



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

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	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	
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 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.

<p>To relieve the mental and emotional distress of dentists through the provision of a telephony support, advice, and referral service.</p> <p>CHAIRMAN'S REPORT CONFIDENTAL November 2024</p> <p>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 HARRY. 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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>A number of trustees have given lectures and talks at dental meetings further highlighting the availability of our service for the profession.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p>	
--	--

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

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 , 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 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

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

Receipts and payments accounts

CC16a

For the period
from

Period start date
01/04/2023


To

Period end date
31/03/2024

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