



Trustees' Annual Report for the period

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

Section A Reference and administration details

Charity name	CONFIDENTAL	
Other names charity is known by		
Registered charity number (if any)	1188024	
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 Harrhy			
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
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)

--

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.

--

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 Harrhy 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 Harrhy. 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.

--

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 CONFIDENTAL. 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

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.

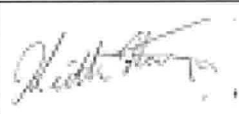
I am anticipating that as we continue to raise the profile of Confidential, we can expect to receive more Corporate funding as well as individual contributions and the challenge as always will be to balance the income with the expenditure

--

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	



CHARITY COMMISSION
FOR ENGLAND AND WALES

Confidential

1188024

Receipts and payments accounts

CC16a

For the period
from

18-Feb-20

To

31-Mar-21

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	-

Page 8

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))			
		Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
B3 Investment assets			Cost (optional)	Current value (optional)
			-	-
			-	-
			-	-
			-	-
			-	-
B4 Assets retained for the charity's own use		Fund to which asset belongs	Cost (optional)	Current value (optional)
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
B5 Liabilities		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

Keith Hayes

Date of approval

15-Dec-21



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