Trustees' Annual Report for the period

	Period start date				Period end date		
From	01	April	2025	**To**	31	March	2026

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	Ghyllmount Dental Unit 4 Hobson Court, Gillan Way, Penrith 40 Business Park Cumbria CA11 9GQ
Postcode	CA11 9GQ

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	Chloe Lennox		18 Dec 2022 - present	Existing Board of Trustees
2	John Lewis	Chairman	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	George Wright		13 May 2026 - present	Existing Board of Trustees
6				
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)

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 CONFIDENTAL.

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 CONFIDENTAL
MAY 2026

Welcome to the ConfiDental AGM, hopefully you have all read the minutes of the last meeting in May 2025.

A reminder that we are only discussing items on the agenda or that have been submitted in advance

Its been a busy year for ConfiDental and we've taken 243 calls to date, compared with 259 last year, but I feel we have a lot more to give.

Firstly thank you to all our volunteers for freely giving of their time, we appreciate all you do for the charity.
As we enter 2026 the charity is going through a period of change,

Jeremy Cooper our original founder is stepping back as trustee and chairman. It was Jeremy who reached out to me in 2009 after my anaphylaxis patient and mooted the idea of a support network which was born as ConfiDental -and for that I will be forever grateful. We are delighted to announce that Jeremy will be remaining with the charity as President and founder so that we may continue to benefit from his experience and advice

George Wright has also stepped back from his role as administrator following his promotion to lead Dental protection. We have welcomed Shaun Dolby to the role and his advice and administrative skills are already making an impact.

I am however delighted to announce that George Wright has agreed to return to the charity as a Trustee and will be taking up his role in the near future.

In the past year each trustee has taken up defined roles and this will continue moving forward. Many of you will have personally met Cathy Connoly who has taken on the role of training and recruitment. Chloe Lennox has continued to provide inspirational content on social media as marketing lead. Simon Pope will continue to be the firm hand on the purse as our treasurer and liaison with all things regulatory. Dena Andrews has worked hard with engaging with corporate groups , but sadly has had to resign as a trustee due to too many personal and work commitments.

New volunteer training conferences were successfully held in March and November 2025 with another planned for October this year. As a result we now have 38 active call handlers , 14 days and 22 nights.

Financially we have had a good year with significant donations following a presentation I made to the LDC conference in June . I was invited by Iona Tough, one of our Scottish call handlers to speak at the Scottish LDC dinner in April which subsequently raised an amazing total of @ £ 4000 in donations.

Moving forward the trustees and I have some exciting plans which we are currently working on which we hope will take the charity forward.

Firstly we would like to engage with more of the profession by bringing in webchat. This has been piloted successfully by Lawcare a sister charity and seeks to engage with those who find phoning difficult. This will require a lot of thought and planning and we will keep you informed of our progress. There will be full training provided for those who wish to be involved and it may involve additional recruitment.

In addition to George we are also looking for a further two trustees who will bring additional skills to our charity. Cathy will be announcing the application process in the near future. I would like to involve more DCP's in our work, but this has proved difficult.

Without our call handlers we are nothing so we will be holding a series of online trustee events to seek your views and opinions on moving forward. And with my part time residence in Scotland, there will be a Scottish branch night out before the summer.

In the past we have linked to many organisations and provided articles and comment both in the print media and online. Recently the output has lapsed and I would like to reconnect with LDC's

and organisations that have supported us previously in order to maintain our long term financial security.

We would like ConfiDental to work towards achieving the Helplines Standard – a nationally recognised quality mark from the helpline partnership. This will confirm that our helpline and online chat meet high standards and deliver consistent and effective support that meets the needs of our profession.

Cathy organised two training sessions for new volunteers in 2025 with a further session booked for October this year. She is also finalising online sessions for June which we would be grateful if as many volunteers as possible attended.

We are very happy with our new website, thanks to Rose and Co and now an SEO glitch has been ironed out it will become more visible. Future developments include a volunteer training section and a resources blog which will help Google maintain visibility.

Chloe will be working on our social media and we are trialling use of a marketing individual. We will be looking at other options including print this year as I've previously mentioned.

Jeremy arranged a very interesting seminar with the GDC which helped with my perception of the regulatory process. It's a contact that he is very keen to continue with.

And finally speaking engagements to spread the word. I'm always happy to speak at any event or to provide materials if anyone else wishes to promote the charity.

All that remains is for me to thank all my fellow trustees and volunteers for making CONFIDENTAL, the success it is. Thank you

Financial Report as provided at AGM May 2026. Period – 01/04/25 – 31/03/26

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 are registered with HMRC and this year our accounts have been submitted to UNW our accountants as part of the 5 year Charity submission as planned in 2025.

Statement of ConfiDental Accounts (rounded to nearest £)

Balance held at bank on April 1st, 2025	*30,405.47*
Income from donations up to 31st March 2026	***15,162.17***
(Down 8,043.57)	
Expenses – up to 31st March 2026	
Training costs	*3,295.80*
Administrator costs	*6,370.00*
Telephone costs	*1,416.00*
Website and email	*3,440.20*
Other expenses	*1,794.47*
Total actual expenditure	
16,316.47 (Up only 752.45)	
Cash at bank of 31st March 2026 is a credit of	***29.251.17***
(Almost same LY)	

Next year we go forward with a healthy balance.

There has been a noticeable decrease in donations during this financial period compared to the last, from circa £23K to £15K, although last year was particularly high and this year has returned to what I would consider normal. 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 some LDCs this year totalling just over £11k. We have also had the BACD again make a donation of just over £3k. 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. We have had some one off expenses for a new website and slightly increased telephone costs for our new system. Overall though out overall expenses for the year have only increased marginally by £752.45.

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

Confidental was registered as a charity on 18th February 2020.
Since starting to operate as a helpline, Confidental 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 a new 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 Confidental annual training event, recruiting new volunteers and re-training existing volunteers.

Confidental 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.

Confidental 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 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 Confidental (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
- Confidental 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	26/10/2026

CHARITY COMMISSION FOR ENGLAND AND WALES

Charity Name	No (if any)
Confidental	1188024

Receipts and payments accounts

CC16a

For the period from	Period start date	To	Period end date
	01/04/2025		31/03/2026

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	15,162	-	-	15,162	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
Sub total *(Gross income for AR)*	15,162	-	-	15,162	-
A2 Asset and investment sales, (see table).					
	-	-	-	-	
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	15,162	-	-	15,162	-
A3 Payments					
Expenses	-	-	-	-	-
Administrator	6,370	-	-	6,370	-
Telephone Costs	1,416	-	-	1,416	-
Training Costs	3,295	-	-	3,295	-
Other expenses	5,234	-	-	5,234	-
		-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
Sub total	16,315	-	-	16,315	-
A4 Asset and investment purchases, (see table)					
	-	-	-	-	
	-	-	-	-	
Sub total	-	-	-	-	-
Total payments	16,315	-	-	16,315	-
Net of receipts/(payments)	- 1,153	-	-	- 1,153	-
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	30,405	-	-	30,405	-
Cash funds this year end	29,252	-	-	29,252	-

Section B Statement of assets and liabilities at the end of the period

B1 Cash funds

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
	Cash at bank 31/03/2026	29,252	-	-
		-	-	-
		-	-	-
	Total cash funds	29,252	-	-
	(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	26/10/2026