



## 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.

## 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)**

<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 May 2025</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>Simon Pope has continued to deal with financial matters are dealt with as regards the Charity Commission and HMRC. Recently we have modified our banking practise 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.</p> <p>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.</p> <p>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 Ist 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.</p> <p>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.</p> <p>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</p> <p>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.</p> <p>All that remains is for me to thank all my fellow trustees and volunteers for making</p>
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CONFIDENTAL, 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 18<sup>th</sup> 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 <sup>st</sup> , 2024	22,763.75
<b>Income from donations up to 31<sup>st</sup> March 2025</b>	<b>23,205.74</b>
<u>Expenses – up to 31<sup>st</sup> March 2025</u>	
Training costs	6,294.17
Administrator costs	6,668.50
Telephone costs	887.50
Other expenses	1,713.85
<b>Total estimated expenditure</b>	<b>15,564.02</b>

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 18<sup>th</sup> 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

30/07/2025



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  
01/04/2024

To


Period end date  
31/03/2025

### 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 £
<b>A1 Receipts</b>					
Donations	23,206	-	-	23,206	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total (Gross income for AR)</b>	23,206	-	-	23,206	-
<b>A2 Asset and investment sales, (see table).</b>					
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	-	-	-	-	-
<b>Total receipts</b>	23,206	-	-	23,206	-
<b>A3 Payments</b>					
Expenses	-	-	-	-	-
Administrator	6,669	-	-	6,669	-
Telephone Costs	888	-	-	888	-
Training Costs	6,294	-	-	6,294	-
Other expenses	1,714	-	-	1,714	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	15,565	-	-	15,565	-
<b>A4 Asset and investment purchases, (see table)</b>					
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	-	-	-	-	-
<b>Total payments</b>	15,565	-	-	15,565	-
<b>Net of receipts/(payments)</b>	7,641	-	-	7,641	-
<b>A5 Transfers between funds</b>	-	-	-	-	-
<b>A6 Cash funds last year end</b>	23,206	-	-	23,206	-
<b>Cash funds this year end</b>	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 £
<b>B1 Cash funds</b>	Cash at bank 31/03/2024	22,764	-	-
		-	-	-
		-	-	-
	<b>Total cash funds</b>	22,764	-	-
	(agree balances with receipts and payments account(s))	Agreement Error	OK	OK
<b>B2 Other monetary assets</b>	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
<b>B3 Investment assets</b>	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
			-	-
			-	-
			-	-
			-	-
			-	-
<b>B4 Assets retained for the charity's own use</b>	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
<b>B5 Liabilities</b>	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	