

Minutes of the National Service Assembly of Overeaters Anonymous Great Britain 2017 on Saturday 21st October, at Cranage Hall, Holmes Chapel, Cheshire

Abbreviations used:

NSA - National Service Assembly of Overeaters Anonymous Great Britain;
IG - Intergroup
OAGB – Overeaters Anonymous Great Britain;
NSB - National Service Board of OAGB;
WSBC - Overeaters Anonymous World Service Business Conference;
WSO - World Service Office of Overeaters Anonymous.

1. Welcome and Housekeeping

The 32nd National Service Assembly of OAGB opened at 10am with Sandra, chair of the National Service Board, in the chair. Sandra introduced herself and welcomed everyone, reminding them of the ground rules of today's assembly. Sam, North West IG introduced herself and other members of the NA hosting Task Force, and covered housekeeping.

2. Serenity Prayer and Celebration of Abstinence

After a moment's silence to remember the still-suffering compulsive overeater, we all said the Serenity Prayer. Sandra then asked the room to stand and celebrate abstinence, by applauding everyone from those at 1 day, through to some members at 30+ years.

3. Readings

The readings were done by the following volunteers:-

Preamble – Chic, Glasgow Royal Infirmary
12 Steps – Richard, Exeter
12 Traditions – Kathryn, Leeds Wednesday
12 Concepts – Juliet, S&E IG

4. Quorum

- (a) OAGB has 203 affiliated registered groups as at 1st October 2017, and 10 intergroups, and there are 6 Board members, so a total of 219 potential votes. A quarter of these is a quorum, which is 55.
- (b) Registered today were delegates from 59 groups, 8 intergroups and 6 Board members, totalling 73 voting members. The meeting was therefore declared quorate.
- (c) The number of people attending Assembly for first time was 34. The group welcomed the 'green dots'. The number of non-voting attenders was 16.

5. Purpose of the National Assembly

- (a) Sandra read from the OAGB Bylaws reminding everyone of the purpose of the National Assembly was to:-
 - i. receive reports from the NSB of OAGB and discuss and comment on them;
 - ii. discuss important themes affecting OA service in Great Britain as a whole, which falls within the four purposes of the Assembly as stated in Item 1, and make any recommendations for action to the Groups and Intergroups where necessary;
 - iii. give clear instructions to the National Service Board of OA(GB), expressed in the form of resolutions.
- (b) Item 1 states the Name and Purpose as:-
 - i. The National Service Assembly of Overeaters Anonymous (Great Britain) is a service Association of Region 9 and exists for the following purposes:-
 1. to serve as the collective conscience of the fellowship of OA in Great Britain;
 2. to act as a guardian of the Twelve Steps, Twelve Traditions and Twelve Concepts of OA;
 3. to promote greater unity and communication among OA groups in Britain;
 4. to carry the OA message of recovery throughout Great Britain, as contained in the Twelve Steps and Twelve Traditions of Overeaters Anonymous.

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6. Agreement of Agenda

The agenda was reviewed by the group, and after a unanimous vote, was adopted.

7. Approval of minutes from 2016 assembly

- (a) Sandra thanked the members of the Minutes review committee for 2016 –
 - Hilary, NSB Secretary
 - Alan, NSB Literature Liaison Officer
 - Elaine, South Coast IG
 - Olivia, Caledonian IG
 - Sam D, NW IG (Minute Taker)
- (b) The minutes were proposed and seconded as an accurate record.

8. Appointment of Minutes Review Committee for 2017 Assembly

- (a) Sandra welcomed the Minutes review committee for 2017 –
 - Caroline, NSB Communications Officer
 - Lisa, NSB Treasurer
 - Hilary, outgoing NSB Secretary
 - Shelley, Weston-Super-Mare
 - Veronica, Vale of Leven
 - Laura, Board Administrator (Minute Taker)

9. Appointment of Timekeeper

Sharon, Gloucestershire was appointed as timekeeper and Sandra thanked her for her service.

10. Matters arising not covered in the Agenda

The group confirmed there was no matters arising at this time. Sandra highlighted the need to have any emergency business motions submitted by lunchtime.

11. Introductions

- (a) Sandra introduced herself as Chair, Region 9 delegate and Company Secretary, and welcomed the NSB Officers:-
 - Alan, Literature Liaison
 - Caroline, Communications Officer and WSBC delegate
 - Hilary, Secretary
 - Lisa, Treasurer
 - Catherine, PI Officer (co-opted in June 2017, standing down as at today)
- (b) Sandra explained the NSB may appear strong in numbers looking at the top table, but Hilary and Alan were both stepping down at the end of their two-year term today. Catherine had been co-opted on in June to backfill an NSB member who had to step down, so she would also be standing down, but was standing for re-election. This left the NSB with 3 members, and 1 person standing for election.
- (c) Sandra also introduced and welcomed Stella, Region 9 Trustee, who was Centre mic, and Bob from Canada, who was Parliamentarian, as well as Laura, Board administrator who was the newly appointed paid worker.

12. Review of Special Rules of Order and Parliamentary Procedure

- (a) The group had been provided with an overview of the Special rules of order and Parliamentary procedure in a morning workshop. Sandra directed everyone to review the outline of these in the NA pack.
- (b) The group unanimously adopted these for the assembly.

13. Board and Paid Worker Reports – Questions

- (a) Chair, Sandra - no questions
- (b) Treasurer, Lisa

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- i. Lisa shared how taking on the role of Treasurer had been a steep learning curve. She highlighted the financial reports contained in Pack 2 had some discrepancies, which following further investigations had now been resolved. She therefore presented updated figures to the assembly as outlined below, then opened the floor to questions.

Charitable activities

We have received donations amounting to	£12,568	£12,047.48
Cost of charitable activities	£12,266	£12,650.28
Profit Loss for the year	£304	(£602.80)

Literature Service

Total sales	£35,780
Cost of goods sold	£23,450
Cost of Literature Service expenses	£12,211
Profit for the year (incl £2 other income)	£121

This results in an overall loss this year of £481.80

- ii. The overall loss as a business of £481 was worked out by taking the total profit of the Literature service, from the total loss of the charitable activities, which is the business side of OAGB.
- iii. The prudent reserves of OAGB as a whole were shown at the bottom of the finance reports, and sat at around £30k cash and £13k in Literature stock.
- iv. The message to take back to every group was budgeting was difficult when most donations came in as ad hoc. She asked groups to consider whether even a small regular donation would be possible to help OAGB with financial planning.
- v. The £3 interest noted on the financial reports may seem low, however the accounts are standard current accounts which need accessed at all times, and interest rates are very low. Any moves to try and improve on this level of interest would likely tie up funds and not provide much more gain.
- vi. The level of anonymous donations was partly due to some funds being sent with no note from which group they came from.

(c) Company Secretary, Sandra – no questions

(d) Board Secretary, Hilary – no questions

(e) Communications, Caroline

- i. In addition to the phone line, there is a general email address people can contact which is answered by a team of volunteers, as outlined in pack 2.
- ii. The volunteer phonenumber has been up and running for 3 months; the physical phone is taken by a team of volunteers from an IG who share the service amongst them. The phone is due to be passed to a new IG area this month. So far it works well and seems more welcoming than the previous answering machine message only system. The NSB will find volunteer groups or intergroups to cover the rota 3 months at a time, and the groups themselves will manage the day to day cover of their period of service.
- iii. The change in Data protection legislation which comes into force next year will have an impact on the information held by OAGB and how it does business, and projects are ongoing to review what is needed to be compliant.
- iv. A question was asked about virtual meetings ran via WhatsApp, however these are operated by Region 9 and not OAGB, so it could not be answered.

(f) Literature, Alan – no questions

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(g) Public Information, Catherine

- i. The difficulties in getting health professionals to understand the help OA can offer was touched on, and the advice given that 'chipping away' slowly but steadily with personal stories of recovery seems to have worked best so far.
- ii. There are many PI and PO resources available on the OA WSO website which groups can use to promote OA locally. Not letting Literature gather dust and getting it out there to share the message was also important.

(h) Region 9 Delegate, Sandra

- i. The Region 9 Assembly was to be held 1st to 5th November, so Sandra would get a direct update on the financial situation at that time, however as in her role as Region 9 banker, she was able to confirm there was a healthy level of funds including a strong prudent reserve.
- ii. Stella in her role as Region 9 trustee shared that our Region are currently the lowest contributors to WSO. A review of how contributions are sent beyond group level was perhaps needed within OAGB to consider the responsibility of covering running costs of both WSO and R9, as R9's running costs are relatively low and WSO's are very high.

(i) World Service Delegate, Caroline

- i. The benefits of attending the WSBC were shared as meeting new and passionate people in recovery, and understanding better how the business side of OA worked.
- ii. Every IG and NSB is eligible to send a delegate to vote at the WSBC, and assistance with funding can be applied for via WSO.
- iii. Every voting delegate attending WSO is assigned to a committee which works through the year on specific projects such as Technology or Public Information, with a Trustee appointed to each one to help lead and act as Liaison. Reports of these committees are posted on the WSO website (oa.org), and interested members can contribute to the ongoing email groups. Attending WSBC is a bigger commitment for the following year, but it is very interesting and helps you connect with OA members around the world.

(j) Board Administrator (Paid worker), Laura

- i. Laura explained becoming a paid worker within OAGB did make the work undertaken feel different, as there was a more solid commitment of time, week on week, month after month.
- ii. OAGB is a limited company and registered charity, and there are certain business actions which must take place each year to retain these statuses. Given the lower number of board members over recent years, it didn't feel like a surprise to need an additional paid worker, as it has been an established and essential part of the Literature service for many years, which again is a business and so must be run like one.
- iii. The role of the Board Administrator was mainly to take some aspects of Board Secretary and Communications roles, and support the Chair in delivering the key business required tasks such as the board meeting agendas and minutes, national assembly packs, and updating policies and records. The consistency of a paid worker hopefully helps take the day to day work on which isn't perhaps as interesting, allowing the NSB as service volunteers to add more value with projects and ideas which would help the fellowship in the UK.

14. Ballot for NSB Officer Elections

- (a) At this point Sandra as chair requested a change to the running order of the agenda, by bringing forward the NSB Officer elections. Catherine who was standing for election was unwell, and would appreciate this being discussed sooner in case she is unable to attend the full day's meeting. The group unanimously agreed to proceed with the elections at this time.
- (b) Sandra highlighted the NSB currently had 3 members, which was the minimum for them to operate as a business. This meant if for any reason one of the current NSB had to step down, OAGB would have to fold as a business at that time. New NSB members could only be co-

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opted in throughout the year to cover the rest of a term if the board numbers remained at 4 or above.

- (c) Sandra read section 5 of the current OAGB bylaws to remind the group of the forming of the NSB, and that members standing for election did so to be appointed to the NSB overall, not a specific role. This would be discussed and agreed within the NSB members if the person was elected.
- (d) Catherine gave a brief share on her personal experience in OA and why she was standing for the NSB.
- (e) Catherine confirmed she currently had over 12 months abstinence, and although she felt passionate about Public Information, she was willing to go to work in whatever area of the NSB she could be of most use in.
- (f) Sandra explained the voting process and ballot papers were passed to every voting delegate.
- (g) After collection and counting, it was confirmed 70 votes were cast, 70 votes were in favour, so Catherine was unanimously elected to the Board.

15. Motions

(a) A - Bylaw Amendment – Hosting the National Assembly

- i. Caroline, NSB Communications Officer spoke for the proposed Motion, explaining the rationale was to keep the process simple, and to remove any procedure barriers to Intergroups applying to host the Assembly
- ii. Two further speakers spoke on the pros of the Motion, overall stating:-
 - 1. agreement that the change would keep things simple
 - 2. there was a Policy and Procedure manual for OAGB and this level of detail could be captured there rather than in Bylaws, which needed brought to the Assembly every time a change was suggested
 - 3. last year an IG could not proceed with their bid for the 2018 NA because of this line in the Bylaws, despite having a full bid and being fully prepared
- iii. Two speakers spoke on the cons of the motion, overall stating:-
 - 1. this level of detail was welcomed in the Bylaws to make things clear
 - 2. the possibility for confusion on the process with this line removed
- iv. Questions were asked on the proposed motion; Caroline, NSB Communications Officer and Sandra, NSB Chair, answered:-
 - 1. Removing this change to the Bylaw wording does not allow another IG to submit a subsequent NA bid for the same year
 - 2. Once a bid to host NA in a future year has been voted on at the NA, it is deemed as accepted and therefore no further bids for that year would be accepted by the NSB
 - 3. The Policy and Procedure manual and Company Calendar for OAGB captures the processes and timescales for NA hosting bids, and this can be updated on an ongoing basis by the NSB, potentially bringing significant changes to the NA for discussion, as with Motion D today
 - 4. The NSB Chair has an action each year from the Company Calendar to contact all IGs and invite bids for the future NAs in around April/May; the process of when and how to apply, as well as which years are open for bids, is explained to IGs at this time
 - 5. If the NA today felt the issue of another IG applying to host NA on a year which had already been voted on and agreed was something that needed discussed urgently, they could submit an emergency business motion
- v. Following the speakers and questions, Sandra asked the group to move to a vote on the Motion, using a show of hands.
- vi. The Motion was passed.

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At this point the Assembly broke for lunch, returning at 2.00pm and opening with the Serenity Prayer. Bob, Parliamentarian, gave a quick recap of the rules of order, and Sandra resumed the meeting.

(b) Motion B – Bylaw Amendment – Definition of an OA group

- i. Caroline, NSB Communications Officer spoke for the proposed Motion, explaining:-
 1. the rationale for this change was to keep the Bylaws simple by defaulting to the WSO definition of a group.
 2. as an OA service body, WSO's definition is the OAGB definition of a group; it has been voted and agreed on at the WSBC, which is deemed the overall group conscience of the fellowship
 3. this change would remove the need to continually update our wording every time WSO made a change
- ii. Two further speakers spoke on the pros of the Motion, overall stating:-
 1. agreement that the change would keep things simple
 2. that any concerns over virtual groups and how many people constituted a group would be dealt with by the WSO bylaws and their group definition
 3. it would save work at future NAs on updating something which was really a default
- iii. Two speakers spoke on the cons of the Motion, overall stating:-
 1. concerns about a group definition becoming unclear without it included in our Bylaws
 2. any statement in our Bylaws should quote WSO directly and not refer somewhere else to avoid confusion
 3. concerns the wording may be read as OAGB telling WSO how to define a group
- iv. Questions were asked on the proposed Motion; Sandra, NSB Chair, and Bob, Parliamentarian, answered:-
 1. it is specifically mentioned in the WSO definition that a group is two or more people, therefore one person cannot be a group
 2. only the sections which were due to be amended in the original motion (i.e. wording either struck through or underlined), are up for debate and amending at today's Assembly. Any other changes would have to be submitted as a new bylaw amendment next year.
- v. Several amendments were proposed to the Motion:-
 1. removing the two sections as shown, but not adding the suggested new section
 2. removing all the current wording shown, and simply keeping the reference to the WSO definition
 3. the reference to the WSO definition being extended to include the words "and section 2", to have the sentence read "Bylaws, subpart B, Article V, section 1 and section 2"
 4. the reference to the WSO definition being extended to include the words "and composition", to have the sentence read "OAGB endorses the definition and composition of an OA group"
- vi. After much debate, the amendment of adding both the words "and composition", and "and 2" was voted, to make the final amendment read thus:-
OAGB endorses the definition and composition of an OA group in Overeaters Anonymous, Inc. Bylaws, subpart B, Article V, section 1 and 2, as written and as it may be amended by a future World Service Business conference, as follows:
- vii. Sandra asked the group to move to a vote on whether to change the original Motion with this final amendment, by using a show of hands
- viii. The group voted to proceed with the amended Motion

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- ix. Sandra then asked the group to move to a vote on the newly amended Motion, using a show of hands
- x. The Motion was passed.
- xi. Following a suggestion from the floor, the meeting paused to say the Serenity prayer

(c) Motion C – Bylaw Amendment – Registration List for NA

- i. Hilary, NSB Secretary, spoke for the proposed motion, explaining:-
 - 1. this Bylaw section dated back to a time when the registration process for delegates was all done via hard copy and post
 - 2. now most people register via email, and so there are last minute changes which mean a list sent two weeks in advance would be out of date by the day of the Assembly
 - 3. getting copies before the Assembly starts gives enough information and time for the secretary, and means the information will be more accurate
- ii. An Amendment was proposed to the Motion to remove the word “hard” so the sentence read “two copies of the list”
- iii. Two speakers spoke on the pros of the Amendment to the Motion, overall stating:-
 - 1. The rationale for the change appeared to be to bring things more in line with the electronic age, but the change still mentioned a hard copy
 - 2. If a hard copy was preferable, this could be provided with the amended definition just stating “copies”
- iv. Two speakers spoke on the cons of the Amendment to the Motion, overall stating:-
 - 1. A hard copy needed to be specified due to the work which was done with the list in a very short timescale to work out the quorum for the NA
 - 2. If an electronic copy was sent by the Hosting IG to the Board Secretary, they may not be able to access it, or may need it printed, which they may not be set up or able to do at short notice
 - 3. As this was proposed by a trusted servant, it felt right to go ahead and trust their knowledge
- v. Questions were asked on the proposed Motion; Sandra, NSB Chair, and Hilary, NSB Secretary, answered:-
 - 1. If delegates did not register to attend NA two weeks prior to the Assembly, it may not give accurate numbers of those attending to ensure the meeting meets its Quorum
 - 2. Two weeks does leave enough time for the NSB Chair to contact IGs and ensure last minute delegates attending register urgently
- vi. A point of parliamentary privilege was called, asking the chair to move to vote on the Amendment and then Motion.
- vii. Sandra as chair asked the group whether a move to vote should go ahead, using a show of hands. The group voted to move ahead with a vote.
- viii. Sandra then asked the group to move to a vote on the Amendment, using a show of hands. The group voted to not carry the Amendment.
- ix. Sandra then asked the group to move to a vote on the original Motion, using a show of hands.
- x. The Motion was passed.

(d) D – Procedure Amendment - NA expenses for Board applicants

- i. Hilary, NSB Secretary, spoke for the proposed motion, explaining:-
 - 1. this change was to the OAGB Policy and Procedure Manual rather than to the Bylaws

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2. NSB have the authority to made amendments to the manual, but given the financial implications of this change, they wanted to discuss with the fellowship
 3. would remove any financial barrier to people wanting to do service at Board level
- ii. Two further speakers spoke on the pros of the Motion, overall stating:-
1. a person's local IG would still have to endorse any candidates for the NSB, therefore there would be an awareness of the number of people and hopefully an ability to have them represent a group where possible
 2. the change felt in line with Tradition 7 and the principles of being self-supporting
- iii. Two speakers spoke on the cons of the Motion, overall stating:-
1. The topic had sparked a great deal of debate locally
 2. Concerns on the financial impact if a lot of people not represented by a group were to put themselves forward
- iv. Questions were asked on the proposed Motion; Sandra, NSB Chair, and Hilary, NSB Secretary, answered:-
1. If a candidate does not get elected to the NSB, then they would be no worse off under the new policy than is outlined currently, as at this time they do not qualify to have their expenses supported
 2. The NSB would review each scenario and the policy on an ongoing basis to ensure there was no major financial detriment on OAGB or the candidates
 3. If there were a large number of applications for the NSB, the policy and each candidate would be reviewed and a decision made on what budget was needed to support people, in line with the current OAGB financial situation
 4. The above process is similar to what happens each year for Delegate Assistance; a budget is set, applications are reviewed, a decision is made on what to support based on the current financial situation
- v. After debate concluded, Sandra asked the group to move to a vote on the Motion, using a show of hands
- vi. The Motion was passed.

16. 2018 Assembly AGM Date/Location /Hosting Intergroup

- (a) Sandra confirmed there was one bid to host the National Assembly in 2018, which had come from Devon and Cornwall IG
- (b) The IG Hosting committee gave a brief presentation on the details of the proposed NA, and then open for questions
- (c) Sandra asked the group to move to a vote on the Bid, using a show of hands
- (d) Devon and Cornwall's bid to host the 2018 NA was passed.

17. 2019 Assembly AGM Date/Location /Hosting Intergroup

- (a) Sandra confirmed there was one bid to host the National Assembly in 2019, which had come from Heart of England IG
- (b) The IG Hosting committee gave a brief presentation on the details of the proposed NA, and then open for questions
- (c) Sandra asked the group to move to a vote on the Bid, using a show of hands
- (d) Heart of England's bid to host the 2019 NA was passed.

18. Potential Emergency New Business Motion

- (a) Sandra explained there had been a potential emergency new business Motion submitted at lunchtime for the group to consider
- (b) The first consideration was not on the motion itself, but to determine whether the Motion constituted Emergency New business as outlined in the Bylaws
- (c) Bob the NA Parliamentarian provided the recap of the Bylaws definition section 7(g):-:-

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- i. In order to qualify as emergency new business, any motion must be:-
 1. Referring to new business only and;
 2. Not addressing the same issues as other motions brought to the current Assembly;
 3. Of an urgent nature so that not considering the motion immediately would be detrimental to the welfare of OA as a whole.
 - ii. Motion requires a 2/3 majority to qualify as emergency new business and a 2/3 majority to be adopted.
- (d) The proposed Motion was submitted by Rachel, Heart of England (HoE) IG, and read "If a bid is approved two years in advance, that decision will be binding. No other intergroup would be able to bid for that Assembly the following year (one year in advance)"
- (e) Rachel, Heart of England (HoE) IG, spoke for the proposed motion being an emergency, explaining:-
- i. If another IG bid to host the 2019 NA at next year's NA, this could leave HoE IG in breach of a contract they are about to sign with the hotel
 - ii. One member will actually sign the contract which can make them personally liable as well as HoE IG and OAGB
- (f) Two further speakers spoke on the pros of the Motion being an emergency, overall stating:-
- i. the financial implications of this could be huge for all involved, so it should be discussed and agreed now
 - ii. the work and energy involved in organising the NA is also a factor, and should not be wasted
- (g) Two speakers spoke on the cons of the Motion being an emergency, overall stating:-
- i. The hosting decisions for future NAs are not discussed on the agenda until after any Bylaw amendments are considered and voted on, therefore this could wait till next year
 - ii. Waiting till next year would give proper time for consideration and consultation with groups
 - iii. The bid for the 2019 NA was voted on and agreed at this NA earlier today; this fact is minuted and no other IG could now submit a bid
- (h) Questions were asked on the proposed Motion; Sandra, NSB Chair, answered:-
- i. If another IG tried to submit a bid for the 2019 NA next year, they would be told this was not open for bids or debate as had already been decided and voted on this year
 - ii. The NSB was not aware of any previous situation where an accepted and voted on at Assembly bid was then overturned or voted on again
- (i) After the debate and questions, Sandra asked the group to move to a vote on whether the Motion was emergency business and should be discussed today, using a show of hands
- (j) The Motion failed and was not discussed further

19. Intergroup reports

- (a) Sandra highlighted due to the emergency business motion, time left in the meeting was very short, therefore she would have to limit the time for questions to 1 minute for each IG
- (b) A question was asked to West of England (WoE) IG on their recent changes and how they had avoided the near folding of the IG; Mel, WoE IG Treasurer, confirmed they had reinvigorated the IG board with new volunteers and had reinstated and recommitted to abstinence requirements
- (c) No other questions were asked of IGs

20. Any other business

- (a) Sandra highlighted the lack of time and asked for any questions to be kept brief so the meeting could finish on time
- (b) Belle, Condorrat, asked to discuss the recent letter issued to groups from WSO regarding Sponsorship
- (c) Sandra explained there was no time for this to be read out and properly debated due to the length of the letter and lack of time remaining. Every group would receive a copy from WSO

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in due course. Any questions on the letter could be sent to the NSB direct

- (d) Stella asked to clarify the costs of WSO and R9 in more detail than earlier (see point 13 (h) above).
- (e) Stella clarified the operational costs for WSO and R9 cover including their offices, staff and 17 Trustees' travel and other expenses, and WSO expenses are four times higher than those of R9. As OAGB and IG's set their budgets, she requested bearing this in mind.
- (f) Sandra requested a summary of the figures from Stella to email out widely.

21. 7th Tradition

The 7th tradition collection made £313.16

22. Close

- (a) Sandra asked all the first-time attenders to the NA (Green dots) to come up to the front of the room, and they were celebrated with a round of applause.
- (b) Sandra thanked everyone for their input and energy in today's Assembly, including Stella, centre mic; Bob, parliamentarian; Board members; Hilary and Laura, minuting; Sharon, timekeeping; North West IG team for organising, as well as all the Group reps and visitors attending today.
- (c) Sandra also thanked the extended NSB team of volunteers who have given service throughout the year, including Helen, Donna, Veronica, Gillian, Sharon and Justine, email responders; Sam, email loop; Chic, Juliet and Phyll, literature packers; Pam, literature service; Sam, newsletter co-ordinator; Miriam, copy editor; Chris, designer and Eleanor, 07000-number contact.
- (d) Sandra closed the meeting with the OA Promise.