



CHARITY COMMISSION
FOR ENGLAND AND WALES

Trustees' Annual Report for the period

From: April 2023 Period start date To: March 2024 Period end date

Charity name: **Confident Conversations**

Charity registration number: 1195742

Objectives and Activities

	SORP reference	
Summary of the purposes of the charity as set out in its governing document	Para 1.17	To relieve the suffering of children in hospital due to their ill health by providing free-to-access support and advice for parents and carers, to be able to seek guidance on practical help of navigating hospital stays, giving them the information and skills they need to advocate for their child's medical care.
Summary of the main activities in relation to those purposes for the public benefit, in particular, the activities, projects or services identified in the accounts.	Para 1.17 and 1.19	Maintain and develop up-to-date, free-to-access website with comprehensive information for (i) parents and carers with a child in hospital, (ii) family and friends of parents/carers with a child in hospital, (iii) medical professionals who work with children.
Statement confirming whether the trustees have had regard to the guidance issued by the Charity Commission on public benefit	Para 1.18	Trustees are aware of the Charity Commission's guidance on public benefit. The charitable purpose of Confident Conversations is at the heart of our work and all our activities are for the public benefit.

Additional information (optional)

You may choose to include further statements where relevant about:

	SORP reference	
Policy on grant making	Para 1.38	N/A
Policy on social investment including program related investment	Para 1.38	N/A

Contribution made by volunteers	Para 1.38	Volunteers are vital to the work of Confident Conversations, particularly our Parent/Carer Advisory Board (P/CAB). The P/CAB is made up of parents and carers who have experienced being in hospital with their child, and use that lived experience to inform Confident Conversation's support.
Other		N/A

Achievements and Performance

	SORP reference	
Summary of the main achievements of the charity, identifying the difference the charity's work has made to the circumstances of its beneficiaries and any wider benefits to society as a whole.	Para 1.20	<p>Maintained and developed up-to-date, free-to-access website with comprehensive information for (i) parents and carers with a child in hospital, (ii) family and friends of parents/carers with a child in hospital, (iii) medical professionals who work with children.</p> <p>Supported over 160 beneficiaries in the period.</p> <p>Became official NHS England partner for advice to parents in hospital with their child.</p>

Additional information (optional)

You may choose to include further statements where relevant about:

Achievements against objectives set	Para 1.41	Four overarching objectives (drawn directly from our trustee-agreed strategy, flowed into 13 workstreams. 7 (54%) were fully achieved; 3 (23%) were partially achieved; 3 (23%) were not achieved.
Performance of fundraising activities against objectives set	Para 1.41	Of the four workstreams under the one overarching finance objective, one was fully met and three were partially met.
Investment performance against objectives	Para 1.41	N/A

Other		N/A

Financial Review

Review of the charity's financial position at the end of the period	Para 1.21	Expenditure exceeded income for the period. However, surplus from last FY covered the shortfall, leaving reserves intact.
Statement explaining the policy for holding reserves stating why they are held	Para 1.22	Trustees agreed to hold six months of running costs as a standing reserve. These are held to ensure the continued operation of the charity, allow for unexpected expenses and give trustees time to consider any unexpected changes to the charities operations.
Amount of reserves held	Para 1.22	£400.00 <i>Enough for six months operating costs.</i>
Reasons for holding zero reserves	Para 1.22	N/A
Details of fund materially in deficit	Para 1.24	N/A
Explanation of any uncertainties about the charity continuing as a going concern	Para 1.23	None at present

Additional information (optional)

You may choose to include further statements where relevant about:

The charity's principal sources of funds (including any fundraising)	Para 1.47	Individual public fundraising
Investment policy and objectives including any social investment policy adopted	Para 1.46	N/A
A description of the principal risks facing the charity	Para 1.46	Confident Conversations maintains a risk register which is reviewed twice yearly by trustees. The primary risks faced by the charity are: 1. Reputational: A parent/carers uses Confident Conversations and does not get the results they want - and blames the charity. Mitigation: public liability insurance, content disclaimer, content developed

		<p>and reviewed by Parent/Carer Advisory Board.</p> <p>2. Financial: Lack of sufficient funding for planned activity - and/or unstable funding.</p> <p>Mitigation: diversifying funding strategy, ability to flex ambition in line with available funding, reserves policy.</p>
Other		N/A

Structure, Governance and Management

Description of charity's trusts:		
Type of governing document (trust deed, royal charter)	Para 1.25	Constitution
How is the charity constituted? (e.g unincorporated association, CIO)	Para 1.25	Registered CIO
Trustee selection methods including details of any constitutional provisions e.g. election to post or name of any person or body entitled to appoint one or more trustees	Para 1.25	<p>Trustees must be at least 16 years old. They must be properly appointed following the procedures and any restrictions in the Confident Conversations constitution (see below). An individual must not act as a trustee if they are disqualified unless authorised to do so by a waiver from the Commission.</p> <p>“Apart from the first charity trustees, every trustee must be appointed for a term of three years by a resolution passed at a properly convened meeting of the charity trustees. In selecting individuals for appointment as charity trustees, the charity trustees must have regard to the skills, knowledge and experience needed for the effective administration of the CIO.” (Confident Conversations Constitution)</p> <p>No other person or body is entitled to appoint trustees.</p>

Additional information (optional)

You may choose to include further statements where relevant about:

Policies and procedures adopted for the induction and training of trustees	Para 1.51	<p>As per para. 11 of the Confident Conversations Constitution:</p> <p>“The charity trustees will make available to each new charity trustee, on or before his or her first appointment:</p> <p>(a) a copy of the current version of this constitution; and</p> <p>(b) a copy of the CIO’s latest Trustees’ Annual Report and statement of accounts.”</p> <p>New trustees are also furnished with a copy of the Confident Conversations Trustees’ Handbook, which sets out further information about Confident Conversations, expected behaviour of</p>
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		trustees and key policies (e.g. finance, safeguarding, BHD).
The charity's organisational structure and any wider network with which the charity works	Para 1.51	N/A
Relationship with any related parties	Para 1.51	N/A
Other		N/A

Reference and Administrative details

Charity name	Confident Conversations
Other name the charity uses	
Registered charity number	1195742
Charity's principal address	Gemma House, 39 Lilestone Street, London, NW8 8SS

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	Lydia Strachan	Director Chair of the Board of Trustees		Board of Trustees
2	Sarah Major	Treasurer		Board of Trustees
3	Satnam Dhaliwal	Safeguarding Lead		Board of Trustees
4	Alice Riley	BHD Lead		Board of Trustees
5	Carol Sullivan-Wallace		To May 2023	Board of Trustees
6				
7				
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17				
18				
19				
20				

Corporate trustees – names of the directors at the date the report was approved

Director name		
N/A		

Name of trustees holding title to property belonging to the charity

Trustee name	Dates acted if not for whole year	
N/A		

Funds held as custodian trustees on behalf of others

Description of the assets held in this capacity	N/A
Name and objects of the charity on whose behalf the assets are held and how this falls within the custodian charity's objects	
Details of arrangements for safe custody and segregation of such assets from the charity's own assets	

Additional information (optional)

Names and addresses of advisers (Optional information)

Type of adviser	Name	Address
N/A		

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

Lydia Strachan, Director

Exemptions from disclosure

Reason for non-disclosure of key personnel details

N/A

Other optional information

N/A

Declarations

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

Signed on behalf of the charity's trustees

Signature(s)

Lydia Strachan

Sarah Major

Full name(s)

Lydia Madeleine Strachan

Sarah Alice Major

Position (eg Secretary,
Chair, etc)

Director

Treasurer

Date

27.01.2025



CHARITY COMMISSION
FOR ENGLAND AND WALES

Charity Name
Confident Conversations

No (if any)

Receipts and payments accounts

CC16a

For the period from	Period start date Apr-23	To	Period end date Mar-24
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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	308	-	-	308	1,417
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
Sub total (Gross income for AR)	308	-	-	308	1,417
A2 Asset and investment sales, (see table).					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	308	-	-	308	1,417
A3 Payments					
Office administration	100	-	-	100	-
Telephony services	5	-	-	5	-
Website	159	-	-	159	-
Charity Insurance	144	-	-	144	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
Sub total	408	-	-	408	-
A4 Asset and investment purchases, (see table)					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total payments	408	-	-	408	-
Net of receipts/(payments)	- 100	-	-	- 100	1,417
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	1,417	-	-	1,417	-
Cash funds this year end	1,317	-	-	1,317	1,417

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	Bank deposits	1,317	-	-
		-	-	-
		-	-	-
	Total cash funds	1,317	-	-
	(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	
	Lydia Strachan	Lydia Strachan	27.01.2025	
	Sarah Major	Sarah Major	27.01.2025	