

Gamblers Anonymous Scotland
Minutes of National Meeting 27th May 2022
Kirkcaldy

Voting Members Present(17)

Blackburn Monday, Dundee Monday, Edinburgh Monday, Musselburgh Monday, Parkhead Monday PM, Broughty Ferry Tuesday, Coatbridge Tuesday, Edinburgh Tuesday, Kirkcaldy Wednesday, Toryglen Wednesday, Whitburn Wednesday, Falkirk Thursday, Livingston Thursday, Rutherglen Thursday, Perth Friday, Kirkcaldy Saturday, Rutherglen Saturday.

Non-Voting Members Present(9)

Blackburn Monday, Edinburgh Monday (2), Broughty Ferry Tuesday (1), Kirkcaldy Wednesday (3), Whitburn Wednesday, Rutherglen Thursday(1)

Apologies (42)

Airdrie Monday, Ardrossan Monday, Dunfermline Monday, Garthamlock Monday, Greenock Monday, Troon Monday, Wee Monday, Dennistoun Tuesday, Dumbarton Tuesday, Govan Tuesday, Hamilton Tuesday, Motherwell Tuesday, Perth Tuesday, Rutherglen Tuesday, Aberdeen Wednesday, Blackhill Wednesday, Craigend Wednesday, Daisy St Wednesday, Kilmarnock Wednesday, Maryhill Wednesday, Parkhead Wednesday, Partick Wednesday, Ayr Thursday, Cumbernauld Thursday, Dundee Thursday, East Kilbride Thursday, Edinburgh Thursday, Erskine Thursday, Hamilton Thursday, Kelso Thursday, Maryhill Thursday, Anderson Friday, Bath St Friday, Coatbridge Friday, Dumfries Friday, Dundee Friday, Irvine Friday, Parkhead Friday, Aberdeen Saturday, Dennistoun Saturday, Hamilton Saturday, Inverness Sunday.

National Committee Apologies (3)

Stephen Magazine Editor/Motherwell Tuesday, Bryan Helpline Coordinator/Rutherglen Tuesday. Kev Dennistoun Tuesday/Area PRO

George W opened the meeting with introductions around the room.

National Secretary Report

Things have been fairly quiet since our last National as you will hear from the following reports.

Thanks to the members who got in touch re the request for volunteers to make themselves available for the PLO Team. Karen & Simon are working with that and will follow up with the details.

We have managed to have some contact with NHS Inform Scotland as we are referenced on their website to see what we can do to increase our awareness.

Karen & I have managed to source a new supplier for the original and new banners to replace the table cards which she will go over later.

Although we are only in May, the AGM is in October which is only 2 Nationals away. Any Motions and Resolutions shall be submitted 60 days prior to the AGM.

George W National Secretary/Rutherglen Thursday

National Treasurer Report

Charles advised the meeting that from tonight's meeting and all national meetings going forward, an up-to-date bank statement and cash card statement will be available on the top table for anyone present who would like to see them.

CASH EXPENSES	178.25
Office Expenses	
National Expenses	
Petty Cash Top Up	
Total Cash Expenses	NIL
Balance C/F	178.25

BANK ONLY 26/5/22	Pin/Li/Cards	B/BOOK	BANK	TOTAL
MONDAY				
Airdrie				
Ardrossan				
Big Monday			105.00	105.00
Blackburn			600.00	600.00
Carlisle				
Clydebank				
Cumbernauld			74.00	74.00
Dundee			130.00	130.00
Dunfermline			81.00	81.00
Edinburgh				
Elgin				
Garthamlock				
Greenock			200.00	200.00
Hurlford				
Musselburgh				
Parkhead AM				
Parkhead PM			200.00	200.00
Troon			150.00	150.00
Wee Monday				
Whiteinch				
TUESDAY				
Aberdeen				
Broughty Ferry			80.00	80.00
Coatbridge			75.00	75.00
Dennistoun			147.52	147.52
Dumbarton				
Edinburgh Oxbang			50.00	50.00

Falkirk			100.00	100.00
Garthamlock			190.00	190.00
Govan				
Hamilton				
Motherwell			100.00	100.00
Paisley				
Perth			150.00	150.00
Rutherglen				
WEDNESDAY				
Blackhill				
Craigend			150.00	150.00
Daisy St			150.00	150.00
Forfar				
Inverness				
Kilmarnock				
Kirkcaldy				
Maryhill			140.00	140.00
Paisley				
Parkhead				
Partick			100.00	100.00
Peterhead				
Toryglen			200.00	200.00
West Linton				
Whitburn			100.00	100.00
THURSDAY				
Ayr			129.71	129.71
Cumbernauld			250.00	250.00
Dundee			300.00	300.00
East Kilbride				

Edinburgh				
Erskine				
Falkirk				
Greenock				
Hamilton				
Kelso				
Kirkintilloch				
Livingston				
Maryhill				
Parkhead				
Rutherglen			100.00	100.00
Shawlands			250.00	250.00
FRIDAY				
Anderson			200.00	200.00
Bath St				
Coatbridge			150.00	150.00
Dumfries				
Dundee				
Edinburgh				
Irvine			206.55	206.55
Parkhead AM			100.00	100.00
Perth			200.00	200.00
SATURDAY				
Aberdeen				
Dennistoun			100.00	100.00
Hamilton				
Kirkcaldy				
Oxgangs				
Partick				

Rutherglen				
View Park			80.00	80.00
SUNDAY				
Edinburgh				
Inverness		10.00		10.00
Rutherglen				
National Collection 25/03/22			52.90	52.90
Sundry Income				
Total Income		10.00	5391.68	5401.68

CASH CARD (A) C/F	1427.81
Greenwood Moreland INS	502.89
Mark M Re Website	248.33
Digital Solutions Printer	170.77
Copier Paper (Treasurer)	4.00
Amazon	7.99
Amazon	7.99
Total Cash Card Expenses	941.97
Refund Amazon	7.99
Total Net Cash Card Expenses	933.98
Transfer in	1510.00
TOTAL CASH CARD C/F	2003.83

DIRECT DEBITS (A)	
British Telecom	309.91
Office Wages	3150.00
Digital Solutions Printer Transfer	3594.00
Cash Card Transfer out	1510.00
CHEQUES (B)	
The Wynd Centre Paisley Rent 11022	150.00
TOTAL D/D & CHEQUES	8713.91

**TOTAL
EXPENDITURE
A&B**

TOTAL BANK

£103,826.18

Live Chat Coordinator Report

During this period on the chat the system fielded 204 chats

From the system I've got the following stats

1. 82.50% of the chats were for personal help and 17.50% of the chats were from a friend or family member.
2. Chatters waited 65 seconds to chat, and the average chat time was 14 minutes and 34 seconds.
3. The chat was manned on average 19 hours and 56 minutes a day.
4. During the 1231 hours and 59 minutes the chat was manned nobody had to be put in a queue.
5. During this period there were 5 tickets raised on the chat.
6. We currently have 45 active live chat agents.
7. Chat satisfaction was 100% with 16 chats being rated as good.

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

We are still continuing to work to get every group in Scotland on the meet and greet and the majority of meetings are represented now which is fantastic.

There are a small number we are still currently looking to get on and regular messages are posted on the secretary's page, this has been successful getting more groups on the meet and greet. Moderators have also been contacting meetings directly to encourage someone from their meeting to come on board.

The reasoning behind this is so that the people on the chat can be signposted to their soonest and closest meeting.

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.

They are free to come back at any time when they have more time to commit to the chat.

When this process takes place, messages regarding this are posted on the agents WhatsApp group to keep everyone in the loop.

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

Tam added that there are currently 15 groups not on the meet and greet, and it would be great to have them onboard as this is the best way to get new members support right away

Tam Live Chat Coordinator/Blackburn Monday

Scottish Life Report

Karen read the report in Stephen's absence and also requested groups look at nominating someone to take forward the role of encouraging members to submit stories, Karen also added that stories from members who have come in through zoom and now attend live meetings would be a great addition alongside stories from those undertaking the work with the PRO and PLO Team.

Latest issue went live on 4th May 2022, through distribution on the Secretary WhatsApp group and uploaded onto the website. Apologies for this being a little late this month, I had some issues which meant it took slightly longer than anticipated.

There were 10 submissions in the latest issue from 7 groups (Blackburn Monday, Perth Friday, Dundee Monday, Rutherglen Saturday, Paisley Wednesday, Troon Monday, Musselburgh Monday)

This was a low response in terms of articles this month so would be good if we can have more articles in place for the next issue of the magazine. I have been added to the Secretaries What App group to try and encourage more groups to get involved in contributing to the Scottish Life. We have over 80 meetings in the fellowship so would be good to have more meetings contributing. Currently I only have 2 articles sent in so far for the June edition.

Next Issue will be June and the deadline for articles will be 24th June and I will aim to have this out by the 30th of June.

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 (scottishlife@gascotland.org)

Stephen Scottish Life Editor/Motherwell Tuesday

Public Relations Officer Report

Good evening, All,

To the PRO report and it's been a quiet 8 weeks, which isn't always a bad thing. There was only a couple of updates for this national.

Computer gaming and gambling

I received an email from a student looking to hear from any compulsive gamblers that have been directly affected by computer gaming gambling, more and more games offer the chance for you to buy mystery boxes or cards to win special items. I spoke with the student and a GA member made himself available to conduct the interview but it is yet to materialise. I will update at next national if this was completed.

St Luke's High School Barrhead

Sara from ST Luke's High School reached out about what GA Scotland could provide in terms of information and advice to S4 students on compulsive gambling, where it leads to, the devastation it causes and the support that GA Scotland provides. I talked to Sara about what we have done with schools in the past and she was delighted when I offered to provide members to attend the school for a 50min share/Q&A.

She would like us to attend 2x sessions in October 2022 with firm dates and times to be provided at the start of term in August. This is likely to repeated annually which is fantastic as it means each year the message is being giving to young adults who are just starting their own journeys in life and to raise awareness and carry the message will be fantastic for GA Scotland. Anyone in the Glasgow area or beyond that would like to participate please reach out.

GA Sharing Team

We are still looking for regional volunteers to get involved in current and future projects and be a part of the GA PRO Sharing team. The response has been positive across GA Scotland. The vision is to have as many areas covered so wherever people need the GA message we are there and ready to help. Each month I will share the list of volunteers and the areas they cover on the secretary's page to forward to their respective groups. As always thanks to all that have put themselves forward for service, to those who have shared or are sharing soon and to the amazing support of the PRO team.

David PRO/Broughty Ferry Tuesday

Helpline Coordinator Report

Brian Mac Assistant Helpline Coordinator read the report in Bryans absence.

Overall Calls 183 with 138 answered first time giving us 75% answered first time.

These figures include around 40 calls on Monday 23rd May into Tues 24th May during the night which were from a withheld number. Attempts were made to service the calls but anytime they were answered they were disconnecting.

Without these calls we would have been over 90% again but this lower numbers reported are not a reflection of our volunteers responding to calls but down to constant calls for a few hours at the start of this week. This can happen occasionally, and I have no concern with our ability to manage genuine calls looking for help.

I have apologised to volunteers involved as each time the phone goes it's disturbing them during the night, and they have no opportunity to assist a struggling compulsive gambler. Hopefully this won't put the volunteers off going forward.

Putting that aside we have again offered a fantastic response to those looking for help over the last 2 months and as usual a massive thanks to our volunteers.

No other issues to report and again anyone looking to volunteer please contact myself, Brian Mac or the office and we can discuss.

Bryan Helpline Coordinator/Rutherglen Tuesday

Prison Liaison Officer Report

Good evening, everyone

The last 2 months have been very busy and positive for the PLO Team, having reached out to the fellowship for additional agents I am pleased to say 3 new members have been added to the group with one member having experienced their first prison visit.

The only negative is the fact that having made contact with SPS headquarters and after what was a very constructive meeting there has been no further communication which is frustrating, but we are powerless over this.

Once again can I ask you to please go back to your groups and ask for anyone who can assist the PLO Team to contact either myself or Karen at the office.

Simon will contact HMP HQ by phone to ascertain how we can move forward now.

Simon PLO/Livingstone Thursday

Social Media Coordinator Report

The social media pages have again been busy this past 2 months. The Instagram and Twitter pages have been our main focus but the issue with the Facebook page has now been resolved and content has been posted on this page recently. This will hopefully open another avenue for suffering compulsive gamblers to find help.

We have continued to share extracts from the Just for Today literature which have been well received. Also, the response from the fellowship for common words and phrases has been great and has meant that lots of personal insights have been shared on the social media pages. We have also received shares submitted for the Scottish Life and these are currently being narrated and will be ready to be posted shortly. Thanks again to the Social Media Team for their continued work, in particular Katie from Broughty Ferry who has been a huge contributor to the Twitter page.

Aims

Continue to share literature and personal accounts across all pages

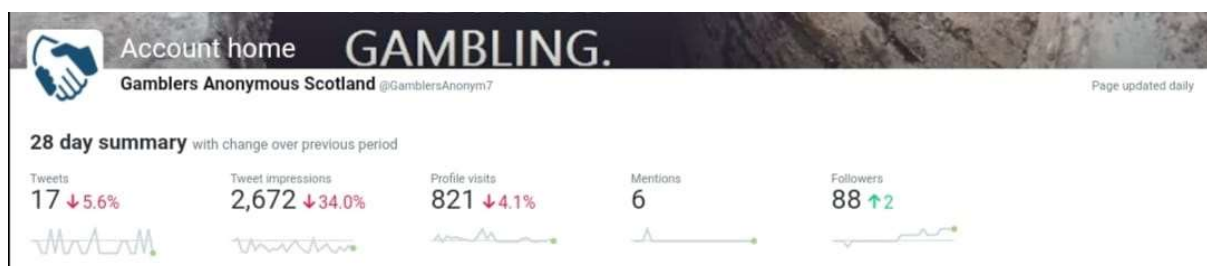
Upload shares to new website

Use social media to engage with other services to remind them of our social media presence e.g., NHS, Samaritans

Final word

We are always keen to hear suggestions from within the fellowship about how to improve our social media presence. We will also let Group Secretaries know if we are looking for shares on particular topics or issues. Again, thanks to all of the Social Media Team and to everyone who has contributed so far.

Hamish Social Media Coordinator/Perth Friday



Account insights

[See all](#)

348 accounts reached in the last 30 days,
-2.6% compared to 25 Mar - 23 Apr.



Office Coordinator Report

As George mentioned in his report, I have sourced pop up banners to replace the table cards currently used at meetings, this will enable groups to have everything on the one banner and all of the table cards can be disposed of, The art work for this has been approved and I am just waiting on them sending a banner to the office to finalise them, I have also ordered additional 12 Steps of Recovery and Unity Programme banners, all banners will be available to collect from the GA Office within the next couple of weeks.

I am currently in the office on a Monday/Wednesday & Friday and work from home on a Tuesday and Thursday, just a reminder that anyone looking to come into the office please arrange this with myself in advance as the main downstairs door is permanently locked and you may need to call me on arrival.

Again, please check your meeting information on the website regularly to ensure it is up to date and correct, there are still a number of meetings with the request "visitors to make contact before attending" if you do not require this anymore, please let me know.

Pin Lists, from next month Please note; I will assume that all pinning's are open meetings unless I am advised otherwise when the pin information is sent or posted on the secretary's WhatsApp page prior to the pin, please ensure your group secretary is aware of this as this seems the easiest way to go forward with this.

Karen Office Coordinator/Rutherglen Thursday

A.O.C.B

Collection

The collection at the meeting was £49.13, £20.50 given to Kirkcaldy Wednesday for sundries to host the meeting, balance to be paid into bank £28.63.

Mark M

Mark launched the new GA Scotland website today, content has been added and will continue to be added over the weekend, Karen will be able to update meeting information and the members section is the same logins as currently used *member* and *125tep5*, Mark will work alongside the social media team to add the audio and video content, and members stories will be added to enable the public to get an understanding of the effects of compulsive gambling. Several members thanked Mark for all of his hard work on the website.

Tony Edinburgh Monday

Tony stated that he was very impressed by the way that GA Scotland has handle covid, and the support put in place right away to enable meetings to continue.

The outlying area conference calls

George W advised members that he has had a chat with Craig from Blackburn and London John who both run the outlying area conference calls, both have agreed to look at zoom as an option, George added that they are looking for guest chairs and shares for the meetings, if you would like to support the meetings please contact Craig or John directly, George also reminded everyone that there are zoom meetings available on the gamblers in recovery website for anyone looking to attend a zoom meeting.

The meeting ended in the usual manner.

Date of Next Meeting: Friday 29th July - Rutherglen 7pm

September Meeting Friday 30th September – Whitburn 7pm

October is the AGM this will be in Rutherglen Date to be advised 7pm.