

CONFIDENTAL

England & Wales · Charity number 1188024

Details

Status Registered

Legal form CIO

Registered 2020-02-18

Register [View on the Charity Commission register](#)

Contact

Address Ghyllmount Dental
Unit 4
Hobson Court
Gillan Way
Penrith
40 Business Park
Cumbria
CA11 9GQ

Phone 03339875158

Email confidential.helpline@gmail.com

Website <https://www.confidential-helpline.org>

Activities

Objects: 3.1 TO ENGAGE WITH A CALLER IN ORDER TO HELP THEM AMELIORATE THEIR STRESS AND ANXIETY.3.2 TO ASSIST MEMBERS OF THE DENTAL PROFESSION AND THOSE CONNECTED WITH IT, IN THE MEANS OF MANAGING STRESS AND DEPRESSION;3.3 TO FACILITATE, BY WHATEVER MEANS ARE APPROPRIATE, THE ACCESS OF ALL MEMBERS OF THE DENTAL PROFESSION AND THOSE CONNECTED WITH IT, TO ANY SUPPORT AGENCIES THAT MAY BE ABLE TO ASSIST THEM IN DEALING WITH THE CAUSES OF THE MATTER THAT HAS PRECIPITATED THEIR CONTACT WITH CONFIDENTAL.

Activities: To relieve the mental and emotional distress of dentists through the provision of a telephony support, advice and referral service.

Classification

- **How:** Other Charitable Activities
- **What:** Disability, Other Charitable Purposes

Geography

- Throughout England And Wales

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£23,206	£15,565	-	-
2024-03-31	£18,974	£14,175	-	-
2023-03-31	£6,299	£12,848	-	-
2022-03-31	£15,371	£11,634	-	-
2021-03-31	£28,258	£7,476	-	-

Trustees

Name	Role	Appointed
Dr John Lewis BDS	Chair	2020-05-19
Cathy Connolly		2022-12-18
Chloe Lennox		2022-12-18
Dr Simon Pope BDS Hons		2020-05-19

CONFIDENTIAL

England & Wales - Charity number 1188024

Accounts



Trustees' Annual Report for the period

From	Period start date			To	Period end date		
	01	April	2024		31	March	2025

Section A Reference and administration details

Charity name

CONFIDENTIAL

Other names charity is known by

Registered charity number (if any)

1188024

Charity's principal address

11 Victoria Road
Salford

Postcode M6 8FZ

Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Jeremy Cooper	Chairman		
2	John Lewis		19 May 2020-present	Existing Board of Trustees
3	Simon Pope	Treasurer	19 May 2020-present	Existing Board of Trustees
4	Cathy Connolly		18 Dec 2022 - present	Existing Board of Trustees
5	Dena Andrews		18 Dec 2022 - present	Existing Board of Trustees
6	Chloe Lennox		18 Dec 2022 - present	Existing Board of Trustees
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				

Names of the trustees for the charity, if any, (for example, any custodian trustees)

Name	Dates acted if not for whole year

Names and addresses of advisers (Optional information)

Type of adviser	Name	Address

Name of chief executive or names of senior staff members (Optional information)

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Section B Structure, governance and management

Description of the charity's trusts

Type of governing document (eg. trust deed, constitution)	Constitution
How the charity is constituted (eg. trust, association, company)	Charitable Incorporated Organisation whose only voting members are its charity trustees
Trustee selection methods (eg. appointed by, elected by)	Appointed by existing Board of Trustees following interview

Additional governance issues (Optional information)

You **may choose** to include additional information, where relevant, about:

- policies and procedures adopted for the induction and training of trustees;
- the charity's organisational structure and any wider network with which the charity works;
- relationship with any related parties;
- trustees' consideration of major risks and the system and procedures to manage them.

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Section C Objectives and activities

Summary of the objects of the charity set out in its governing document

TO ENGAGE WITH A CALLER IN ORDER TO HELP THEM AMELIORATE THEIR STRESS AND ANXIETY.
TO ASSIST MEMBERS OF THE DENTAL PROFESSION AND THOSE CONNECTED WITH IT, IN THE MEANS OF MANAGING STRESS AND DEPRESSION.
TO FACILITATE, BY WHATEVER MEANS ARE APPROPRIATE, THE ACCESS OF ALL MEMBERS OF THE DENTAL PROFESSION AND THOSE CONNECTED WITH IT, TO ANY SUPPORT AGENCIES THAT MAY BE ABLE TO ASSIST THEM IN DEALING WITH THE CAUSES OF THE MATTER THAT HAS PRECIPITATED THEIR CONTACT WITH CONFIDENTAL.

To relieve the mental and emotional distress of dentists through the provision of a telephony support, advice, and referral service.

CHAIRMAN'S REPORT CONFIDENTIAL May 2025

The previous AGM was held in November 2024. Our usual time for having the AGM is around this time and consequently only around 6 months have elapsed since the last report. During this time Bhavin Dedhia tendered his resignation and he was thanked for his service to Confidential.

We have continued to increase our presence on social media and Chloe Lennox and Cathy Connolly and John Lewis are worthy of special mention in this regard. Even though we continue to make strides in making people aware of Confidential there are large numbers of the profession who do not know of our existence. That said many of the UK's large organisations and statutory bodies have recognised Confidential and actively promote our activity. John Lewis has continued to update our policies, and has worked hard to ensure we are compliant with all authorities and also bringing us into alignment with other similar organisations.

During this past six months, we have realised that our indemnity insurance was inadequate for our volunteers in the unlikely event that litigation ensued. Simon Pope and George Wright have been negotiating the situation with our insurance provider to overcome this and the situation is likely to be resolved very soon.

Simon Pope has continued to deal with financial matters as regards the Charity Commission and HMRC. Recently we have modified our banking practice as regards signatories on the account but in reality the trustees are happy for our treasurer to carry out payment of the usual disbursements. He shall follow this address with the treasurer's report.

George Wright has continued to administer our charity and the trustees have agreed to alter his title befitting of his position. This will allow him to have more credibility in his interactions with other organisations and companies. Consequently, he shall now become our Operations Director. George has become invaluable to our organisation and acts as a mentor to our trustees and his advice at times has been of major importance to Confidential. This was recently highlighted with both his input and organising the almost seamless changeover to our new phone system.

Since our last AGM we have run two training sessions, one in January in Manchester at the premises of Ashley Latter and one in March at offices of Dental Protection London. Training was given by Customer 1st and The Helpline Partnership. Our trustee John Lewis provided the delegates on the mechanics of how Confidential operated. A social event followed each training session.

Cathy Connolly and Dena Andrews continue to promote our services to therapists, hygienists and dental nurses yet, we receive relatively few calls from these sectors of the profession. Our trustees and volunteers have given presentations to the profession on our organisation and Chloe Lennox has become a trailblazer in addressing dental students which is one of our goals in getting students aware of our service. John Lewis continues to promote Confidential at LDC conferences. We have certainly noticed an increasing number of LDC's donating to the charity. BACD continue to donate to Confidential and we are indebted to them.

A number of volunteers have retired and we have thanked them for their service. We have taken on new volunteers that have more than offset their retiring colleagues. Call volume has increased over the previous year and are as follows... 2023....129
2024.....157 and so far in 2025.....70

During the forthcoming year we intend to put on more training courses, and we have recently appointed one of our volunteers, Jenni Wilson to help formulate this. We are also examining the logistics of producing an online text chat facility.

All that remains is for me to thank all my fellow trustees and volunteers for making

Summary of the main activities undertaken for the public benefit in relation to these objects (include within this section the statutory declaration that trustees have had regard to the guidance issued by the Charity Commission on public benefit)

CONFIDENTIAL, the success it is. Thank you

Financial Report as provided at AGM 2024. Period – 01/04/24 – 31/03/25

ConfiDental was granted Charity Incorporated Organisation (CIO) status by the Charities Commission on February 18th 2020.

Before this date we were a not-for-profit organisation.

We have registered with HMRC and the accounts have been submitted and managed by our new accountants UNW.

We are required to submit a further HMRC return in 2025 as guided by our accountants UNW.

Statement of ConfiDental Accounts (rounded to nearest £)

Balance held at bank on April 1 st , 2024	22,763.75
Income from donations up to 31st March 2025	23,205.74
<u>Expenses – up to 31st March 2025</u>	
Training costs	6,294.17
Administrator costs	6,668.50
Telephone costs	887.50
Other expenses	1,713.85
Total estimated expenditure	15,564.02

Cash at bank of 31st March 2025 is a credit of **30,405.47**

Next year we go forward with a healthy balance.

There has been a noticeable increase in donations during this financial period compared to the last, from circa £18k up to £23k. I see this as part of the normal ebb and flow of Charitable donations, however we are maintaining donations due to the persistence of some of our trustees and volunteers in this area, thank you. The Charity has had some very kind donations from the BACD and also some LDC's notably Hampshire LDC to sum of £11,000, as well as Bedfordshire, Hertfordshire as well as others. We thank them all.

We have seen slight increases in our expenditure as predicted last year, this has not been excessive, and is likely to increase further into the coming year. Training costs have increased due to the increased cost of these services due to inflation. Other expenses have also increased in line with inflation which is comparable to other sectors. Further training of existing and new volunteers is planned for next year.

As always maintaining the balance between income and expenditure continues.

This concludes my report.

Simon Pope
Treasurer ConfiDental

Additional details of objectives and activities (Optional information)

You **may choose** to include further statements, where relevant, about:

- policy on grantmaking;
- policy programme related investment;
- contribution made by volunteers.



Section D

Achievements and performance

Section D

Achievements and performance

Summary of the main achievements of the charity during the year

Confidential was registered as a charity on 18th February 2020. Since starting to operate as a helpline, Confidential has been called over 500 times by anxious dentists seeking emotional support.

We have managed at all times to operate a 24/7 service.

We have an appointed administrator to liaise with the volunteers with any queries, weekly emails and updates. The administrator also provides valuable reporting data to the trustees board as required. This is planned to continue into the next year.

We held another Confidential annual conference in this period, inviting all volunteers and trustees. This was a great success and provided valuable training for our volunteers as well as face to face interaction. We are planning further training next year with opportunities for networking between volunteers and trustees.

Confidential continues to be recognised by the CQC and BDA as a helpline for dentists in distress and is present on their websites. We feel this is great achievement for the Charity and thanks to all the trustees and volunteers who have made this happen.

Confidential now continues to be recognised in the Dental Profession as a leading helpline provider for dental professionals needing telephony support.

Section E

Financial review

Brief statement of the charity's policy on reserves

We do not have a policy on reserves.
We have sufficient funding for our current activity and have no loans or outstanding payments

Details of any funds materially in deficit

None

Further financial review details (Optional information)

You **may choose** to include additional information, where relevant about:

- the charity's principal sources of funds (including any fundraising);
- how expenditure has supported the key objectives of the charity;
- investment policy and objectives including any ethical investment policy adopted.

- Main Expenditure was made in 3 areas considered vital for operation of Confidential (Please see the receipts and payments accounts for more detail)
 1. Training costs
 2. Monthly telephone call service
 3. Paid administrator to liaise with volunteers
- Confidential currently has no investments or investment policy.

Section F

Other optional information

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Section G

Declaration

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees

Signature(s)



Full name(s)

Simon Pope

Position (eg Secretary, Chair, etc)

Treasurer

Date

30/07/2025



CHARITY COMMISSION
FOR ENGLAND AND WALES

Charity Name Confidential	No (if any) 1188024
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CC16a


Receipts and payments accounts

For the period from	Period start date 01/04/2024	To	Period end date 31/03/2025
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Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
A1 Receipts					
Donations	23,206	-	-	23,206	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
Sub total (Gross income for AR)	23,206	-	-	23,206	-
A2 Asset and investment sales, (see table).					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	23,206	-	-	23,206	-
A3 Payments					
Expenses	-	-	-	-	-
Administrator	6,669	-	-	6,669	-
Telephone Costs	888	-	-	888	-
Training Costs	6,294	-	-	6,294	-
Other expenses	1,714	-	-	1,714	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
Sub total	15,565	-	-	15,565	-
A4 Asset and investment purchases, (see table)					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total payments	15,565	-	-	15,565	-
Net of receipts/(payments)	7,641	-	-	7,641	-
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	23,206	-	-	23,206	-
Cash funds this year end	30,847	-	-	30,847	-

Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds	Cash at bank 31/03/2024	22,764	-	-
		-	-	-
		-	-	-
	Total cash funds	22,764	-	-
	(agree balances with receipts and payments account(s))	Agreement Error	OK	OK
B2 Other monetary assets	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
B3 Investment assets	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
			-	-
			-	-
			-	-
			-	-
B4 Assets retained for the charity's own use	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
B5 Liabilities	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
			-	
			-	
			-	
			-	
Signed by one or two trustees on behalf of all the trustees	Signature	Print Name	Date of approval	
		Simon Pope	30/07/2025	

CONFIDENTIAL

England & Wales - Charity number 1188024

Accounts



Trustees' Annual Report for the period

From	Period start date			To	Period end date		
	01	April	2023		31	March	2024

Section A Reference and administration details

Charity name

Other names charity is known by

Registered charity number (if any)

Charity's principal address

Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Jeremy Cooper	Chairman		
2	Bhavin Dedhia		19 May 2020-present	Existing Board of Trustees
3	John Lewis		19 May 2020-present	Existing Board of Trustees
4	Simon Pope	Treasurer	19 May 2020-present	Existing Board of Trustees
5	Cathy Connolly		18 Dec 2022 - present	
6	Dena Andrews		18 Dec 2022 - present	
7	Chloe Lennox		18 Dec 2022 - present	
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17				
18				
19				
20				

Names of the trustees for the charity, if any, (for example, any custodian trustees)

Name	Dates acted if not for whole year

Names and addresses of advisers (Optional information)

Type of adviser	Name	Address

Name of chief executive or names of senior staff members (Optional information)

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Section B Structure, governance and management

Description of the charity's trusts

Type of governing document (eg. trust deed, constitution)	Constitution
How the charity is constituted (eg. trust, association, company)	Charitable Incorporated Organisation whose only voting members are its charity trustees
Trustee selection methods (eg. appointed by, elected by)	Appointed by existing Board of Trustees following interview

Additional governance issues (Optional information)

You **may choose** to include additional information, where relevant, about:

- policies and procedures adopted for the induction and training of trustees;
- the charity's organisational structure and any wider network with which the charity works;
- relationship with any related parties;
- trustees' consideration of major risks and the system and procedures to manage them.

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Section C Objectives and activities

Summary of the objects of the charity set out in its governing document

TO ENGAGE WITH A CALLER IN ORDER TO HELP THEM AMELIORATE THEIR STRESS AND ANXIETY.
TO ASSIST MEMBERS OF THE DENTAL PROFESSION AND THOSE CONNECTED WITH IT, IN THE MEANS OF MANAGING STRESS AND DEPRESSION.
TO FACILITATE, BY WHATEVER MEANS ARE APPROPRIATE, THE ACCESS OF ALL MEMBERS OF THE DENTAL PROFESSION AND THOSE CONNECTED WITH IT, TO ANY SUPPORT AGENCIES THAT MAY BE ABLE TO ASSIST THEM IN DEALING WITH THE CAUSES OF THE MATTER THAT HAS PRECIPITATED THEIR CONTACT WITH CONFIDENTAL.

To relieve the mental and emotional distress of dentists through the provision of a telephony support, advice, and referral service.

CHAIRMAN'S REPORT CONFIDENTIAL November 2024

The previous AGM was held on the 23rd of April 2023. Over the past year and a three of our original trustees have resigned, Keith Hayes, Jenny Pinder and Lauren Harray. On resignation, each individual was thanked for their service to CONFIDENTAL. For the record, each of these trustees played an integral part in starting the organisation and developing it to the point where it progressed from being a nonprofit organisation and becoming a registered charity.

During the past year our presence on social media has increased, thanks to our trustees Chloe Lennox, Cathy Connolly and John Lewis. Fortunately, we did not need to spend any money on external marketing because of the hard work that was undertaken by these trustees.

During the past year other policies were written and amended and John Lewis took the lead in sorting this out. Simon Pope, our treasurer performed all the necessary tasks that were required of him in his role. George Wright has continued as our secretary and on many occasions has provided us with insight and guidance as regards our organisation. He produces a weekly newsletter which is sent to our volunteers with details about the rota and a synopsis of the previous week's calls along with any other relevant information. All the trustees thank him for his continued diligence and commitment to Confidential.

The past year and a half has seen a number of volunteers retiring from service. We have had one new volunteer training session held at the premises of Ashley Latter in Manchester. We recruited a few volunteers, one of whom is a hygienist. We have planned a new training session for more volunteers in January 2025. During the past year we expanded our service to include dental nurses. We are currently contacting various dental schools to explore the possibility of giving presentations to dental students.

A number of trustees have given lectures and talks at dental meetings further highlighting the availability of our service for the profession.

Call volume in the first half of 2024 increase significantly but has dropped off somewhat in the past few months. The majority of calls still come from dentists but we have other dental professionals are now contacting our service. Dena Andrews has been instrumental in bringing Confidential to the attention of the nursing profession and we are indebted to her for this. We have radically updated and changed our resource list during this past year.

The 2023 and 2024 conferences were held in Birmingham. The number of volunteers attending the 2024 conference has been relatively poor despite the excellent training sessions given. The social element of these events is welcomed by attendees, and it allows the trustees to learn from the volunteers about our service. A necessary function of the annual conference is to allow the trustees to discuss the future and progression of the organisation. The trustees recently agreed that ongoing retraining of our volunteers is a necessity and that attendance at the annual conference would be the preferred way to do this. Alternative ways of retraining would be provided for those who could not attend.

We continue to receive donations from the profession, especially from LDCs. We need to receive more donations from dental companies and must be a priority going forward.

A number of trustees are due for re-election and the formalities of this process are a necessary part of any organisation working under the rules set out by the Charity Commission. We hope to increase the number of trustees given the resignations I mentioned earlier in this report. Thanks to Bhavin Dedhia, John Lewis and George Wright for their advice and making sure that all necessary steps are followed meticulously.

Summary of the main activities undertaken for the public benefit in relation to these objects (include within this section the statutory declaration that trustees have had regard to the guidance issued by the Charity Commission on public benefit)

On a personal note, I would like to thank all our trustees and volunteers for their continued support and ensuring the success of CONFIDENTAL.

Financial Report as provided at AGM 2024. Period – 01/04/23 – 31/03/24

Confidential was granted Charity Incorporated Organisation (CIO) status by the Charities Commission on February 18th 2020.

Before this date we were a not-for-profit organisation.

We have registered with HMRC and the accounts have been submitted and managed by our new accountants UNW.

We are required to submit a further HMRC return in 2025 as guided by our accountants UNW.

Statement of Confidential Accounts (rounded to nearest £)

Balance held at bank on April 1 st , 2023	17,965.69
Income from donations up to 31st March 2024	18,973.85
<u>Expenses – up to 31st March 2024</u>	
Training costs	6,023.30
Administrator costs	5,720.00
Telephone costs	809.43
Other expenses	1,623.06
Total estimated expenditure	14,175.79

Cash at bank of 31st March 2024 is a credit of **22,763.75**

Next year we go forward with a healthy balance.

There has been a noticeable increase in donations during this financial period compared to the last. I see this as part of the normal ebb and flow of Charitable donations. The Charity has had some very kind donations from the Wesleyan, BACD and also Dr Karl Walker-Finch from his book sales, we thank them all.

We have seen slight increases in our expenditure as predicted last year, this is likely to increase further into the coming year. Training costs have increased due to the increased cost of these services due to inflation. Other expenses have also increased in line with inflation which is comparable to other sectors. Further training of existing and new volunteers is planned for next year.

As always maintaining the balance between income and expenditure continues.

This concludes my report.

**Simon Pope
Treasurer Confidential**

Additional details of objectives and activities (Optional information)

You **may choose** to include further statements, where relevant, about:

- policy on grantmaking;
- policy programme related investment;
- contribution made by volunteers.



Section D

Achievements and performance

Section D

Achievements and performance

Summary of the main achievements of the charity during the year

Confidential was registered as a charity on 18th February 2020. Since starting to operate as a helpline, Confidential has been called over 500 times by anxious dentists seeking emotional support.

We have managed at all times to operate a 24/7 service.

We have an appointed administrator to liaise with the volunteers with any queries, weekly emails and updates. The administrator also provides valuable reporting data to the trustees board as required. This is planned to continue into the next year.

We held another Confidential annual conference in this period, inviting all volunteers and trustees. This was a great success and provided valuable training for our volunteers as well as face to face interaction. We are planning further training next year with opportunities for networking between volunteers and trustees.

Confidential continues to be recognised by the CQC and BDA as a helpline for dentists in distress and is present on their websites. We feel this is great achievement for the Charity and thanks to all the trustees and volunteers who have made this happen.

Confidential now continues to be recognised in the Dental Profession as a leading helpline provider for dental professionals needing telephony support.

Section E

Financial review

Brief statement of the charity's policy on reserves

We do not have a policy on reserves.
We have sufficient funding for our current activity and have no loans or outstanding payments

Details of any funds materially in deficit

None

Further financial review details (Optional information)

You **may choose** to include additional information, where relevant about:

- the charity's principal sources of funds (including any fundraising);
- how expenditure has supported the key objectives of the charity;
- investment policy and objectives including any ethical investment policy adopted.

- Main Expenditure was made in 3 areas considered vital for operation of Confidential (Please see the receipts and payments accounts for more detail)
 1. Training costs
 2. Monthly telephone call service
 3. Paid administrator to liaise with volunteers
- Confidential currently has no investments or investment policy.

Section F

Other optional information

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Section G

Declaration

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees

Signature(s)



Full name(s)

Simon Pope

Position (eg Secretary, Chair, etc)

Treasurer

Date

03/11/2024



CHARITY COMMISSION
FOR ENGLAND AND WALES

Charity Name Confidential	No (if any) 1188024
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Receipts and payments accounts


CC16a

For the period from	Period start date 01/04/2023	To	Period end date 31/03/2024
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Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
A1 Receipts					
Donations	18,974	-	-	18,974	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
Sub total (Gross income for AR)	18,974	-	-	18,974	-
A2 Asset and investment sales, (see table).					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	18,974	-	-	18,974	-
A3 Payments					
Expenses	-	-	-	-	-
Administrator	5,720	-	-	5,720	-
Telephone Costs	809	-	-	809	-
Training Costs	6,023	-	-	6,023	-
Other expenses	1,623	-	-	1,623	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
Sub total	14,175	-	-	14,175	-
A4 Asset and investment purchases, (see table)					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total payments	14,175	-	-	14,175	-
Net of receipts/(payments)	4,799	-	-	4,799	-
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	17,966	-	-	17,966	-
Cash funds this year end	22,765	-	-	22,765	-

Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds	Cash at bank 31/03/2024	22,764	-	-
		-	-	-
		-	-	-
	Total cash funds	22,764	-	-
	(agree balances with receipts and payments account(s))	Agreement Error	OK	OK
B2 Other monetary assets	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
B3 Investment assets	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
			-	-
			-	-
			-	-
			-	-
B4 Assets retained for the charity's own use	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
B5 Liabilities	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
			-	
			-	
			-	
			-	
Signed by one or two trustees on behalf of all the trustees	Signature	Print Name	Date of approval	
		Simon Pope	13/10/2024	

CONFIDENTIAL

England & Wales - Charity number 1188024

Accounts



Trustees' Annual Report for the period

From	Period start date			To	Period end date		
	01	April	2022		31	March	2023

Section A Reference and administration details

Charity name

CONFIDENTIAL

Other names charity is known by

Registered charity number (if any)

1188024

Charity's principal address

11 Victoria Road
Salford

Postcode M6 8FZ

Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Jeremy Cooper	Chairman		
2	Jennifer Pinder			
3	Lauren Harray			
4	Bhavin Dedhia		19 May 2020-present	Existing Board of Trustees
5	John Lewis		19 May 2020-present	Existing Board of Trustees
6	Simon Pope	Treasurer	19 May 2020-present	Existing Board of Trustees
7	Cathy Connolly		18 Dec 2022 - present	
8	Dena Andrews		18 Dec 2022 - present	
9	Chloe Lennox		18 Dec 2022 - present	
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Names of the trustees for the charity, if any, (for example, any custodian trustees)

Name	Dates acted if not for whole year

Names and addresses of advisers (Optional information)

Type of adviser	Name	Address

Name of chief executive or names of senior staff members (Optional information)

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Section B Structure, governance and management

Description of the charity’s trusts

Type of governing document
(eg. trust deed, constitution)

Constitution

How the charity is constituted
(eg. trust, association, company)

Charitable Incorporated Organisation whose only voting members are its charity trustees

Trustee selection methods
(eg. appointed by, elected by)

Appointed by existing Board of Trustees following interview

Additional governance issues (Optional information)

You **may choose** to include additional information, where relevant, about:

- policies and procedures adopted for the induction and training of trustees;
- the charity’s organisational structure and any wider network with which the charity works;
- relationship with any related parties;
- trustees’ consideration of major risks and the system and procedures to manage them.

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Section C Objectives and activities

Summary of the objects of the charity set out in its governing document

TO ENGAGE WITH A CALLER IN ORDER TO HELP THEM AMELIORATE THEIR STRESS AND ANXIETY.
 TO ASSIST MEMBERS OF THE DENTAL PROFESSION AND THOSE CONNECTED WITH IT, IN THE MEANS OF MANAGING STRESS AND DEPRESSION.
 TO FACILITATE, BY WHATEVER MEANS ARE APPROPRIATE, THE ACCESS OF ALL MEMBERS OF THE DENTAL PROFESSION AND THOSE CONNECTED WITH IT, TO ANY SUPPORT AGENCIES THAT MAY BE ABLE TO ASSIST THEM IN DEALING WITH THE CAUSES OF THE MATTER THAT HAS PRECIPITATED THEIR CONTACT WITH CONFIDENTAL.

To relieve the mental and emotional distress of dentists through the provision of a telephony support, advice, and referral service.

CHAIRMAN'S REPORT CONFIDENTIAL

28/4/2023.

Confidential has undergone considerable change in the past 12 months with the appointment of

three new trustees. Applications of interest were taken from dentists, therapists and hygienists.

Though, we had initially intended to ask 2 trustees to join our board, we were all so impressed with

the applicants, that we made a unanimous decision in asking three of the applicants to become trustees, namely Cathy Connolly, Chloe Lennox and Dena Andrews. All three new trustees are from the professions of hygiene and therapy. They have added their collective expertise to our organisation, not just in the obvious one of understanding the world of dental hygiene and

therapy but to other fields such as marketing and social media. Already we are making significant

strides in increasing the awareness of Confidential amongst the dental profession. Recently, the logo has been altered, and the website continues to evolve and has been changed. Our major goal of ensuring that all members of the dental profession are aware of Confidential is paramount and the ease of accessibility of our service is important. We have considered using external marketing services, but with the introduction of our new and dynamic trustees we hope this might not be necessary. In the next month or two, re-election of some of our trustees will occur which is written into our constitution and is a requirement of a charitable organisation. We will keep you informed of this process in our monthly newsletter. During the past year we have not recruited any new volunteers as it has not been necessary, but we will reassess this, as call volume increases or there is a depletion in the number of our volunteers.

During the past year we held our first conference in Birmingham. This was a success and enjoyed by all who attended. There was an excellent session given on call handling skills by the Helplines Partnership and an interactive session with Marukh Khwaja on volunteer wellbeing and satisfaction. Our programme finished with a forum discussion with all our trustees and volunteers We held a dinner in the evening with our guest speaker Nairn Wilson. We are planning a second annual conference this year to be held on Friday 8th September in Birmingham. Details will be released in the near future. We also hope to provide more education for our volunteers in the forthcoming year both on line and face to face. We have a presence at the forthcoming Dentistry Show and BDA conference and VOCO have kindly allowed us space on their stand for us to promote our activities. If any volunteer can help us by sitting at the stand at the show it would be very much appreciated and please contact John Lewis if you are able. We hope to attend more events like this in the next year. Our trustees continue to provide talks and lectures throughout the year and lose no opportunity to talk about Confidential and what we provide for the profession. George Wright continues in his role as secretary and his efficiency and timely advice has proved invaluable. We have had some issues with volunteers not responding to calls and having their voicemail left on, which means the call is not cascaded to the next volunteer. George has sent reminders to our volunteers on this issue. We currently receive a few calls each week of which

around 60% are day calls. Besides increasing call volumes, we want to raise awareness that people

can call us with problems and issues that may be less serious in nature, but all the same are causing

them worry and stress. I want to take this opportunity to remind all our

Summary of the main activities undertaken for the public benefit in relation to these objects (include within this section the statutory declaration that trustees have had regard to the guidance issued by the Charity Commission on public benefit)

volunteers to fill in the call log forms after taking a call. Our FB group for volunteers to share their experiences on the calls they have received continues to be useful both for education and a way of letting our volunteers share the difficult calls they might have taken. Our trustees also are available to all our volunteers should they feel the need to talk things through following a difficult call. Simon Pope has excelled as our treasurer and ensured we are fully compliant with the Charities Commission. He will give his report in a few minutes and I want to thank him personally for all his hard work, and that thanks extends to all my fellow trustees for all the diligence and effort they have made, ensuring ConfiDental is a continuing success. Finally, on behalf of myself and my fellow trustees can I thank each and every volunteer for their continued aid in supporting our fellow colleagues.

Financial Report as provided at AGM 30/04/2023

ConfiDental was granted Charity Incorporated Organisation (CIO) status by the Charities Commission on February 18th 2020.

Before this date we were a not-for-profit organisation.

We have registered with HMRC and the accounts have been submitted and managed by our new accountants UNW.

We are required to submit a further HMRC return in 2025 as guided by our accountants UNW.

Statement of ConfiDental Accounts (rounded to nearest £)

Balance held at bank on April 1st, 2022 24,465.04

Income from donations up to 31st March 2023 6,299.23

Expenses – up to 31st March 2023

Training costs 4,621.38

Administrator costs 5,720.00

Telephone costs 648.00

Other expenses 1,858.20

Total estimated expenditure 12,847.58

Cash at bank of 31st March 2023 is a credit of 17,965.69

Next year we go forward with a healthy balance.

There has been a noticeable drop in donations during this financial period compared to the last. I see this as part of the normal ebb and flow of Charitable donations. The Charity continues to raise its profile within the profession, and we are pleased to still be the nominated Charity for the BACD which has attracted welcome donations previously.

We have seen increases in our expenditure as predicted last year, this is likely to increase further into the coming year. Training costs have increased due to the increased cost of these services due to inflation. Other expenses have also increased in line with inflation which is comparable to other sectors. Further training of existing and new volunteers is planned for next year.

I am anticipating that as the Charity continues to raise its profile the more donations will be attracted. As always maintaining the balance between income and expenditure continues.

This concludes my report.

**Simon Pope
Treasurer ConfiDental**

Additional details of objectives and activities (Optional information)

You **may choose** to include further statements, where relevant, about:

- policy on grantmaking;
- policy programme related investment;
- contribution made by volunteers.



Section D

Achievements and performance

Summary of the main achievements of the charity during the year

Confidential was registered as a charity on 18th February 2020. Since starting to operate as a helpline, Confidential has been called over 500 times by anxious dentists seeking emotional support.

We have managed at all times to operate a 24/7 service and have now trained just under 40 volunteer dentists to date (30/12/2023).

We have an appointed administrator to liaise with the volunteers with any queries, weekly emails and updates. The administrator also provides valuable reporting data to the trustees board as required. This is planned to continue into the next year.

We held another Confidential annual conference in this period, inviting all volunteers and trustees. This was a great success and provided valuable training for our volunteers as well as face to face interaction. We are planning further training next year with opportunities for networking between volunteers and trustees.

Confidential continues to be recognised by the CQC and BDA as a helpline for dentists in distress and is present on their websites. We feel this is great achievement for the Charity and thanks to all the trustees and volunteers who have made this happen.

Confidential is now becoming recognised in the Dental Profession as a leading helpline provider for dental professionals needing telephony support.

Section E Financial review

Brief statement of the charity's policy on reserves

We do not have a policy on reserves.
We have sufficient funding for our current activity and have no loans or outstanding payments

Details of any funds materially in deficit

None

Further financial review details (Optional information)

You **may choose** to include additional information, where relevant about:

- the charity's principal sources of funds (including any fundraising);
- how expenditure has supported the key objectives of the charity;
- investment policy and objectives including any ethical investment policy adopted.

- Funding donations were received (April 1st, 2022 to March 31st 2023) to a total of : £6,299.23
- Main Expenditure was made in 3 areas considered vital for operation of Confidential (Please see the receipts and payments accounts for more detail)
 1. Training costs
 2. Monthly telephone call service
 3. Paid administrator to liaise with volunteers
- Confidential currently has no investments or investment policy


Section F Other optional information

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Section G Declaration

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees

Signature(s)		
Full name(s)	Simon Pope	
Position (eg Secretary, Chair, etc)	Treasurer	
Date	30/12/2023	

CONFIDENTIAL

England & Wales - Charity number 1188024

Accounts



Trustees' Annual Report for the period

From	Period start date			To	Period end date		
	01	April	2021		31	March	2022

Section A Reference and administration details

Charity name

Other names charity is known by

Registered charity number (if any)

Charity's principal address

11 Victoria Road	
Salford	
Postcode	M6 8FZ

Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Jeremy Cooper	Chairman		
2	Jennifer Pinder			
3	Lauren Harray			
4	Bhavin Dedhia		19 May 2020-present	Existing Board of Trustees
5	John Lewis		19 May 2020-present	Existing Board of Trustees
6	Simon Pope	Treasurer	19 May 2020-present	Existing Board of Trustees
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Names of the trustees for the charity, if any, (for example, any custodian trustees)

Name	Dates acted if not for whole year

Names and addresses of advisers (Optional information)

Type of adviser	Name	Address

Name of chief executive or names of senior staff members (Optional information)

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Section B Structure, governance and management

Description of the charity's trusts

Type of governing document
(eg. trust deed, constitution)

Constitution

How the charity is constituted
(eg. trust, association, company)

Charitable Incorporated Organisation whose only voting members are its charity trustees

Trustee selection methods
(eg. appointed by, elected by)

Appointed by existing Board of Trustees following interview

Additional governance issues (Optional information)

You **may choose** to include additional information, where relevant, about:

- policies and procedures adopted for the induction and training of trustees;
- the charity's organisational structure and any wider network with which the charity works;
- relationship with any related parties;
- trustees' consideration of major risks and the system and procedures to manage them.

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Section C Objectives and activities

Summary of the objects of the charity set out in its governing document

TO ENGAGE WITH A CALLER IN ORDER TO HELP THEM AMELIORATE THEIR STRESS AND ANXIETY.
TO ASSIST MEMBERS OF THE DENTAL PROFESSION AND THOSE CONNECTED WITH IT, IN THE MEANS OF MANAGING STRESS AND DEPRESSION.
TO FACILITATE, BY WHATEVER MEANS ARE APPROPRIATE, THE ACCESS OF ALL MEMBERS OF THE DENTAL PROFESSION AND THOSE CONNECTED WITH IT, TO ANY SUPPORT AGENCIES THAT MAY BE ABLE TO ASSIST THEM IN DEALING WITH THE CAUSES OF THE MATTER THAT HAS PRECIPITATED THEIR CONTACT WITH CONFIDENTAL.

To relieve the mental and emotional distress of dentists through the provision of a telephony support, advice, and referral service.

CHAIRMAN'S REPORT CONFIDENTIAL AGM 30/4/2022

This year has been our first complete year as a registered charity. It has been one that has been compromised by the present pandemic. We have not had any face to face, meetings and had to postpone our first annual conference until September 16th 2022. We have held monthly trustee meetings and thanks to Bhavin Dedhia and John Lewis are underway with a strategic plan for the organisation. The work is ongoing and includes the specific areas of budgeting and finance, networking and marketing, volunteer welfare and training and recruitment. Our policies were formulated a year ago, on topics including complaints and the volunteer and social media policy, and are located on Google Drive.

In February 2022, Keith Hayes retired as a trustee from the organisation, and the role of treasurer has been taken by Simon Pope. On behalf of the trustees and volunteers I would like to thank Keith for all his hard work in the past few years. Without Keith's commitment Confidential would not be the success it is today. We are pleased that he has chosen to remain as a volunteer. We are in the process of organising the appointment of a new trustee and should this be of interest to any of our volunteers then please respond to the email when it arrives.

George Wright has proved invaluable as our secretary and his role has even extended to that of an informal advisor to the trustees. George was recently appointed as Deputy Dental Director at Dental Protection and we wish him well in this role and delighted he continues his role in Confidential.

The website was revamped last year and donations can be made online via the Charities Aid Foundation. Simon Pope will give the treasurer's report later, but I am pleased we have been financially supported by various LDC's and during the past year by the BACD, The British Academy of Cosmetic Dentistry. Their immediate past chairman Paul Abrahams chose Confidential as his chosen charity to support for the past financial year. Furthermore, I was honoured and happy to address their conference in Edinburgh and as well as thank them for their generous donation, to tell the delegates about our helpline.

Keith and myself manned a Confidential stand at the Dentistry Show London and our hope is to raise the profile of the organisation in the future at meetings and conferences. In the next few months, the work of Confidential will be discussed at conferences in London and Glasgow. John Lewis gave some webinars with Wesleyan and Practice Plan. He wrote an article for the organisations and also published in the magazine Dentistry. Confidential has been included as a resource in the recently published Wellbeing Support for Dental Teams.

During the next 12 months as well as the annual conference we hope to have on line training meetings. We are in the process of arranging a meeting with Mahrukh Khwaja on resilience and well being and will inform our volunteers once the date has been finalised. We held a new volunteer meeting online during the past year. Though it worked quite well, it still is not a replacement for live interaction. We also held some volunteer forums during 2021 and we hope to do further forums in the coming year..

We currently have 19 active day volunteers and 20 evening volunteers and a few inactive volunteers who currently are unable to be on rota. 80% of calls are taken during the day time shift. 60% of calls are taken during the week and the remainder at the weekend. Call volumes have slightly reduced from 2021 compared to 2022. There are ongoing discussions into increasing promotion of Confidential and therefore increasing call volume.

During the past year we introduced a new log sheet, available on your weekly update. Please could all volunteers fill in a call log sheet and it automatically forwards to George Wright. In the past year we have received hundreds of calls. The largest percentage of calls were about anxiety and stress. Other topics included topics such as bullying and staff issues, financial problems and a host of others ranging from alcohol to the death of a patient in the practice.

In the past few months we have provided volunteers with phones and a sim card because of the issues that occur if the volunteers on call forget to turn off their voicemail and fail to take a call. We use a cascade system and if someone fails to answer, the idea is that it should transfer to the next volunteer who will be able to answer it. This will not happen if voicemail is in use.

We continue to use Facebook as a medium to discuss calls received and volunteers are welcome to call any of the trustees to discuss any difficult calls they have taken.

Jeremy Cooper
Chairman Confidential

Summary of the main activities undertaken for the public benefit in relation to these objects (include within this section the statutory declaration that trustees have had regard to the guidance issued by the Charity Commission on public benefit)

Financial Report as provided at AGM 30/04/2022

ConfiDental was granted Charity Incorporated Organisation (CIO) status by the Charities Commission on February 18th 2020.

Before this date we were a not-for-profit organisation.

We have registered with HMRC and the accounts have been submitted and managed by our new accountants UNW.

We are required to submit a further HMRC return in 2025 as guided by our accountants UNW.

Statement of ConfiDental Accounts (rounded to nearest £)

Balance held at bank on April 1st, 2021 20,932.00

Income from donations up to 31st March 2022 15,371.00

Expenses – up to 31st March 2022

Training costs 2,864.00

Administrator costs 5,680.00

Accountancy Costs 1,620.00

Telephone costs 600.00

Other expenses 870.00

Total estimated expenditure 11,634.00

Cash at bank of 31st March 2021 is a credit of **24,519.00**

Next year we go forward with a healthy balance.

We have seen increases in our expenditure on administration and accountancy as predicted last year, this is likely to increase further into the coming year. Training costs have decreased slightly due to the Charity having sufficient volunteers to meet current demand. Further training of existing volunteers is planned.

Marketing and raising the profile of Confidential is of great importance and it is anticipated we will see increases in marketing expenses in the coming year.

I am anticipating that as we continue to raise the profile of ConfiDental, we can expect to receive more corporate funding as well as individual contributions and the challenge as always will be to balance the income with the expenditure.

This concludes my report.

**Simon Pope
Treasurer ConfiDental**

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Additional details of objectives and activities (Optional information)

You **may choose** to include further statements, where relevant, about:

- policy on grantmaking;
- policy programme related investment;
- contribution made by volunteers.



Section D

Achievements and performance

Section D

Achievements and performance

Summary of the main achievements of the charity during the year

Confidential was registered as a charity on 18th February 2020. Since starting to operate as a helpline, Confidential has been called over 500 times by anxious dentists seeking emotional support.

We have managed at all times to operate a 24/7 service and have now trained 44 volunteer dentists to date (06/01/2023).

We have appointed an administrator to liaise with the volunteers with any queries, weekly emails and updates. The administrator also provides valuable reporting data to the trustees board as required.

We are in the process of appointing a further three trustees to further increase the diversity of our trustee board and provide additional skills to move the Charity forward.

We held our first Confidential annual conference in this period, inviting all volunteers and trustees. This was a great success and provided valuable training for our volunteers as well as face to face interaction. We are planning further training and another conference.

Confidential has now been recognised by the CQC and BDA as a helpline for dentists in distress and is present on their websites. We feel this is great achievement for the Charity and thanks to all the trustees and volunteers who have made this happen.

Confidential is now becoming recognised in the Dental Profession as a leading helpline provider for anxious dentists.

Section E Financial review

Brief statement of the charity's policy on reserves

We do not have a policy on reserves.
We have sufficient funding for our current activity and have no loans or outstanding payments

Details of any funds materially in deficit

None

Further financial review details (Optional information)

You **may choose** to include additional information, where relevant about:

- the charity's principal sources of funds (including any fundraising);
- how expenditure has supported the key objectives of the charity;
- investment policy and objectives including any ethical investment policy adopted.

• Funding donations were received (April 1st, 2021 to March 31st 2022) from:

RightPath4 Ltd	£1100
Cardiff LDC	£1000
Herts LDC	£500
British Academy of Cosmetic Dentistry	£5214
Barking & Havering LDC	£300
Other individual donations	£7,257


- Main Expenditure was made in 3 areas considered vital for operation of Confidential (Please see the receipts and payments accounts for more detail)
 1. Training costs
 2. Monthly telephone call service
 3. Paid administrator to liaise with volunteers
- Confidential currently has no investments or investment policy

Section F Other optional information

Section G Declaration

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees

Signature(s)		
Full name(s)	Simon Pope	
Position (eg Secretary, Chair, etc)	Treasurer	
Date	04/01/2023	



CHARITY COMMISSION
FOR ENGLAND AND WALES

Charity Name Confidential	No (if any) 1188024
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Receipts and payments accounts

CC16a

For the period from	Period start date 01/04/2021	To	Period end date 31/03/2022
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Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
A1 Receipts					
Donations	15,371	-	-	15,371	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
Sub total (Gross income for AR)	15,371	-	-	15,371	-
A2 Asset and investment sales, (see table).					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	15,371	-	-	15,371	-
A3 Payments					
Expenses	-	-	-	-	-
Administrator	5,680	-	-	5,680	-
Telephone Costs	600	-	-	600	-
Training Costs	2,864	-	-	2,864	-
Accountancy Costs	1,620	-	-	1,620	-
Other expenses	870	-	-	870	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
Sub total	11,634	-	-	11,634	-
A4 Asset and investment purchases, (see table)					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total payments	11,634	-	-	11,634	-
Net of receipts/(payments)	3,737	-	-	3,737	-
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	20,782	-	-	20,782	-
Cash funds this year end	24,519	-	-	24,519	-

Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds	Cash at bank 31/03/2022	24,519	-	-
		-	-	-
		-	-	-
	Total cash funds	24,519	-	-
	(agree balances with receipts and payments account(s))	OK	OK	OK


Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B3 Investment assets			-	-
			-	-
			-	-
			-	-
			-	-

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B4 Assets retained for the charity's own use			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-

Categories	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
B5 Liabilities			-	
			-	
			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees

Signature	Print Name	Date of approval
	Simon Pope	05/01/2023

CONFIDENTIAL

England & Wales - Charity number 1188024

Accounts



Trustees' Annual Report for the period

	Period start date			Period end date			
From	18	Feb	2020	To	31	March	2021

Section A Reference and administration details

Charity name

Other names charity is known by

Registered charity number (if any)

Charity's principal address

94 Lower Green Road	
Tunbridge Wells	
Kent	
Postcode	TN4 8TN

Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Jeremy Cooper	Chairman		
2	Keith Hayes	Treasurer		
3	Jennifer Pinder			
4	Lauren Harray			
5	Bhavin Dedhia		19 May 2020-present	Existing Board of Trustees
6	John Lewis		19 May 2020-present	Existing Board of Trustees
7	Simon Pope		19 May 2020-present	Existing Board of Trustees
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19				
20				

Names of the trustees for the charity, if any, (for example, any custodian trustees)

Name	Dates acted if not for whole year

Names and addresses of advisers (Optional information)

Type of adviser	Name	Address

Name of chief executive or names of senior staff members (Optional information)

--

Section B Structure, governance and management

Description of the charity's trusts

Type of governing document <i>(eg. trust deed, constitution)</i>	Constitution
How the charity is constituted <i>(eg. trust, association, company)</i>	Charitable Incorporated Organisation whose only voting members are its charity trustees
Trustee selection methods <i>(eg. appointed by, elected by)</i>	Appointed by existing Board of Trustees following interview

Additional governance issues (Optional information)

You **may choose** to include additional information, where relevant, about:

- policies and procedures adopted for the induction and training of trustees;
- the charity's organisational structure and any wider network with which the charity works;
- relationship with any related parties;
- trustees' consideration of major risks and the system and procedures to manage them.

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Section C Objectives and activities

Summary of the objects of the charity set out in its governing document

To relieve the mental and emotional distress of dentists through the provision of a telephony support, advice, and referral service.
--

Summary of the main activities undertaken for the public benefit in relation to these objects (include within this section the statutory declaration that trustees have had regard to the guidance issued by the Charity Commission on public benefit)

Confidential as a helpline for dentists was first conceived by four dentists, Jeremy Cooper, Jenny Pinder, Lauren Harray and Keith Hayes. The organisation commenced as a non-profit organisation in January 2019 and began accepting calls in May 2019, gaining registration as a charity (1188024) on 18th Feb 2020.

During the previous 12 months, we have expanded the number of trustees from 4 to 7. The original trustees were Jeremy Cooper (Chairman), Keith Hayes (Treasurer), Jenny Pinder and Lauren Harray. We have now been joined by John Lewis, Simon Pope and Bhavin Dedhia.

From the very beginning of the formation of CONFIDENTAL, Keith Hayes has played a primary role in organising the administration, financial and legal aspects of the organisation and we all are indebted to him. Recently, our new trustees have provided support for Keith and necessary policies have been formulated.

Trustees have had regard to the guidance issued by the Charity Commission on public benefit.

CONFIDENTAL currently has 34 volunteers and we have recently appointed an administrator George Wright. George will be known to many of you and besides being a dentist has had experience in dental legal work.

During the past year we have received calls from over 550 anxious dentists. We believe calls have been received from a diverse group of people.

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Additional details of objectives and activities (Optional information)

You **may choose** to include further statements, where relevant, about:

- policy on grantmaking;
- policy programme related investment;
- contribution made by volunteers.

Confidential volunteers have no means of monitoring or tracing calls as we are confidential, we are not able to accurately assess therefore the precise demographic of callers. It is our impression however that different age and ethnic groups have made use of the service, and there does not seem to be a major difference between the two sexes with regard to the number of calls. We have received calls at all times of the day and night. Recurring themes have been bullying, practice disputes and anxiety.

Our training for new volunteers has obviously used the zoom platform and made use of the helpline partnership and customer first training. There is no doubt that face-to-face training is preferable, but the zoom interface has worked quite well. During the past year we have received training from the Samaritans, Relate and individuals such as Sue Boynton, Brian Westbury and Janine Brooks MBE. In the coming year we look forward to more training sessions with different organisations and individuals and hopefully to have an annual conference.

The Facebook group has worked well for both education and allowed individuals to share and reflect on their call experience. It is worth noting that one can contact any of the trustees if they need to talk following a difficult call. We would like to remind all of volunteers to fill in a log sheet after every call and send them to Jenny Pinder who is in charge of supervision for CONFIDENTIAL. The log sheets also will allow us to audit calls for statistical purposes.

During the coming year we are going to trial extending the service to hygienist and therapists. If successful, then further extension to other groups including students might follow. Trying to get the message out there to our colleagues that we exist, as an organisation, remains a priority. We call on all of you to help us in any way you can to advertise this point.

Section D

Achievements and performance

Summary of the main achievements of the charity during the year

Confidential was registered as a charity on 18th February 2020. Since starting to operate as a helpline, Confidential has been called over 500 times by anxious dentists seeking emotional support.

We have always managed to operate a 24/7 service and have now trained 34 volunteer dentists to date (4th Jan 2021).

We have appointed a further three trustees and are in the process of employing a part time administrator to assist the trustees with their activity supporting Confidential.

We have registered as members of the Helpline Partnership, as well as becoming members of Charities Aid Foundation and FR, the Fund-Raising Regulator.

We have delivered four 2-day training sessions for new prospective volunteers and delivered three evening webinars for volunteers.

Section E

Financial review

Brief statement of the charity's policy on reserves

We are a start-up charity and this is our first annual return statement.

We aim to always maintain reserves to cover 3 months running costs (estimated to be £2000.00) and confirm that this has always been the case.

Our major expense in the future is likely to be training of volunteers and updating training of existing volunteers. We have planned training and have sufficient funds to cover all current scheduled training into 2022.

We have sufficient funding for our current activity and have no loans or outstanding payments

Details of any funds materially in deficit

None

Further financial review details (Optional information)

You **may choose** to include additional information, where relevant about:

- the charity's principal sources of funds (including any fundraising);
- how expenditure has supported the key objectives of the charity;
- investment policy and objectives including any ethical investment policy adopted.

Funding donations were received (April 1st, 2020 to March 31st 2021) from:

RightPath4 Ltd	£5000
Beds LDC	£1000
Wesleyan	£10,000
Herts LDC	£1000
Mahrukh EWD	£610
Cumbria LDC	£3000
W&H Ltd	£500
Healthy & Wealthy	£90
Herts LDC	£500

Expenditure was made in 2 areas considered vital for operation of Confidential

1. Training costs
2. Monthly telephone call line rota (MoneyPenny)

Confidential currently has no investments or investment policy

Section F

Other optional information

During the coming year we are going to trial extending the service to hygienist and therapists. If successful, then further extension to other groups including students might follow. Trying to get the message out there to our colleagues that we exist, as an organisation, remains a priority. We will call upon our wonderful volunteer force to assist us in raising the profile of Confidential further and extend this to other dental professional groups.

Next year we go forward with a healthy balance.

We will have an increased expenditure on administration and accountancy.

We have not yet used our facility to invite donations and collect gift aid through Charities Aid Foundation.

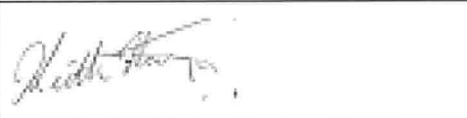
I am anticipating that as we continue to raise the profile of Confidential, we can expect to receive more Corporate funding as well as individual contributions and the challenge as always will be to balance the income with the expenditure

--

Section G Declaration

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees

Signature(s)		
Full name(s)	Keith Hayes	
Position (eg Secretary, Chair, etc)	Treasurer	
Date	15 th December 2021	



Receipts and payments accounts

CC16a

For the period from	18-Feb-20	To	31-Mar-21
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Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
A1 Receipts					
Donations	20,204	-	-	20,204	-
Transfer from predecessor body	8,054	-	-	8,054	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
Sub total (Gross income for AR)	28,258	-	-	28,258	-
A2 Asset and investment sales, (see table).					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	28,258	-	-	28,258	-
A3 Payments					
Expenses		-	-	-	-
Training	5,164	-	-	5,164	-
Telephone costs	582	-	-	582	-
Other expenses	1,730	-	-	1,730	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
Sub total	7,476	-	-	7,476	-
A4 Asset and investment purchases, (see table)					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total payments	7,476	-	-	7,476	-
Net of receipts/(payments)	20,782	-	-	20,782	-
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	-	-	-	-	-
Cash funds this year end	20,782	-	-	20,782	-

Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds	Cash at bank	20,872	-	-
		-	-	-
		-	-	-
	Total cash funds	20,872	-	-
	(agree balances with receipts and payments account(s))			
B2 Other monetary assets	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
B3 Investment assets	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
			-	-
			-	-
			-	-
			-	-
B4 Assets retained for the charity's own use	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
B5 Liabilities	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
			-	
			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees

Signature	Print Name	Date of approval
	Keith Hayes	15-Dec-21
2		16/12/2021



Section A Independent Examiner's Report

Report to the trustees/
members of

Charity Name
Confidential

On accounts for the year
ended

31 March 2021

Charity no
(if any)

1188024

Set out on pages

1-9

(remember to include the page numbers of additional sheets.)

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31 / 03 / 2021.

Responsibilities and
basis of report

As the charity's trustees, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent
examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that in, any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

* Please delete the words in the brackets if they do not apply.

Signed:

Anne Hallowell

Date: 15 Dec 2021

Name:

Anne Hallowell

Relevant professional
qualification(s) or body
(if any):

BSc FCA DChA

Address:

UNW LLP

Citygate, St James Boulevard, Newcastle upon Tyne, NE1 4JE