



**Mountbatten Hampshire Limited**  
**(Formerly Countess Mountbatten Hospice Charity Limited)**

**Report and financial statements for the  
year ended 31 March 2024**

**Mountbatten Hampshire Limited**  
**Contents of the Financial Statements for year ending 31 March 2024**

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**Administrative Details**

|  |  |   |
|--|--|---|
| Status and structure:                      | Mountbatten Hampshire Limited (Formerly Countess Mountbatten Hospice Charity Limited) operates as a charitable company limited by guarantee. |   |
| Company number:                            | 06539641   |   |
| Charity number:                            | 1123304  |   |
| Registered office and operational address: | Botley Road<br>West End<br>Southampton<br>SP30 3JB   |   |
| Trustees                                   | Trustees are also Directors under company law:   |   |
| 1 Resources Committee Member               | Sir Ian Cheshire 3, 4  | CHAIR   |
| 2 Services Committee Member                | Mr M Acland 1, 3, 4  |   |
| 3 Isle of Wight Trustee                    | Mrs C Alstrom 2, 3, 4  | (resigned July 2023)  |
| 4 Hampshire Trustee                        | Mr M Hogg 1, 4, 6  | (resigned December 2023)  |
| 5 Isle of Wight Trading Company Director   | Mr P Pitcher 2, 4  | (resigned July 2024)  |
| 6 Hampshire Trading Company Director       | Ms B Halliday 1, 2, 3, 4   |   |
|  | Mr A Stables 2, 3, 4   | (resigned July 2024)  |
|  | Mr A Neill 1,3, 4  |   |
|  | Ms M Forrest-Charde 2, 3, 4  |   |
|  | Mr D Bennett 2, 3, 4, 6  | (resigned September 2023)   |
|  | Mr S Brookwell 1, 3, 4   | (resigned December 2023)  |
|  | Ms K Collins   | (appointed July 2024)   |
|  | Ms V K Hastings  | (appointed July 2024)   |
|  | Mr C L Panayi  | (appointed July 2024)   |
|  | Dr T Peachey   | (appointed July 2024)   |
|  | Dr J H S Sichel  | (appointed July 2024)   |
|  | Mr A C Gornall   | (appointed July 2024 and resigned October 2024)   |
| Company Secretary:                         | Mr M R Edmonds   | (appointed August 2024)   |
| Senior Management Team:                    | Mr N Hartley MBE<br>Mrs L Smith<br>Dr J Curtin<br>Mr M R Edmonds<br><br>Mr D Hodgkins<br><br>Dr J Hazeldine<br>Mrs R McGregor                | Chief Executive<br>Director of Nursing<br>Medical Consultant<br>Director of Finance<br>(appointed July 2024)<br>Director of People Services<br>(appointed August 2023)<br>Director of Psychosocial and Spiritual Care<br>Director of Operations Hampshire |

|                             |  |
|-----------------------------|--|
| <b>Bankers:</b>             | NatWest Bank Plc<br>3 Lower Northam Road<br>Hedge End<br>Southampton<br>SO30 4PA                 |
| <b>Investment Managers:</b> | CCLA Fund Managers Ltd<br>85 Queen Victoria Street<br>London<br>EC4V 4ET                         |
| <b>Investment Managers:</b> | Ruffer LLP<br>80 Victoria Street<br>London<br>SW1E 5JL   |
| <b>Solicitors:</b>          | Bates Wells LLP<br>10 Queen Street Place<br>London<br>EC4R 1BE                                   |
| <b>Auditor:</b>             | Azets Audit Services Limited<br>Ashcombe Court<br>Woolsack Way<br>Godalming<br>Surrey<br>GU7 1LQ |

The impact of Mountbatten's innovative strategy has continued to grow over the past year during a time of significant disruption in the wider health service.

Mountbatten remains a local charity with being of service to local people at its heart, however both the vision and mission which drive our work continue to attract interest nationally and internationally, with recent inquiries coming from as far away as the USA, Singapore, South America, Australia, Japan and Europe.

Mountbatten's strength is rooted in a vision of a world where every dying person has access to the services they need, always and without fail. It also challenges each and every one of us to acknowledge and to prepare for death early, starting from a place of health rather than from the moment when a devastating terminal illness arrives unexpectedly. The speciality of palliative medicine has changed considerably over the past 25 years and by successfully focusing on earlier referral pathways, Mountbatten now has a track record of avoiding late-stage physical, social and psychological crises for people when they come to die whilst also controlling the workforce and financial stressors which derive from such crises.

Almost ten years ago, Mountbatten initiated a strategy in partnership with the local Acute and Primary Care sectors, which included NHS commissioners, patients and families, to prepare for the growing numbers of people who would need us as the future unfolded. This has been achieved by innovatively developing and successfully delivering a radical population-based care model. This model challenges the fact that dying is usually thought of as a moment in time and acknowledges that for the majority it is a long drawn-out and complex process. This is particularly true for a growing older population who need hospices to meet them earlier on their own terms within the places where they live. As people therefore live longer, they will inevitably die more slowly from a range of complex illnesses, and an ongoing obsession to deliver complex care in expensive hospice inpatient beds within buildings cannot be sustainable and warrants continuous scrutiny. Mountbatten is a pioneer in refocusing the need for 24/7 care for the majority of dying people back into the heart of the communities where they live. You will notice in this report that Mountbatten now touches the lives and deaths of more people than ever within their own homes, including Care Homes and other residential facilities, and we are now acknowledged as an exemplar in our field.

Mountbatten is not only 'for' the community but it is 'of' the community. Open access to our buildings as well as diverse public programmes to support such access offers engagement for all in the day-to-day life of Mountbatten in ways which are both life-changing and life-enhancing. This reciprocal community contract not only encourages earlier, less fearful and unencumbered access to Mountbatten's care and support services, but it challenges the very core of what people understand death, dying and bereavement to be. It also motivates people to support the organisation through fundraising, which in turn continues to secure Mountbatten's future at a time when funding from the NHS is under persistent threat.

Therefore, with the current NHS focus on saving money at all costs, Mountbatten insists that care of the dying and the bereaved is not a commodity and must remain freely available within people's own homes for the many rather than the few. We also maintain that to be cared for with expertise and kindness when we come to die or when we are bereaved is a basic human right.

Mountbatten's approach to never ignore anyone who needs us and to support them unconditionally and locally within the heart of their communities remains our biggest force for good and continued success. The Trustees' report shows example after example of how we sustain this momentum and culture which is so desperately missing in much of modern UK healthcare. The report also demonstrates the importance of continuing to point out when things are not right within the wider system and highlights the necessity to continue to fight for access to expert services delivered with kindness for each and every one of us as we inevitably move towards the end of our lives.

Nigel Hartley MBE  
CEO Mountbatten Hampshire Limited

Mountbatten has managed its way through another challenging year and successfully supported its local communities on the Isle of Wight and Hampshire.

We have had a special challenge of dealing with a lack of NHS funding to fully cover the nationally mandated wage increases and other rising costs, which remains a vital issue for this coming year, and if not addressed will start to impact some of the services we provide to the NHS, as it does not seem appropriate for us to spend charitable income subsidising the NHS!

I am pleased to say we have just concluded a major recruitment of new trustees as we replace many long-standing board members - I would like to thank Tony Stables and Peter Pitcher for their many years of great service.

The Board remain extremely grateful to Nigel and his team for their successful steering of the organisation - it is a complex and challenging task to provide all the vital services we know are appreciated by so many.

Finally, I would like to thank our supporters in the community, especially our volunteers but also all those whose generosity allows us to continue to operate - contrary to some press reports we are majority funded by the public, not the Government, and we will never take that support for granted, but work hard to make sure we earn that trust.

A handwritten signature in black ink, appearing to read 'Sir Ian Cheshire', with a long horizontal flourish extending to the right.

Sir Ian Cheshire  
Chair of Trustees  
Mountbatten

## **Background**

Mountbatten Hampshire, based in West End, Southampton was opened in 1977, which was then only the second NHS hospice in the country. Mountbatten Hampshire has been committed to providing modern hospice care, not just through the provision of beds, but also aiming to integrate services both in the local University Hospital in Southampton and across the community through expert care at home. The care has also been focused on patients in the last phase of and at the end of life, together with care and support for their families and carers.

Today, on an annual basis, the hospice supports 2,500 patients, their families, carers and those close to them living across Southampton city, South-west and parts of North-mid Hampshire.

It provides care and support within the places that people live (including nursing and residential homes) and in its 21 bedded Inpatient Unit.

## **Objects**

The objects of Mountbatten Hampshire are:

1. To relieve and care for patients generally and in particular to offer palliative care, pain relief, support and friendship for the terminally ill and to assist their family throughout their illness and after their death,
2. To provide additional services and facilities for patients, their families and Carers, and
3. For the advancement of palliative care through the provision of facilities and funds for research, education and training in the field of palliative care and related fields of study.

## **Strategic report - Objectives & Activities**

In April 2020 Mountbatten published its new strategy, outlining its future direction and aspirations against a backdrop of challenges and demands faced by our services. Our mission, vision and values are at the heart of this strategy and these guiding principles have been developed in partnership with our staff, volunteers and trustees.

### **Our Mission**

To promote and to provide good care and support for those people living with, affected by, or curious about death, dying and bereavement, across Hampshire.

### **Our Vision**

is of a world where all dying people and those close to them have access to expert, compassionate and cost-effective care of the highest quality, whatever the illness, whoever they are and wherever they happen to be.

### **Our Values**

#### **We care about what we do**

We appreciate that people are different and we are kind and compassionate to our patients and families, to our local community and to each other.

#### **We are experts in our field**

We are professional at all times, aspiring to be the best that we can be in everything that we do.

**We are innovative and bold**

We respond quickly and creatively to the changing needs of our society, within the scope of our human and financial resources.

**We respect our community**

We exist for our local population now and into the future, and we believe that we can achieve more together by working in partnership with others.

Our values, which have been defined by our staff and volunteers, are underpinned by a set of expectations and behaviours, which we have all agreed to.

**Strategic Aims**

- We will change public perceptions around death, dying and bereavement and also about the work that Mountbatten does
- We will meet the needs of everyone who requires our care and support, ensuring that no-one is ignored
- We will make sure that everything Mountbatten offers is sustainable for the benefit of future generations

**The people we serve:**

1. People who are curious about death, dying and bereavement (every member of our communities)
2. People who are bereaved or grieving (including those who have been affected by deaths other than those under the care of Mountbatten)
3. People who are in the last phase of life (around the last five years of life)



## Our Mountbatten Strategic Model explained – The Mountbatten Pyramid



2023/24 Service Developments continue to be aligned to Mountbatten's three strategic aims with continued developments underpinned by our five Strategic Implementation Plans which are outlined in our strategy document.

1. Developing and sustaining expert care and support services.
2. Developing and growing our volunteer offer.
3. Developing robust education and training programmes across our communities, including the local health and social care systems.
4. Developing and sustaining our impact for the future.
5. Developing a shared, common language about what Mountbatten does, in partnership with our communities.

## **Working in partnership to tackle the disparity in accessing our care**

Mountbatten Hampshire has held independent status since April 2019 and during this time, changes have been made to broaden the services we provide to the population we support.

Our caseload has grown, the waiting list obliterated, referrals to our bereavement and psychosocial services have increased and the café in our Hazel Centre provides a social space for patients, their families, carers, and our community.

Despite these achievements, we know an inequity exists within the populations we serve.

We are experts in our field, we know that, but we aren't yet experts in understanding the needs of under-represented groups. So, we talked to the experts - the people who know the communities; faith leaders; hostel workers; community groups; local clergy; homeless charities, and our own staff.

The effect has been tangible, relationships are beginning to form and trust in the knowledge that we genuinely want to be there for our entire population is being established.

One area of focus has been homelessness and users of substances. An end-of-life forum convened in February 2023 and continues to meet quarterly to discuss and understand the issues faced by this group of people and the challenges encountered by our Mountbatten nurses and the hostel workers who support them.

As a result, Mountbatten, in collaboration with the Homeless Healthcare team and hostel staff has produced a bespoke Advance Care Plan, established end-of-life training needs of hostel staff, and supported a monthly drop-in service at Patrick House. Issues surrounding the safe storage of controlled drugs and the efficacy of end-of-life medicines are just some of the challenges being worked through currently.

The impact of our nurses working alongside the homeless healthcare team has seen individuals' curiosity turn to trust, with opportunities taken to discuss individual personal experiences.

Early near-death events have resulted in conversations around end-of-life wishes and the reality of what their expectations might look like; the challenges of detox in difficult environments; and support to put Wills in place.

Dr Susan Goddard GP lead of the Homeless Healthcare team commented, "It's been great having the Mountbatten nurses at the hostel. Dying is on many of our patients' minds, even though they might not admit it. So, it is comforting for them to have the opportunity to explore their feelings about it."

## **Key achievements and performance**

### **Inpatient unit electronic prescribing**

The implementation of SystmOne electronic prescribing function was undertaken in 2023. This allows clinicians to use the same system to record all the information on the same patient record.

### **Brigid**

The Brigid application has been introduced to enable clinicians to use SystmOne via their work mobile and tablets providing easier and quicker access to the system wherever they are working and providing care.

### **VR headsets**

Virtual Reality headsets were introduced to the inpatient unit in 2023 and have positively impacted patients by providing opportunities to share and enjoy experiences they would not have otherwise had without the headsets.

### **Podcast**

Six twenty-minute episodes were recorded in February 2024 to challenge some of the incorrect perceptions people have of hospices and in particular the work of Mountbatten. The topics were supporting young people, the social programme, care at home, bereavement, rehabilitation, and advance care planning.

### **Community Patient Group Directive**

A Patient Group Directive (PGD) is now in place supporting the Community Team to take essential end-of-life medications from the hospice to people's homes when they are needed quickly. This is a positive move for the team, enabling the timely provision of improved symptom management and patient care for people dying at home.

### **Funding for refurbishing the inpatient unit**

During the 2023-2024 financial year, increased funding has been secured to progress the refurbishment of the inpatient unit. This will result in a more fit-for-purpose inpatient unit with a more modern feel which will help Mountbatten's clinicians to provide the best experience possible for the people who are admitted.

### **Infection Prevention and Control external audit**

An external Infection Prevention and Control audit was undertaken on the inpatient units in March 2024 and achieved a score of over 90% compliance.

### **Bereavement training for companies**

We supported various private companies that experienced bereavement within their teams and asked for bereavement support for their staff. This has positively impacted the company's employee's mental health and allowed Mountbatten to build links with the community.

### **BRIT School**

Students from the world-renowned BRIT School spent three days with patients and staff, collaborating to produce and perform a performance based on the stories shared by patients. We collaborated with local schools and delivered several schools' projects throughout the year. Patients and visitors thoroughly enjoyed the artistic experience and provided memories that will last forever.

## **Collaborating to deliver 24/7 care to patients at home**

Over the past year, Mountbatten has expanded its reach, addressing the rising demand for palliative care in our community. This effort has led to a 15% increase in home visits by our community team and a 39% increase in calls to our 24/7 advice line, underscoring the growing need for comprehensive support services.

To ensure patients can remain at home, even as their conditions worsen, our community team has forged strong partnerships with nursing and care homes. These collaborations are crucial, particularly for patients whose advanced care plans indicate a preference to stay at home. By encouraging care homes to contact Mountbatten for support, we enable more patients to receive the care they need within familiar environments.

The complexity of our patients' conditions has increased, necessitating more intensive interventions. Many community patients are newly diagnosed with multiple symptoms and are approaching the end of life.

Our clinical team is dedicated to providing round-the-clock care, administering medication, and setting up syringe drivers to manage symptoms day or night. This approach allows individuals to maintain dignity and comfort, avoiding prolonged emergency department visits and ensuring they can spend their final days at home.

Despite a reduction in the community teams' resources and challenges in accessing services, Mountbatten remains committed to providing 24-hour support. Our dedication ensures that individuals can receive care in their own homes, surrounded by loved ones and in the comfort of familiar surroundings.

Mountbatten's collaborative approach and unwavering commitment to patient care underscore our mission to meet the growing needs of our community. By working together with local care providers, we continue to enhance the quality of life for those facing death and dying, ensuring that everyone can access the compassionate care they deserve.

## Our services in numbers

In 2023/24 we supported 3,403 people.

### The inpatient unit

Our 21-bed unit provides 24/7 care in our hospice building. Patients are typically admitted for short stays or respite care. While some will die in the hospice, many are discharged having had their symptoms brought under control.

**436** patients                      506 admissions                      12 the average length of days a patient stayed

### Community team

Our specialised group of nurses and healthcare professionals support patients and their families at home and in local care homes 24/7. The team manages patients' pain and symptoms, administers medications, and coordinates with Primary Care Services to ensure comprehensive, patient-centred care.

**11,149** home visits                      2,717 patients supported

### Care at home

The care-at-home teams deliver personal care to patients at home enabling them to remain in familiar and comfortable surroundings. They work under the supervision of the community team to ensure patients receive comprehensive, compassionate care tailored to their individual needs.

**17,926** visits made                      295 patients supported

### Rehabilitation and Enablement

The rehabilitation and enablement team provides physiotherapy and occupational therapy to enable people living with a life-limiting illness or condition to improve their quality of life and achieve the things that are most important to them.

**391** people supported                      2,775 contacts with people

### 24/7 advice line (care coordination centre)

A telephone advice and support line for patients, family members, carers, and healthcare professionals.

**41,904** outgoing calls

### Patient and family support (psychology services)

Counsellors and trained volunteers provide emotional support to help patients manage the complex emotions accompanying end-of-life situations. They also offer counselling and bereavement support to children and families, helping them navigate the emotional challenges of their loved one's illness and death.

**723** people supported across all services

3,290 adult contacts      86 child contacts

## Training tomorrow's Consultants and GPs

Mountbatten Hampshire boasts a proud history of training future Consultants and GPs. Unusually for a hospice, most of our medical workforce comprises doctors in training (DITs), due to our strong ties with University Hospital Southampton (UHS) and Southampton Medical School.

We train doctors in three programs: Specialty Registrars (SpRs) destined to become palliative medicine consultants, GP trainees, and Foundation Year 2 (FY2) doctors. FY2 doctors, at the start of their careers, may specialise in various fields.

Two years ago, SpR training was updated to accredit consultants in both Palliative and General Medicine, allowing them to work in hospital acute medical units. This comprehensive training extends palliative care to diverse patient settings.

Trainees are selected through national interviews, ranked, and allocated via the Wessex Deanery, which funds half their salaries. Each program has a specific curriculum, workplace-based assessments, annual appraisals and exit exams (SpRs and GPs) to ensure satisfactory progress. The General Medical Council (GMC) conducts annual surveys and occasional site inspections for quality assurance. The Director of Medical Education at UHS oversees training quality.

Supporting DITs requires a committed senior medical team. For aspiring Palliative Medicine consultants, Mountbatten offers invaluable experience in managing an independent hospice. Our trainees benefit from the entire multidisciplinary team (MDT) and non-clinical leaders.

Palliative care is now a core part of curriculums for Oncology, Elderly Care Medicine, and General Medicine, aiming to improve end-of-life care. We host numerous doctors annually for placements and train non-formal program doctors (staff or trust grade doctors), with plans to include an Internal Medicine rotation for those considering palliative medicine careers.

In January 2025, we will welcome back third-year medical students, ensuring all Southampton graduates have hospice training. This initiative aims to attract future trainees and enhance end-of-life care for more patients.

### Images of timeline from JRCPTB:

The physician training pathway – group 1 specialties (dual CCT)



## **The impact of planned giving**

Planned giving profoundly affects our community and the lives we touch. By committing to regular, ongoing donations, our supporters enable us to plan more effectively, ensuring that resources are available when they are most needed. This steady flow of support allows us to provide consistent, high-quality services and respond swiftly to emerging needs.

Planned giving funds 17% of our services and is the largest source of fundraised income for the charity.

Not only does planned giving benefit those we serve but it also fosters a deeper connection between donors and our mission. Regular contributions, no matter the size, create a sense of partnership and shared purpose, empowering donors to see the tangible difference their generosity makes over time.

There are many forms of sustainable giving, such as playing the lottery, leaving a gift of any size in your Will, or becoming a regular giver and donating to Mountbatten monthly, quarterly, or yearly.

In 2023/24, Mountbatten Hampshire received £1,334,490 in income from planned giving. This compares with £614,662 in 2022/23, an increase of 117%.

### **Planned giving in numbers**

£1,028,092 of gifts in Wills, contributing 47% of fundraised income for the charity in 2023/24

116 regular givers contributing £20,808 of income in 2023/24

£287,660 of income from 4,222 lottery players in 2023/24

## **Trusts and grants**

We would like to take the opportunity to say thank you to the grant-making trusts and foundations who have generously supported our work during 2023/24.

Greendale Foundation  
The Albert Hunt Trust  
The Richard Kirkman Trust  
The Francis Winham Foundation  
Helen Robertson Charitable Trust  
Carmichael and Mason Charitable Settlement  
Colefax Charitable Trust  
The Broyst Foundation  
National Lottery Awards for All  
The Hospital Saturday Fund  
The Hedley Foundation  
St James's Place Charitable Foundation  
Jenna Marie Foundation  
Dave Wellman Cancer Trust  
The Worshipful Company of Cutlers  
Hospice UK  
The De Laszlo Foundation  
The February Foundation  
The Edwina Mountbatten and Leonora Children's Foundation  
The Syder Foundation  
The February Foundation  
R H S Spurgin Charitable Trust  
Bayfield Charitable Trust



## **Growth in retail**

Mountbatten shops provide a sustainable and affordable shopping experience predominantly selling donated goods and a small selection of brought-in goods at a profit, raising vital funds for the work of Mountbatten and its beneficiaries. The retail operation also functions as an important way of raising awareness of Mountbatten services and events locally on the high street.

Mountbatten Hampshire has a developing retail operation across the footprint of the community it serves in Southampton City and large parts of Hampshire; growing from only three stores in 2019 when Mountbatten Isle of Wight took on running Mountbatten Hampshire, to a total of nine charity shops by the end of 2023. Two new shops were opened in Hampshire during 2023/24.

In 2023/24, Mountbatten Hampshire shop income totalled £958k with a 26% contribution of £240k, compared to the prior year's contribution of £135k. The significant expansion of stores over the past two years and a focus on local volunteer recruitment campaigns have yielded exceptional results. The Above Bar store in central Southampton, Mountbatten's flagship store which opened in April 2022, remains the top-performing store. A new warehouse and furniture store in central Southampton is planned to open in July 2024 to grow the operational capacity of the stores further and enable the sale of furniture and house clearances.

A focus on growing gift aid income from donated goods commenced in 2023/24 across Mountbatten's shops and investment in 2024/25 will see the development of further charitable income from trading activities.

### **Retail in numbers**

9 retail stores

24 staff

95 volunteers

£958k income generated in 2023/24

£240k contribution to charitable funds a 77.7% increase on the previous year

## **Advancing conversations: A year of progress in Care Planning**

The past year has marked advancements in promoting Advance Care Planning (ACP), driven by our dedicated team and community partnerships. Several key achievements have brought us closer to ensuring everyone has the opportunity to make informed decisions about their future healthcare.

### **Innovative approaches to engagement**

Our ACP training lead, Louise Pickford, had an abstract accepted at the 8th International Conference on Advance Care Planning in Singapore in May 2023. Louise's abstract, "The Art of Gaming: Finding a Common Language," showcased pioneering methods for making advance care planning more accessible and less intimidating, enhancing our ability to start critical conversations about future healthcare needs.

### **Enhanced educational materials**

New leaflets and updated Advance Care Plan booklets were designed to reach a broader and more diverse audience. 2,000 booklets were printed for free distribution to our communities. These materials were prominently featured at the Mountbatten conference, where we presented to over 80 delegates, emphasising the essential role of advance care planning.

### **Expanding training and outreach**

Our education team delivered 17 formal ACP training sessions, attended by over 220 health and social care sector professionals. Additionally, we hosted seven informal sessions for residents and their families within care organisations.

### **Community involvement and partnerships**

We engaged directly with the public by delivering an ACP session during Open Week. Furthermore, our collaboration with organisations supporting people experiencing homelessness resulted in devising a bespoke ACP training program. This initiative will be implemented in the coming year, equipping staff with the skills and confidence needed to facilitate ACP discussions, ensuring that even the most vulnerable individuals have access to personalised care planning.

## **Celebrating life and changing perceptions**

Our social programme plays a vital role in changing the way people view our work. By hosting regular events open to the public we demonstrate that our hospice is not just a place for end-of-life care but a vibrant community where life is celebrated.

This shift in perception is crucial in reducing the fear and stigma surrounding hospices, encouraging more people to engage with our services and support our mission.

### **Mountbatten Community Choir**

The Mountbatten Community Choir formed in 2023 and momentum has steadily built with the group now consisting of 40 singers that meet weekly. Members include people supported by our bereavement services who have found a sociable and supportive environment within the choir. The group performed at the 2023 Light up a Life service and hosted a special spring showcase in April 2024.

### **Concert series piloted**

Following successful pilot events this year, held in the Hazel Centre of our hospice building, a monthly concert series will launch later in 2024. These concerts will feature an array of acts performed by talented local musicians. Guests will enjoy wine and canapés, as part of the concert experience.

### **Monthly quizzes**

Hosted by Lee Robinson who uses our services, these monthly events regularly welcome around 100 people and provide a fun and interactive way for people to engage with the hospice. Held in a lively, informal setting, the quizzes cover a wide range of topics, from general knowledge and pop culture to history and local trivia, ensuring there's something for everyone.

## **Mountbatten's people**

Our people are at the heart of everything we do. Mountbatten Hampshire employs around 200 staff and is supported by over 200 volunteers.

In 2023/24, our staffing and volunteer levels remained stable, with successful recruitment in key clinical and management roles. We focused on expanding our volunteer team in Hampshire and developing volunteer patient and bereavement support services, including our Mountbatten Neighbours scheme.

Mountbatten invests in education and training for staff and volunteers, fostering internal development in clinical and non-clinical roles. This helps us address recruitment challenges in the health and social care sector and maintain high service quality. Our recruitment strategy emphasises our culture and values, which are integral to our hiring process, induction, and daily operations.

Our pay and reward strategy ensures competitive terms and conditions, fostering a supportive, involved, and motivated work environment. We annually review pay against other healthcare providers and the charity sector, balancing financial resources with the need to attract and retain skilled staff. In 2023/24, we matched the NHS consolidated pay award and secured Department of Health funding for a one-off pandemic payment to clinical staff. We introduced a new health cash plan for all staff, replacing the Death in Service Grant.

Our annual financial efficiency review resulted in a small number of staffing changes, prioritising minimal service impact and alternative roles for affected staff. We emphasise the well-being of our employees and volunteers, maintaining a fair approach to managing absence and supporting individuals to sustain their roles.

### **Volunteer impact in numbers.**

By donating their time for free, our shop volunteers contribute the equivalent of around £283,924 to Mountbatten every year, which helps fund 24/7 care for our patients and their families.

Volunteers in administration, bereavement support, day services, rehabilitation and inpatient unit roles contribute around 76 hours each week to support our teams and help services run smoothly.

Our reception, café and gardening volunteers work hard to make our hospice a warm and welcoming space while saving us over £41,722 every year.

In one year, our volunteer drivers complete around 1,100 trips and the Mountbatten Neighbours make approximately 1,300 cups of tea, all to help fight loneliness and isolation in the community.

## **Royal recognition for Mountbatten CEO**

Mountbatten Chief Executive Nigel Hartley was awarded an MBE (Member of the Order of the British Empire) in His Majesty the King's 2023 Birthday Honours List. He was recognised by King Charles III for his services to hospice and end-of-life care over the past 35 years.

Nigel said, "I am delighted and humbled to receive this award, and it is a testament to everything my Mountbatten colleagues and myself continue to achieve together developing and delivering relevant and sustainable 24/7 services for the communities we are here to serve."

## **Enhancing palliative care at University Hospitals Southampton (UHS)**

Mountbatten is dedicated to improving palliative care through strategic collaborations, such as the partnership with University Hospitals Southampton (UHS). One of the two Mountbatten consultant nurses devotes time weekly to work at UHS, significantly enhancing the quality of care for patients associated with Mountbatten Hampshire or the Isle of Wight.

This consultant nurse plays a crucial role in patient care across the hospital, providing expert advice and facilitating smoother discharge processes. By working directly with patients, the nurse ensures that those known to Mountbatten receive consistent, high-quality care and support during their hospital stay.

In addition to these responsibilities, the consultant nurse actively participates in the weekly Enhanced and Supportive Care clinic at UHS. This clinic is a collaborative effort, jointly run by a palliative medicine consultant. It offers specialised, supportive care to patients, addressing complex needs and improving their overall quality of life.

This integrated approach fosters stronger relationships and better communication between the hospital's palliative care team and Mountbatten Hampshire. The presence of the consultant nurse at UHS provides continuity of care, offering a familiar and reassuring face to patients and their families during challenging times.

Through these efforts, Mountbatten is not only enhancing the immediate care environment for patients but also building a more cohesive and collaborative healthcare system. This partnership with UHS exemplifies Mountbatten's commitment to seamless, compassionate palliative care, ensuring that patients receive the best possible support whether they are in the hospital or transitioning back to their homes.

## Quality

### Quality Reporting

At Mountbatten Hampshire we continually review the quality of our services to improve and develop them according to the needs of the community that we serve. Quality is everyone's business across the whole organisation. There are a number of ways in which we monitor, evidence and review the quality of our services through our Quality Improvements Programme.

### Quality Account

A Quality Account is a report about the quality of services by a healthcare provider. Quality Accounts are an important way for healthcare services to report on quality and show improvements in services they deliver to their local communities.

Mountbatten's Quality Account can be found at:  
[www.mountbatten-hampshire.org.uk/quality-account](http://www.mountbatten-hampshire.org.uk/quality-account)

### Complaints and concerns

During 2023/24 we have continued to report and respond robustly to concerns and complaints when they are received at Mountbatten Isle of Wight and Mountbatten Hampshire, this has been achieved through training and mentoring of staff. Datix, Incident Management System is used for reporting of feedback and assists with the management of each case. We welcome feedback and see this as an opportunity to learn and improve our ways of working, we hold Lessons Learnt sessions to help us identify learning points and associated actions.

### Feedback from Patients and Families

At Mountbatten we receive regular feedback about our services. Some feedback from the past year follows:

- *I am writing on behalf our sons and myself for the care and kindness that your whole team gave to 'D' during her illness. When we talk of the whole team we would like to express our gratitude to all - that includes too many names to mention, but for the last couple of weeks that she was at home, the visiting nurse, who said we needed (and arranged for) a hospital bed and chased funding to enable you to take over her care. The doctors & nurses that came to physically ease her stomach pain. The carers that came twice daily to wash & settle her and who did it with kind humour and dignity.*
- *We are so grateful for all the exemplary care that our mum received. The kindness and compassion shown particularly by the nurse who cared for her at night was gratefully received. We also had a lovely nurse in the day with blond hair who was very kind. Even though it was really difficult to lose our mum, we all took comfort in the fact that she died peacefully at the hospice. She said she felt safe there and she kept saying how grateful she was to have been transferred to your care.*
- *In February our Uncle died in your care. He had come into the hospice in the January when he had become too ill to be at home. He was dying of cancer and lived alone. Three years earlier his wife and best friend, had died in the Hospice. They didn't have any children. We wanted to write and say a huge THANK YOU to every member of staff who cared for xx and xx as they were dying.*
- *Please find attached some photos from the walk. The photos are mainly of my granddaughter who walked with me, my son, daughter in law and my wife. I have stage 4 lung and brain cancer and over the last couple of years I have been coming out to Mountbatten for physiotherapy almost every week. When I started I could not really walk unaided so to complete 5 miles, actually I think it was a little over 5 miles was an achievement that I could have only dreamt about let alone complete and without the help of Mountbatten I'm sure this would not have been possible. I've been given incredible support from the team at West End, not only the physiotherapy*

*department but also the counselling department and those who welcomed me into the Lego build and banter.*

- *The genuine compassion shown by everyone was such a comfort to us and the practical support was delivered in a practical and professional manner. We will be eternally grateful to you all. We feel privileged that we are able to make our father's last few days as comfortable as possible, at home and surrounded by love. With many many thanks to everyone at the Mountbatten Hospice. We wanted to express our most heartfelt gratitude for the support we received when our father, was making his final journey.*
- *I am writing this letter to everyone who assisted and help with the care of HB before she passed away just before Christmas. xx made a note of all the names of the kind and generous people but there are too many to mention but I hope you know who you are. xx and I were always so please seeing you arriving in the morning, you were all so bubbly, happy and cheerful like a breath of fresh air. You all really helped H who in herself was a very positive and cheerful person.*

## Achievements and performance

Mountbatten Hampshire is required to register as a provider of healthcare services with the Care Quality Commission (CQC). Mountbatten Hampshire is currently registered to provide the following activities:

- Treatment of disease, disorder or injury

Mountbatten Hampshire did not participate in any special reviews or investigations by the CQC during 2023/24. The CQC has not taken enforcement action against Mountbatten Hampshire during 2023/24.

Mountbatten Hampshire is subject to periodic inspections by the CQC and the last inspection was carried out by four inspectors on the 10th August 2021, this was an unannounced inspection. The inspection was carried out due to the management of the hospice transferring to Mountbatten Hampshire in April 2019. Any change of management of a health organisation increases CQC's risk score meaning an inspection is required. CQC's model of inspection for providers changed in 2014 using a framework of key lines of enquiry encompassing five themes and questions: is the service safe, effective, responsive, caring and well-led? There had been a Mock CQC inspection carried out in 2020, the rating received for the inspection was Requires Improvement. The inspection highlighted a number of areas where improvement was required, the result of the work carried out in these areas was demonstrated by the rating awarded by the CQC when they carried out their inspection in 2021, which was Good for each of the five themes, safe, effective, responsive, caring and well-led.

The CQC's findings are shown below:

| Overall rating for this location           |      | Good  |
|--|------|--|
| Are services safe?                         | Good |       |
| Are services effective?                    | Good |       |
| Are services caring?                       | Good |       |
| Are services responsive to people's needs? | Good |       |
| Are services well-led?                     | Good |       |

A synopsis of the CQC's summary of their inspection is as follows:

"The service had enough staff to care for patients and keep them safe. Staff had training in key skills, understood how to protect patients from abuse, and managed safety well. The service managed infection risk well. Staff assessed risks to patients, acted on them and kept good care records. They managed medicines well. The service managed safety incidents well and learned lessons from them. Staff collected safety information and used it to improve the service.

Staff provided good care and treatment, checked patients ate and drank enough to stay healthy, and gave them pain relief when they needed it. Managers monitored the effectiveness of the service and made sure staff were competent. Staff worked well together for the benefit of patients, supported them to make decisions about their care, and had access to good information.

Staff treated patients with compassion and kindness, respected their privacy and dignity, took account of their individual needs, and helped them understand their conditions. They provided emotional support to patients, families and carers.

The service planned care to meet the needs of local people, took account of patients' individual needs, and made it easy for people to give feedback. People could access the service when they needed it.

Leaders ran services well using reliable information systems and supported staff to develop their skills. Staff understood the service's vision and values, and how to apply them in their work. Staff felt respected, supported and valued. They were focused on the needs of patients receiving care. Staff were clear about their roles and accountabilities. The service engaged well with patients and the community to plan and manage services and all staff were committed to improving services continually".

(Care Quality Commission, 2021, p. 2)



## Sustainability and carbon reporting

The Mountbatten Group is reporting energy and carbon emissions in compliance with The Companies (Directors' Report) and Limited Liability Partnerships (Energy and Carbon Report) Regulations 2018.

|   | 2023/24          | 2022/23          |
|---|------------------|------------------|
| <b>Consumption of Electricity – KWh / Tons of CO2 equiv</b> |                  |                  |
| Retail outlets Isle of Wight                                | 77,181 / 17.99   | 82,852 / 19.32   |
| Isle of Wight Hospice and associated buildings              | 464,727 / 108.35 | 466,282 / 108.71 |
| Retail outlets Hampshire                                    | 70,735 / 16.49   | 94,508 / 22.03   |

### Consumption of Gas – KWh Equiv.

|  |                  |                  |
|--|------------------|------------------|
| Retail outlets Isle of Wight                   | 102,208 / 23.83  | 158,355 / 36.92  |
| Isle of Wight Hospice and associated buildings | 772,487 / 180.10 | 489,572 / 114.14 |

### Consumption of fuel in vehicle fleet

|                                 |               |               |
|---------------------------------|---------------|---------------|
| Consumption of fuel in Vehicles | 6,898 / 18.49 | 6,712 / 17.99 |
|---------------------------------|---------------|---------------|

The conversion rate of KWh to tons of carbon dioxide is 0.23314 kg CO2 per KWh.

The conversion rate of litres fuel to carbon dioxide is 2.68 kg CO2 per litre of fuel.

We are reporting our energy use and emissions on a 12 month basis.

### Commentary on emissions

The largest consumer of energy is the premises at Halberry Road, Newport, Isle of Wight which consumes approximately 88% of gas consumption and 82% of electricity consumption. The balance of electricity and gas consumption is entirely in the retail shop network.

We have taken an operational control approach, meaning that 100% of emissions from locations and operations over which the Mountbatten Group have operational control have been reported. We have not reported on any premises for which we are not directly responsible for the Energy contracts.

Our fleet includes our company cars and vans. The primary sources used for energy and fuel are billing data and reports from our energy supply broker.

The UK Government's 2020 emission factors were used to calculate carbon emissions from consumption data. Our emissions are reported as metric tonnes of carbon dioxide equivalent, which incorporates all six gases regulated by the Kyoto Protocol.

### Energy-saving actions undertaken in financial year 2023/2024

Our energy saving actions in our shops and offices include installing LED- lighting installations and appliances whenever possible, improving building insulation wherever possible and continuing to impress on all staff the necessity to reduce energy consumption whenever possible. We know that we are at an early stage in our energy efficiency journey and we are determined to improve our energy efficiency and awareness of our consumption of energy across our entire estate.

During 2023/24 we as a group formed an Environmental Sustainability Group, this group has formulated a Sustainability Action Plan to which we are working achieve, meetings to discuss progress and agree actions are held regularly.

## **Financial review**

The financial environment for the year for Mountbatten Hampshire Limited was challenging and the Charity produced a deficit for the year of £1,071,215. This performance was an improvement from 2022-23 with legacies improving significantly. Legacy receipts amounted to £878,092 (2023: £262,922) for the year. Although an improvement on the prior year, legacy income was below our expectations for the year. At the Balance Sheet date the list of legacies awaiting finalization and distribution that we had not received during the year amounted to an estimated £770,000. The progress of legacies due but undistributed has been slow to recover following the service hiatus created by the COVID pandemic and the cessation of normal business life for many months which has been exacerbated by the cost of living crisis where we have experienced delays where property sales are required, a delay in finding buyers and sales completing. In addition to the poor legacy performance, fundraising income did not materialize to the extent budgeted following extreme pressure on our donating supporters brought about by the general economic circumstances prevailing for much of the year. The material extra costs of substantial pay reviews within the Agenda for Change (NHS) pay structure created extra costs amounting to several hundred thousand pounds. We match the NHS pay structure to the extent that we are able and are therefore at some disadvantage whereby we are obliged to match these pay reviews without being specifically compensated by the NHS for doing so. Finally, the charity has been subjected to the same general economic circumstances and inflationary environment as the rest of the economy and this has created further financial pressures that the charity has had to deal with.

Resources expended by the charity for the year increased substantially for the reasons outlined above. The total resources expended by the charity increased to an amount of £9,560,335 compared to £9,332,490 in 2023. An analysis of charity resources expended by activity is as follows:

- 17.9% (2023 – 13.6%) of our expenditure was in relation to the cost of generating funds. The increase is principally reflective of the increased level of salary costs and the inflationary costs associated of all our activities.
- 87.1% (2023 – 86.4%) of our expenditure was directly incurred in the carrying out of our charitable activities. Our costs are broadly similar in total to 2022-23 however this has been achieved by reducing expenditure, including freezing vacant posts, negotiating contracts and streamlining service expenditure.

### **Investment Policy and Performance**

The Trustees approved an investment policy, overseen by the Resources Committee, to provide financial security and operational stability to the charity. This policy recognises that the charity is exposed to the risk of sharp income fluctuations due to the variability of legacy income and donations and uncertainties surrounding NHS funding. The investment level adopted by the Board is one of Moderate risk profile with income and capital growth.

The charity is continuing to develop a policy on Environmental, Social and Governance influences in its investing practices and will implement that as it evolves, currently the Group does not invest in Tobacco based equities.

During the year a return of £30,292 (2023 £(101,130)) was achieved through the two management companies, this was a result of a gain from the funds invested with CCLA investment management and a loss with funds invested with Ruffer LLP, the return in the year showing the benefit of utilising two investment managers and the differing portfolios to reduce the impact of changing markets.

The portfolio management was moved from Brewin Dolphin at the start of the financial year and transferred in part to Ruffer LLP with the balance invested with CCLA Investment Management. The move was a result of a change in investment philosophy within the Board of Trustees as a consequence of the continuing economic circumstances and following an open competitive tender process the new managers were selected and appointed.

## **Reserves Policy**

Trustees have previously agreed their reserves policy to be an aspired level of reserves equal to one year's budgeted expenditure and a minimum level of reserves, which they will always look to maintain, of a sum equal to nine months' budgeted expenditure.

During the financial year, unrestricted reserves decreased by £1.1m finishing the year at £0.39m (2023 £1.53m). Budgeted expenditure for 2024/25 is £9.2m, unrestricted reserves equated to approximately 1 month of budgeted expenditure as at March 2024. Whilst this is lower than we would expect, management and Trustees have accepted this position following a significant review and reduction in Budgeted expenditure, there are controls in place to ensure expenditure remains in line with budget with milestone decisions through the year should there be a deviation from budget. Management remain confident that, with the controls in place, Mountbatten Hampshire will continue to be able to cover all expenditure.

Reserves are not accumulated in a random fashion but are the result of careful and prudent consideration of future obligations and estimates of financial results and the trustees will ensure that the charity takes its reserves position into account in future financial planning decisions. The current focus is on achieving a position of holding a minimum of 9 months and a maximum of 12 months of operating costs in free reserves.

## **Future Plans**

At Mountbatten, we continually review the quality of our services to improve and develop them according to the needs of the community we serve. Understanding what is important to our local community is critical to developing future priorities. As part of this process, we have discussed our priorities with a wide range of people.

This has included holding a series of virtual workshops during March 2024, where we asked people to consider and discuss priorities for improvement for 2024/25 and how we measure their success. Staff, volunteers, trustees, representatives from the NHS Hampshire and Isle of Wight Integrated Care Board, and Healthwatch attended the virtual workshops. The Quality and Governance Committee will monitor progress, it will be reported on in Mountbatten's quarterly Quality Report.

The key projects that Mountbatten will be focusing on over the coming months are:

- To review the use of DNACPR forms in Mountbatten's Hampshire hospice, to include the process of recording information and clinicians decision making process;
- To review the deprivation of liberty and mental capacity process and practice across the Mountbatten Group to identify where improvements can be made and align practice across both hospices;
- To review what our beds on our Inpatient Units are used for to include investigating what the barriers are to discharging patients;
- Review the way information at first assessments for routine referrals by Community and Psychosocial and Spiritual Services teams is provided. Make agreed changes to practice to ensure patients are clear of what is available and how they can access this;
- To implement a new feedback portal that can be used by patients and families to provide real time feedback that can be reported;
- To Roll out a new approach to reviewing incidents and the learning from them in line with the Patient Safety Incident Review Framework (PSIRF);
- To carry out refurbishment of the bays on the Inpatient Unit and to create a new spiritual space and waiting area at Mountbatten Hampshire.

## Principal risks and uncertainties

There are currently 39 identified risks. 29 of these are across the Mountbatten Group, 7 are specific to Mountbatten Isle of Wight and 3 are specific to Mountbatten Hampshire. Mountbatten's Senior Information Risk Owner (SIRO) holds responsibility for the risk register.

The review process for monitoring the organisational risk register is outlined below:

- Full Risk Register to the Board annually and Resources and Services Committee quarterly
- Changes to Risk Register reviewed by Senior Management Team quarterly
- Changes to Risk Register reviewed at Quality and Governance Committee quarterly

The principal strategic risks faced by Mountbatten are outlined below:

| Risk   | Management – Current and planned   |
|--|--|
| Failure to raise funds (Integrated Care Board, fundraising and legacies) | <ul style="list-style-type: none"> <li>• Robust compliance with CCG contract monitoring and service excellence.</li> <li>• Public reputation.</li> <li>• Contract monitoring meetings.</li> <li>• Use of external fundraising expertise.</li> <li>• Reserves and investments.</li> <li>• Quarterly Resource Committee meetings.</li> <li>• Monthly Fundraising Report</li> <li>• New 5yr contract for IoW Clinical Commissioning Group.</li> <li>• Achieve and exceed target for reserves</li> <li>• A robust legacy campaign</li> </ul>   |
| Major Patient Safety incident  | <ul style="list-style-type: none"> <li>• Robust governance structure and processes, including: policies, Standard Operating Procedures, competencies, audits, Health &amp; Safety Committee, Medicines Optimisation Team.</li> <li>• Regular robust training and education</li> <li>• Individual patient risk assessments.</li> <li>• Regular mock major incident procedures.</li> <li>• Safety attitudes survey carried out.</li> <li>• Medical Malpractice insurance in place to cover the financial consequences.</li> <li>• Medical staff covered by NHS insurance policy.</li> <li>• Review of insurance policy document with regards to medical/clinical malpractice - Consultant and Finance Director.</li> </ul> |

Potential that public trust in Mountbatten reduces through increasing expectations, lack of confidence in organisational capability or a significant 'media scandal' or misuse of intellectual property

- Robust governance structure.
- Strong communications processes and plan.
- Trademark agent commissioned to monitor applications which may infringe our rights.
- New branding with branding guidelines launched April 2018.
- Relationship management with stakeholders and media.
- Investment made in Communications Team.

Inability to recruit, retain and succession plan appropriate skilled staff to maintain services for beneficiaries

- Quarterly report of people approaching normal retirement age to assist succession planning.
- Support, recognition, progression and development provided through appraisal, supervision and line management
- Clinical staff on Agenda for Change terms and conditions
- Employee benefits scheme in place
- Clear values created with employee input to create positive working culture.
- Aiming to become employer of choice on Isle of Wight.
- Expanding our geographical reach and influence.
- Working with academic partners to develop pathways.
- Developing workplace strategy.

Maintaining relevant regulation requirements, particularly as changes introduced (CQC rating, GDPR, Charities Commission)

- Robust governance planning, process and audit.
- Ongoing CPD programme, GDPR, Quality Improvement action plans.
- Annual external audits.
- Confirmation of planned dates for Trustee Provider visits by Chair of Trustees.

Risk that the Board does not have the appropriate balance of experience, skill mix and diversity, and fails to keep up to date with all mandatory training

- Skills mix review annually
- Targeted advertising for certain skills and headhunting
- Mandatory eLearning monitored monthly at Q&G committee
- Successful recruitment of new trustees in 2022 and 2024
- Higher profile of Mountbatten to enable recruitment of Trustees.

Risk of resource overload arising from operational expansion into Hampshire

- Weekly SMT discussions dedicated to the Southampton operation.
- Daily SMT presence in Southampton to closely monitor developments there.
- Regular review of detailed action plan.
- Develop Finance and other administration systems to the required standard for an independent operation.
- Development of management of clinical operations.

## **Information Governance**

During 2023/24 all standards were met within the Department of Health Data Security and Protection Toolkit. This demonstrates that the organisation has continued to monitor and improve its processes to maintain protection and confidentiality of its patient information and that it adheres to data protection legislation and good record keeping practice.

During 2023/24 the Integrated Information Governance Committee met monthly. This Committee is chaired by the Data Protection Officer (DPO) and incorporates review of compliance with the Data Security and Protection Toolkit, review of all Information Governance incidents, including the identification of themes and lessons learnt, review of all Information Governance and Caldicott Guardian decisions, monitoring of our firewall report, Subject Access Requests, Access to Health Records Requests and Data Protection Impact Assessment approval.

Information Governance is monitored at every Mountbatten Committee and at Board level. Mountbatten Group has its own on-site Senior Information Risk Owner (SIRO), Caldicott Guardians, Deputy Caldicott Guardians and Data Protection Officer.

Actions taken during 2023/24 to further improve information governance and data protection within the organisation have included:

- A review of third party data processors was undertaken during 2023/24. The central log of these organisation's was updated
- A survey was devised to send to third party data processors to provide Mountbatten with assurance regarding how they process data and the security measures they have in place. This will be sent to all of Mountbatten's third party data processors during 2024/25
- An advanced data protection training session was held during 2023/24, this was attended by all employees with a responsibility for data security. The training was facilitated by Stay Compliant who are Mountbatten's information governance consultants. After the training the slide deck was shared with attendees for their information.
- Mountbatten's Data Protection Impact Assessment template has been reviewed and improvements made to it to make it more logical and understandable for employees to complete
- There have been three Data Protection Impact Assessments (DPIAs) completed during 2023/24. These were completed for a range of projects and new IT systems, reviewed at the Integrated Information Governance Committee and ratified at the Quality and Governance Committee.
- Mountbatten has received 11 Access to Health Records requests during 2023/24. Due process was followed with appropriate information redacted where necessary and regulatory timeframes adhered to.
- Considerable work has been carried out at both hospices on their IT network resilience. This has included a reliable uninterruptible power supply set up, improved WiFi and cable management in Hampshire. On the Isle of Wight a new router has been installed, all remaining services have been moved off the physical server on the premises and cable management has been improved.
- A penetration test was completed by an external company in May 2024, this tested the robustness of Mountbatten's IT configuration against any potential threats.
- The application process for allowing Mountbatten domain emails to send and receive NHS related emails was successfully completed and will be applied for again during 2024/25.

Mountbatten have held discussions with an external company about a Security Information and Event Management (SIEM) Service. This would offer another level of cyber security by proactively alerting Mountbatten to any potential threats and weaknesses. Discussions are ongoing and decision will be made during the early part of 2024/25.

## **Trustees' duty to promote the success of the Charity - Section 172 statement**

Trustees have a duty to promote the success of the Charity and, in doing so, are required by section 172(1) of the Companies Act 2006 to have regard to various specific factors, including:

1. the likely consequences of decisions in the long term
2. the interests of employees
3. the need to foster the Charity's relationships with third-party stakeholders which, in the case of the Mountbatten Group, include people affected by death, dying or bereavement, supporters, the clinical communities, key opinion leaders and other influencers
4. the impact of the Charity's operations on the community and the environment
5. the desirability of the Charity maintaining a reputation for high standards of business conduct

### **Our governance processes**

The Board of Trustees (Board) delegates day-to-day management and decision-making to the Chief Executive Officer and Senior Management Team (SMT), who are required to execute the Charity's strategy and to ensure that the Charity's activities are carried out in compliance with its objects and policies approved by the Board.

The Board, along with the SMT, holds an annual one-day strategy review meeting to assess progress and identify areas of focus for the following year. The Board receives updates on the Charity's performance and plans at each quarterly Board meeting, while its Committees review performance and plans in more detail as set out in the relevant Committee's terms of reference. By monitoring performance and ensuring that management is acting in accordance with the strategy and plans, and in compliance with specific policies, the Board and its Committees obtain assurance that in promoting the success of the Charity, due regard is given to the factors set out in section 172.

Engagement with the Charity's main stakeholder groups, including our staff, people affected by death, dying and bereavement, supporters, clinical communities, and key opinion leaders and other influencers, is discussed in the section "Engaging with our stakeholders" on page 30. At each Board meeting the CEO has the opportunity to elaborate on these matters and answer questions and receive feedback from Trustees.

### **The likely consequences of any decision in the long term**

The Charity's strategy is based on our vision of expanding our services across our operating area and beyond to ensure that no person should find themselves isolated and unsupported while facing death, dying or bereavement. This long-term aim informs our strategy and decisions regarding our policies and activities. The current strategy cycle runs from 2020 to 2025.

The Board and its Committees keep the Charity's principal risks and its risk appetite under review, formally considering emerging risks and reviewing changes in the Charity's risk profile and responses thereto throughout the year.

### **The desirability of the Charity maintaining a reputation for high standards of business conduct**

Among the matters reserved for the Board is setting the Charity's culture, values and standards and ensuring that its obligations to its stakeholders are met. The Charity has a range of policies and processes that promote corporate responsibility and ethical behaviour. Areas covered include fundraising, conflicts of interest, safeguarding, dignity at work and whistleblowing.

### The desirability of the Charity maintaining a reputation for high standards of business conduct (cont.)

All policies are reviewed periodically and updated as necessary by SMT and the Board.

Although the Charity's core activities do not involve working directly with children it does work extensively with vulnerable adults, and those working in the Charity's shops, at its events or through voluntary fundraising activities may from time to time come into contact with children or vulnerable adults. The Charity has a dedicated safeguarding manager and a network of safeguarding champions who are responsible for ensuring that reporting and review processes are followed so that safeguarding issues are dealt with appropriately.

## Engaging with our stakeholders

The charity takes care to maintain positive relationships with suppliers and stakeholders and endeavours to ensure that all contractual and general business terms and conditions are adhered to at all times. In particular with regard to smaller companies and suppliers but also in general with regard to all suppliers and stakeholders the charity will ensure that we settle accounts within agreed terms and as a routine the finance department will settle accounts on a twice monthly basis.

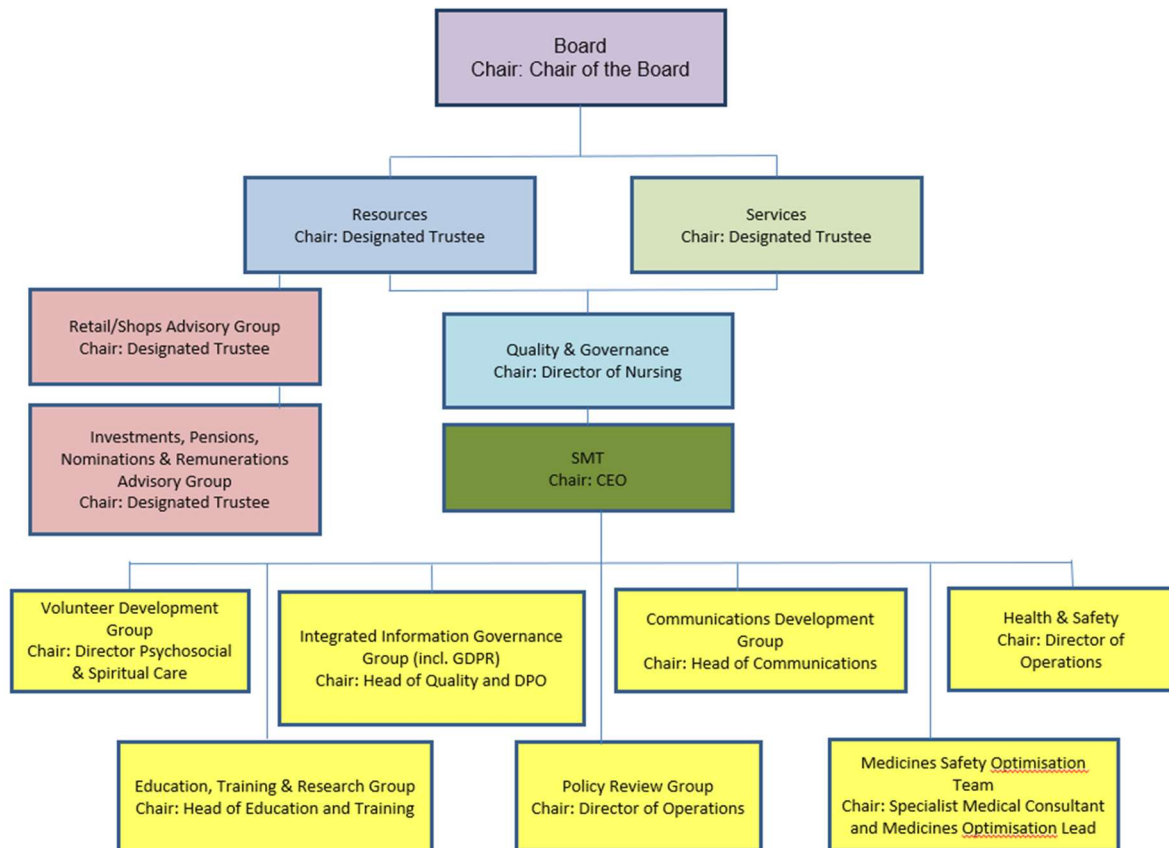
| Our Stakeholders  | How we engage them on key decisions   |
|---|---|
| <p><b>People affected by death, dying or bereavement.</b></p> <p>It is vital that we listen to the experiences, insights and priorities of people affected by death, dying or bereavement so we can be sure we are meeting their needs, delivering the services most appropriate to those needs and influencing policy changes in the areas that they are most needed as well as providing relevant and accessible information.</p> | <p>We routinely consult and communicate with all our service users on a constant basis. This is through personal contact as well as frequent electronic contact, follow up and the maintenance of a 24/7 telephone line manned by human beings to ensure that we are always available to those who need us.</p>   |
| <p><b>Our Supporters</b></p> <p>In order to ensure our long term financial stability, we need to build lasting relationships with our supporters, inspiring trust and loyalty in them around a shared mission. We also need to provide them with the right opportunities to support us and enable them to do so in ways that they find easy and convenient.</p>   | <p>We have invested heavily in facilities to allow us to stay in better contact with our supporter base and we contact them through these facilities regularly. We have an ongoing communication and dialogue with our supporter base and their feedback is used to guide the development, delivery and content of our fundraising and marketing activity to ensure that their views inform all aspects of our fundraising.</p> |



|   |   |
|---|---|
| <p><b>Our Workforce</b></p> <p>As an organization, we are only as strong as the people we're made up of. We pride ourselves on the ability to recruit, develop, support and train the best people in each area of our work. In order to do this, we need to listen to our employees and understand what kinds of support, information and development opportunities they want to see from us.</p> | <p>We communicate with our staff in many different ways. We run an ongoing series of general open meetings to which all staff are invited and at which any member of staff may raise any issue or concern that they may have.</p> <p>We also have a policy whereby all staff are able to have regular and frequent one to one meetings with their line manager to discuss matters that relate directly to their day to day work or how their work is affecting their day to day life.</p> <p>We have a formal annual process of appraisal to formally record the performance, development progress and ambitions and future plans for the employee and the Charity.</p> <p>Finally, we have a formal process of whistleblowing and an identified whistleblowing 'champion' to facilitate swift disclosure and resolution to employment, and other, issues which may be sensitive, difficult or contentious in nature.</p> |
| <p><b>Suppliers</b></p> <p>We work with a range of suppliers but given our location and what it is that we do, they are mostly local suppliers. They do range from small independents to members of large and sometimes international corporate groups. We value our relationships with all of our suppliers and try hard to build good relationships with all of our suppliers.</p>              | <p>While the nature of our activities means that our largest expense is Human Resources we still spend significant amounts with external suppliers. We are committed to treating them fairly and ensure that as far as possible we pay them promptly and deal with them equitably. We run two creditor payment runs every month to ensure that we are able to pay suppliers promptly and within agreed credit terms.</p>  |

## Governance

The governance of the Charity is underpinned by a robust committee structure as follows:



### **Trustee recruitment and appointment**

Applicants are shortlisted, interviewed and selected based on their experience and expertise with the aim of achieving a balance that reflects the needs of the Hospice. Trustees are appointed by election at the Annual General Meeting (AGM) but may also be co-opted to serve at any time.

The term of office is three years from the date of appointment. Trustees may be elected for a further term of three years. In exceptional circumstances the Board may agree additional terms are in the best interests of the Hospice.

### **Trustee induction and training**

New Trustees are invited to an induction programme which includes a tour of the Hospice sites with presentations by the Chair, Chief Executive Officer and Senior Management Team. Comprehensive information is provided about the operation of the Hospices and national trends and developments in hospice/end of life care, together with details of responsibilities and expectations as trustee.

### **Management**

The Mountbatten Group based on the Isle of Wight is the member and ultimate operator of Mountbatten Hampshire. Although the two hospices, Mountbatten Isle of Wight and Mountbatten Hampshire continue to remain separate entities, which reassures all of the communities involved in supporting both hospices that funds raised locally will continue to go towards each separate organisation, both hospices now form 'The Mountbatten Group' with is managed by one Senior Management Team. Each Charity has a Board of trustees whose members are largely common to both Charities. Details of the Governance arrangements are shown on page 32 of this report.

### **Remuneration policy**

The Charity operates a Remuneration policy under the regular review of the Investment, Pension, Nominations and Remuneration Advisory Group. Clinical and Medical staff are paid in terms of the comprehensive provisions for their agreed remuneration structures such as the Agenda for Change scheme and the Medical Remunerations schemes agreed between the NHS and the British Medical Association. Staff not covered by these negotiated payment structures are paid following regular market surveys to ensure that the Charity pays fair, market linked salaries which are reviewed annually as part of the budgeting process for the Charity.

## **Public benefit statement**

Whilst evaluating the public benefit provided by the charity, the Trustees referred to the Charity Commission's general guidance. When reviewing the aims and objectives of the Hospice and in planning future activities the Trustees consider whether or not there are identifiable public benefits, what they are, how they are related to the aims, and how they are balanced against any detriment or harm.

## **Statement of trustees' responsibilities**

The trustees, who are also the directors of Mountbatten Hampshire Limited for the purposes of company law, are responsible for preparing the Trustees' Report (which includes the Strategic Report) and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company Law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the charity and financial information included on the charity's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

### **Auditor**

In accordance with the company's articles, a resolution proposing that Azets Audit Services be reappointed as auditor of the company will be put at a General Meeting.

### **Disclosure of information to auditor**

Each of the trustees has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditor is aware of such information.

The trustees' report was approved by the Board of Trustees:



**Sir Ian Cheshire**  
Chair of the Board of Trustees

Dated: 14/01/2025

## **Opinion**

We have audited the financial statements of Mountbatten Hampshire Limited (the 'parent charitable company') and its subsidiary (the 'group') for the year ended 31 March 2024 which comprise the consolidated statement of financial activities, the group and charitable company balance sheets, the consolidated statement of cashflow and the notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the group's and parent charitable company's affairs as at 31 March 2024, and of the group's incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006 and the Charities Act 2011.

## **Basis for opinion**

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the auditor responsibilities for the audit of the financial statements section of our report. We are independent of the group and parent charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

## **Conclusions relating to going concern**

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the group and parent charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

## **Other information**

The other information comprises the information included in the trustees annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

### **Opinions on other matters prescribed by the Companies Act 2006**

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees' report (incorporating the strategic report and the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the strategic report and the directors' report have been prepared in accordance with applicable legal requirements.

### **Matters on which we are required to report by exception**

In the light of the knowledge and understanding of the group and parent charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the strategic report and the directors' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and the Charities Act 2011 requires us to report to you if, in our opinion:

- adequate and sufficient accounting records have not been kept by the parent charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- the parent charitable company's financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

### **Responsibilities of trustees**

As explained more fully in the trustees' responsibilities statement set out on page 34, the trustees (who are also the directors of the parent charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the group and parent charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the group or parent charitable company or to cease operations, or have no realistic alternative but to do so.

### **Auditor responsibilities for the audit of the financial statements**

We have been appointed auditor under the Companies Act 2006 and section 151 of the Charities Act 2011 and report in accordance with those Acts.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

**Extent to which the audit was considered capable of detecting irregularities, including fraud**

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above and on the Financial Reporting Council's website, to detect material misstatements in respect of irregularities, including fraud.

We obtain and update our understanding of the entity, its activities, its control environment, and likely future developments, including in relation to the legal and regulatory framework applicable and how the entity is complying with that framework. Based on this understanding, we identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. This includes consideration of the risk of acts by the entity that were contrary to applicable laws and regulations, including fraud.

In response to the risk of irregularities and non-compliance with laws and regulations, including fraud, we designed procedures which included:

- Enquiry of management and those charged with governance around actual and potential litigation and claims as well as actual, suspected and alleged fraud;
- Reviewing minutes of meetings of those charged with governance;
- Assessing the extent of compliance with the laws and regulations considered to have a direct material effect on the financial statements or the operations of the entity through enquiry and inspection;
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations;
- Performing audit work over the risk of management bias and override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for indicators of potential bias.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

**Use of our report**

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body for our audit work, for this report, or for the opinions we have formed.

*Azets Audit Services*

Ashcombe Court  
Woolsack Way  
Godalming  
Surrey  
GU7 1LQ

Debra Saunders BSc FCA (Senior Statutory Auditor)

15 January 2025

For and on behalf of Azets Audit Services, Statutory Auditor

**Mountbatten Hampshire Limited**  
**Consolidated Statement of Financial Activities (including income and expenditure account)**  
**For year ended 31 March 2024**

|   | Note | Unrestricted<br>£     | Restricted<br>£       | 2024<br>Total<br>£    | Unrestricted<br>£       | Restricted<br>£       | 2023<br>Total<br>£      |
|---|------|-----------------------|-----------------------|-----------------------|-------------------------|-----------------------|-------------------------|
| <b>Income from:</b>   |      |                       |                       |                       |                         |                       |                         |
| Donations and legacies  | 2    | 1,737,714             | 129,379               | 1,867,093             | 991,803                 | 81,437                | 1,073,240               |
| Charitable activities   |      |                       |                       |                       |                         |                       |                         |
| Hospice services  | 3    | 5,136,868             | -                     | 5,136,868             | 5,019,013               | -                     | 5,019,013               |
| Other trading activities  | 4    | 1,146,410             | -                     | 1,146,410             | 859,128                 | -                     | 859,128                 |
| Lottery income  |      | 302,550               | -                     | 302,550               | 372,871                 | -                     | 372,871                 |
| Investments   | 5    | 5,907                 | -                     | 5,907                 | 46,671                  | -                     | 46,671                  |
| <b>Total income</b>   |      | <u>8,329,449</u>      | <u>129,379</u>        | <u>8,458,828</u>      | <u>7,289,486</u>        | <u>81,437</u>         | <u>7,370,923</u>        |
| <b>Expenditure on:</b>  |      |                       |                       |                       |                         |                       |                         |
| Raising funds   |      | 1,715,736             | -                     | 1,715,736             | 1,273,543               | -                     | 1,273,543               |
| Charitable activities   |      |                       |                       |                       |                         |                       |                         |
| Hospice services  |      | 7,790,650             | 53,949                | 7,844,599             | 7,958,974               | 99,973                | 8,058,947               |
| <b>Total expenditure</b>  | 6    | <u>9,506,386</u>      | <u>53,949</u>         | <u>9,560,335</u>      | <u>9,232,517</u>        | <u>99,973</u>         | <u>9,332,490</u>        |
| <b>Net (expenditure)/ income before net gains on investments</b>        |      |                       |                       |                       |                         |                       |                         |
|   |      | (1,176,937)           | 75,430                | (1,101,507)           | (1,943,031)             | (18,536)              | (1,961,567)             |
| Net gains/(losses) on investments                                       |      | <u>30,292</u>         | <u>-</u>              | <u>30,292</u>         | <u>(101,130)</u>        | <u>-</u>              | <u>(101,130)</u>        |
| <b>Net (expenditure)/ income for the year and net movement in funds</b> | 7    | <u>(1,146,645)</u>    | <u>75,430</u>         | <u>(1,071,215)</u>    | <u>(2,044,161)</u>      | <u>(18,536)</u>       | <u>(2,062,697)</u>      |
| Transfer between funds  |      | <u>-</u>              | <u>-</u>              | <u>-</u>              | <u>-</u>                | <u>-</u>              | <u>-</u>                |
| <b>Net movement in funds</b>  |      | <u>(1,146,645)</u>    | <u>75,430</u>         | <u>(1,071,215)</u>    | <u>(2,044,161)</u>      | <u>(18,536)</u>       | <u>(2,062,697)</u>      |
| <b>Reconciliation of funds:</b>   |      |                       |                       |                       |                         |                       |                         |
| Total funds brought forward   |      | <u>1,533,266</u>      | <u>220,950</u>        | <u>1,754,216</u>      | <u>3,577,427</u>        | <u>239,486</u>        | <u>3,816,913</u>        |
| <b>Total funds carried forward</b>                                      | 20   | <u><u>386,621</u></u> | <u><u>296,380</u></u> | <u><u>683,001</u></u> | <u><u>1,533,266</u></u> | <u><u>220,950</u></u> | <u><u>1,754,216</u></u> |

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 21 to the financial statements.



**Mountbatten Hampshire Limited**  
**Balance Sheet**  
**As at 31 March 2024**

|  |      | The Group             |                         | The Charity           |                         |
|--|------|-----------------------|-------------------------|-----------------------|-------------------------|
|  | Note | 2024                  | 2023                    | 2024                  | 2023                    |
|  |      | £                     | £                       | £                     | £                       |
| <b>Fixed assets:</b>                           |      |                       |                         |                       |                         |
| Tangible assets                                | 12   | 344,144               | 475,598                 | 344,144               | 475,598                 |
| Investments                                    | 13   | 1,027,345             | 31,629                  | 1,027,347             | 31,631                  |
|  |      | <u>1,371,489</u>      | <u>507,227</u>          | <u>1,371,491</u>      | <u>507,229</u>          |
| <b>Current assets:</b>                         |      |                       |                         |                       |                         |
| Stocks   |      | 6,522                 | 3,418                   | -                     | -                       |
| Debtors  | 16   | 220,085               | 189,382                 | 337,430               | 180,395                 |
| Cash at bank and in hand                       |      | <u>774,425</u>        | <u>2,416,311</u>        | <u>632,945</u>        | <u>2,239,520</u>        |
|  |      | <u>1,001,032</u>      | <u>2,609,111</u>        | <u>970,375</u>        | <u>2,419,915</u>        |
| <b>Liabilities:</b>                            |      |                       |                         |                       |                         |
| Creditors: amounts falling due within one year | 17   | <u>(1,689,520)</u>    | <u>(1,362,122)</u>      | <u>(1,658,865)</u>    | <u>(1,421,016)</u>      |
| <b>Net current assets</b>                      |      | <u>(688,488)</u>      | <u>1,246,989</u>        | <u>(688,490)</u>      | <u>998,899</u>          |
| <b>Total net assets</b>                        | 20   | <u><u>683,001</u></u> | <u><u>1,754,216</u></u> | <u><u>683,001</u></u> | <u><u>1,506,128</u></u> |
| <b>Funds:</b>                                  |      |                       |                         |                       |                         |
| Restricted funds                               |      | 296,380               | 220,950                 | 296,380               | 220,950                 |
| Unrestricted funds:                            |      |                       |                         |                       |                         |
| Designated funds                               |      | 500,000               | 500,000                 | 500,000               | 500,000                 |
| General funds                                  |      | <u>(113,379)</u>      | <u>1,033,266</u>        | <u>(113,379)</u>      | <u>785,178</u>          |
| Total unrestricted funds                       |      | <u>386,621</u>        | <u>1,533,266</u>        | <u>386,621</u>        | <u>1,285,178</u>        |
| <b>Total funds</b>                             | 21   | <u><u>683,001</u></u> | <u><u>1,754,216</u></u> | <u><u>683,001</u></u> | <u><u>1,506,128</u></u> |

The financial statements were approved by the Board of Trustees on 14/01/2025 and were signed on its behalf by:

  
 Sir Ian Cheshire  
 Chair of the Board of Trustees

Registered Company Number: 06539641

**Mountbatten Hampshire Limited**  
**Consolidated Statement of Cash Flows**  
**For year ended 31 March 2024**

|  | Note | 2024<br>£             | £ | 2023<br>£               | £ |
|--|------|-----------------------|---|-------------------------|---|
| <b>Net cash (used in)/provided by operating activities</b> | 22   | (691,915)             |   | 403,187                 |   |
| <b>Cash flows from investing activities:</b>               |      |                       |   |                         |   |
| Dividends and interest from investments                    |      | -                     |   | 46,671                  |   |
| Purchase of fixed assets                                   |      | (82,802)              |   | (277,770)               |   |
| Proceeds from sale of fixed assets                         |      | 2,730                 |   | -                       |   |
| Proceeds from sale of investments                          |      | 833,169               |   | 1,727,234               |   |
| Purchase of investments                                    |      | (1,798,593)           |   | (301,965)               |   |
| Movement in portfolio cash held for investment             |      | -                     |   | 341,965                 |   |
| <b>Net cash used in investing activities</b>               |      | <u>(1,045,496)</u>    |   | <u>1,536,135</u>        |   |
| <b>Cash flows from financing activities:</b>               |      |                       |   |                         |   |
| Interest paid  |      | (4,475)               |   | -                       |   |
| Proceeds from other loans                                  |      | 300,000               |   | -                       |   |
| Repayment of other loans                                   |      | (200,000)             |   | -                       |   |
| <b>Net cash used in investing activities</b>               |      | <u>95,525</u>         |   | <u>-</u>                |   |
| <b>Change in cash and cash equivalents in the year</b>     |      | (1,641,886)           |   | 1,939,322               |   |
| Cash and cash equivalents at the beginning of the year     |      | 2,416,311             |   | 476,989                 |   |
| <b>Cash and cash equivalents at the end of the year</b>    |      | <u><u>774,425</u></u> |   | <u><u>2,416,311</u></u> |   |

**1. ACCOUNTING POLICIES**

**a) Statutory information**

Mountbatten Hampshire Limited is a charitable company limited by guarantee and is incorporated in England and Wales.

The registered office address is Botley Road, West End, Southampton, Hampshire, SO30 3JB.

**b) Basis of preparation**

The financial statements have been prepared in accordance with the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)".

These financial statements consolidate the results of the charity and its wholly-owned subsidiary Mountbatten Hampshire Promotions Limited on a line by line basis. Transactions and balances between the charity and its subsidiary have been eliminated from the consolidated financial statements. Balances between the two entities are disclosed in the notes of the charity's balance sheet. A separate statement of financial activities, or income and expenditure account, for the charity itself is not presented because the charity has taken advantage of the exemptions afforded by section 408 of the Companies Act 2006.

The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

The financial statements are prepared in £ sterling, which is the functional currency of the charitable company. Monetary amounts in these financial statements are rounded to the nearest £.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

**c) Public benefit entity**

The charity meets the definition of a public benefit entity under FRS 102.

**d) Going concern**

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern, for the 12 months from date of signing these accounts. The Trustees are aware that the financial environment is difficult for Mountbatten Hampshire but are satisfied that Management have placed the correct controls and milestones for decision making in place should there be a deviation from budget expectations. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

**e) Income**

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred. The two charities became eligible for retail hospitality & leisure grants from Government during the pandemic. These grants have been recognised in the periods for which the grants were intended.

**1. ACCOUNTING POLICIES (continued)**

**e) Income (continued)**

For legacies, entitlement is taken as the earlier of the date on which either: the charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the charity that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably, and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

Income received in advance of the provision of a specified service is deferred until the criteria for income recognition are met.

**f) Donations of gifts, services and facilities**

Donated professional services and donated facilities are recognised as income when the charity has control over the item or received the service, any conditions associated with the donation have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), volunteer time is not recognised so refer to the trustees' annual report for more information about their contribution.

On receipt, donated gifts, professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

**g) Interest receivable**

Interest on funds held on deposit and income from investments is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank and dividends from the investment portfolio.

**h) Fund accounting**

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

Unrestricted funds are donations and other incoming resources received or generated for the charitable purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

**i) Expenditure and irrecoverable VAT**

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Costs of raising funds relate to the costs incurred by the charity in inducing third parties to make voluntary contributions to it, the cost of any activities with a fundraising purpose and the costs of running trading activity including retail and shops.
- Expenditure on charitable activities includes the costs of delivering services, and other activities undertaken to further the purposes of the charity and their associated support costs.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

**1. ACCOUNTING POLICIES (continued)**

**j) Allocation of support costs**

Resources expended are allocated to the particular activity where the cost relates directly to that activity. However, the cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function, is apportioned on the following basis which are an estimate, based on staff time, of the amount attributable to each activity.

|                         |     |
|-------------------------|-----|
| • Cost of raising funds | 13% |
| • Hospice services      | 87% |

Where information about the aims, objectives and projects of the charity is provided to potential beneficiaries, the costs associated with this publicity are allocated to charitable expenditure.

Where such information about the aims, objectives and projects of the charity is also provided to potential donors, activity costs are apportioned between fundraising and charitable activities on the basis of area of literature occupied by each activity.

Governance costs are the costs associated with the governance arrangements of the charity. These costs are associated with constitutional and statutory requirements and include any costs associated with the strategic management of the charity's activities.

**k) Operating leases**

Rental charges are charged on a straight line basis over the term of the lease.

**l) Tangible fixed assets**

Items of equipment are capitalised where the purchase price exceeds £2,000. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use.

Depreciation is provided, on a straight line basis, at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

|                                    |                            |
|------------------------------------|----------------------------|
| • Leasehold property               | Over the term of the lease |
| • Leasehold improvements           | Over the term of the lease |
| • Fixtures, fittings and equipment | Between 3 and 10 years     |
| • Motor vehicles                   | 20% on cost                |

**m) Listed investments**

Investments are a form of basic financial instrument and are initially recognised at their transaction value and subsequently measured at their fair value as at the balance sheet date using the closing quoted market price. Any change in fair value will be recognised in the statement of financial activities. Investment gains and losses, whether realised or unrealised, are combined and shown in the heading "Net gains/(losses) on investments" in the statement of financial activities. The charity does not acquire put options, derivatives or other complex financial instruments.

**n) Investments in subsidiaries**

Investments in subsidiaries are at cost.

**1. ACCOUNTING POLICIES (continued)**

**o) Stocks**

Stocks are stated at the lower of cost and net realisable value. In general, cost is determined on a first in first out basis and includes transport and handling costs. Net realisable value is the price at which stocks can be sold in the normal course of business after allowing for the costs of realisation. Provision is made where necessary for obsolete, slow moving and defective stocks.

**p) Debtors**

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

**q) Cash at bank and in hand**

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

**r) Creditors and provisions**

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

**s) Financial instruments**

The company has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the company's balance sheet when the company becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

**Basic financial assets**

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

**Other financial assets**

Other financial assets, including investments in equity instruments which are not subsidiaries, associates or joint ventures, are initially measured at fair value, which is normally the transaction price. Such assets are subsequently carried at fair value and the changes in fair value are recognised in profit or loss, except that investments in equity instruments that are not publicly traded and whose fair values cannot be measured reliably are measured at cost less impairment.

**1. ACCOUNTING POLICIES (continued)**

**Impairment of financial assets**

Financial assets, other than those held at fair value through profit and loss, are assessed for indicators of impairment at each reporting end date.

Financial assets are impaired where there is objective evidence that, as a result of one or more events that occurred after the initial recognition of the financial asset, the estimated future cash flows have been affected. If an asset is impaired, the impairment loss is the difference between the carrying amount and the present value of the estimated cash flows discounted at the asset's original effective interest rate. The impairment loss is recognised in profit or loss.

If there is a decrease in the impairment loss arising from an event occurring after the impairment was recognised, the impairment is reversed. The reversal is such that the current carrying amount does not exceed what the carrying amount would have been, had the impairment not previously been recognised. The impairment reversal is recognised in profit or loss.

**Derecognition of financial assets**

Financial assets are derecognised only when the contractual rights to the cash flows from the asset expire or are settled, or when the company transfers the financial asset and substantially all the risks and rewards of ownership to another entity, or if some significant risks and rewards of ownership are retained but control of the asset has transferred to another party that is able to sell the asset in its entirety to an unrelated third party.

**Classification of financial liabilities**

Financial liabilities and equity instruments are classified according to the substance of the contractual arrangements entered into. An equity instrument is any contract that evidences a residual interest in the assets of the company after deducting all of its liabilities.

**Basic financial liabilities**

Basic financial liabilities, including creditors, bank loans and loans from fellow group companies, are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

**Derecognition of financial liabilities**

Financial liabilities are derecognised when the company's contractual obligations expire or are discharged or cancelled.

**1. ACCOUNTING POLICIES (continued)**

**t) Pensions**

The charities contribute to the NHS Superannuation pension scheme for certain qualifying employees. The assets of the scheme are held separately from those of the charities in an independently administered fund.

The pension charge represents contributions payable by the charity to the fund. It is a multi-employer scheme and the charities are unable to identify their share of the underlying assets and liabilities. It is therefore accounted for as though it were a defined contribution scheme.

The group also provides a defined contribution pension scheme for staff other than those within the NHS superannuation pension scheme. The assets of the scheme are held separately from those of the company in a separately administered fund. Pension costs relating to employees recharged from the NHS Trust are not identified separately and are included in wage costs, on a defined benefit basis.

**u) Judgements and key sources of estimation uncertainty**

In the application of the company's accounting policies, the directors are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

Management do not consider there to be any key estimates or judgements in the preparation of these financial statements.



## 2. Income from donations and legacies

|          | 2024             |                |                  | 2023           |               |                  |
|----------|------------------|----------------|------------------|----------------|---------------|------------------|
|          | Unrestricted     | Restricted     | Total            | Unrestricted   | Restricted    | Total            |
|          | £                | £              | £                | £              | £             | £                |
| Gifts    | 859,622          | 129,379        | 989,001          | 728,881        | 81,437        | 810,318          |
| Legacies | 878,092          | -              | 878,092          | 262,922        | -             | 262,922          |
|          | <u>1,737,714</u> | <u>129,379</u> | <u>1,867,093</u> | <u>991,803</u> | <u>81,437</u> | <u>1,073,240</u> |

In addition to the above, there was an estimated £768,558 (2023: £905,000) of legacies to be received that were notified before year end. These have not been accrued for in the accounts due to a lack of reliable measurement at year end, as per the recognition criteria given in Charities SORP.

## 3. Income from charitable activities

|                            | 2024             |            |                  | 2023             |            |                  |
|----------------------------|------------------|------------|------------------|------------------|------------|------------------|
|                            | Unrestricted     | Restricted | Total            | Unrestricted     | Restricted | Total            |
|                            | £                | £          | £                | £                | £          | £                |
| Hospice services – NHS CCG | 5,136,868        | -          | 5,136,868        | 5,019,013        | -          | 5,019,013        |
|                            | <u>5,136,868</u> | <u>-</u>   | <u>5,136,868</u> | <u>5,019,013</u> | <u>-</u>   | <u>5,019,013</u> |

4. Income from other trading activities

|                        | 2024             |            |                  | 2023           |            |                |
|------------------------|------------------|------------|------------------|----------------|------------|----------------|
|                        | Unrestricted     | Restricted | Total            | Unrestricted   | Restricted | Total          |
|                        | £                | £          | £                | £              | £          | £              |
| Fundraising activities | 188,236          | -          | 188,236          | 161,984        | -          | 161,984        |
| MH Charity Shops       | 958,174          | -          | 958,174          | 697,144        | -          | 697,144        |
|                        | <u>1,146,410</u> | <u>-</u>   | <u>1,146,410</u> | <u>859,128</u> | <u>-</u>   | <u>859,128</u> |

5. Income from investments

|                                | 2024         |            |              | 2023          |            |               |
|--------------------------------|--------------|------------|--------------|---------------|------------|---------------|
|                                | Unrestricted | Restricted | Total        | Unrestricted  | Restricted | Total         |
|                                | £            | £          | £            | £             | £          | £             |
| Income from quoted investments | 5,907        | -          | 5,907        | 46,671        | -          | 46,671        |
|                                | <u>5,907</u> | <u>-</u>   | <u>5,907</u> | <u>46,671</u> | <u>-</u>   | <u>46,671</u> |

6. a) Analysis of expenditure - current year

|                                   |                       | Charitable activities |                  |               |                  |                  |
|-----------------------------------|-----------------------|-----------------------|------------------|---------------|------------------|------------------|
|                                   | Cost of raising funds | Hospice services      | Governance costs | Support costs | 2024 Total       | 2023 Total       |
|                                   | £                     | £                     | £                | £             | £                | £                |
| Staff costs (Note 8)              | 1,159,817             | 5,219,176             | -                | 927,854       | 7,306,847        | 7,272,154        |
| Medical consumables               | -                     | 248,238               | -                | -             | 248,238          | 204,836          |
| Volunteer expenses                | -                     | -                     | -                | 3,176         | 3,176            | 4,879            |
| Trading activities                | 22,089                | -                     | -                | -             | 22,089           | 25,553           |
| Fundraising costs                 | 52,978                | -                     | -                | -             | 52,978           | 43,043           |
| Lottery costs                     | 116,831               | -                     | -                | -             | 116,831          | 127,605          |
| Catering costs                    | -                     | 337,562               | -                | -             | 337,562          |                  |
| Investment managers' fees         | 3,290                 | -                     | -                | -             | 3,290            | 15,535           |
| Audit and accountancy fees        | -                     | -                     | 20,312           | -             | 20,312           | 21,547           |
| Legal and professional            | -                     | -                     | -                | 252,250       | 252,250          | 218,885          |
| Trustee costs                     | -                     | -                     | 155              | -             | 155              | 51               |
| Loan Interest                     | -                     | -                     | -                | 4,475         | 4,475            |                  |
| Premises                          | -                     | 529,080               | -                | -             | 529,080          | 751,905          |
| Depreciation and loss on disposal | -                     | -                     | -                | 212,307       | 212,307          | 238,345          |
| Maintenance and repairs           | -                     | 81,576                | -                | 17,224        | 98,800           | 83,842           |
| Irrecoverable VAT                 | 12,508                | -                     | -                | -             | 12,508           | 4,933            |
| Consumables                       | 69,019                | 172,546               | -                | 55,215        | 296,780          | 291,879          |
| IT and Administrative costs       | -                     | -                     | -                | 42,657        | 42,657           | 27,498           |
|                                   | 1,436,532             | 6,588,178             | 20,467           | 1,515,158     | 9,560,335        | 9,332,490        |
| Support costs                     | 275,483               | 1,239,675             | -                | (1,515,158)   | -                |                  |
| Governance costs                  | 3,721                 | 16,746                | (20,467)         | -             | -                | -                |
| <b>Total expenditure 2024</b>     | <b>1,715,736</b>      | <b>7,844,599</b>      | <b>-</b>         | <b>-</b>      | <b>9,560,335</b> |                  |
| <b>Total expenditure 2023</b>     | <b>1,273,543</b>      | <b>8,058,947</b>      | <b>-</b>         | <b>-</b>      |                  | <b>9,332,490</b> |

6. b) Analysis of expenditure - prior year

|                                   | Cost of raising funds | Charitable activities<br>Hospice services | Governance costs | Support costs | 2023<br>Total    | 2022<br>Total    |
|-----------------------------------|-----------------------|---|------------------|---------------|------------------|------------------|
|                                   | £                     | £   | £                | £             | £                | £                |
| Staff costs (Note 8)              | 799,937               | 5,417,755                                 | -                | 1,054,462     | 7,272,154        | 6,344,953        |
| Medical consumables               | -                     | 204,836                                   | -                | -             | 204,836          | 184,998          |
| Volunteer expenses                | -                     | -   | -                | 4,879         | 4,879            | 2,025            |
| Trading activities                | 25,553                | -   | -                | -             | 25,553           | 5,392            |
| Fundraising costs                 | 43,043                | -   | -                | -             | 43,043           | 48,205           |
| Lottery costs                     | 127,605               | -   | -                | -             | 127,605          | 112,701          |
| Investment managers' fees         | 15,535                | -   | -                | -             | 15,535           | 13,282           |
| Audit and accountancy fees        | -                     | -   | 21,547           | -             | 21,547           | 24,700           |
| Legal and professional            | -                     | -   | -                | 218,885       | 218,885          | 12,593           |
| Trustee costs                     | -                     | -   | 51               | -             | 51               | -                |
| Premises                          | -                     | 751,905                                   | -                | -             | 751,905          | 695,560          |
| Depreciation and loss on disposal | -                     | -   | -                | 238,345       | 238,345          | 142,689          |
| Maintenance and repairs           | -                     | 69,382                                    | -                | 14,460        | 83,842           | 103,637          |
| Irrecoverable VAT                 | 4,933                 | -   | -                | -             | 4,933            | 22,700           |
| Consumables                       | 45,867                | 185,551                                   | -                | 60,461        | 291,879          | 415,824          |
| IT and Administrative costs       | -                     | -   | -                | 27,498        | 27,498           | 43,358           |
|                                   | 1,062,473             | 6,629,429                                 | 21,598           | 1,618,990     | 9,332,490        | 8,172,617        |
| Support costs                     | 208,291               | 1,410,699                                 | -                | (1,618,990)   |                  |                  |
| Governance costs                  | 2,779                 | 18,819                                    | (21,598)         | -             |                  | -                |
| <b>Total expenditure 2023</b>     | <b>1,273,543</b>      | <b>8,058,947</b>                          | <b>-</b>         | <b>-</b>      | <b>9,332,490</b> |                  |
| <b>Total expenditure 2022</b>     | <b>493,178</b>        | <b>7,679,439</b>                          | <b>-</b>         | <b>-</b>      |                  | <b>8,172,617</b> |

**7. Net (expenditure) / income for the year**

This is stated after charging

|   | 2024              | 2023              |
|---|-------------------|-------------------|
|   | £                 | £                 |
| Depreciation                            | 212,756           | 238,345           |
| Operating lease rentals:                |                   |                   |
| Property                                | 182,383           | 147,335           |
| Auditor's remuneration (excluding VAT): |                   |                   |
| Audit                                   | 20,312            | 20,600            |
| Other services                          | 1,725             | 1,300             |
|   | <u>          </u> | <u>          </u> |

**8. Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel**

Staff costs were as follows:

|  | 2024             | 2023             |
|--|------------------|------------------|
|  | Total            | Total            |
|  | £                | £                |
| Staff under service level agreement with NHS | 4,127,373        | 3,597,800        |
| Wages and salaries                           | 747,381          | 1,308,906        |
| Employer's national insurance                | 412,132          | 368,934          |
| Pension costs                                | 436,322          | 419,656          |
| Temporary & agency staff                     | 588,549          | 431,863          |
| Staff recharge from EMH                      | 804,334          | 875,967          |
| Other staff costs                            | 190,756          | 269,028          |
|  | <u>7,306,847</u> | <u>7,272,154</u> |

No employee earned more than £60,000 during the year (2023: none).

The total employee benefits (including pension contributions and employer's national insurance) of the key management personnel were recharged costs from Mountbatten Isle of Wight Limited of £354,342 in respect of 9 employees (2023: £463,362 in respect of 7 employees).

No charity trustees were paid nor received any other benefits from employment with the charity in the year (2023: none). No charity trustee received payment for professional or other services supplied to the charity (2023: £nil).

Trustees' expenses represents the payment or reimbursement of travel and subsistence costs totalling £155 (2023: £51) incurred by 1 (2023: 1) trustee.

**9. Staff numbers**

The average number of employees (head count based on number of staff employed) during the year was 189 (2023: 200).

|                                | 2024       | 2023       |
|--------------------------------|------------|------------|
|                                | No.        | No.        |
| Administration and fundraising | 54         | 51         |
| Hospice services               | 135        | 149        |
|                                | <u>189</u> | <u>200</u> |

## 10. Related party transactions

There are no related party transactions to disclose for 2024 (2023: none) other than those disclosed elsewhere.

## 11. Taxation

The charity is exempt from corporation tax as all its income is charitable and is applied for charitable purposes. The charity's trading subsidiary Mountbatten Hampshire Promotions Limited gift aid available profits to the charity.

## 12. Tangible fixed assets

| Group and charity             | Leasehold<br>property<br>£ | Leasehold<br>improvements<br>£ | Fixtures,<br>fittings and<br>equipment<br>£ | Motor<br>Vehicles<br>£ | Total<br>£ |
|-------------------------------|----------------------------|--------------------------------|---|------------------------|------------|
| <b>Cost</b>                   |                            |                                |   |                        |            |
| At the start of the year      | 52,155                     | 286,532                        | 660,709                                     | 2,500                  | 1,001,896  |
| Additions in year             | -                          | 39,403                         | 13,599                                      | 29,800                 | 82,802     |
| Disposals in year             | -                          | -                              | -   | (2,500)                | (2,500)    |
| At the end of the year        | 52,155                     | 325,935                        | 674,308                                     | 29,800                 | 1,082,198  |
| <b>Depreciation</b>           |                            |                                |   |                        |            |
| At the start of the year      | 43,463                     | 111,112                        | 371,228                                     | 495                    | 526,298    |
| Charge for the year           | 6,770                      | 74,498                         | 129,503                                     | 1,985                  | 212,756    |
| Eliminated on disposal        | -                          | -                              | -   | (1,000)                | (1,000)    |
| At the end of the year        | 50,233                     | 185,610                        | 500,731                                     | 1,480                  | 738,054    |
| <b>Net book value</b>         |                            |                                |   |                        |            |
| <b>At the end of the year</b> | 1,922                      | 140,325                        | 173,577                                     | 28,320                 | 344,144    |
| At the start of the year      | 8,692                      | 175,420                        | 289,481                                     | 2,005                  | 475,598    |

All of the above assets are used for charitable purposes.

### 13. Investments

|   | The Group        |               | The Charity      |               |
|---|------------------|---------------|------------------|---------------|
|   | 2024             | 2023          | 2024             | 2023          |
|   | £                | £             | £                | £             |
| <b>Listed investments</b>                           |                  |               |                  |               |
| Fair value at the start of the year                 | 31,629           | 1,558,028     | 31,629           | 1,558,028     |
| Additions at cost                                   | 1,798,593        | 301,965       | 1,798,593        | 301,965       |
| Disposal proceeds                                   | (833,169)        | (1,727,234)   | (833,169)        | (1,727,234)   |
| Net gain/(loss) on change in fair value             | 30,292           | (101,130)     | 30,292           | (101,130)     |
|   | <u>1,027,345</u> | <u>31,629</u> | <u>1,027,345</u> | <u>31,629</u> |
| Market value of investments                         |                  |               |                  |               |
| Cash held by investment broker pending reinvestment | -                | -             | -                | -             |
| Investment in subsidiary                            | -                | -             | 2                | 2             |
| Fair value at the end of the year                   | <u>1,027,345</u> | <u>31,629</u> | <u>1,027,347</u> | <u>31,631</u> |

The investments comprise:

|  | The Group        |               | The Charity      |               |
|--|------------------|---------------|------------------|---------------|
|  | 2024             | 2023          | 2024             | 2023          |
|  | £                | £             | £                | £             |
| UK Common investment funds                           | 995,716          | -             | 995,716          | -             |
| Shares and bonds listed on the London Stock Exchange | 31,629           | 31,629        | 31,629           | 31,629        |
| Cash   | -                | -             | -                | -             |
|  | <u>1,027,345</u> | <u>31,629</u> | <u>1,027,345</u> | <u>31,629</u> |

#### **14. Subsidiary undertakings**

The charity owns the whole of the issued ordinary share capital of Mountbatten Hampshire Promotions Ltd (Formerly Countess Mountbatten Hospice Promotions Ltd), a company incorporated in England and Wales. The company number is 03675130. The registered office address is Botley Road, West End, Southampton, Hampshire, SO30 3JB.

The subsidiary is used for non-primary purpose trading activities. All activities have been consolidated on a line by line basis in the statement of financial activities. Available profits are distributed under Gift Aid to the parent charity.

The trustees B Halliday and M Forrest-Charde are also directors of the subsidiary.

A summary of the results of the subsidiary is show below:

|  | 2024           | 2023           |
|--|----------------|----------------|
|  | £              | £              |
| Turnover   | 367,466        | 402,733        |
| Cost of sales  | (121,095)      | (131,389)      |
| <b>Gross profit/(loss)</b>                                 | <b>246,371</b> | <b>271,344</b> |
| Administrative expenses                                    | (19,438)       | (18,202)       |
| <b>Profit / (loss) for the financial year</b>              | <b>226,933</b> | <b>253,142</b> |
| <b>Retained earnings</b>                                   |                |                |
| Total retained earnings brought forward                    | 248,088        | 477,536        |
| Profit / (loss) for the financial year                     | 226,933        | 253,142        |
| Distribution under Gift Aid to parent charity              | (475,021)      | (482,590)      |
| <b>Total retained earnings carried forward</b>             | <b>-</b>       | <b>248,088</b> |
| The aggregate of the assets, liabilities and reserves was: |                |                |
| Assets   | 148,090        | 288,307        |
| Liabilities  | (148,088)      | (40,217)       |
| <b>Reserves</b>  | <b>2</b>       | <b>248,090</b> |

Amounts owed to/from the parent undertaking are shown in notes 16 and 17.

#### **15. Parent Charity**

The parent charity's gross income and the results for the year are disclosed as follows:

|                     | 2024             | 2023               |
|---------------------|------------------|--------------------|
|                     | £                | £                  |
| Gross income        | 8,556,384        | 6,968,189          |
| Result for the year | <b>(823,127)</b> | <b>(1,833,249)</b> |



**16. Debtors**

|                                     | Group          |                | Charity        |                |
|-------------------------------------|----------------|----------------|----------------|----------------|
|                                     | 2024           | 2023           | 2024           | 2023           |
|                                     | £              | £              | £              | £              |
| Trade debtors                       | 45,193         | 39,351         | 45,193         | 39,526         |
| Other debtors                       | 41,006         | 28,186         | 32,258         | 28,098         |
| Amounts due from group undertakings | -              | 9,074          | 120,008        | -              |
| VAT                                 | 21,947         | 40,816         | 28,032         | 40,816         |
| Prepayments                         | 103,924        | 61,607         | 103,924        | 61,607         |
| Accrued income                      | 8,015          | 10,348         | 8,015          | 10,348         |
|                                     | <u>220,085</u> | <u>189,382</u> | <u>337,430</u> | <u>180,395</u> |

**17. Creditors: amounts falling due within one year**

|                                   | Group            |                  | Charity          |                  |
|-----------------------------------|------------------|------------------|------------------|------------------|
|                                   | 2024             | 2023             | 2024             | 2023             |
|                                   | £                | £                | £                | £                |
| Trade creditors                   | 937,201          | 201,005          | 934,048          | 188,116          |
| Other creditors                   | 192,155          | 174,099          | 173,657          | 154,871          |
| Amounts due to group undertakings | 126,011          | -                | 126,011          | 99,111           |
| Accruals and deferred income      | 434,153          | 987,018          | 425,149          | 978,918          |
|                                   | <u>1,689,520</u> | <u>1,362,122</u> | <u>1,658,865</u> | <u>1,421,016</u> |

**18. Deferred income**

Deferred income comprises grant and contract income received in advance of services being provided.

|                                       | Group        |          | Charity      |          |
|---------------------------------------|--------------|----------|--------------|----------|
|                                       | 2024         | 2023     | 2024         | 2023     |
|                                       | £            | £        | £            | £        |
| Balance at the beginning of the year  | -            | -        | -            | -        |
| Amount released to income in the year | -            | -        | -            | -        |
| Amount deferred in the year           | 1,040        | -        | 1,040        | -        |
| Balance at the end of the year        | <u>1,040</u> | <u>-</u> | <u>1,040</u> | <u>-</u> |

## **19. NHS Pension Scheme**

The charities operate an NHS Pension Scheme. The scheme is an unfunded, defined benefit scheme that covers NHS employees, general practices and other bodies, allowed under the direction of the Secretary of State, in England and Wales. The scheme is not designed to be run in a way that would enable each body to identify its share of the underlying scheme assets and liabilities. Therefore the scheme is accounted for as if it were a defined contribution scheme.

Past and present employees are covered by the provisions of the two NHS Pension Schemes. Details of the benefits payable and rules of the Schemes can be found on the NHS Pensions website at [www.nhsbsa.nhs.uk/pensions](http://www.nhsbsa.nhs.uk/pensions). Both are unfunded defined benefit schemes that cover NHS employers, GP practices and other bodies, allowed under the direction of the Secretary of State for Health and Social Care in England and Wales. They are not designed to be run in a way that would enable NHS bodies to identify their share of the underlying scheme assets and liabilities. Therefore, each scheme is accounted for as if it were a defined contribution scheme: the cost to the NHS body of participating in each scheme is taken as equal to the contributions payable to that scheme for the accounting period.

In order that the defined benefit obligations recognised in the financial statements do not differ materially from those that would be determined at the reporting date by a formal actuarial valuation, the FReM (Government Financial Reporting Manual) requires that “the period between formal valuations shall be four years, with approximate assessments in intervening years”. An outline of these follows:

### **a) Accounting valuation**

A valuation of scheme liability is carried out annually by the scheme actuary (currently the Government Actuary’s Department) as at the end of the reporting period. This utilises an actuarial assessment for the previous accounting period in conjunction with updated membership and financial data for the current reporting period, and is accepted as providing suitably robust figures for financial reporting purposes. The valuation of the scheme liability as at 31 March 2021, is based on valuation data as 31 March 2020, updated to 31 March 2021 with summary global member and accounting data. In undertaking this actuarial assessment, the methodology prescribed in IAS 19, relevant FReM interpretations, and the discount rate prescribed by HM Treasury have also been used.

The latest assessment of the liabilities of the scheme is contained in the report of the scheme actuary, which forms part of the annual NHS Pension Scheme Accounts. These accounts can be viewed on the NHS Pensions website and are published annually. Copies can also be obtained from The Stationery Office.

### **b) Full actuarial (funding) valuation**

The latest actuarial valuation undertaken for the NHS Pension Scheme was completed as at 31 March 2016. The results of this valuation set the employer contribution rate payable from April 2019 to 20.6% of pensionable pay. The 2016 funding valuation was also expected to test the cost of the Scheme relative to the employer cost cap that was set following the 2012 valuation. In January 2019, the Government announced a pause to the cost control element of the 2016 valuations, due to the uncertainty around member benefits caused by the discrimination ruling relating to the McCloud case.

The Government subsequently announced in July 2020 that the pause had been lifted, and so the cost control element of the 2016 valuations could be completed. The Government has set out that the costs of remedy of the discrimination will be included in this process. HMT valuation directions will set out the technical detail of how the costs of remedy will be included in the valuation process. The Government has also confirmed that the Government Actuary is reviewing the cost control mechanism (as was originally announced in 2018). The review will assess whether the cost control mechanism is working in line with original government objectives and reported to Government in April 2021. The findings of this review will not impact the 2016 valuations, with the aim for any changes to the cost cap mechanism to be made in time for the completion of the 2020 actuarial valuations.

The total pension contributions payable in respect of Mountbatten Hampshire Limited of £436,322 (2023: £419,656).

**20. a) Analysis of group net assets between funds (current year)**

|  | General<br>unrestricted<br>£ | Designated<br>funds<br>£ | Restricted<br>funds<br>£ | Total<br>funds<br>£ |
|--|------------------------------|--------------------------|--------------------------|---------------------|
| Tangible fixed assets                    | 344,144                      | -                        | -                        | 344,144             |
| Investments                              | 1,027,345                    | -                        | -                        | 1,027,345           |
| Net current assets / (liabilities)       | (1,484,868)                  | 500,000                  | 296,380                  | (688,488)           |
| <b>Net assets at the end of the year</b> | <b>(113,379)</b>             | <b>500,000</b>           | <b>296,380</b>           | <b>683,001</b>      |

**20. a) Analysis of group net assets between funds (prior year)**

|  | General<br>unrestricted<br>£ | Designated<br>funds<br>£ | Restricted<br>funds<br>£ | Total<br>funds<br>£ |
|--|------------------------------|--------------------------|--------------------------|---------------------|
| Tangible fixed assets                    | 475,598                      | -                        | -                        | 475,598             |
| Investments                              | 31,629                       | -                        | -                        | 31,629              |
| Net current assets / (liabilities)       | 526,039                      | 500,000                  | 220,950                  | 1,246,989           |
| <b>Net assets at the end of the year</b> | <b>1,033,266</b>             | <b>500,000</b>           | <b>220,950</b>           | <b>1,754,216</b>    |

**Mountbatten Hampshire Limited**  
**Notes to the Financial Statements**  
**For year ended 31 March 2024**

**21. a) Movement in funds (current year)**

|   | At 1 April 2023 | Income & gains | Expenditure & losses | Gain on revaluations | Transfers | At 31 March 2024 |
|---|-----------------|----------------|----------------------|----------------------|-----------|------------------|
|   | £               | £              | £                    | £                    | £         | £                |
| <b>Restricted funds:</b>                                    |                 |                |                      |                      |           |                  |
| <i>Group and charity</i>                                    |                 |                |                      |                      |           |                  |
| Summer House  | 39,160          | -              | -                    | -                    | -         | 39,160           |
| Coronavirus appeal  | 27,616          | -              | (27,616)             | -                    | -         | -                |
| Capital Campaign  | 11,000          | 41,000         | (4,791)              | -                    | -         | 47,209           |
| Carmichael and Mason Charitable Settlement                  | 250             | -              | (250)                | -                    | -         | -                |
| NHSE BID 2- re-locate community hub, IT project & drug cart | 71,800          | -              | -                    | -                    | -         | 71,800           |
| The Osullivan Milly   | 3,000           | -              | (3,000)              | -                    | -         | -                |
| De Laslo Foundation   | 6,000           | -              | (1,854)              | -                    | -         | 4,146            |
| The Broyst Foundation                                       | 2,500           | 2,500          | -                    | -                    | -         | 5,000            |
| Garfield Weston   | 25,000          | -              | -                    | -                    | -         | 25,000           |
| ChildWick Trust   | 11,000          | -              | -                    | -                    | -         | 11,000           |
| Northwick Trust   | 10,000          | -              | -                    | -                    | -         | 10,000           |
| Carmichael & Mason  | 2,000           | -              | -                    | -                    | -         | 2,000            |
| Colex Charitable Trust                                      | 2,000           | -              | (1,564)              | -                    | -         | 2,000            |
| The Richard Kirkman Trust                                   | 3,000           | -              | -                    | -                    | -         | 3,000            |
| Trant Goodwill Trust  | 500             | -              | -                    | -                    | -         | 500              |
| IPU – WiFi in Pat Vogt’s memory                             | 1,124           | -              | (1,124)              | -                    | -         | -                |
| Neighbourly Foundation (B&Q)                                | 5,000           | -              | (4,747)              | -                    | -         | 253              |
| Francis Winham Foundation, Hospital Saturday Fund           | -               | 12,000         | (2,976)              | -                    | -         | 9,024            |
| Jenna Marie Fund  | -               | 9,066          | -                    | -                    | -         | 9,066            |
| Patients Christmas Meal                                     | -               | 1,500          | -                    | -                    | -         | 1,500            |
| Syder Foundation  | -               | 5,000          | -                    | -                    | -         | 5,000            |
| Edwina Mountbatten “Leonora Children’s Foundation”          | -               | 10,000         | -                    | -                    | -         | 10,000           |
| Sarah Ricketts’ donation                                    | -               | 820            | (820)                | -                    | -         | -                |
| Duncan Latters’ donation                                    | -               | 2,000          | (2,000)              | -                    | -         | -                |
| Lee Robinsons’ donation                                     | -               | 335            | (329)                | -                    | -         | 6                |
| Hazel Centre Fund   | -               | 1,823          | (598)                | -                    | -         | 1,225            |
| Staff Christmas Party                                       | -               | 2,820          | (2,045)              | -                    | -         | 775              |
| IPU Bay refurbishment fund                                  | -               | 15,000         | (106)                | -                    | -         | 14,894           |
| Hospice UK Masonic Charitable Foundation                    | -               | 24,995         | -                    | -                    | -         | 24,995           |
| The Garden Fund   | -               | 520            | (130)                | -                    | -         | 390              |
| <b>Total restricted funds</b>                               | <b>220,950</b>  | <b>129,379</b> | <b>(53,949)</b>      | <b>-</b>             | <b>-</b>  | <b>296,380</b>   |

21. a) Movement in funds (current year) – cont.

|                                       | At 1 April 2023 | Income & gains | Expenditure & losses | Gain on revaluations | Transfers | At 31 March 2024 |
|---------------------------------------|-----------------|----------------|----------------------|----------------------|-----------|------------------|
|                                       | £               | £              | £                    | £                    | £         | £                |
| <b>Unrestricted funds:</b>            |                 |                |                      |                      |           |                  |
| <i>Group and charity</i>              |                 |                |                      |                      |           |                  |
| <b>Designated funds:</b>              |                 |                |                      |                      |           |                  |
| Development fund                      | 500,000         | -              | -                    | -                    | -         | 500,000          |
| Total designated funds                | 500,000         | -              | -                    | -                    | -         | 500,000          |
| <b>General funds:</b>                 |                 |                |                      |                      |           |                  |
| General funds ( <i>charity only</i> ) | 785,178         | 7,961,983      | (9,365,853)          | 30,292               | 475,021   | (113,379)        |
| General funds ( <i>Promotions</i> )   | 248,088         | 367,466        | (140,533)            | -                    | (475,021) | -                |
| Total general funds ( <i>group</i> )  | 1,033,266       | 8,329,449      | (9,506,386)          | 30,292               | -         | (113,379)        |
| <b>Total unrestricted funds</b>       | 1,533,266       | 8,329,449      | (9,506,386)          | 30,292               | -         | 386,621          |
| <b>Total funds</b>                    | 1,754,216       | 8,458,828      | (9,560,335)          | 30,292               | -         | 683,001          |

The narrative to explain the purpose of each fund is given at the foot of the note below.

**21. b) Movement in funds (prior year)**

|   | At 1 April 2022 | Income & gains | Expenditure & losses | Gain on revaluations | Transfers | At 31 March 2023 |
|---|-----------------|----------------|----------------------|----------------------|-----------|------------------|
|   | £               | £              | £                    | £                    | £         | £                |
| <b>Restricted funds:</b>                                    |                 |                |                      |                      |           |                  |
| <i>Group and charity</i>                                    |                 |                |                      |                      |           |                  |
| Summer House  | 50,000          | -              | (10,840)             | -                    | -         | 39,160           |
| Coronavirus appeal  | 27,616          | -              | -                    | -                    | -         | 27,616           |
| Capital Campaign  | 11,000          | -              | -                    | -                    | -         | 11,000           |
| Carmichael and Mason Charitable Settlement                  | 5,000           | -              | (4,750)              | -                    | -         | 250              |
| Southampton City Council-Bereavement support                | 47,000          | -              | (47,000)             | -                    | -         | -                |
| NHSE BID 2- re-locate community hub, IT project & drug cart | 98,870          | -              | (27,070)             | -                    | -         | 71,800           |
| The Osullivan Milly   | -               | 3,000          | -                    | -                    | -         | 3,000            |
| De Laslo Foundation   | -               | 6,000          | -                    | -                    | -         | 6,000            |
| The Broyst Foundation                                       | -               | 2,500          | -                    | -                    | -         | 2,500            |
| Garfield Weston   | -               | 25,000         | -                    | -                    | -         | 25,000           |
| ChildWick Trust   | -               | 11,000         | -                    | -                    | -         | 11,000           |
| Northwick Trust   | -               | 10,000         | -                    | -                    | -         | 10,000           |
| Carmichael & Mason  | -               | 2,000          | -                    | -                    | -         | 2,000            |
| Colex Charitable Trust                                      | -               | 2,000          | -                    | -                    | -         | 2,000            |
| The Richard Kirkman Trust                                   | -               | 3,000          | -                    | -                    | -         | 3,000            |
| Trant Goodwill Trust  | -               | 500            | -                    | -                    | -         | 500              |
| C Carlyle – Thorley Elizie                                  | -               | 1,000          | (1,000)              | -                    | -         | -                |
| Jenna Marie Foundation                                      | -               | 9,313          | (9,313)              | -                    | -         | -                |
| IPU – WiFi in Pat Vogt’s memory                             | -               | 1,124          | -                    | -                    | -         | 1,124            |
| Neighbourly Foundation (B&Q)                                | -               | 5,000          | -                    | -                    | -         | 5,000            |
| <b>Total restricted funds</b>                               | <b>239,486</b>  | <b>81,437</b>  | <b>(99,973)</b>      | <b>-</b>             | <b>-</b>  | <b>220,950</b>   |

**Mountbatten Hampshire Limited**  
**Notes to the Financial Statements**  
**For year ended 31 March 2024**

**21. b) Movement in funds (prior year) continued**

|                                       | At 1 April 2022 | Income & gains | Expenditure & losses | Gain on revaluations | Transfers | At 31 March 2023 |
|---------------------------------------|-----------------|----------------|----------------------|----------------------|-----------|------------------|
|                                       | £               | £              | £                    | £                    | £         | £                |
| <b>Unrestricted funds:</b>            |                 |                |                      |                      |           |                  |
| <i>Group and charity</i>              |                 |                |                      |                      |           |                  |
| <b>Designated funds:</b>              |                 |                |                      |                      |           |                  |
| Development fund                      | 500,000         | -              | -                    | -                    | -         | 500,000          |
| Total designated funds                | 500,000         | -              | -                    | -                    | -         | 500,000          |
| <b>General funds:</b>                 |                 |                |                      |                      |           |                  |
| General funds ( <i>charity only</i> ) | 2,599,891       | 6,886,753      | (9,082,926)          | (101,130)            | 482,590   | 785,178          |
| General funds ( <i>Promotions</i> )   | 477,536         | 402,733        | (149,591)            | -                    | (482,590) | 248,088          |
| Total general funds ( <i>group</i> )  | 3,077,427       | 7,289,486      | (9,232,517)          | (101,130)            | -         | 1,033,266        |
| <b>Total unrestricted funds</b>       | 3,577,427       | 7,289,486      | (9,232,517)          | (101,130)            | -         | 1,533,266        |
| <b>Total funds</b>                    | 3,816,913       | 7,370,923      | (9,332,490)          | (101,130)            | -         | 1,754,216        |

## 21. Movement in funds (continued)

### Purposes of restricted funds

#### *Summer House*

During the prior year the Summer House fund was established following the receipt of legacies and trust fund donations towards the cost of purchasing a summer house.

#### *Coronavirus appeal*

'Barclays 100x100 UK COVID-19 Community Relief Funding', the money was used to purchase various specific medical equipment and ward items for patient's use.

#### *Capital Campaign*

For the upcoming capital projects.

#### *Carmichael and Mason Charitable settlement*

To purchase specific equipment for the hospice.

#### *Southampton City Council Bereavement Support*

To provide Bereavement Support Service to Care Home staff employed in the city.

#### *NHSE BID2*

NHSE via Hospice UK To do refurbishment works and equipment to co-locate community Hub, to train staff on Brigid & Airmid, IT project management costs and purchase of Drug Cupboard.

#### *Francis Winham Foundation*

The funds were restricted for the purchase of equipment for patients, the funds are being used to purchase various items including Oska pumps, Mattresses and a folding slide board.

#### *February Foundation*

The funds are for the refurbishment of the IPU patient bays, the work is in progress for all IPU bays to be refurbished in 2024/25.

#### *Jenna Marie Foundation*

The funds are restricted to items to be used by our patients, the funds expensed during 2023/24 have purchased Beds, Blankets and a washing machine.

#### *Syder Foundation*

The funds donated are restricted to the capital campaign, the works are in progress and expected to complete during 2024/25.

#### *Edwina Mountbatten "Leonora Childrens Foundation"*

The funds donated are restricted to the capital campaign, the works are in progress and expected to complete during 2024/25.

#### *Sarah Rickett*

Provided a donation to reward our staff, this has been used alongside another similarly restricted donation in providing a Christmas party at the hospice for staff and volunteers.

#### *Duncan Latter*

Provided a donation to reward our staff, this has been used alongside another similarly restricted donation in providing a Christmas party at the hospice for staff and volunteers.



## 21. Movement in funds (continued)

### *Hospice UK Masonic Charitable Foundation*

This fund has purchased a community engagement vehicle, a minibus size vehicle that enables all of our teams to support our communities including those further from our Hospice.

### Purposes of designated funds

The trustees established this fund for use in future projects to extend the service of Mountbatten Hampshire.

## 22. Reconciliation of net incoming resources to net cash flow from operating activities

|  | 2024             | 2023           |
|--|------------------|----------------|
|  | £                | £              |
| <b>Net expenditure for the reporting period<br/>(as per the statement of financial activities)</b> | (1,071,215)      | (2,062,697)    |
| Depreciation charges   | 212,756          | 238,345        |
| (Gains)/losses on investments  | (30,292)         | 101,130        |
| Dividends, interest and rent from investments  | -                | (46,671)       |
| Interest from intercompany loan  | 4,475            | -              |
| Loss on disposal of fixed assets   | (1,230)          | -              |
| Increase in stocks   | (3,104)          | (1,835)        |
| (Increase)/decrease in debtors   | (30,703)         | 1,920,061      |
| Increase in creditors  | 227,398          | 254,854        |
| <b>Net cash (used in)/provided by operating activities</b>   | <b>(691,915)</b> | <b>403,187</b> |

### Analysis of cash and cash equivalents

|              | 2024    | 2023      |
|--------------|---------|-----------|
|              | £       | £         |
| Cash in hand | 774,425 | 2,416,311 |

### Analysis of changes in net debt

|                           | 1 April<br>2023<br>£ | Cash flows<br>£    | 31 March<br>2024<br>£ |
|---------------------------|----------------------|--------------------|-----------------------|
| Cash in hand              | 2,416,311            | (1,641,886)        | 774,425               |
| Borrowings (intercompany) | -                    | (100,000)          | (100,000)             |
|                           | <b>2,416,311</b>     | <b>(1,741,886)</b> | <b>674,425</b>        |

**23. Operating leases commitments**

The group's total future minimum lease payments under non-cancellable operating leases are as follows for each of the following periods:

|                    | Property         |                  |
|--------------------|------------------|------------------|
|                    | 2024             | 2023             |
|                    | £                | £                |
| Less than one year | 210,825          | 190,500          |
| One to five years  | 651,500          | 682,833          |
| Over five years    | 403,250          | 428,917          |
|                    | <u>1,265,575</u> | <u>1,302,250</u> |

All of the commitments shown above relate to Mountbatten Hampshire Limited. The subsidiary company, Mountbatten Hampshire Promotions Limited, has no such commitments.

**24. Legal status of the charity**

The charity is a company limited by guarantee and has no share capital. The liability of each member in the event of winding up is limited to £1.

**25. Ultimate controlling party**

The charity's ultimate controlling party is Mountbatten Isle of Wight Limited, a registered charity (number: 1039086) and company limited by guarantee (number: 02929267). Copies of the consolidated financial statements are available from the Charity Commission.