

National Minutes 27th January 2023

Ayr

In Attendance Voting Members(20)

Blackburn Monday, Garthamlock Monday, Parkhead Monday, Troon Monday, Whiteinch Monday, Broughty Ferry Tuesday, Edinburgh Tuesday, Hamilton Tuesday, Paisley Tuesday, Rutherglen Tuesday, Whitburn Wednesday, Ayr Thursday, Livingston Thursday, Rutherglen Thursday, Shawlands Thursday, Toryglen Thursday, Irvine Friday, Perth Friday, Dennistoun Saturday, Rutherglen Saturday.

In Attendance Non-Voting Members(5)

Blackburn Monday, Ayr Thursday(3) Rutherglen Thursday.

National Committee Apologies(6)

Claire PLO, Stephen Magazine Editor, Bruce PRO, Mark Web Team, Bryan Helpline Coordinator, Kevin Area PRO.

Apologies(43)

Airdrie Monday, Ardrossan Monday, Clydebank Monday, Dundee Monday, Dunfermline Monday, Edinburgh Monday, Elgin Monday, Greenock Monday, Musselburgh Monday, Coatbridge Tuesday, Dennistoun Tuesday, Dumbarton Tuesday, Garthamlock Tuesday, Motherwell Tuesday, Perth Tuesday, Aberdeen Wednesday, Blackhill Wednesday, Craigend Wednesday, Daisy Street Wednesday, Kilmarnock Wednesday, Kirkcaldy Wednesday, Maryhill Wednesday, Paisley Wednesday, Parkhead Wednesday, Partick Wednesday, Cumbernauld Thursday, Dundee Thursday, East Kilbride Thursday, Erskine Thursday, Falkirk Thursday, Greenock Thursday, Kelso Thursday, Parkhead Thursday, Anderson Friday, Bath Street Friday, Coatbridge Friday, Dumfries Friday, Parkhead Friday, Aberdeen Saturday, Hamilton Saturday, Kirkcaldy Saturday, Viewpark Saturday, Inverness Sunday.

Tam, Blackburn Monday/Live Chat Coordinator chaired the meeting in the absence of a National Secretary within the fellowship.

There were no matters arising or items carried forward from the last national.

National Treasurer's Report

Gamblers Anonymous Scotland

DEC 22-JAN 23

BANK

Date

27/01/2023

		PINS/LIT	BL BKS	BANK	TOTAL
MONDAY					
Airdrie					
Ardrossan					
Big Monday					
Blackburn				575.00	575.00
Carlisle					
Clydebank				85.00	85.00
Cumbernauld					
Dundee				200.00	200.00
Dunfermline				60.00	60.00
Edinburgh					
Elgin					
Garthamlock				200.00	200.00
Greenock				250.00	250.00
Hurlford					
Musselburgh				30.00	30.00
Parkhead				250.00	250.00
Troon				100.00	100.00
Wee Monday					
Whiteinch					
TUESDAY					
Broughty Ferry				80.00	80.00
Coatbridge				55.00	55.00

Dennistoun					
Dumbarton					
Edinburgh Oxb					
Falkirk					
Garthamlock				100.00	100.00
Hamilton					
Motherwell					
Paisley				200.00	200.00
Partick					
Perth					
Peterhead					
Rutherglen			10.00	100.00	110.00
WEDNESDAY					
Aberdeen					
Blackhill				50.00	50.00
Craigend				160.81	160.81
Daisy St				101.00	101.00
Edinburgh					
Forfar				40.00	40.00
Inverness					
Kilmarnock					
Kirkcaldy					
Maryhill					
Paisley					
Parkhead				160.00	160.00
Partick				240.00	240.00
Whitburn				205.00	205.00
THURSDAY					
Ayr				300.00	300.00

Cumbernauld				200.00	200.00
Dumfries				40.00	40.00
Dundee					
East Kilbride				80.00	80.00
Edinburgh					
Erskine					
Falkirk					
Greenock				100.00	100.00
Hamilton					
Kelso					
Kirkintilloch					
Livingston				250.00	250.00
Maryhill					
Parkhead				200.00	200.00
Rutherglen					
Shawlands					
Toryglen				200.00	200.00
FRIDAY					
Anderson				180.00	180.00
Bath St					
Coatbridge					
Dundee					
Edinburgh					
Irvine				164.15	164.15
Parkhead					
Perth				135.91	135.91
SATURDAY					
Aberdeen				75.00	75.00
Dennistoun				150.00	150.00

Hamilton				250.00	250.00
Kirkcaldy					
Rutherglen					
View Park				150.00	150.00
SUNDAY					
Edinburgh					
Inverness					
Rutherglen					
Glasgow Argyle Street				100.00	100.00
Collection Nov 22				59.61	
Totals			10.00	5876.48	5886.48

Cash Expenses B/FWD	193.96
Office Expenses	
National Expenses	
Petty Cash Top Up	
Total Cash Expenses	NIL
Balance C/FWD	193.96

CASH CARD/DIRECT DEBIT/CHEQUE EXPENDITURE

Balance B/FWD	1946.61
Internet Creations	333.90
Peterhead rent	109.28
Adobe Software	21.14
Digital Solutions	395.79
Office Zoom	143.88
Wisemans Stationery	151.33
MM Digital Website	280.00
Stationery	5.50
Castlehill Parish Church Nat Rent	20.00
Total Cash Card Expenses	1460.82
Transfer in from BOS	1200.00
Balance C/FD	1685.79
DIRECT DEBITS (A)	
Office Wages	2520.00
BT Business Helpline	18.97
Transfer out to Cash Card	1200.00
CHEQUES (B)	
Thomson Cooper 011028	840.00
House of Logo Pins 011033	1212.00
Office rent 6 months 011030	3000.00
TOTAL D/D & CHEQUES	8790.97

TOTAL BANK £93,479.36

Live Chat Coordinator Report

23rd November to 25th January

During this period on the chat the system fielded 197 chats

From the system I have the following stats

1. 77.18% of the chats were for personal help and 22.82% of the chats were from a friend or family member.
2. Chatters waited 75 seconds to chat and the average chat time was 13 minutes and 47 seconds.
3. The chat was manned on average 22 hours and 45 minutes a day.
4. During the 1340hours and 17 minutes the chat was manned nobody had to be put in a queue.
5. During this period there were no tickets raised on the chat.
6. We currently have 42 active live chat agents.
7. Chat satisfaction was 100% with 29 chats being rated as good.
8. We currently have 148 agents on the meet and greet page working hard to get new and returning members along to meetings.
9. We also have 66 agents on the Gam Anon page supporting friends and family to get the help they need.

Live chat and its associated groups have been working well with little issue.

Every month agents not logging in or not fulfilling the minimum requirement of 10 hours per month are either contacted in person or are sent messages of encouragement or support to see if we can help them up their hours and if the hours are still not met then they are removed from the agent list.

All agents that have been removed are free to come back at any time when they have more time to commit to the chat.

Following on from my previous report and to further update the fellowship on the live chat position.

We are due to end our contract with live chat on the 9th of February 2023 and Mark our webmaster has been working on an in-house alternative to live chat.

Mark and myself have been in regular contact and have initially tested the new chat facility and Mark is continuing to work on the setup with a view to testing the system imminently, then rolling it out to all live chat agents to have a play about with it and familiarise themselves with it prior to our end date with Live chat.

Thanks to all agents and moderators for giving back some of their precious time that the fellowship has given them.

Tam Live Chat Coordinator/Blackburn Monday

Scottish Life Report

The latest edition of the magazine was issued on 24 December 2022 and there was 13 articles from 10 different groups.

This wasn't a great return in terms of articles received given it was the first one since it was switched to quarterly editions rather than every 2 months.

I would like to take this opportunity to apologise for the magazine being later than planned last month. I had some major issues with my laptop, and this caused a lengthy delay.

The next issue of the magazine will be out around the first week of March and the deadline for this issue is 1st March.

I currently have 2 Articles that have been sent to me so far for the next edition.

Thank you to everyone for the contributions for the latest magazine and please continue to send in those articles. You can send any articles to info@gascotland.org

Stephen Scottish Life Editor/Motherwell Tuesday

Public Relations Officer Report

Upcoming Events

Bertha Park High School Talk

Bertha High School have confirmed that 2 school talks will take place in February (Dates to be confirmed), with Kirsty from Broughty Ferry Tuesday speaking to the students and another member TBC will be going along with Kirsty to contribute to the Q & A session.

Completed Events

St Luke's School Talk

David from Toryglen attended St Luke's High School to provide a talk on gambling and the effects of Gambling, this was to around 40 4th year pupils. A further date had been booked for 23/11/2022 but was cancelled due to school closure.

A second date is still to be confirmed with St Luke's for a further talk.

Feedback received from St Luke's was that pupils who attended the event were discussing the share with fellow students with a focus on gambling and the world cup.

Many thanks to David for his service.

I would like to thank all our volunteers who are giving up their time to give back to the fellowship and share a message to those who may be affected by compulsive gambling.

Bruce PRO/Broughty Ferry Tuesday

Helpline Coordinator Report

Report Dec 22 to Jan 23

106 calls 93 answered 1st time - 88%

We have had 1 new volunteer since the last national which will help us support the helpline.

As always looking for more volunteers to give back and support the helpline. Please get in touch.

Thanks to the volunteers who have been taking the calls and to those who covered the office hours recently.

Not much else to report. Everything running smooth which is always a good place to be.

Bryan Helpline Coordinator/East Kilbride Thursday

Prison Liaison Officer Report

Working well with HMP Edinburgh, currently seeing one prisoner and another receiving weekly telephone meetings as he feel he isn't ready for a face to face, another referral has come in via the prison.

A letter for support has just come in directly from a prisoner in HMP Barlinnie to the office.

Another prisoner also receives visits every two weeks in Glenochil.

It is really good that we are receiving these referrals but there are very few members of the fellowship undertaking the work, we currently have 2 members supporting throughout the areas where the prisoners are, it is very frustrating as members put themselves forward to support but think that it is weekend visiting (it is weekdays 9-4pm) or do not reply when asked to support prisoners.

The contact at Cornton Vale is currently off sick and no one is covering her role, Low Moss have no referrals at present, the other ten prisons are not replying to any emails or messages left for them.

It has not been easy, but we are very slowly getting there with the prisons who are working with us, it would be incredibly difficult to move forward with the other prisons if they did engage due to the lack of support from members this is extremely sad as we have over 1000 members in the fellowship.

Guidance is available for prison visits and enhanced disclosures will be undertaken for any members willing to support the PLO work.

Claire PLO/Blackhill Wednesday

Social Media Coordinator Report

Content continues to be posted on a regular basis on the social media pages, with a mix of literature and members' contributions being shared.

There's currently a call out to the fellowship for members to share their stories, which will hopefully provide fresh content. Please pass this message onto your own groups.

The figures for the last 2 months are as follows:

Facebook : 30 Impressions
Instagram : 336 Impressions
Twitter : 4000 Impressions

These figures are again encouraging and as long as the pages continue to direct the compulsive gambler who still suffers, to the GA website and Live Chat, and hopefully then onto a meeting, then the pages are running as they were intended.

Hamish Social Media Coordinator/Perth Friday

Web Team Report

As reported last at the last National we are now in the final stages of our transition away from Internet Creation Ltd. as our data server host. Development and testing of the GA Scotland website with Inventing Hosting is being completed this month.

In parallel, and integrated to the new site, is a replacement web chat function enabling us to terminate our contract with Live Chat. This has been necessary due to a change in the Live Chat pricing model which would have resulted in G.A. paying vast additional annual fees.

This has presented an opportunity to not only implement a replacement chat, but also to integrate it more tightly with both the website and the needs of our GA Live Chat Team. A fully working version of the new chat facility is currently in final testing ahead of demonstration and training to our agents. The new solution does not adopt a 'seat' policy and is not constrained by numbers of agents nor chats. It is being designed to easily provide meeting and other information directly into the chat from the website. Reporting and administrative elements will also be fully tailored to our Chat team's needs.

We remain on track to complete this work before any new fees are due to either Internet Creation Ltd. or to Live Chat, with a resulting and ongoing annual saving in excess of £2000 per year.

Mark M Web Team/Kirkcaldy Saturday

Office Coordinator Report

A reminder to everyone that GA Scotland has a Safeguarding Policy in place, it is vital that all Secretary's discuss this policy on a regular basis at their business meetings and that all members are aware of the policy and who to contact if they require support.

Minutes are sent out on the Secretary's WhatsApp group within 3 days of each National Meeting and the AGM, 7 sets of minutes are sent out each year, can all Secretary's ensure the minutes are discussed at business meetings, minutes are also available on the GA Scotland website.

Any groups requiring posters or leaflets for doctors surgeries etc just let me know and I can post them out, I have also devised a leaflet for support services/agencies this gives them a better understanding of who we are and what we do.

Pins: I send out a message on the secretary's WhatsApp page mid-month so that secretary's can start sending in the information for the following month, the cut-off date for sending this information is around 5 days prior to the end of the current month, this enables me to send the pin list out prior to the end of the month, please plan your pins in advance so that they are included on the list as it becomes confusing for everyone if numerous updated lists are being sent out.

Karen Office Coordinator/Rutherglen Thursday

Calendar of Meetings 2023 all 7pm

Date of Meeting	Meeting Type	Venue	Additional Info
Friday 31 st March	National	Rutherglen	
Friday 26 th May	National	Host Venue TBC	Host venue will be reimbursed for room hire and refreshments
Friday 28 th July	National	Rutherglen	
Friday 29 th September	National	Host Venue TBC	Host venue will be reimbursed for room hire and refreshments
Friday 27 th October	AGM	Rutherglen	
Friday 24 th November	National	Rutherglen	

Points from the committee reports

Charles raised the £100 donation showing at the end of the cash sheets this has not been allocated against any group as there is no reference, Karen has highlighted this on the secretary's page to date no one has come forward.

Charles also reminded the meeting that the cut off date for donations to show on the cash sheet at national meetings is the Thursday, several payment were made into the GA account today, they will not show until the March national meeting.

Scottish Life, members were asked to start sending any stories in the info@gascotland.org email address as the Scottish life email address will be removed soon.

Lorna from Garthamlock Monday asked who covers for Mark M in the web team if he is on holiday or ill, mores so now that the Live Chat will also be in house Karen advised that there is only Mark as no one has come forward to help support him, Karen can cover some of the areas and will discuss this with Mark, also raised was are we compliant in GDPR (data protection) Tam assure the meeting that Mark M is well aware and compliant on this.

The collection at the meeting was £56.35.

A.O.C.B

John T, Parkhead Monday

John spoke on behalf of a member Davie living in Harris, he is unable to attend live meetings due to living on an Island and there isn't a live meeting there. He came into

the fellowship during covid and was a member at Irvine Friday zoom meetings, once the meeting returned to live, he attended as a Hybrid member, he now attends the Inverness Wednesday conference call, this is the only meeting within Scotland that did not return to live, due to this it was removed from the website and removed from inclusion as a sanctioned meeting. Davie feels conformable attending this meeting, he has tried the Wednesday outlying conference call previously but didn't enjoy it. He would like a sanctioned zoom meeting started so that he can attend it, a lot of discussion took place on this, the Wednesday outlying meeting is now a zoom meeting and John will advise Davie to try this, there is also the Sunday outlying conference call.

John felt that there should be more options for members in outlying areas and a sanctioned zoom meeting should be added and would like this taken back to the fellowship as a whole to decide on as there were only 20 groups present at the national.

John will get some information from Davie and pass this to Karen to post on the secretary's page requesting groups take a vote on the opening of a sanctioned zoom meeting.

Colin, Hamilton Tuesday

Colin spoke on an issue when a member called someone back after a request via the Helpline, the woman's partner answered her phone and although the member didn't say who they were, they felt they were in a very vulnerable position and would like advice on what to do in these situations, Karen and Tam will have a discussion and look at setting some guidance in relation to this type of incident.

Brian, Whiteinch Monday

Brian advised the meeting that he is organising an open addiction/recovery meeting and will involve agencies/speakers from all addiction services/support agencies, the meeting will have nothing to do with Ga Scotland, but Brian felt that it was important to be transparent about this, Brian hopes that through the PRO Team someone will come along and speak, no date has been set for this as yet.

Craig from Blackburn Monday and Tam both raised that the fellowship is without a National Secretary, again this leaves us in a very vulnerable position and needs filled as soon as possible, Karen added that she is dealing with everything that comes in and it can be very stressful at times, some support is definitely needed soon.

Tam thanked the Ayr meeting for hosting and for the great hospitality.

The meeting ended in the usual manner with thanks to Tam for chairing.