAR END September 2011	YEAR END September 2012
Income exceeded expenditure	Income exceeded expenditure	Income exceeded expenditure
Surplus: £64,221	Surplus: £267,423	Surplus: £183,883

Then things started to pick up thanks to:

- The Fellowship responding to the message being passed through the structure that there was a lack of funds
- The Board and the GSO staff cutting back costs to the bone - any further cuts would have resulted in a serious reduction in the service to the Fellowship and our ability to carry the message

Year end figure September 2012

£1,908,600

**Including investments and
restricted funds (Development
Fund and European Service
Meeting Fund)**

Prudent reserve: £1,500,000

This figure is a snap shot in time, accounts are always retrospective. It takes time to build up a reserve, one good year does not put us in a stable financial position. **Complacency**, oh, well it's okay now we needn't put so much in the pot or oh, well we can take on commitments to spend more ... both can lead back to a deficit.

The £1.9 million figure includes our prudent reserve, one year's running costs plus future commitments. Unlike a local group, AAGB has long term commitments for example to leases and members of staff and, in the event of having to wind down, there would be commitments to fulfil beyond one year's running costs.

The figure also includes investments which fluctuate and the **restricted funds** which are just that, can only be spent on what is said on the tin.

The **Development fund** – this is the money that comes from 8% of the sale of the Big Book, the 12&12 and As Bill Sees It. These funds go to support:

- **The Sub Sahara meetings** (jointly supported with US) £7,595 has recently gone out
- **The World Literature fund** – a £5,000 donation has just been made after years of not being in a strong enough position to support it
- **Polish Conference £1,906**
- The **European Service Meeting** fund which is actually not AAGB's money but is managed from GSO so the account is shown as being part of our operations.

This year end figure includes everything we have but it does not mean that we have that amount of money to spend, I'm saying that we are in a reasonable situation but it looks a lot more than we have got. It's all there in the Accounts.

Looking Ahead

The coming year:

**Pick up activities that have been
put on hold, e.g. forums and
seminars, presence at
conferences and exhibitions and
more specifically:**

Activities were reduced such as:

- Reduced announcements in publications
- Reduced attendance at conference and exhibitions
- Reduced attendance at overseas conferences
- Reduction in internal workshops, seminars and forums to share experience about and encourage involvement in service

Now we can pick them up again:

- British Sign Language 12 and 12 which had been on hold
- Sub Committee for Employment
- Develop PI events
- Further development of the website
- Audio versions of our literature such as Living Sober which is just about to come out

CARRYING THE MESSAGE!

There are many things happening now so I am cautiously optimistic, not going into complacency, but what I am really concerned about is my predecessors have worked so hard – Regional Treasurers, Honorary Treasurer, Group Treasurers, Intergroup Treasurers – to get this message across that we need money to do things. I don't want the message going back out there that they are OK up there, let's do nothing. If we keep doing what we are doing, if we keep the money flowing in we can get Alcoholics Anonymous more visible out there and that's what we all want.

Where to find finance information

Fellowship Accounts:

Go out quarterly to Regional Treasurers with Report.
Report goes out quarterly to Intergroup Treasurers.

Annual Report and Accounts:

Go out to all Regions, Intergroups and Groups.

As in any organisation, hearsay and gossip spreads around, make sure you know the facts and you can always contact me or Karen by phoning, emailing or writing to GSO.

Thank you for your contributions and your service.

GSO Roadshow

(Angela Varley and Sharon Smyth – GSO Staff)

Good evening Conference. It is our privilege to give this presentation, requested by the General Service Board, on what the General Service Office is and what it does.

GSO provides the links between Groups, Intergroups, Regions, the General Service Board and the General Service Conference. Our GB GSO serves as the European Information Centre across Europe.

GSO is the administrative arm of the Fellowship, providing services for Alcoholics Anonymous nationally - through GSO in York, the Northern Service Office in Glasgow and the Southern Service Office in London.

GSO maintains Communication with the 16 AAGB Regions (including Continental Europe), 120 Intergroups and more than 4000 Groups in Great Britain to date, also various GSOs throughout the world.

The Staff of all three offices are dedicated to providing these services as efficiently as possible, and most importantly with care and consideration for our Fellowship.

Services to the Fellowship include:

- AA Service News
- Accounts monthly, quarterly & annually
- Annual Report & Conference Reports
- European Service Meeting in Frankfurt
- Mail-shots to the Fellowship
- Share & Roundabout
- Group, Intergroup & Regional Records
- Fellowship Books & Pamphlets
- Service literature & material
- Where to Find & other directories
- Co-ordination of Media & Professional calls
- Board projects
- Production of Share CDs for the blind
- Updating the AAGB Website

How many staff members are there at GSO, NSO & SSO?

At GSO there are 12 full-time members of staff. At NSO in Glasgow there is one part-time and one full time, and at SSO in London we have 1 part-timer and one full-time staff member.

At GSO the Staff Members are:

- Roger – General Secretary
- Angela – Office Manager
- Chris – Share/Roundabout Admin
- Elaine - Records
- Karen – Management Accountant
- Jenny – Telephonist/Reception
- Steve – Accounts / Literature Orders
- Neil - Literature Dept
- Paul – Administrator
- Phil – Literature Dept
- Sharon – IT/ Events Manager
- Sophie – Administrator

The SSO & NSO Staff Members are:

SSO London:

- Miranda – Office Administrator
- Imogen – Assistant Administrator

NSO Glasgow:

- Lorraine – Office Administrator
- Helen – Assistant Administrator

We have both worked at GSO for well over 20 years and it gives us a sense of pride and gratitude to work for the Fellowship of AA, as indeed it does for all of the staff at our three offices.

Thank you for your attention and giving us this opportunity to share this information with you.

An in depth profile of each staff member at GSO, and what their responsibilities are, is available in our full Presentation which is available from GSO or the AAGB Website in the document library.

Electronic Communications

(Wullie I and Tom S)

Good evening Conference, my name is Wullie, an alcoholic and Trustee responsible for Electronic Communications along with Tom. It has been a challenging and rewarding year for us in Electronic Communications and Tom will now take you to where we are today.

Good evening Conference, my name is Tom and I am an alcoholic. This is my first Conference as a Trustee as last Conference I was a Trustee elect and have had a year in post. My day job is as an IT Consultant and I have been working in IT for in excess of 35 years so I have done most things that one can get up to in IT Services. I started life as a programmer, I progressed to design, to management, to consultancy and that is where I am at today. I work for one of the largest IT companies in the world and for the last 12 years I have worked in telecommunications exclusively within IT. I also do a lot of work for a household name and mobile provider and that role is in contract negotiation and project management from start to completion of projects and it's also in support of live systems.

I would not have that role if it wasn't for this Fellowship so my gratitude to Conference and my fellow Trustees and to my Region who put me forward for this position. I cannot say enough about how grateful I am to be able to stand here this evening. I have not done anything magical, I have just done what I do in my day job and I have applied it to the benefit of the Fellowship. When I joined I was asked to undertake a review of the current contract that we had with our Website Provider and, as you all know, it's had a checkered past and things weren't going so well.

I undertook a contract review and quickly found out that the contract was very much in favour of the supplier and less so in favour of the Fellowship, due in part to the fact that there hadn't been an IT experienced member of the Fellowship to undertake that job. It's a bit like buying a service and thinking that the supplier is going to be honourable and, unfortunately, it turned out that the supplier wasn't quite so honourable, but the supplier kept within the terms of the contract as written.

The upshot was that we put in some management controls, we set up a Web Team and that was working with Sheila, Roger, Wullie, myself and Penny's predecessor, Jim in finance. We worked as a team to unravel the complexities of the contract and to then start to put management controls in place that had hereto been missing. Those management controls are just basic things that you would see in any normal IT project setup, and included things like fault management and we worked with our staff, Sharon, in particular who manages the fault system that we designed. She started to then take all the problems, log them and send out a summary report every week as well as the individual items to our supplier. If it wasn't rectified and resolved satisfactorily reminders would go out and we quickly built up a picture of how the supplier was not performing.

The outcome was that the Board discussed a medium to longer term strategy of what we were going to do and the Board agreed to undertake a feasibility study for changing supplier. I am now going to give the presentation given to the Board last November:

Web Site Feasibility Study

- Background
- Indicative Costs
- Indicative Time-scales
- Contract Termination
- Next Steps



Looked at the Feasibility of moving supplier.....

Background

- Crucial delivered very poor Quality
- Basic errors at every level
- Late Delivery & key functions missed
- High Risk & not viable for the future
- Reliable Strategic Platform is needed
- Last Nov we were Double the cost (& counting)

Replacement Site Costs



Phase	Activity	Cost £
Design	Site Design, Mock-ups, Layouts	1,200
Development	Database Development	1,500
	CMS Development	3,500
	HTML Scripting & CSS	2,500
	Project Mgmt.	2,500
	Total Capital Cost.....	11,200
Hosting	Annual Maintenance	1,750

Crucial have cost an average of £11,000 per year

Indicative Time-scale

Phase	Deliverable	Time Frame
Design	All Design Documentation	Dec/Jan 2013
Phase 1	Web Site as is	Mar/Apr 2013
Phase 2	Micro-sites	Apr/May 2013
Phase 3	Quality Improvement Programme	June 2013 on-going
Please Note: A Planned delivery reduces the overall risk.....		

Crucial have failed to deliver Phases 2 & 3 in over 3 years

Contract Termination Contingency Site in Place...



90 days Notice

Was given in Jan 2013 to align with Replacement Site being ready

Next Steps

- Introduce Micro-sites
- Introduce CMS
- Introduce a programme of Improvement
- **Our New Site**



I have given you the background as to why we undertook the feasibility study and I am going to take you through a bit more of that background and follow on with the indicative costs and cost is, of course, of paramount importance to our Fellowship, as we have heard from Penny our Treasurer. Then the feasibility study looked at the indicative time-scale, how to extricate ourselves from our current supplier's contract and what we are doing next.

Moving to the background – the quality was poor as the management system determined very quickly. There were basic errors at every level and sometimes the errors were of the suppliers making so in a way we ended up paying for our service twice. In some instances we were delivered poor quality and because of the terms of the contract had to pay to fix it. There was late delivery and key functions missed so we should have had things like micro-sites a couple of years ago and they never appeared. The determination was, as part of the Web Team, we ran a risk register and we looked at all the risks associated, and it became very clear that it was not viable for the future of this Fellowship and we decided that we needed to look at a more reliable and strategic platform. The costs were rising and we were doubling our costs on the original estimate.

Replacement Site Costs – I should explain that as part of my Board duties I was invited to go to the Irish Conference last year and the first part of that trip was to go to the Irish General Service Office. Whilst talking to the Secretary I started to enquire about their website and they showed us the website and it looked really good, I asked about the costs and they looked really good. I made a mental note that by comparison to what we were going through it was just miles apart. When we undertook the feasibility study we looked a several suppliers, in fact three main suppliers, one of which was the supplier of the Irish Site. The rational for that was simple, not only did the costs look good, not only did the quality look good, they knew the workings of the Fellowship. They had been there and done it. It wasn't miles apart from where we were heading. We are a lot more complicated and there is a lot more involved in setting up the site for Great Britain but having said that, we have a reference site at our finger tips. We also looked at a local supplier here in York and they were good. The major difference was two-fold, the first was that they had no idea of how this Fellowship works and the importance of our website design is attraction. Most website designers are looking for promotion and they are looking to say look, this stands out, you can sell this and we are not in that game. The York supplier did not appreciate that and he kept telling Wullie and I that we had to have it his way and that we were doing it all wrong. The second aspect of that supplier was the cost, more than doubt the Irish site, so really it became a no brainer.

In the past costs were very secret and we weren't allowed to tell you what things cost. The great thing about working with the current Executive and the Board is that we don't believe in the hidden cost and the hidden agendas, we want things out in the open where you can challenge and question them and you can see them above. As you can see the total capital cost is £11.200 with a hosting and annual maintenance for licenses and such like of £1,750. The current site has cost an average of £11,000 per year over the last three and a half years by comparison.

Indicative Time-scale – we got the designs in January, we undertook Phase 1 which was developing the site as is in terms of functionality not in terms of look and feel and that is now all but ready. Phase 2 will be micro-sites, by which we mean those sites that we can give to all our Regions and Intergroups, templated sites with content management. They can look after the content themselves and we have a template they use. The look and feel across all of our Intergroups and Regions will be very similar, we won't have disparate suppliers dotted around the country some of it hand tailored, some of it handmade and quite impossible to maintain. I should have said at the beginning the original national website was developed by a member of the Fellowship and it became very difficult to maintain which is why the Fellowship went out to a third party, in the form of our current supplier. The micro-sites will be ready soon, and I spoke to the supplier today, they are around 55-60% there and they have only been at it for about two to three weeks so we are going to get that delivered on time.

We decided on a phased delivery, which is normal practice, which means that we only pay for phases as they are delivered. We can see what we are getting before we have to pay. We have developed in three and a half months what has taken our current supplier three and a half years.

Contract Termination – A tight contract, how do we get out of it? The first thing we did, because we had an unpredictable supplier which became apparent to us in our meetings with the supplier, was to get a contingency site in place. Nigel wrote a contingency site in a matter of weeks. This has not been used as it has not been necessary but it's there and this is basically a backup because the current supplier could have just downed tools and closed us down because they host our server. The contract said 90 days notice and we gave that which was given in January this year and that was to align with our replacement site being ready.

Next Steps – we are going to introduce the micro-sites and along with this the ability for the Regions and Intergroups to self maintain the content which is in the form of introducing Content Management System (CMS). We are then going to introduce a programme of improvement, and that programme of improvement is key, already within two hours of being on Committee No. 6 discussing the viability and endorsement of selling our literature electronically which is just one of many issues ahead.

The way I see this site is that it is a tool to help us carry the message and, up to now, with our current site, we have not had the facility to use that tool to carry the message as all the data is rather static and we want to be much more dynamic, be able to update with the latest media happenings, with the latest press releases and we can do that with this site. With this new site it's all there, we have been shown the content management system and we have started using it, within literary two minutes of being told how, but that is not to say that we know everything about the workings of the content management system. We will be inviting our supplier over from Ireland to give us a demonstration and, particularly, to help our GSO staff with training so that they can undertake more and more responsibility, and leave us to work out the strategies and how best to serve the Fellowship longer term. The great thing about working with GSO is that everyone is so willing, eager and able to pick up very quickly and just get on with it.

I am now going to hand you over to Wullie who is going to show you the new site. Thank you.

Wullie went on to show Conference the new website.

Non Alcoholic Trustees

(Ash Kahn)

My name is Ash, I am one of the non alcoholic Trustees (NATs) and was asked at very short notice to give a brief report on what the non alcoholic Trustees get up to and I thought first of all was to let you know who they are.

We have four non alcoholic Trustees at the moment and the first one is Paul Myles who has a business background and is quite an entrepreneurial man, who did a degree in later life, got interested in addiction and started teaching on addiction down south at the Medical School. He then got asked whether or not he would like to become a non alcoholic Trustee.

The second one is Martin Weegmann who is a Clinical Psychologist/ Psychotherapist working down in London. He has been a great supporter of AA down in that area and he has published papers on that, so that is part of taking the message out to the professional, and I was delighted when he also agreed to become a non alcoholic Trustee.

I was absolutely over the moon when Jonathan Chick agreed to become a Trustee. For those of you who do not know Jonathan Chick, he is currently the emeritus Professor of Psychiatry

in Edinburgh and he has an international reputation, as well as a national reputation, in the treatment and management of addiction. Although he has retired from the NHS he's still winning large research contracts and that is difficult which indicates that he is still held in high esteem by people outside AA. Having him on board gives AA a certain amount of credence in the eyes of people who don't know an awful lot about it so that was a real good capture for Alcoholics Anonymous.

Then, of course, I make up the fourth and I'm just an ordinary jobbing Psychiatrist. I have had a 30 years interest in addiction and from the time I was made a Consultant I have developed a strong affiliation with AA. One of the things that interested me was I would send people to AA and they would go into a sort of 'black box' and would come out sober and so my time was spent wondering what happens in the 'black box'.

No one knew at that time and gradually I have started to see what the principles are to help people to achieve sobriety.

Now, we have room for some more NATs and I am making a plea to you as at the moment we have one NAT from Scotland, two from the south and me in the middle, so if you know anyone who might be suitable please get in touch and we can then discuss it with them.

What is the role of the NAT? At the outset, when AA was being setup, there was an organisational structure being formed in the United States there was an acknowledgement that there was an important role for non alcoholics on their particular service board. They were aware that when AA was being formed that there were lots of people who weren't alcoholic, who contributed to the philosophy and ideas that were incorporated in the Twelve Steps and Traditions. The value was recognised in that in the States the Chairman of the Board was usually a non alcoholic Trustee. When I first learned that I thought that was probably because they didn't think that they could trust an alcoholic Trustee from falling off the wagon, but really part of our function is to bring a different perspective to the Board, depending on our backgrounds and experience. In the past we have had senior Probation Officers that actually helped us develop links with probation and also the training of probation officers, we have had a GP who was very much involved in producing various DVDs which are still being used today.

I think we do bring a balance to the Board, I don't know if you have noticed that Step 2 talks about a power greater than ourselves helping us to restore our sanity, so there is always a risk that the Board members might deviate with regards to sanity so we have two Psychiatrists and when we notice any deviations, both Jonathan and myself have forms in our bags! However the stumbling block is that we don't have a Social Worker, so if you know any people who would like to be a NAT and has a Social Work background, I am sure they would be looked on favourably.

The other role is that we bring an outside perspective because I think that it broadens the views that can be brought before the Board, because there is always the risk that we take a very narrow parochial perspective.

Then the other advantage we have is that we can express a personal view to the outside world regarding AA without compromising the principle of anonymity and that is exploited a great deal, in that we get to do various talks and things and I will come back to that.

We are not treated any differently to the other Trustees, when we get taken on we get inducted and we go through the same induction programme and then we have to go on an outside course which informs us of the roles, functions and responsibilities of being a Trustee of a charity. That I found very useful because we were with Trustees of other charities and the great thing about AA is that we have not got as many problems as they have. When I went they were talking about where do we get the money from with Government cutbacks. I said that is not a

problem for us we ask our membership and the money then trickles up, so there are lots of advantages that we have that other people don't.

Besides that, when I was initially asked to come on to the Board, they said you have to do three or four meetings annually and I had always assumed that there was something about an honest programme, that I subsequently found was a myth! I found that once I got onto the Board they asked me to go on sub committees and, in fact, all of the NATS are on sub committees. Jonathan with his contacts in the health sphere is on Health and Literature. Paul because of his business background is on Finance and he also takes the message out and is also on Public Information. Martin is on Probation and I went on the Nominations Committee and I am currently Nominations Chair.

So what do we do on behalf of the Board and AA? All of us have spoken at the Houses of Parliament at the meetings you have there, at Holyrood where I had the privilege of meeting Nicola Sturgeon who is a very formidable force, a brilliant politician and I really have a lot of respect for her. Then I went to the Welsh Assembly which was also very interesting. Jonathan recently had to Chair a meeting for the Health Liaison Officers in March at which we were very fortunate in having Mark Gilman speak, and John A will be speaking about that later, and what a key figure he is and it is so fantastic that AA is now being recognised by the National Treatment Agency.

We have all spoken at conventions, PI events and I was lucky enough to go with Tom to the Irish Conference which was a fantastic experience. The interesting thing for me at that they held the meeting in a very plush hotel in Athlone and at the first meeting we were introduced then at the end of the first session they said we will now say the Serenity Prayer. Tom and I were waiting for everyone to stand up and hold hands, and then suddenly, one by one, they kept jumping up and saying the prayer individually so by the time we got up to say the prayer they were all sitting down. Also what was interesting was the amount of acrimony that was happening at that particular Conference and it's fantastic that here we get a Conference with a totally different atmosphere and I think it is a credit to the change that has happened here.

We are also trying other initiatives like getting letters in the press and writing things that the press can use in articles during our Awareness Month.

Before I finish I would like to talk about my role on the Nominations Committee and as I said I have been chairing this meeting recently, and I would like to take this opportunity to thank the other Trustees who have been assisting me with it, there is John A, Brian L, Donnie V and Roger, the General Secretary. Sadly, Donnie has had to retire due to ill health and I will miss the big man as he was actually a very, very helpful person on the Committee and, of course, John A who has been there for a very long time and his term on the Board has come to an end and, again, I will miss his wisdom and support and I don't think I would be the man that I am if it wasn't for John, so thank you very much. We are in the process of recruiting Carol H to step in who is a new Board member.

I would like to share some of the impressions that I have had since working on the Nominations Committee. As you know that if you apply for various service positions on a Sub Committee, you have a form to fill in as you would if you were applying to be a Board member, and what I have noticed is that this principle of humility is actually taken too far because people just don't fill out the forms and they don't say enough about themselves. It is by luck that we appointed Tom, who is the ideal IT guy to sort us all out because he didn't mention all the qualities that he has got, so I must thank the Higher Power for pointing us in the right direction on that occasion.

Please, if you are thinking of applying for any role on a Sub Committee or the Board will you please expand on your relevant experience in AA, talk about what positions you have held, how it has affected you, what you gained from it and all of that will help us get a better feel of

it and of course, it's your role and experience outside that could actually benefit AA is of the same importance.

As a NAT I think that there are certain challenges that are going to be faced by the Fellowship in the next few years. As I said earlier on, we have established contact with Mark Gilman through Phil W, and Mark is known as the 'Recovery Tsar'. There has been a major change of the treatment strategy in this country because of research done by a chap called William White which people finally realised that being an alcoholic is a chronic condition and not an acute condition, and people like Keith Humphries who has written a book call 'Circles of Recovery' which has got all the evidence to show that AA works and works better relative to other treatment interventions.

Of course, this has now been picked up by the National Treatment Agency and Mark Gilman is there to push this agenda through that we are going from a philosophy of harm reduction into a philosophy of abstinence and recovery. So treating agencies in the future will have a role of established links with, shall we say, 12th Step Recovery organisations such as AA, NA and funding will depend on whether they can prove that, so there will be an incentive for them to push people towards AA and that has implications for the Fellowship by how are we going to meet this possible increased demand.

The bigger problem for me is that the same counsellors will still be employed who, in the past, were doing harm reduction and I think that we perhaps need to 'think out of the box' about how we are going to help these counsellors to effectively help people to get to AA. Off the top of my head I have come up with one or two ideas. Firstly, by going to these organisations and establish face to face contact with them and also perhaps help them seek AA groups. I think also it is important for local groups to start thinking about how do we provide rapid access to anyone turning up at these organisations. There is a lot of evidence to show that if a GP is in his surgery and he gives someone a card to ring AA they are less likely to do it compared with if he picks up the phone and says ring AA now and arrange to meet someone. We need to think about how we meet that rapid access.

Then I started thinking about 12th Stepping counsellors and then I thought, actually counsellors don't understand it generally speaking as they have had different training. What about sponsoring counsellors because once they start sending people there they can be faced with similar questions that people who do 12th Step therapy have to face and have found solutions. So those are some of the things I have been thinking about.

I am going to finish by saying that I had a very poor night's sleep last night because of Tim. Tim posed me a question 'why do you do it?' and I hadn't really thought about it, so I thought, and I do it because I'm a Psychiatrist and need things to do and I do it because it is the curiosity initially of why do people get better in AA, but then my curiosity has been further stimulated by why has AA survived for as long as it has done.

I have been a Trustee on other addiction charities and they fold, and I think one of the reasons why is because they have not sorted the whole thing about principles and personalities but also for other reasons such as the way their charities have been funded. I also find it very interesting and fascinating and I meet very unusual people, people like Tim, and I am grateful because I have had a career in a very interesting subject and it is something to do with giving something back.

As I had a sleepless night I had lots of vivid dreams and one of the dreams entailed going along a road and wondering what is heaven and hell. I opened one door and there was a load of people screaming and shouting made up of bankers, politicians, estate agents and they all had spoons and in the middle of the room was a big pot, but the spoons had eight feet handles on them and they could not pick up the food and were not getting fed. I went to the room next door, opened it and there were all these AA members and they had stopped drinking. They too

had the same eight foot spoons but they had learned to feed each other and they were much happier. I think that is what I am grateful for as over the years I have been fed by you and for that I am grateful. Thank you.

Erik closed the Friday evening session at 10.30pm in the customary way by asking everyone to join him in the saying of the serenity prayer.

SATURDAY EVENING

Continuation of General Service Board Reports

Erik welcomed everyone back and congratulated everyone on all the hard work done in the Committees. He asked for a moment's silence, read the Preamble, the Declaration of Unity and invited John A (GSB) to commence the continuation of General Service Board reports.

Health (John A)

Good evening Conference, my name is John and I am an alcoholic and I have been serving on the General Service Board as Trustee with responsibility for Health and it has been a great privilege to be doing this.

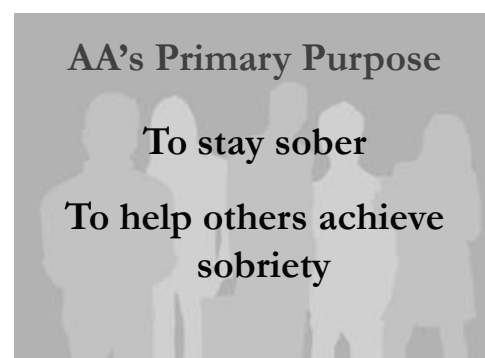
I am going to report to you tonight on our recent seminar which was held on Saturday 2nd March here at the Park Inn. In total we had 30 Intergroup HLOs, 5 Regional HLOs, members of the Health Subcommittee and the Chairman and General Secretary of the GSB.

One of the key aims of the Health Subcommittee is to stimulate interest in health liaison work as well as monitoring national policies on Alcohol and identifying opportunities for AA to supplement services within the health sector.

With this in mind, the Health Subcommittee launched the health seminar and in order to obtain the most up to date information from the professional perspective we decided to invite one of our friends from within health sector, the strategic recovery lead for the National Treatment Agency, Mark Gilman, who's presentation I will refer to a little later on.

We began the Seminar with a presentation 'AA as a resource for the medical profession', which is the basis of the information pack for new Health Liaison officers. The content of the presentation is taken directly from the pamphlet entitled 'AA as a resource for the medical profession'. It sets out what AA is and what it is not and provides useful information for health professionals on how to make the most of what we have to offer and how to get in touch with us. The presentation is simple and to the point.

Here are a couple of examples of what is in the power point presentation:

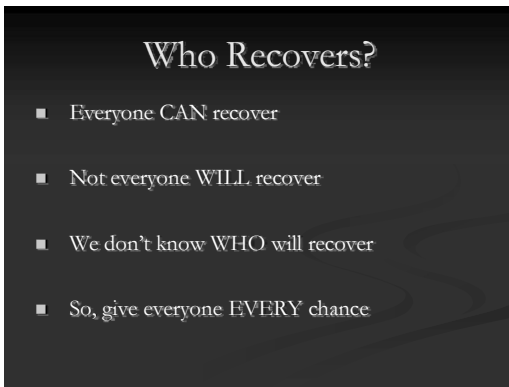


Also in the same pack is a range of service information for both Region and Intergroup HLOs. The role of the Intergroup HLO, the Region HLO, a chapter on general hands on suggestions and a chapter on giving talks to health professionals.

There are draft letters, one to educational establishments and the other to healthcare professionals and, finally a glossary and abbreviations section.

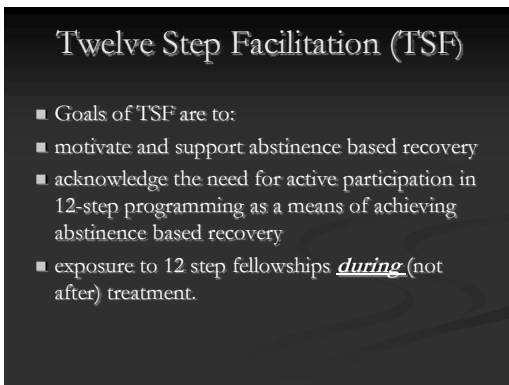
The second presentation of the day was Mark Gilman's presentation which was entitled 'Alcoholics Anonymous and Public Health'. He is the Strategic Recovery Lead for the National Treatment Agency (NTA) and he demonstrated an understanding of Alcoholics Anonymous. I was impressed with the depth of knowledge which he already had and that was quite clear in his presentation and I really got the sense that he was welcomed, although not a member of AA, he was sufficiently in tune with what we do and the whole thing was very comfortable, people were able to ask questions and he was able to answer.

This is part of Mark Gilman's presentation:



Who Recovers?

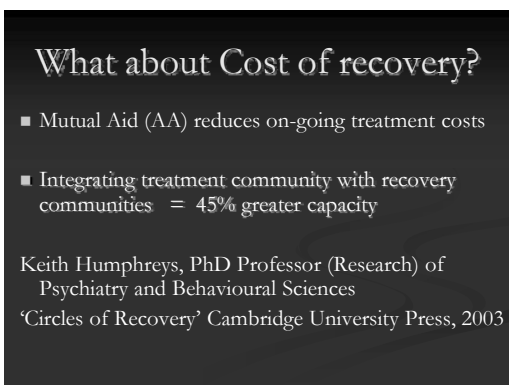
- Everyone CAN recover
- Not everyone WILL recover
- We don't know WHO will recover
- So, give everyone EVERY chance



Twelve Step Facilitation (TSF)

- Goals of TSF are to:
- motivate and support abstinence based recovery
- acknowledge the need for active participation in 12-step programming as a means of achieving abstinence based recovery
- exposure to 12 step fellowships *during* (not after) treatment.

Co-operation between treatment services and AA is referred to as Twelfth Step facilitation. Mark's main objective is to encourage Twelfth Step Facilitation (TSF). The goals of which are 1. to motivate and support abstinence based recovery. 2. To acknowledge the need for active participation in 12th step programming as a means of achieving abstinence based recovery and 3. exposure to 12 step fellowships during (not after) treatment.



What about Cost of recovery?

- Mutual Aid (AA) reduces on-going treatment costs
- Integrating treatment community with recovery communities = 45% greater capacity

Keith Humphreys, PhD Professor (Research) of Psychiatry and Behavioural Sciences
'Circles of Recovery' Cambridge University Press, 2003

Mark often refers to Keith Humphreys whose work has had a big impact on him. He has written a book entitled 'Circles of Recovery' from which this information is taken. It is maintained that integrating treatment services with recovery communities of which AA would represent a part, could increase capacity by 45%

We then had a presentation from Ash. I had invited Ash Khan, one of our Non-Alcoholic Trustees, to give a presentation on the benefits of service to the AA member's recovery and to the still suffering alcoholic and he gave us a very interesting historical look at the origins of AA and a very thorough investigation into the nature of Service.

He began by giving us a definition of service - work done by one person or a group that benefits another. Two way street – the benefit to the servant and the recipient.

The last survey of the Fellowship revealed that a high proportion of members regarded helping others as being helpful to their recovery.

Early influences: the psychiatrist Dr Harry Tiebout was influential in the development of AA, Carl Jung treated the alcoholic Roland H, who subsequently carried the message to Ebby T, who then carried the message to Bill W.

He also gave reference to how we arrived at being self-supporting and that John D Rockefeller actually refused to give large amounts of money to the Fellowship, which obviously Bill W was hoping at the time. That was at the beginning of the decision that was taken to keep corporate poverty.

Ash's presentation was really all about service which I feel is quite fitting being that Erik chose the theme of Conference, the Gift of Service and it all ties in quite nicely. Finally, Ash covered the rewards of service.

On the Health Sub Committee we have Jonathan Weegmann, a retired medical man, and he shared his experience on different approaches to GPs. Jonathan has been instrumental in establishing and maintaining the very successful talks to medical students in Brighton in the South East and I think there has been six or seven years of these talks. I, myself, was invited to go along and speak to medical students last year and these talks are very successful in carrying the message to trainee doctors. Jonathan is also connected to the Sick Doctors Trust and their aim is to get doctors with alcohol problems into AA.

We then had a presentation from Barry W, who is the Regional Health Liaison Officer for Eastern Region which was 'AA in NHS Hospitals'. There are AA meetings in various hospitals where inpatients are invited to attend. At King Georges Hospital, Goodmays there is a doctor there who is a liver specialist and he has a clinic on Friday afternoon and there is also an AA drop in centre just across the corridor, which he encourages his patients to go to.

They have also managed to get AA contact cards on the hospital phone system as well as on notice boards.

Andre M, who joined the Health Sub Committee recently and he was previously the HLO for London Region North and whilst fulfilling that role he was involved in getting AA announcements onto many of the hospitals plasma screens that are within the NHS Trusts that cover the London area.

In the afternoon we had two further presentations, one from Jack B, who is here at Conference, and essentially there is a lot of activity in the Birmingham area in the hospitals there. They have created dedicated 12th Step hospital lists and anybody who arrives at Accident & Emergency showing signs of alcohol related problems are asked if they would like a member of AA to get in touch with them and are directed to the local AA. Only one person on the team needs to be CRB checked.

Our final presentation of the day was Professor Jonathan Chick, one of our non alcoholic Trustees, he asked me whether he could present and wanted to basically talk about carrying the

message in GPs surgeries and wanted to call it 'Helping Primary Care Staff to link patients to AA'. The main points that came out of that:

- National Institute for Clinical Excellence (NICE) guidelines recommend AA to patients with a drink problem
- At medical school there is good opportunity to carry the AA message
- When small groups have to do studies/group tutorials – could be invited to attend an open AA meeting.
- There is no cost to the NHS. As a result the effectiveness of AA is infinite

After all the presentations had finished, we divided up into two groups and everyone discussed the presentations that had been given, with the idea to feedback to the whole assembly the main points that had come out of the seminar, with particular reference to those afternoon presentations:

- Suffering alcoholic to be encouraged to make the call to AA whilst in the GP's surgery
- Benefits of talking to the practice nurse
- Benefits of talking to hospital nurses – alcohol liaison nurse is the best person to get in touch with there
- Contact with paramedics
- Contact with chemists – Suggestion to provide questionnaire 'how much do you drink?'
- Medical students can benefit from AA talks throughout their training
- Contact with HR departments of NHS Trusts
- Talks during GP training schemes

That's the overview of the Health Seminar which I found personally very stimulating and rewarding and I think from all the feedback that we got, both on the day and subsequently, was very positive. Mark Gilman reported to me subsequent to the Health Seminar that he had had various requests for contact from people who attended the Seminar. It has basically just broadened out the horizons from both sides and from his point of view he could see that AA was active throughout the country not just London or isolated pockets.

I'd just like to finish my presentation with some thanks. Firstly to the staff at GSO, Sophie in particular, who has been involved with the administration of these Seminars, she produced excellent literature packs for all the attendees and generally made sure everything happened on time. Also to the hotel staff and Keith, at the back today, for getting all the PA equipment up and running. To members of the Health Sub Committee, all of our speakers and everyone that attended. Thanks also to the GSB who supported the idea of a Health Seminar and thank you all for listening.

All presentations mentioned in this report are available from GSO.

Public Information

(Phil W)

Good evening, I'm Phil and I am an alcoholic. Last year I had to stand up here to present to you the British Sign Language version of the Big Book and those of you who sat on Committee No. 3 back in 2011, I think some of you are still here, will remember that the proposal to produce the Big Book and the 12 and 12 in British Sign Language was made that year. This time last year we had the Big Book and just to tell you that this year we now have the 12 and 12, we received it in proof form yesterday, so just a little bit of work to do on it but I anticipate that it will be available through GSO sometime soon, and I'm guessing, that it will be probably about the same price as the print version.

One thing to say about that is that a lot of the work that we Trustees are charged with comes out of Conference and projects identified and Public Information (PI) is no different. First off before we look at PI in detail we need to get into the zone and what better way than to go to the words of our founder, Bill W, and this is from Concept 11, and Bill was very keen that we look outwards and that we don't just talk to ourselves but connect with other disciplines:

- *“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, mental hospitals and all those enterprises in the alcoholism field.”*

Concept 11. Twelve Concepts for World Service

- *“We need the increasing goodwill of editors, writers, television and radio channels. These publicity outlets need to be opened ever wider.”*

“Nothing matters more to AA's future welfare than the manner in which we use the colossus of modern communication. Used unselfishly and well, it can produce results surpassing our present imagination.”

The second one is interesting and he talks about the colossus of modern communication, obviously he wrote this before the digital age so we can only really speculate what he would have made of social media, apps and electronic communications generally. My hunch is that he'd have run with it and that's my take on Bill.

Just a quick overview of some of the things that we get up to on the PI Sub Committee, and the key thing is that the most important work is done by you and your co-members out there on a local basis. It is all built on relationships forged and work done at a local level so what we do from the centre is issue, on a monthly basis, PI Service News. That is sent out as an email bulletin and it contains short reports about initiatives in different Intergroups up and down the land and if you are getting into PI it is a good place to start as you pick up lots of ideas. If you are interested in being on the mailing list, it costs nothing, just contact Jenny at the General Service Office and she will copy you into it.

The annual Parliamentary events, I guess, are our big set piece events. They have been running at Westminster for around ten years, not quite so long at the Scottish Parliament at Holyrood and at the Welsh Assembly. They are important for us because they provide AA with an opportunity to present on the national stage really. We invite professionals, as our guests, they are from all different disciplines, medics, social workers, police, judiciary, clerics, anybody that comes into contact with people with our illness. This year we are running our first one at the European Parliament as an English speaking event and our colleagues from Continental European Region, with one of our members of the PI Sub Committee, are taking that forward hopeful that it will expand our horizons.

We ran an appeal in AA Service News (AASN) not quite a year ago and we called it 'Can we do Attraction better?' The whole premise of this is that AA over time has developed and it is very much about one alcoholic speaking to another, so it's audio, there is also our literature as the written word, but AA does not have a great track record of visual communication. In the most recent survey members were asked about how they first heard about AA and the number of people that referred to a pamphlet or poster was only 1 or 2%, so it's right down there.

The question is 'can we do it better?' It was an invitation to anybody in the Fellowship who had creative juices that they wanted to apply to see if they could come back with some ideas. A bit later on I will show you some of the things that have come back.

AAA Rating – Alcoholics Anonymous Awareness. I mentioned at the start how Conference is the conscience of our Fellowship and how it identifies things that it wants taken forward and there was a question last year to Committee 1 which asked how we could raise the profile of our Fellowship.

Some of the key points that came out of that were: we are Alcoholics Anonymous and not ‘Alcoholics Invisible’ and the Fellowship needs to raise its public profile. So this is what you, Conference, were telling us and it made a series of recommendations and I think that the central one was that we launch a national awareness campaign, so that is what we tried to do.

I have already mentioned PI Service News and I have taken a couple of extracts from the copies that have come out between last November, which was AAA month, and the present and I thought I would give you a taste of things that were reported back to us. The good news is that lots and lots of different things were done up and down the country, some very ambitious and others much less so:

West Dorset West Dorset is very active in PI generally and marked the Awareness month with free press announcements which were arranged to run during November. These appeared in the Dorset Echo and the Purbeck Gazette giving the AA message and the national and local telephone numbers. Library displays were also held during November in Gillingham, Dorchester and Bridport. Groups in Weymouth and elsewhere in West Dorset organised open meetings with invited professionals.

They are not difficult things to do but they make a difference and if they are all done during the same period, throughout Great Britain it has got to make a difference.

Bournemouth & Poole Two members were involved in an interview on Hot Radio, a local radio station, and they conveyed an excellent message and hopefully this will be repeated in the New Year.

Cornwall An immense amount of effort and energy was expended by AA Fellowship members in Cornwall in response to AAA month. Tremendous planning went into the four principle Road Show events and two hospital events in the period in November. PI groups or committees were set up in East Cornwall to run and oversee the Triliske and Bodmin events on the 2nd and 14th. Two further Road Shows took place at Helston and Penzance on 18th and 19th. All events appear to have run seamlessly but this masks the effort that was put into them and the Road Shows were extremely well received by the professionals that attended. The purpose of each event was to familiarise the professional audience with the disease of alcoholism and its consequences, also to provide an overview of the history of AA, its current functioning and further to explain the programme of recovery and the Twelve Steps. Our intent was to overcome the invisibility of the Fellowship and to increase its attractiveness as a resource for professional clients or service users. The message was also repeated in radio interviews on BBC Radio Cornwall and Radio St. Austell Bay.

I know that up in Highlands & Islands Region they ran, almost like one of our Parliamentary events, but in a public facility, with invited professionals and they had around 30-40 guests and apparently it went very well.

Jersey

For November Alcoholics Anonymous Awareness month the aim was to put AA contact cards in all the public toilets in Jersey. To this end all previously done were checked and St. Helier parish gave permission to display cards in new Park toilets and all toilets in the Parish.

So, all good and I could go on, there are others about articles in the local press of which there were many. Lot and lots of local radio spots so every little helps.

One of the aims of it all is that we aim at everybody, we don't discriminate, the illness does not discriminate so it is aimed at the general public, professionals, problem drinkers alike. The fact that it is different, a range of different activities we think maximizes the impact. The other nice thing about it is that it gives the whole Fellowship from individual member, to Group, to Intergroup, to Region and the General Service Board including our NATs a chance to work together.

Our big set piece thing from Board level was the preparation of the Press Pack and each non alcoholic Trustee wrote a piece. Mark Gilman wrote a very generous piece and also Amanda, editor of Share, kindly provided me with a selection of members stories from back issues of Share, which we were able to incorporate. There were six pieces in our Press Pack which we sent out to the broadsheet newspapers and selected Sundays, sadly they weren't picked up but the material was there as a resource and we hope to incorporate it on our website. Committee 2 today decided that our Press Pack should go out to Intergroup and Region PI Officers. It won't go to waste.

Phil went on to show some of the Posters that were sent in, in response to the appeal in AA Service News not quite a year ago and called 'Can we do Attraction better?'

Next Steps – there was a PI Sub Committee meeting last month and we have a very committed membership on the Committee, we talked about whether we should run AAA month again and it was unanimous that we should. Then we talked about what sort of time of year would be best, whether it should be a week or a month and after we kicked it around for a long time we said we will do a month and do it in November just like last year.

This is what I would like you to take away with you back to your Groups, Intergroups and Regions and talk with your colleagues. If you can start planning to contribute, to participate in November this year that would be great. Our hope is that as well as making an impact externally to the people we are trying to carry our message to, that it will also strike a cord in the Fellowship that there might be a growing awareness that we can do something. We have Gratitude Week come round every year, why not have a AAA month every year.

If you have any bright ideas, if you have a creative spark, if you would like to do a poster or a strap line we would love to hear from you. Please send them to Sophie at GSO and she will direct them to Joe and myself.

Last of all I will mention, although not strictly PI but it overlaps slightly, that at the February Board meeting it was decided that we would restart the Young Peoples Project. This ran originally between 2003 and 2007 and a project team was formed of young members from around the country and they produced a new pamphlet but then the project was finished. We are hoping to have another go at this. This is another thing to be aware of and take back to your localities and discuss with your co-members.

The next step for me is that by this time tomorrow night I will no longer be your Trustee for PI, I have come to the end of my four year term of Trustee but I hope to be still with you as Vice Chair with one eye on the Young Peoples Project. Thank you.

Literature

(Willie MacD)

Good evening my friends, my name is Willie, I am an alcoholic and my home group is Thursday Night Belford Hospital, Fort William and I mention that because it keeps me grounded.

I have the honour, privilege and pleasure of being Chair of Literature and to present the Literature report.

The Literature Sub Committee reviews current literature, we produce literature requested by you and we produced literature requested by service disciplines.

The Literature Committee met four times at York and in between meetings we communicate by email and phone. Last year we had two new members join us and Carol, new Board member, will be shadowing me, and who will be ratified tomorrow. Depending on what Conference gives us to do next year it is possible that we will be looking for another one member and, if so, it will be advertised in the summer edition of AA Service News. What we will be look for is somebody pernickety, pedantic, can use a computer and use a telephone but most important of all has a sense of humour.

Other than the pedantic and pernickety, all the rest of the Sub Committees are the same and are looking for members and I can guarantee you that you will have a ball.

Literature since last Conference:

- Service Handbook going to Committee and you will vote on that tomorrow
- All the items of literature that you will be voting on this evening which I will come to shortly
- Other items of literature which are still 'work in progress' including the illustrations for the Twelve Concepts Illustrated and I will come back to that also

We also put out new leaflets like the Social Networking Guidance Pamphlet which Penny mentioned. Last year you also passed the Structure Handbook, we also passed the Structure Wall Chart and the Twelve Concepts Banner is available. We have sold, and I checked on Thursday, 46 of the Structure Wall Charts A1 size and we have sold 241 of the A4 size. The Twelve Concepts Banner so far we have sold 10. We have in AAGB 4,832 groups approximately so I would say that if you want to impress your group buy a Wall Chart but if you really want to impress your group get a Banner. Can you image it under your arm as you go into your group, you might get some colourful language aimed at you but they won't forget you!

Now, I have been watching you all weekend and this is, in my opinion, what you have come for, nothing to do with any of the presentations and reports, and I have been observing and some of you have been practising, cuddling, sleeping, hiding, bending, looking and wondering when it's going to come. And it is now – your voting card – which you have all been longing to use and for those of you who have been practising that's good.

Willie presented the **Proposals:**

1. Changes to: Alcoholics Anonymous A Message for Professionals

To insert '*There is no referral time for Alcoholics Anonymous. A first step can be a call to the National Helpline Number 0845 769 7555 and this can enable a client to attend a nearby AA meeting on the same day or shortly thereafter*'.

AA as a Resource for the Medical Profession

To insert *'There is no referral time for Alcoholics Anonymous. A first step can be a call to the National Helpline Number 0845 769 7555 and this can enable a patient to attend a nearby AA meeting on the same day or shortly thereafter'*.

AA as a Resource for Employers

To insert *'There is no referral time for Alcoholics Anonymous. A first step can be a call to the National Helpline Number 0845 769 7555 and this can enable an employee to attend a nearby AA meeting on the same day or shortly thereafter'*.

Alcoholics Anonymous to be in full in all the document titles (Conference 2012, Committee 1, Question 1).

Conference approved the above proposals with a two-third plus majority.

2. Now you have stopped: 15 Points

In a review of the Starter Pack the Literature Committee combined the pamphlets "Now that you've stopped" and "15 Points" to produce one leaflet as the information was duplicated.

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

3. The Group Treasurer's Cashbook

This suggested Cashbook came from the Finance Committee (past and present members) and was presented to the Regional Treasurers at their meeting.

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

4. Sponsorship: Your Questions Answered

Requested to be reviewed by the Literature Committee at Conference 2012, Committee No. 6.

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

5. Growing into Service

Also requested to be reviewed by the Literature Committee at Conference 2012, Committee No. 6.

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

The 'Twelve Concepts Illustrated' has been ongoing for quite a while, we started in 2006 and went to Conference in 2007 and got put back. Went to Conference 2008 where the text got approved and we said we would come back and show you some sample illustrations before we went to print. In that time we seem to have taken one step forward and two steps back and sometimes more.

Last week we seemed to have taken a step forward and with the help of GSO, I decided to show the illustrations of where we are today and we were working on it until two days ago. There are a few slides and it is just to give you an idea of what we have been dealing with and trying to do. They are just samples and we may or may not use them.

Willie went on to show approximately 30 sample slides.

AA Service News Update

(Tim W-M)

Submissions for AA Service News fluctuate from time to time in both quantity and quality but, thanks to the cooperation of all concerned, Board Members, Proof Readers, both Intergroup and Regional Liaison Officers and the office staff at GSO we have always published on time. The last edition which went to press in February was no exception. I would like to pass on my thanks to all contributors, staff and volunteers who help pack the AASN for the cooperation and support and wish Dave A, my successor, all the best in his endeavours.

Archives Update

(Tim W-M)

It has been a productive year for the Archives Sub-committee. The annual Archivists' Network meeting was a success with several regional archivists describing the foundation and growth of AA in their areas. This was followed by a fruitful discussion of the problems of taking over as an archivist with enthusiasm that was rarely matched with experience. The entire meeting spent the Saturday morning at the Borthwick Institute being shown where and how our precious original documents are being preserved and kept in an ideal situation.

As a result of the comments made at the Network meeting, the Sub-committee decided to create an introductory 'How to' booklet which when completed, was approved by the Sub-committee and distributed electronically to archivists throughout the country, with hard copies being posted to those who do not have email addresses.

The group history project is now virtually complete and the information collected within it is now kept on a 'stand alone' computer in the Archives room at GSO, in the form of a data-base. At the last meeting it was also decided to create an Anonymity Card for display in the Archives room to remind all researchers of the need for caution when taking notes so as to protect the anonymity of all members past and present. I now rotate out of office and my 'shadow' Tom will take over.

Armed Services Update

(Robert M)

I would like to start my report with a huge thank you to all of the Groups, Intergroups and Regions who have been 'Carrying the Message of Alcoholics Anonymous' to the Armed Services and their families. No initiative goes unnoticed and my grateful thanks to all members concerned for making my role a great deal easier.

Excerpt From Guideline 21 - AA And The Armed Services:

'Intergroups and Regions are responsible for the appointment of an Armed Services Liaison Officer [ASLO] to work in conjunction with other Intergroup and Regional officers. The role of the ASLO is to establish and maintain communication between Alcoholics Anonymous and the Royal Navy, the Army and the Royal Air Force and to report back at all levels within Intergroup or Region.

It is also important to cultivate similar contact and communication with Community Welfare Officers and organisations such as Soldiers, Sailors, Airmen and Families Association (SSAFA) and Veterans-UK.

Familiarity with the local area and a thorough working knowledge of the AA Service Handbook for Great Britain are vital before accepting the role of Armed Services Liaison Officer'.

Update

The AS Sub-committee met twice during the year in York, in January 2012 for our Workshop and in August 2012 for our full Sub-committee meeting.

The Armed Services Sub-committee of the General Service Board follows a Terms of Reference which was reviewed and approved in July 2012 and subsequently published in AA Service News.

The January 2012 workshop was very positive with 8 Regions sending representatives. Topics such as Armed Services Twelfth Step List, Armed Forces Day, Template Letter, Armed Services Pack CD and how best to improve communication and knowledge between ASLOs were discussed, along with other items. The meeting was very productive with a great deal of information exchanged.

At the time of writing this report we now have 6 Regional ASLO and 25 Intergroup ASLO in post.

The AS Sub-committee has compiled a Twelfth Step list of AA members who currently serve in the Armed Forces or who used to serve and can talk to the Service person in familiar language *and* with an understanding of their environment. This list will be used to provide telephone responders with names and phone numbers of members of the Fellowship in their local area who can best talk with and 12th Step people in the Services who phone for help. The 12th Step list for AS was updated and now contains approximately 110 contact names.

This confidential database will be maintained at General Service Office in York, and the complete list will be given to Regional Telephone Liaison Officers. They will provide Intergroup Telephone Liaison Officers with the names and phone numbers of Armed Forces 12th Steppers in the Region so that they can pass on this information to their telephone responders. To the Armed Forces 12th Stepper, it will be exactly the same as acting as a telephone service 12th Stepper.

The list will be updated twice a year by GSO from update information provided by a member of the Armed Services Sub-committee.

Events Attended

AA was invited to speak at a Soldiers', Sailors' and Airmen's Families Association (SSAFA) meeting in Southampton at the Hampshire Division of SSAFA

AA visited 63 (SAS) Signals Squadron (V), Thorney Island

A new service called "Live At-Ease" has been available since 1st April 2012 which hopes to improve the range of services offered to the Armed Forces Community (veterans and service families) in the North West. The official launch was held on 27th June and the Regional ASLO and Regional HLO attended. Presentations and meetings are ongoing.

Alcoholics Anonymous were invited to attend Armed Forces Community Health Workshop to be held on November 6th at Penny Lane, Haydock, Merseyside.

Contact was made with the "Community Lead" person from Liverpool Veterans Programme and the Army County Transition Fair and Pennine Care and meeting dates are being planned. Visits to NHS HQ North West, Piccadilly, Manchester from where the scheme is being administered, and so far we are getting a very positive response.

Contact made with the RAF Medical Services with a view to establishing some liaison with RAF stations within South Midlands Region.

Invited to attend a Health Fair set up by the Army Primary Health Care Service in Andover.

Contact has also been made with and introduced AA service to the following organisations: Mary Church Army Welfare Service Folkestone: Army Territorial Centre Rochester: "Combat Stress" Leatherhead: Kent & London Auxiliary Trust (2 meetings): Royal School of Military Engineering and the Royal British Legion.

Armed Forces Day celebrations held on Saturday 30th June at Plymouth. Plymouth Intergroup arranged a stand in the Veterans Village.

Progress has been made at Brompton Barracks and with the Chief Training Officer of the Training Centre for Regular Army Barracks & Camps, based in Borough Green, who will be passing on AA information in his next newsletter.

ASLO gave a presentation to SSAFA caseworkers in Birmingham on 24th October and received a letter containing very positive feedback.

A notice was placed in the September edition of the magazine "Civvy Street".

AA Awareness Month

NW Region has contacted the local newspaper to enquire about printing member's shares and have contacted GSO for advice and guidance which was given. This information was rolled out to all ASLOs for possible initiatives both for November 2012 and Armed Forces Day 2013.

AA Website

The Sub-committee are always looking at ways to improve 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.

Armed Services Plans for 2013

- This year the National Armed Forces day main celebration is coming to Nottingham and it is hoped AA Armed Services will have a substantial part to play in raising awareness which will coincide with the times of their events. We hope to contact many of the Tri Services establishments/events throughout the UK and look forward to providing presentations, literature and information where and when required.
- Maintain lasting links and raise awareness with organisations offering non-military support to service people e.g. - HIVES, Royal British Legion, SSAFA, RAFA, RNA.
- Continue to raise the profile of Armed Services Liaison Officers within the Fellowship. We are at present a comparatively small band of dedicated members but, with your help, we can perhaps pass on what was so freely given to you.
- To continue carrying out our primary purpose of carrying the AA message to UK Armed Forces personnel past and present and their families who may have a problem with alcohol.

My grateful thanks to everyone again. God Bless you.

Employment

(Winnie C)

During the last twelve months there has been a visible increase in the numbers of Employment Liaison positions being filled at all levels of service. This has quite clearly given us the opportunity to open new doors for the purpose of carrying the message to professionals, employers and employees.

At the Regional Employment Liaison Officers Meeting in early July 2012 it was suggested that a Board Sub-committee, the reintroduction of an Employment Newsletter, (Hello ELOs) and an Employment Seminar could be helpful in carrying the message.

One of the most interested bodies is the Department of Work and Pensions (DWP) where we have had some requests for posters, wallet cards and staff to attend open AA meetings, going to an open AA meeting is possibly the best way to find out how AA works.

Our aim is to provide information about Alcoholics Anonymous and present AA as a resource which employers can utilise in helping members of staff with alcohol problems.

In September 2012 the General Service Board approved the formation of a Board Sub-committee for Employment and approval of an Employment Seminar was also agreed, the seminar will take place in early July 2013.

It is hoped that the first edition of the Newsletter (Hello ELOs) will be published shortly after the first meeting of the Sub-committee.

Region and Intergroup liaison officers have been very busy over the last 12 months carrying the message to Employers and it is hoped that we will be able to continue to do so as more positions are being filled at all levels of service.

Prisons

(Del H)

It has been a very active year in this area of service. All the meetings I have attended have been well supported.

At the annual meeting of Regional Officers held in June at the General Service Office 13 of the 15 Regions were represented. This led to a full and meaningful discussion of just what, and what is not, going on in the prisons up and down the country.

Meetings are being maintained in all the prisons in Scotland, although not without some problems. One or more of the prisons are due to be closing down some time in 2013, and in those places meetings are being held as and when they are requested. I wrote last year how the Scottish Prison Service (SPS) would be looking at Disclosure Scotland payments and 'guest speaker' procedures. These have, in the main, been addressed as the SPS has agreed to pay for all disclosures and have drawn up a document for us to sign which will allow our sponsors to take guest speakers into all of the prisons. This is not the case at the moment as some prisons already allow this but a few insist that 'guests' undergo a full disclosure process first.

The work of the Sub-committee continues. We said goodbye to 2 of the founder members of this committee in June (Jimmy D'A & Mike F) who did sterling work and their input was invaluable. Two members have taken their place, and we have the same situation this year as the last 2 members rotate out as their 4 year commitment comes to an end. I placed an advert in the winter edition of the AA Service News, which so far has not had any response, so I will place the advert again in the next edition hoping that this will generate some more interest.

Some facts and figures for you now as things are slowly changing. One area we are looking at is the map of prisons and how we are situated. This item is a permanent item on the agenda for the annual officers meeting and is updated shortly after that. There have been one or two updates since that time as two members of the Sub-committee have been contacting those Regions where we do not know the status of all the prisons in their area. This has bought some small headway in showing where we stand. The current situation is that of the 145 prisons, we have meetings in 109 (75%) no meetings in 28 (19%) and we do not know about 8 (6%). The number of prisons in the country has fallen from the 170 of the first survey we did three years ago. The situation has changed very slightly throughout the Fellowship of officers in post; currently 13 out of 15 Regions have the post filled (12 last year) and 69 out of 120 Intergrups, (73 last year).

There has been a greater improvement in the area of the Prison Postal Service, last year I wrote that 125 had registered at the time writing, but this had increased to 170 by the time of Conference. This year things have improved again with 185 members registered, and 123 of those are actively using the service.

In July of last year we at last managed to make contact with the National Offender Management Services (NOMS), the department within the Ministry of Justice (MOJ), who we have dealt with in the past. My thanks to Geoff H, (Trustee for Probation/Criminal Justice) for achieving this. We were told they were looking to set up a new work group, and we were invited to join, we were also told they hoped we would meet in the near future. We finally met with them on January 22nd (last week) – it is obvious to me why this took such a long time to arrange as this work group consists of 12-14 members. I thought the meeting was very constructive as ways forward were discussed, and I learnt more about the vetting procedures that are currently in place, and feel I have a more positive message to give all who are involved in this area of service. I have not quite got my head around the information I have been given so far, but will endeavour to bring something to the annual meeting in June.

My thanks, as always, go to all the of those involved in the prison service, sponsors, sponsees, liaison officers and those on the Prison Postal Service. Their dedication to service is commended.

Probation/Criminal Justice Services

(Geoff H)

I assumed responsibility for Probation/Criminal Justice Services for the General Service Board after Conference 2012, taking over from Martin B. It has been my privilege to have worked with Martin on the Probation/Criminal Justice Services Sub-committee since its inception in 2009. It is also a privilege to have been able to continue working in this area of service as a Board Trustee.

A Seminar for Region and Intergroup Probation and Criminal Justice Services Liaison Officers was held on 16 June 2012. The total attendance of 41 compared favourably with the total attendance of 40 at the previous seminar that was held in 2008. The seminar was highly participative and a total of 35 recommendations were made. The Sub-committee considered each of these recommendations at its November 2012 meeting and proposed responses as to how to take the recommendation forward, the Seminar recommendations, along with the Sub-committee's responses follow:

1) Probation/Criminal Justice Services Information Handbook

- a) Produce a Scottish version
- b) Update annually both in print and through the generic email system
- c) Clarify the differences between Probation Service in England/Wales and Criminal Justice Services Scotland, both in print and on the website
- d) Ensure a wider circulation than is currently the case

2) Maintenance and development of the Probation/Criminal Justice Services areas of the AA(GB) Website

- a) Restructure the Probation/Criminal Justice Services menu in the Members' Area
- b) Produce a schematic plan and meet with the Trustees concerned to discuss this in detail

3) Structure and frequency of national meetings: Region PLOs; seminars

- a) Consider a case for seminars to be held not less than three-yearly
- b) Annual meetings of Region Liaison Officers to take place in between seminar years, but when a seminar is held for that to take the place of the annual meeting of liaison officers for that year (which was the case in 2012).

4) Support and liaison with Regional and other officers

- a) Sub-committee members to offer talks and presentations to the Assemblies of their allocated Regions
- b) Sub-committee members to be in proactive and in regular contact with liaison officers in their allocated Regions to provide updates to them and to ascertain activity from them for Sub-committee meetings
- c) To ascertain at the next annual meeting of Region liaison officers in 2013 their needs in terms of support and liaison
- d) Produce a bullet points sheet at the end of each Sub-committee meeting for members to distribute to their allocated Regions

5) Information flow within the Fellowship and between Service Disciplines

- a) Consider how to improve links with other disciplines
- b) Consider using the monthly Public Information newsletter to disseminate information
- c) Produce an annual digest/newsletter of Probation/Criminal Justice Services activity and place on the website. This would also inform the Trustee's report to Conference, the annual meeting of Region Liaison Officers, and periodic seminars
- d) Continue to submit articles to AA Service News
- e) Review Guideline 13 (Probation/Criminal Justice Services)

6) Gaining access to external organisations that are concerned with criminal justice and offender management

- a) Trustee to attend regular meetings with the National Offender Management Service
- b) Seek dialogue with other organisations such as the Probation Association, National Association of Probation Officers and Probation Chiefs' Association

7) Literature and publications for members and external organisations

- a) Increase awareness of the recently Conference-approved A5 pamphlet
- b) Produce an information sheet for Probation/Criminal Justice Services Liaison Officers
- c) In conjunction with the Prison Liaison discipline review the pamphlet 'AA in Correctional Facilities' with a view to producing a Great Britain alternative

The above responses, some of which have already been acted upon, form an agenda for action, which will constitute the Sub-committee's work for 2013.

I would like to acknowledge the sterling service that has been given by Chris S and Richard H, both of whom have worked on the Sub-committee since its inception. Richard rotated out in November last, and Chris rotates out in June this year. Applications for replacements are currently being processed.

At local level, the good work continues in liaison between Intergroups and their corresponding offender management offices. The number of Region PLOs has increased from 4 last year to 6 this year, the number of Intergroup PLOs has increased from 51 last year to 57 this year, an increase of 12 per cent. But more Liaison Officers are required, especially in Scotland and Wales: whilst Scotland and Wales have 30% of all of the Intergroups nationally, of all of the Intergroup posts in this discipline that are filled nationally only 14% are in Scotland and Wales.

The message that was put out at Conference last year still applies: Probation/Criminal Justice Services Liaison needs YOU.

Roundabout

(Winnie C)

Is a meeting in print which you can have with you 24/7. It can help newcomers and long term members when they cannot get to an actual meeting.

Helps with service in Prisons, Hospitals and Courts (remember to remove Diary Pages).

Keeps the Fellowship informed of new AA meetings and AA meetings that have closed.

Helps AAs share experiences, a way to give something back to the Fellowship by writing articles to the magazine.

Webpage: (www.aa-roundabout.org.uk) gives opportunity to email articles to the editor and the opportunity to subscribe to the magazine.

From month to month we do get a steady stream of articles but, recently, it has just been enough to get us through that month. We would like to get back to the days when we had a bank of articles and this could easily be done if some groups could get a different person to write an article every couple of months.

Roundabout is a good read thanks to all who have sent in articles.

There has been a slight increase in subscriptions over the last 12 months which have increased from 188 groups to 210 groups (1,315 magazines to 1,450 magazines).

We have 2 Roundabout Pop up Banners which can be used at Conventions or Service Meetings.

Roundabout Liaison Officers have in the last 12 months encouraged members to send in articles and visited groups encouraging them to subscribe to the magazine.

Share

(Tom T)

I was privileged to take up the position of Board Trustee for Share from John S who rotated off the Board at Conference 2012.

Share continues to be produced by an effective and enthusiastic team, who do a wonderful job and who have been very supportive to me as a 'new boy' and also during recent ill health and I am very grateful to them all. This year has seen a change of Editor with Jean Mc rotating out and Amanda B taking up the position. We have two new Editorial Readers in Helen S and Anne S and John N is now our Southern National Liaison Officer. Share maintains its quality, and production and distribution are handled in a timely manner.

The Share diary and calendar, produced very efficiently by Chris T, remain popular products.

Articles for Share are still needed and all members should be encouraged to submit articles to our 'meeting between meetings'. Photographs are also required for both the magazine and the calendar.

Share was discussed at Conference 2012 and was overwhelmingly supported as a stand-alone publication. I was privy to the committee discussions and was interested and moved to hear from the committee delegates how much Share means to so many members. In particular, for newcomers and members unable to attend meetings it is a lifeline and a very important tool in their recovery.

Sales of Share continue to decline slightly year on year (see below), possibly as a result of the current economic climate, and groups should be encouraged to support Share by buying subscriptions for the Group if funds are available.

Comparative figures for Magazine to August

2008/09	2009/10	2010/11	2011/12	% Drop over 4 years
44965	41678	38719	38527	14.31

Convention organisers also play a big part in promoting Share and Display Stands are available from GSO free of charge for use at these conventions.

Telephones

(Brian L)

My name is Brian; I am an alcoholic and the Trustee responsible for Telephones.

The Terms of Reference for the Telephone Sub-committee are:

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

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

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

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

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

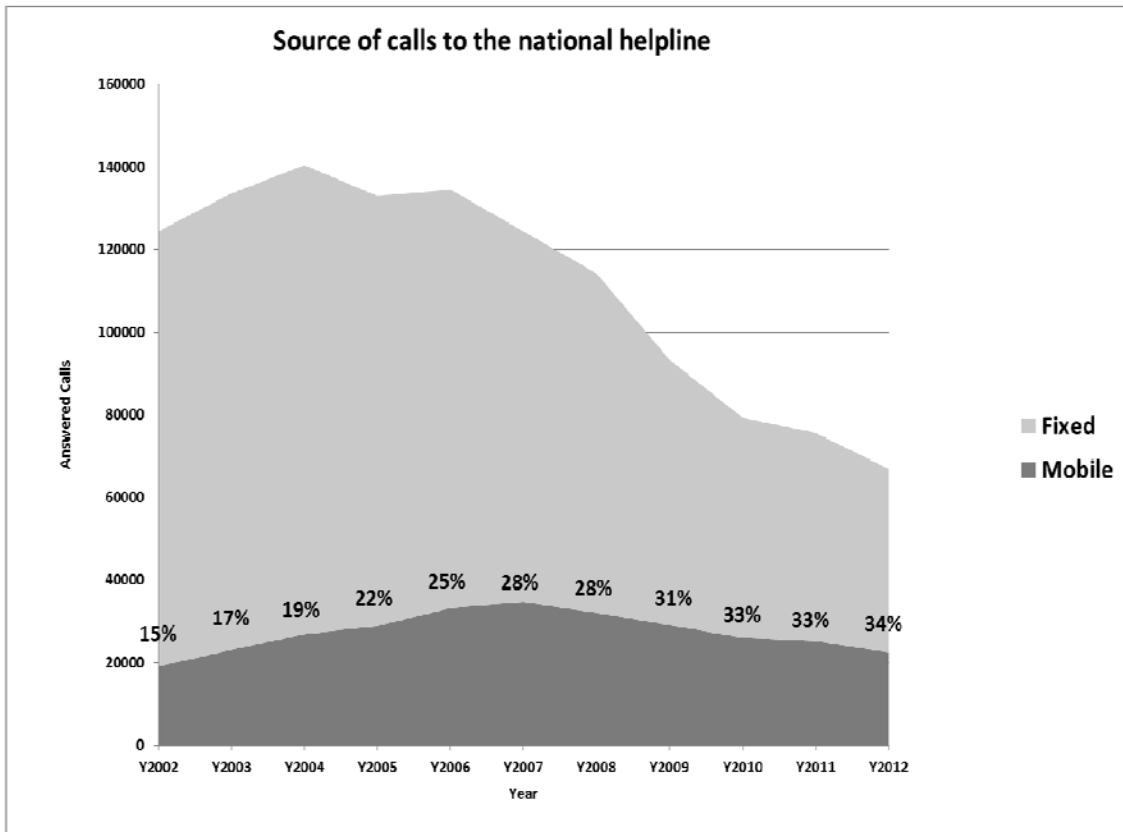
The committee is a sub-committee of the Board and will be chaired by the Trustee with responsibility for the telephone service.

Membership will normally consist of three members drawn from participating Regions, who are suitably experienced to participate in committee functions. Where possible this will recognise geographical spread.

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

2. Inbound Services Contract

The total number of calls to our 0845 national number in the calendar year 2012 was 66,890 down from 75,569 in 2011. As the following chart shows there was a decline in calls from both fixed and mobile phones but, because the calls from fixed lines fell more rapidly than calls from mobiles, the actual percentage of calls from mobiles increased slightly. The total call traffic was 338,550 call minutes. This is well above our commitment level of 200,000 minutes per year.



The cost of our entry on the *Health & Helplines* page in the front of all editions of *The Phone Book* was increased on 1st August 2011 from £175.99 to £299.59. In April 2012 this cost was again increased to £379.59 and yet again in November 2012 to £436.53 per month. As a result we have had to increase the contribution from Regions to Inbound Services from £30 to £50 monthly.

2. BT Business Plan

The BT Business Plan which combines per second billing with call capping makes a substantial reduction to the local telephone bills paid by Intergroups and Regions for the cost of diverting incoming calls from local numbers to home responders. The current plan covers both Fellowship numbers and GSO office numbers. There is a financial advantage in having a single plan for the whole organisation and it is easier for BT to administer. The plan has been operating smoothly for one year and, in addition to the discounted bills, some discounts are paid annually. In the year ending September 2012 we received £582.65 line rental discount and a £500.00 reward payment. These payments were sent directly to GSO.

3. Ofcom Proposals

Ofcom are proposing changes to the telephone numbering system in the UK which could require us to change the type of number we use for our National Number.

We are expecting Ofcom to issue their final report on proposed changes by the end of February 2013. This is too late to be included in this report and in order to provide Conference 2013 with firm details of the changes it will be necessary to use a written hand-out to be distributed to delegates in York.

In their plan for the financial year commencing April 2013 Ofcom state that they will make it a priority to implement any reforms made during early 2013 affecting how consumers buy calls to non-geographic numbers.

The timing of the Ofcom announcement makes it difficult to present the information to the Fellowship but we will do best we can to provide sufficient time for discussion of the changes within the implementation period.

World Service Meeting 21st/25th October 2012

(Sheila D)

This report is very much from a personal perspective as a full official report will be available from GSO USA/Canada from February 2013

First term delegate Roger Booth (General Secretary) and myself as second term delegate attended the meeting which was held in the Rye Brooke Hilton Hotel, Rye Brooke, New York.

There were 62 delegates from 35 countries. There was a welcoming address given by the Chair of the USA/Canada Board, Ward Ewing and chaired by Phyllis, General Manager of GSO New York.

The meeting serves as a forum and, as any meeting, its aim is to facilitate our primary purpose worldwide, it included sharing country progress updates, given by each of the 1st term delegates, presentations, workshops and committees. Very valuable one to one sharing occurs during coffee and meal breaks. All the formal sessions involved simultaneous translation in English and Spanish. One of the criteria for country participation is a working knowledge of English or Spanish. There were, however, two delegates from Japan who read English, but had their own interpreter when sharing in committee and general sessions.

Each country is invited to provide some of its literature for display. Interest was shown in our DVDs on service, the Park Bench Poster and our *Hints and Suggestions for Internet Safety*. Much of the open sharing was on the topic of the Internet. The Working with Others Committee, of which I was a member, had as one of its topics, Social Networking Websites and Anonymity. Most countries seem to have a 'progress with caution' approach.

Another topic was 'Working with Others in Law Enforcement'. AA New Zealand has an 'Adopt a Cop' approach, where an AA Group adopts a police station, providing it with AA Literature and a literature stand. A proposal, backed by New Zealand General Service Board, was made to the Commissioner of police. The idea is currently being trialled in the Auckland Region.

The World Service Meeting 2014 will be held in Poland and as part of its agenda will include, Women in AA. As one of only 8 female delegates and the only female 2nd term delegate, I shared that I was delighted that the topic was being repeated. This led to a general discussion about women in AA.

One other Committee discussed a letter from Phyllis, General Manager of GSO New York, stating that New York finance 70% of the meeting cost, which is about \$200,000 and suggesting that the meeting might be held every 3 or 4 years. The topic will continue to be discussed at the 2014 meeting.

After the final dinner we listened to two young people sharing their AA recovery. A young woman, who is now serving on one of the USA/ Canada committees, shared that at about the ages of 9 to 13, she would regularly steal alcohol from shops and supermarkets. Supermarkets had not been invented when I was that age! It made me wonder about our approach to young people in Great Britain. Are we (am I) doing enough, or for that matter able to identify with today's very young people?

I feel very privileged to have been given the opportunity to attend, as a delegate, the meetings in Mexico City 2010 and this year in New York. It has been hard work but rewarding. Thank you for allowing me to attend.

Conventions

Northern National

(Geoff H)

Last year, the (38th) Northern National Convention duly took place on 30 March to 1 April 2012 at Norbreck Castle Hotel, Blackpool. A total 771 people registered, compared with 770 in 2011.

The immediate post-convention financial analysis showed a surplus of £776.00.

Ash Khan, Non-Alcoholic Trustee, was a speaker at the Friday night big meeting. Ash's talk was extremely well received. People were heartened to learn of how he raises awareness of AA with the people with whom he works, and appreciated how he shared what his involvement in our Fellowship means to him.

Martin B and Penny A, both Board Trustees, were present with their literature road show. Peter R, Northern Share Rep, was onsite encouraging people to write articles for Share, as was Mick D, Armed Services Liaison Officer for North West Region highlighting this growing service discipline.

The usual full programme of meetings was provided. The final gathering (formerly the spiritual meeting), which included the sobriety countdown, was chaired by Jim T, the outgoing Fellowship Honorary Treasurer. The hall was alive with the sound of music and the buzz of happy sobriety!

This year's convention (the 39th) will take place on 22 to 24 March and is in an advanced stage of planning. It will be reported on at Conference 2014.

Scottish National

(Robert M)

The 2012 Scottish Convention was very well attended and is deemed to have been very successful. The convention committee worked very hard to ensure that the Convention ran smoothly and the most important feature were the members who chaired and shared and did such a wonderful job of carrying the message.

There were 394 registrations, 54 more than last year.

In 2012, GSB approved the project of a Literature Roadshow and they requested a presence at the Scottish Convention. After the presentation, given by 2 Board members, the literature stand sold out of hard backed books.

I would like to record my thanks to all members of the Scottish National Convention Committee for their hard work in organising this year's Convention.

The work for the 57th Annual Scottish Convention 2013 is already underway and the dates are May 10th, 11th and 12th again in the Corran Halls in Oban. Speakers, fliers, raffles, entertainment, programmes etc, have been organised or are ongoing and all bodes well for another successful and enjoyable weekend in Bonnie Scotland.

Southern National

(Del H)

Once again we had a very successful convention at the Mill Rythe Holiday Village on Hayling Island on the first weekend in September last year. The weather was wonderful, which I'm sure helped everybody have a great time.

Financially there was an improvement on last year, with takings up in all areas, apart from literature, which I found quite strange as a Literature Road Show took place on Saturday afternoon. We also had a first for this convention, we actually sold all the raffle tickets (amazing what an iPad 2 can do to drum up interest!!)

The highlight for many was the Sunday morning where the Spiritual Meeting was followed by the Old Timers Meeting, the 'youngest' on stage was 36 years sober. The Sobriety Countdown followed this went from 48 years down to one day. This member was presented with a copy of the Big Book and a hug from all on stage.

Once again the representatives on this Committee from the 6 sponsoring Regions deserve a massive vote of thanks for all the hard work they do, not only over the weekend itself but throughout the rest of the year as they work very hard to put this convention together.

Welsh National

(Phil W)

The theme of the 2012 Welsh National Convention was '*Pass it on*'. It was held at the Metropole Hotel, Llandrindod Wells in the scenic heartland of mid-Wales. Early June gives the convention fine weather and a summer break ambience.

Many guests had travelled long distances to attend. Good shares, full AI-Anon participation and a Sunday morning spiritual gathering which attracted a lot of positive feedback, all made for a great weekend of fellowship. The service workshop was about Public Information and there was the Literature Roadshow presented by Penny and Martin from the GSB. The disco and dancing in the evenings was enjoyed by many and the Metropole Hotel played its part with its high standard of food and friendly staff.

This year's convention will be held 31st May-2nd June and the theme this time is '*A Vision for you*'. The format will be similar to previous years with come and go meetings, a service workshop and spiritual service 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 character and charm. As ever, *There'll be a welcome in the hillsides...*

Northern Service Office

This year has seen the Northern Service Office continue to develop and ensure the quality and effective organisation of the AA services provided internally and externally. Regular communications with our General Service Office continues and this facilitates consistency in our approach and delivery nationally.

NSO handled 2389 calls over the last twelve month period, calls from professionals in social work, health, education, media, criminal justice, police and alcohol services in the community amounted to 12% of these calls. Calls from the still suffering alcoholic amounted to 10% of the calls received and less than 4% of calls were from family and friends who were signposted to Al-Anon. The majority of the remainder of calls received were from within the Fellowship, members in service, members with general enquiries, members requesting meeting and event information, and the everyday business calls between the service offices.

There has been the annual presentation at the Scottish Parliament which again proved a useful way of getting the message across not only to members of Parliament but also to other professionals. This in turn has resulted in further contact and requests for our cooperation from the NHS, local government and the criminal justice service. These requests have been passed on and actioned by the appropriate Service Liaison Officers. Regional Service Officers supported the event on the night and their experience highlighted the importance of keeping professionals from within their areas included and informed of our future events.

NSO continue with the administration and development of the Scottish Prison Postal Service (SPPS). This year has seen the number of inmate requests and proposed sponsors increase with a recent increase in the number of inmates from the Young Offenders Institutions requesting postal sponsorship. NSO have also been able to support GSO with postal sponsorship requests and would hope this joined up working may facilitate the framework for a national database for prison sponsors in the future.

NSO have continued to support Roundabout, receiving and preparing articles for print, taking general enquiries where possible and signposting all other relevant enquiries to the Editor and Roundabout Sub-committee. NSO with the support of a Roundabout Sub-committee member will now be responsible for editing the magazine until a new Editor is in situ. NSO would like to take this opportunity to thank the previous Editor for her tremendous hard work and commitment throughout her term in post.

NSO played an integral part in being the first point of contact for media and professional enquiries during AA Awareness Month in November working in cooperation with the Service Liaison Officers.

There has been a substantial drop in calls received in NSO, 34% over the previous 24 month period and also in items handled, the working patterns within the office have been reviewed and now reflect the current workflow. We will continue to monitor and report on this situation.

However, we remain committed to taking a proactive approach, and NSO will continue to do it's utmost in carrying the AA message to the still suffering alcoholic by working together in unity with all our Service Officers within the Fellowship.

Southern Service Office

The Southern Service Office exists to aid members, groups, Intergroups and Regions in their common purpose of carrying the AA message to the alcoholic who still suffers.

Over the past year SSO has provided help

- ➡ **To the Fellowship**
 - acting as a clearing house for the circulation and exchange of information
 - supporting service meetings & workshops
 - liaising and supporting Region and Intergroup Officers when asked
 - keeping up to date lists of Intergroup and Region officers and the venue, day and time of their meetings, including Pre and Post Conference assemblies
 - sending out Literature Order forms

- encouraging groups to liaise directly with GSO online or via the Pink form with permanent changes to their meetings, or if registering a new meeting,
- posting temporary changes to London meetings on SSO's notice board and updating the office Where to Finds with permanent changes
- holding information on specialist meetings, such as: in other languages; with a crèche; special interest
- liaising and supporting AA members coordinating teams of volunteers carrying the message into eight CRISIS at Christmas shelters
- providing space for Region service meetings
- storing P.I. material and AA display stands
- researching and passing on potential P.I. leads
- Special Needs Services – SSO keeps the British Sign Language 12th Step list for the whole of the Fellowship in the U.K. Our volunteers are aware of information on how to take a call using *typetalk* and that the 4th edition (abridged) of the Big Book is now available in BSL. There is one BSL interpreted meeting in London. Wheel chair accessible meetings and the BSL meeting in the Where to Find are marked with the appropriate icons.
- Board Sub-committee vacancies posted
- local AA Events – fliers are on display
- providing a complete inventory of all AA publications for perusal in the office.
- Up keeping and maintenance of SSO as a safe, pleasant and comfortable environment
- assisting in the administration of the annual Houses of Parliament P.I. event.

➡ **To the London Telephone & 12th Stepping Service at SSO**

- Hosting and supporting the London AA helpline 0207 833 0022, 10am-10pm, 365 days a year, and the shifts of telephone volunteers in the office in their primary purpose of *carrying the message to the alcoholic who still suffers*.
- Keeping the latest editions of U.K., Ireland, Continental European Region and worldwide meeting directories.
- Taking or passing out 12th Steps from our neighbouring telephone service areas
- Maintaining lists of speakers of other languages willing to speak to a suffering alcoholic
- Supporting the London Telephone Liaison Officer's Committee and Committee meetings
- Supporting the First Monday Telephone Service training workshops
- Organising further volunteer training sessions
- Maintaining the Monday-Friday volunteer shifts (approx 40 volunteers)
- Liaising with the whole network of London's telephone volunteers – Responders, Responder Reps, 12 Steppers and 12th Step Reps, when necessary.
- Updating Intergroup and Region TLO Contacts List
- Keeping statistics – Total Call Traffic for 2012 – 3289
Total 12th Steps passed out in 2012 – 1,476
- Producing minutes
- Hosting the Polish Intergroup telephone helpline.

➡ **To outside agencies**

- sourcing appropriate AA members for media interviews
- updating our database of contacts for Councils, Agencies, Health Authorities
- responding courteously and professionally to requests for AA contact from professional agencies and passing such requests to the appropriate Intergroup officers
- Explaining courteously our policy of cooperation not affiliation, and what AA can and *cannot* do
- providing a consistent Monday-Friday, 9-5 presence
- keeping abreast of community and government policy and efforts in combating alcoholism and passing any useful results to Region officers

➡ **Liaison with General Service Office**

GSO keeps SSO well informed with the Board Calendar for the year ahead, Trustee information and the Conference Report and Annual Report, including new items of literature and audio material. SSO stocks a certain amount of 12th step and professional literature which is for staff and volunteers to send out. GSO staff are always ready to help wherever possible and staff in both offices liaise regularly on the telephone on specific matters.

Open Forum (Non Voting Session)

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 Erik asking all to join him in saying the Serenity Prayer.

SUNDAY 21 APRIL

Erik welcomed everyone back to the final session of Conference, asked for a few moments silence and asked everyone to join him in saying the Serenity Prayer.

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

Erik 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	51
Committee No. 2	Pages	52 - 53
Committee No. 3	Pages	54 - 55
Committee No. 4	Pages	56 - 57
Committee No. 5	Pages	58 - 59
Committee No. 6	Pages	60 - 61

ELECTION OF CHAIR FOR CONFERENCE 2014

The nominations received on Friday evening were presented and, after a vote, Avi M (London Region North) was duly elected.

RATIFICATION OF BOARD MEMBERS

(Sheila D, Chair GSB)

Thank you Erik and good morning Conference, my name is Sheila and I am an alcoholic. Firstly, I would like to thank everyone who has contributed to Conference this weekend. I think this is my eighth Conference and I remember them all for one reason or another and I will remember this one because I think it has been positive, it has been light, it has been serious but we are actually learning how to disagree without being disagreeable and I think that's great. We have also made progress in various areas so I thank you all but I would especially like to thank Erik and to say that Conference has felt safe in your hands this weekend, once again thank you.

We have four new Trustees to welcome to the Board this weekend:

Judy F	-	Wales & Borders Region who is shadowing Telephones
David A	-	Continental European Region who is going to be responsible for AA Service News and Employment
Carole H	-	London Region South who is shadowing Literature and she will be on the Nominations Committee

We have another Trustee not at Conference but still to be ratified:

Clive D	-	Midlands Region
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Until a Trustee has undergone the Induction process and has attended a Board meeting, we don't think it is fair to introduce them at Conference as a Trustee, and he will be joining us at the next Board meeting.

I'd like to introduce our new Vice Chair who is Phil W and is joining the Executive.

Now we come to the bit which is very emotional for me – the goodbyes:

- Tim W-M - Continental European Region who has worked so hard in his time on the Board and has been responsible for Archives and AA Service News. Thank you so much Tim, we will miss you.
- John A - London Region South. John started working on AA Service News and then moved on to Health. I think we all grow in our service journey and I have seen John grow, thank you very much John.

Unfortunately, we have had two Trustees who have had to retire due to ill health fairly recently and the first is Tom T who was responsible for Share, and I know how hard he struggled to regain his health and to re-join the Board, but he had to make the decision that he was not able to do that and I would like to thank him for his service and we will miss him. The other, Donnie V, who has also resigned due to ill health and Donnie was Conference Chair last year and it is with regret that he has resigned and again, we will miss him. Thank you, Donnie.

Last, but not least, Martin B, our Vice Chair, is rotating out this time. Martin has added very much to our debate in putting the alternative view forward and stimulating conversations. When I first became Chair I went to Stepping Stones, which is nothing to do with AA, and certainly nothing to do with AAGB, we do not fund it, it is a charity and it's Lois and Bill W's old home. We went there, Martin and I, because we were at the American Conference and they took us there, and for those of you who haven't been there, is the table where Bill and Ebbe sat at that first meeting and there is also a Cabin in the garden called 'Wit's End'. I bought two postcards, one with the table where Ebbe and Bill sat and I said "we will come to the table", and the second one 'Wit's End' and I said "sometimes we may be at our wit's end but we will always come back to the table" and you have always come back to the table and I thank you for your support Martin. Thank you so much.

Close of Conference

(Erik A)

We've come to the end of this General Service Conference. I am relieved to see that all the first year delegates seem to have survived. Congratulations! I trust your panic buttons were useful.

Conference, I'd like to thank all of you again for your presence and work here this weekend – delegates, Board members, observers and General Service Office staff. I hope I've not forgotten anyone.

I'd like to extend a personal thank you to our General Secretary, Roger, and Sharon, our Conference Co-ordinator, for all the patience they've shown and the help they've given me over the last year and the last few days.

I hope all of you have had as memorable a weekend as I have. After Conference 2010, when my nametag had a red dot panic button on it –which I used a LOT – I went back to my Region and in my report I shared about how moving it was to me to be here. I told them how important this felt, not how important I felt, but how important THIS, our General Service Conference, felt. I didn't articulate it well then and I still can't, but it has been a great privilege

and honour to be with you and to share with you the important task of trying to discern the Fellowship's group conscience once more.

I thank you for the opportunity and the experiences. They have changed my sobriety; you have changed my sobriety.

Thank you for your commitment, your generosity and your spirit.

Thank you most of all for your collective effort in providing, as the late Bernard B Smith said at the General Service Conference in 1954, '*a permanent haven for all alcoholics who, in the ages ahead, can find in AA that re-birth that brought us back to life*'.

Thank you.

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

DATE AND PLACE OF NEXT CONFERENCE

The Forty-Ninth General Service Conference of Alcoholics Anonymous in Great Britain will be held at the Park Inn, North Street, York on 11-13 April 2014.

FORTY-EIGHTH GENERAL SERVICE CONFERENCE 2013

COMMITTEE No. 1

CHAIRMAN CHARLIE R GLASGOW REGION

SECRETARY CAROLE P EASTERN REGION

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

1. Review the draft Service Handbook of Alcoholics Anonymous, Great Britain.

This Committee wishes to express its gratitude to the Literature Sub Committee for all the hard work that has been put in over the years.

This Committee approves the draft Service Handbook subject to the following amendments:

a) Insert in Section 7.4 Radio (Draft page 48):

When agreeing to speak at a radio station, seek to get agreement for any webcam to be switched off during the broadcast, so that anonymity can be preserved

b) The Committee recommends that the draft Service Handbook be proof read, checked for inconsistencies and updated to reflect recent Conference decisions before sending to print

The vote was unanimous.

2. Would the Fellowship share experience and then make recommendations whether to include Regional Representatives in Guideline 4 'Intergroups', with a view to keeping new members to service fully informed of our third legacy and avoiding any misinterpretation as to the role of Regional Representatives and their election at Intergroup.

This Committee finds the Structure Manual (Conference Approved 2012) contains Regional Representatives in Chapter 3, Intergroups.

In the event of the Draft Service Handbook failing to gain Conference Approval, Regional Representatives ought to be included in Guideline 4, Intergroups.

The vote was unanimous.

3. Elect Committee Chairman for Conference 2014.

The Committee elected Carole P of Eastern Region as Chair of Committee No. 1 for Conference 2014.

4. Elect Committee Secretary for Conference 2014.

The Committee elected Jeroen S of Continental European Region as Secretary of Committee No. 1 for Conference 2014.

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

FORTY-EIGHTH GENERAL SERVICE CONFERENCE 2013

COMMITTEE No. 2

CHAIRMAN CLAIRE B-D SOUTH EAST REGION

SECRETARY HELEN S EASTERN REGION

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

1. Share experience on getting articles on AA in the local press and make suggestions on how the Fellowship can get articles into the national press.

The Committee shared the experience of the Fellowship on getting articles on AA published in the local press.

This Committee recommends:

- a. That best practice be shared throughout the Service Structure via PI Service News and AA Service News
- b. That Guideline 7 provides much useful advice on working with the media
- c. The Press pack, recently produced by the PI Sub Committee, to be circulated to PI officers throughout the Service Structure

In respect of the National Press, this Committee makes the following recommendations:

- a) Local initiatives aimed at the National Press are done in coordination with the PI Sub Committee
- b) To increase success, consideration be given to placing articles in magazines, professional journals and online press

It is recommended by this Committee that, in any contact with the media, the Traditions are observed.

Vote: substantial majority, 1 against

Minority View: In view of the recent lack of success in placing articles in the National Press, consideration should be given, at National level, to seeking professional media assistance from either inside or outside AA.

2. Would the Fellowship discuss, share experience and make recommendations on the question of:

What can AA do to better carry the message to young alcoholics both inside and outside of the Fellowship?

Young people should be warmly welcomed into AA.

More specifically, would Conference consider, discuss and make recommendations on the following:

a. What can be done to make AA more of an attractive place to young people inside of AA?

This Committee recommends:

- a. Young People are encouraged through sponsorship to be active members of the Fellowship
- b. The Service Structure may seek to encourage and co-operate with Young People's Conventions

b. What can be done to make AA more of an attractive place to young people outside of AA?

This committee recommends:

- a. That the Electronic Communications Sub Committee (ECSC) looks at appropriate apps and social media as a possible means of attracting young people to AA
- b. That young people are encouraged, wherever possible, to carry the message at PI events in education, young offenders institutions etc.
- c. A young person (YP) status is highlighted on the 12th Step list

c. Consider updating the "Too Young?" poster with input from younger members?

This committee recommends that the "Too Young" poster be updated with input from younger members.

d. Could young people be represented in the AA structure?

This Committee recommends Intergroups and Regions may, where appropriate, appoint a Young Persons Liaison Officer.

Voting: Unanimous

3. Elect Committee Chairman for Conference 2014.

The Committee elected Dave S of East of Scotland Region as Chair of Committee No. 2 for Conference 2014.

4. Elect Committee Secretary for Conference 2014.

The Committee elected Craig F of London Region South as Secretary of Committee No. 2 for Conference 2014.

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

FORTY-EIGHTH GENERAL SERVICE CONFERENCE 2013

COMMITTEE No. 3

CHAIRMAN MICHAEL I LONDON REGION SOUTH

SECRETARY LIZ W NORTH EAST REGION

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

1. **Inventory Question**

Would the Fellowship discuss and share experience on whether we as a fellowship are satisfied with the level of 12th Step work that is being done at the various levels of Service?

Having discussed and shared experience the Committee concluded that the overall level of satisfaction is 'fairly satisfied'.

Experience varies from Region to Region; different geographical locations present unique challenges.

Also experience varies at personal, Group, Intergroup, Regional and National level. The Committee agreed that the Fellowship can **always** do more.

1.1 When discussing this question the Committee considered 12th Step work as:

- a) Telephone Service and 12th Step calls
- b) Sponsorship into Service
- c) Public Information
- d) Management of media and technology

1.2 Examples of positive experience include:

- a) Warm welcome extended to newcomers
- b) Effective Public Information work at Group, Intergroup and Regional level
- c) Dedicated 12th Steppers and telephone responders
- d) Quality of Conference approved literature available for 12th Step work

1.3 Areas for improvement include:

- a) Extend newcomer welcome beyond the first meeting
- b) Keep 12th Step lists up to date
- c) Awareness and use of all Conference approved literature at personal and Group level
- d) Encourage sponsorship into service to increase the number of members doing service
- e) Improve visibility at national level through media and technology

Vote: Unanimous

2. Would the Fellowship share experience of Public Liability Insurance at Group, Intergroup and Regional level?

Having heard shared experience of Public Liability Insurance at Group, Intergroup and Regional level, the Committee concluded that Public Liability Insurance varies throughout the Fellowship.

Experience suggests that it is becoming increasingly necessary to have Public Liability Insurance because:

- a) We cannot rely on the landlord's Public Liability Insurance policy
- b) The landlord may require that we have Public Liability Insurance
- c) We have a responsibility to our members

Public Liability Insurance policies are taken out by some individual Groups, Intergroups and Regions.

Policies can cover workshops, Intergroup, Regional and individual Group meetings.

The majority of Groups are insured by the same insurance company but there is disparity across the Fellowship with regard to premiums paid.

In some countries in Continental Europe, Public Liability Insurance is not considered to be necessary, in others it is obligatory.

The Committee considered it best practice for Groups to be covered by Public Liability Insurance.

Vote: Unanimous

3. Elect Committee Chairman for Conference 2014.

The Committee elected Liz W of North East Region as Chair of Committee No. 3 for Conference 2014.

4. Elect Committee Secretary for Conference 2014.

The Committee elected Diane F of North West Region as Secretary of Committee No. 3 for Conference 2014.

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

FORTY-EIGHTH GENERAL SERVICE CONFERENCE 2013

COMMITTEE No. 4

CHAIRMAN AVI M LONDON REGION NORTH

SECRETARY JOHN B NORTH EAST REGION

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

- 1. Would members share their experience on how they pass on or collect experiences and views on the Conference questions? What methods are the most successful in collecting responses from members of the Fellowship?**

The Committee discussed the question in great depth.

Some Groups hold separate or special meetings, whilst others have incorporated one or two questions at the end of each of their normal meetings so that consideration is given over a period of time.

Intergroups and Regions hold briefing sessions or workshops that are open to all, to encourage a wider participation.

In addition to their duties at Region, Conference Delegates have made themselves available to Members, Groups and Intergroups.

Different methods were discussed within the Committee that addressed how to successfully collect responses.

The most successful methods were where groups have an active, well-supported and enthusiastic Group Service Representative (GSR) who forms a vital link between the individual member and the wider Fellowship that in turn fosters a sense of ownership.

These have included:

1. Utilising all means of communication to ensure that the GSR, Intergroup Secretary and Conference Delegate support the channels of communication to collect responses
2. Conducting Intergroup and Regional Pre-Conference meetings where responses are collected, through direct contact between members, GSRs and Delegates
3. Being aware that some Regions cover a large geographical area, members have collaborated and consulted using media such as email and online conferences

Essential to this process is good communication throughout the service structure, both in terms of gathering views on the questions and providing post-conference feedback.

Vote: Unanimous

2. Would the Fellowship discuss, share experience and make recommendations whether, throughout AA's service structure, members of special interest groups are sufficiently represented?

The Committee discussed in great depth many areas of what may be termed special interest groups. However, it is felt that without background information we are unable to reach a conclusion.

The Committee refers this question to the Conference Steering Committee 2014 for further consideration.

Vote: 15 For, 2 Against

3. Elect Committee Chairman for Conference 2014.

The Committee elected John B of North East Region as Chair of Committee No. 4 for Conference 2014.

4. Elect Committee Secretary for Conference 2014.

The Committee elected Dan F of Continental Europe Region as Secretary of Committee No. 4 for Conference 2014.

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

FORTY-EIGHTH GENERAL SERVICE CONFERENCE 2013

COMMITTEE No. 5

CHAIRMAN ALEX H EAST OF SCOTLAND REGION

SECRETARY NICKI W EASTERN REGION

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

1. **a) Would the Fellowship discuss and share experience of disabled AA members suffering progressive diseases who require a full-time professional carer to accompany them in their AA Home Group meetings?**
- b) Would the Fellowship discuss the implications within Tradition 12 of the professional carer attending meetings, thus enabling the disabled group member to continue to attend the AA meeting of their choice?**
- c) Would the Fellowship discuss and make recommendations on how best the special needs of disabled AA members who need professional carers might be met in closed AA meetings?**

This Committee discussed and shared experience on this question and recommends that each group conscience consider the current guidelines on *Open* and *Closed* meetings in conjunction with our Traditions in dealing with the needs of all AA members.

Vote: passed with majority - 19 for and 1 against (recorded in minority view)

Minority view recorded: 1 person would have liked to include: "with love and compassion" within the statement.

2. **Would Conference consider what response can be given to Groups who refuse to accept the group conscience of Intergroup/Region?**

This Committee agrees that the answer to this question is contained within Tradition 4 (long form):

"With respect to its own affairs, each AA group should be responsible to no other authority than its own conscience. But when its plans concern the welfare of neighbouring groups also, those groups ought to be consulted. And no group, regional committee, or individual should ever take any action that might greatly affect AA as a whole without conferring with the trustees of the General Service Board. On such issues our common welfare is paramount."

Reference Guideline No. 1

Vote: Unanimous

3. **Elect Committee Chairman for Conference 2014.**

The Committee elected Nicki W of Eastern Region as Chair of Committee No. 5 for Conference 2014.

4. Elect Committee Secretary for Conference 2014.

The Committee elected David B of South Midlands Region as Secretary of Committee No. 5 for Conference 2014.

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

FORTY-EIGHTH GENERAL SERVICE CONFERENCE 2013

COMMITTEE No. 6

CHAIRMAN ANDY G MIDLANDS REGION

SECRETARY NICK B SOUTH EAST REGION

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

1. Would Conference endorse the selling of AA Conference approved literature in electronic formats?

Committee 6 welcomed the opportunity to respond to the question of selling Conference approved literature in electronic formats and we endorse it.

However, we are aware that AA World Services have now moved away from the further development of an e-reader across multi-platforms due to financial, technical and resource issues, so we do not recommend developing an e-reader of our own.

We recommend that the General Service Board (GSB) explore the financial and other implications of making AA Conference approved literature available through a number of popular platforms, for example (but not limited to) Apple, Kindle & Nook.

In doing so we ask the GSB to bear in mind the following:

- a) Consideration needs to be given to the contributions made to the Development Fund
- b) The solution needs to be in accordance with our Traditions

This Committee recommends implementation as soon as possible in order to minimise the potential loss of revenue due to the downloading of unauthorised versions.

Vote: Unanimous.

2. Would Conference reconsider the decision taken in 2008 to prohibit all "external links" on the AA (GB) website?

Committee 6 respects the decision taken in 2008 and believes that this was the correct decision at that time. However, we have reconsidered that decision. At first the Committee were divided between having no external links and allowing external links, but this was based upon limited background information.

Following clarification and considerable further discussions within the Committee, we agree that certain links could actually help to further our Primary Purpose.

This Committee agreed unanimously that the following external links should be allowed (using an appropriate disclaimer):

- a) The websites of other national AA General Service Offices
- b) Mapping software, to aid searches for meetings
- c) Language translation software, to aid people for whom English is not their first language

- d) Secure payment services websites, to allow members to use the online shop (currently in use)

All other external links will require Conference approval.

Guideline 19 needs to be updated in light of this recommendation.

Vote: Unanimous.

3. Elect Committee Chairman for Conference 2014.

The Committee elected Nick B of South East Region as Chair of Committee No. 6 for Conference 2014.

4. Elect Committee Secretary for Conference 2014.

The Committee elected Andrew H of North East Region as Secretary of Committee No. 6 for Conference 2014.

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

LIST OF DELEGATES

CONFERENCE CHAIRMAN: ERIK A (Continental European Region)

GENERAL SERVICE BOARD

			COMMITTEE NUMBER	TERM OF SERVICE
Sheila	D			
John	A		5	
Penny	A		1	
David	A	(Elect)	4	
Martin	B		5	
Tom	B		4	
Winnie	C		3	
Judy	F	(Elect)	3	
Del	H		6	
Joe	H		2	
Carol	H	(Elect)	1	
Geoff	H		3	
Wullie	I		6	
Brian	L		3	
Willie	MacD		1	
Robert	M		6	
Tom	S		6	
Tim	W-M		2	
Phil	W		2	
Ash Kahn			5	

GENERAL SERVICE OFFICE STAFF

Roger B General Secretary
Sharon Smyth
Chris North
Angela Varley
Karen Martin
Jenny Pryke
Lorraine M (Northern Service Office)

SHARE

Amanda	B	5	1
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ROUNDBOUT

**COMMITTEE
NUMBER**

**TERM OF
SERVICE**

EASTERN REGION

Carol	P	1	2
Helen	S	2	3
Charles	I	3	2
Gail	S	4	1
Nicki	W	5	2
Gloria	R	6	3

LONDON REGION NORTH

Ivan	W	1	A
Mike K	K	2	1
Jim	G	3	1
Avi	M	4	3
Judith	W	5	1
Gregory	M	6	2

LONDON REGION SOUTH

Stephen	M	1	A
Craig	F	2	1
Michael	I	3	3
Terry	A	4	1
Kevin	McI	5	3
Wayne	L	6	1

MIDLANDS REGION

Michael	G	1	1
Elaine	E	2	3
Paul	N	3	2
Jack	B	4	2
Barbara	O	5	1
Andy	G	6	3

NORTH EAST REGION

Neil	W	1	3
Roger	R	2	3
Liz	W	3	2
John	B	4	2
Darren	B	5	1
Andrew	H	6	1

**COMMITTEE
NUMBER****TERM OF
SERVICE****NORTH WEST REGION**

Michael	C-C	1	A
Mark	S	2	A
Diane	F	3	1
Douglas	F	4	1
Denise	H	5	3
Maxine	J	6	2

SOUTH EAST REGION

Carol	W	1	1
Claire	B-D	2	3
David	M	3	3
Chris	E	4	3
Sue	M	5	2
Nick	B	6	2

SOUTH MIDLANDS REGION

Mark	Mac	1	1
John	N	2	3
Kevin	A	3	2
Brian	J	4	3
Dave	B	5	1
Chris	D	6	3

SOUTH WEST REGION

Ross	G	1	3
Pauline	M	2	2
Gloria	P-B	3	1
Dave	S	4	2
Adam	D	5	2
Liz	G	6	3

WALES & BORDERS REGION

Adrian	K	1	2
Dee	L	2	1
Kelvyn	J	3	2
Keith	D	4	2
John	H	5	2
Paula	G	6	3

**COMMITTEE
NUMBER**

**TERM OF
SERVICE**

EAST OF SCOTLAND REGION

Colin	M	1	2
Dave	S	2	3
Norman	B	3	3
Ian	D	4	A
Alex	H	5	3
		6	

GLASGOW REGION

Charlie	R	1	3
Franky	F	2	A
John	D	3	2
Sandra	A	4	1
Gerry	Mac	5	3
Pat	McG	6	3

HIGHLANDS & ISLANDS REGION

Marco	P	1	A
Sandy	McV	2	3
Watty	S	3	1
Kim	G	4	3
Donald	MacE	5	2
Val	McK	6	2

SCOTIA REGION

Davie	D	1	2
John	D	2	1
Margaret	R	3	2
Ross	N	4	A
Jim	F	5	1
Bruce	B	6	1

SOUTH WEST SCOTLAND REGION

Isobel	G	1	1
Tony	D	2	1
Ian	M	3	3
Henry	H	4	3
Richard	L	5	2
Tom	H	6	1

**COMMITTEE
NUMBER**

**TERM OF
SERVICE**

CONTINENTAL EUROPEAN REGION

Jeroen	S	1	1
Nigel	P	2	A
Evyan	D	3	3
Dan	F	4	1
Patrick	L	5	1
Marketa	K	6	2

OBSERVERS

Tom	H	(Belgium – Flemish Speaking)	2	1
David	T	(Czech Republic)	3	1
Alunia	D-K	(Poland)	4	1
Alica	B	(Slovak Republic)	5	1
Janez	J	(Slovenia)	6	1

Glossary of Abbreviations used in this report

AA	-	<i>Alcoholics Anonymous</i>
AAA	-	<i>Alcoholics Anonymous Awareness</i>
AASN	-	<i>AA Service News</i>
AAWS	-	<i>Alcoholics Anonymous World Services</i>
ASL	-	<i>American Sign Language</i>
ASLO	-	<i>Armed Services Liaison Officer</i>
BSL	-	<i>British Sign Language</i>
CER	-	<i>Continental European Region</i>
CMS	-	<i>Content Management System</i>
CSC	-	<i>Conference Steering Committee</i>
DAAT	-	<i>Drug and Alcohol Teams</i>
ECLO	-	<i>Electronic Communication Liaison Officer</i>
ECSC	-	<i>Electronic Communication Sub Committee</i>
ELO	-	<i>Employment Liaison Officer</i>
ESM	-	<i>European Service Meeting</i>
GSB	-	<i>General Service Board</i>
GSO	-	<i>General Service Office</i>
GSR	-	<i>Group Service Representative</i>
HLO	-	<i>Health Liaison Officer</i>
HSC	-	<i>Health Sub Committee</i>
MOJ	-	<i>Ministry of Justice</i>
NAT	-	<i>Non-Alcoholic Trustee</i>
NHS	-	<i>National Health Service</i>
NICE	-	<i>National Institute for Clinical Excellence</i>
NNC	-	<i>Northern National Convention</i>
NOMS	-	<i>National Offender Management Service</i>
NSO	-	<i>Northern Service Office</i>
NTA	-	<i>National Treatment Agency</i>
ORS	-	<i>Online Response Service</i>
PI	-	<i>Public Information</i>
PLO	-	<i>Prison Liaison Officer</i>
PPS	-	<i>Prison Postal Service</i>
PR	-	<i>Public Relations</i>
P/SS	-	<i>Probation/Social Services</i>
RECLLO	-	<i>Regional Electronic Communication Liaison Officer</i>
RELO	-	<i>Regional Employment Liaison Officer</i>
RTLO	-	<i>Regional Telephone Liaison Officer</i>
SPPS	-	<i>Scottish Prison Postal Service</i>
SPS	-	<i>Scottish Prison Service</i>
SSAFA	-	<i>Soldiers, Sailors, Airmen & Families Association</i>
SSASM	-	<i>Sub Saharan Africa Service Meeting</i>
SSO	-	<i>Southern Service Office</i>
TLO	-	<i>Telephone Liaison Officer</i>
TOR	-	<i>Terms of Reference</i>

The Twelve Traditions

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

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

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

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

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

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

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

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

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

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

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

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

