



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

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 Harrhy			
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				
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 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)

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

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 1 st , 2021	20,932.00
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Income from donations up to 31st March 2022	15,371.00
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Expenses – up to 31st March 2022

Training costs	2,864.00
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Administrator costs	5,680.00
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Accountancy Costs	1,620.00
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Telephone costs	600.00
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Other expenses	870.00
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Total estimated expenditure	11,634.00
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Cash at bank of 31st March 2021 is a credit of	<u>24,519.00</u>
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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)
 - Training costs
 - Monthly telephone call service
 - 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

Receipts and payments accounts

CC16a

For the period
from

Period start date
01/04/2021


To

Period end date
31/03/2022

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
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	05/01/2023