

COMPANY NUMBER: 06539641
CHARITY NUMBER: 1123304



Mountbatten Hampshire Limited

**Report and financial statements for the
year ended 31 March 2025**

Mountbatten Hampshire Limited
Contents of the Financial Statements for year ending 31 March 2025

Reference and administrative information	1 - 2
Statement from the CEO	3
Statement from the Chair of Trustees	4
Background and objects	5
Strategic report – Objectives & activities	5 - 6
The Mountbatten Pyramid	7
Working in partnership to tackle the disparity in accessing our care	8
Community Engagement	9
Advancing conversations: A year of progress in Care Planning	9
Collaborating to deliver 24/7 care to patients at home	10
Celebrating life and changing perceptions	11
Training tomorrow's Consultants and GPs	12
Enhancing palliative care at University Hospitals Southampton (UHS)	13
Key achievements and performance	14
Our services in numbers	15
The impact of planned giving	16
Trusts and grants	17
Growth in retail	18
Mountbatten's people	19
Quality	20 - 22
Sustainability and carbon reporting	23
Financial review	24
Future plans	25
Principal risks and uncertainties	26 - 27
Information Governance	28
Trustees' duty to promote the success of the Charity – Section 172 statement	29 - 30
Engaging with our stakeholders	30 - 31
Governance	32 - 33
Public benefit statement	33
Statement of trustees' responsibilities	34
Independent auditors report	35 - 37
Statement of financial activities (incorporating an income and expenditure account)	38
Balance Sheet	39
Statement of cash flows	40
Notes to the financial statements	41 - 64

Mountbatten Hampshire Limited
Reference and administrative information
For year ended 31 March 2025

Administrative Details

Status and structure:	Mountbatten Hampshire Limited operates as a charitable company limited by guarantee.	
Company number:	06539641	
Charity number:	1123304	
Registered office and operational address:	Botley Road West End Southampton SP30 3JB	
Trustees	Trustees are also Directors under company law:	
	Sir Ian Cheshire	CHAIR
	M Acland	
	P Pitcher	(resigned July 2024)
	B Halliday	
	A Stables	(resigned July 2024)
	A Neill	
	M Forrest-Charde	
	K Collins	(appointed July 2024)
	V K Hastings	(appointed July 2024)
	C L Panayi	(appointed July 2024)
	T Peachey	(appointed July 2024)
	J H S Sichel	(appointed July 2024)
	A C Gornall	(appointed July 2024 and resigned October 2024)
Company Secretary:	M R Edmonds	(appointed August 2024)
Senior Management Team:	N Hartley MBE	Chief Executive
	L Smith	Director of Nursing
	M R Edmonds	Interim Director of Finance (appointed July 2024)
	D Hodgkins	Director of People Services
	J Hazeldine	Director of Psychosocial and Spiritual Care
	R McGregor	Deputy Chief Executive
	D Fleming	Director of Quality Data and Information
	S Lewis	Director of Commercial (appointed Oct 2024 and left July 2025)

Mountbatten Hampshire Limited
Reference and administrative information
For year ended 31 March 2025

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

As my final annual report as the CEO of Mountbatten, there is an opportunity to reflect on the last ten years or so, a time to focus on what we have achieved together, our developments, our successes, our challenges and what still needs to be done. However, we stand at a crossroads, particularly with the future financial support of hospices under critical threat from the local NHS and it is clear that we stand on the edge of a fight to stand up for what is right and what dying and bereaved people should categorically expect from the statutory sector.

There is no question that Mountbatten has changed beyond all recognition in the last ten years, both the services that the organisation delivers on behalf of our local communities, but also the sheer numbers of people that we are reaching stretching the scale of our endeavours and our influence both in and beyond the sector. There is nothing wrong with us all being very proud of what we have and what we continue to achieve for those who are at their most vulnerable

Mountbatten's work really matters, particularly at this time when hospice and end of life care are under threat within the wider UK Health and Social Care system through disinvestment in funding and financial investment. It is also both disappointing and frustrating that it still remains significantly easy for the dying and the bereaved to be ignored within the NHS, highlighted by current funding cuts and the lack of understanding of the sector by commissioners who can no longer afford to deliver the services that our populations need and deserve. It is a sorry state of affairs to be reminded of the terrible deficits in end of life care which were rife in the new National Health Service of the 1940s where dying was not part of the vision and when the new modern hospice movement rose up in protest and rebellion.

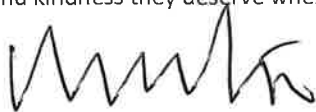
The modern hospice movement has developed during the lifetime of many of us and will reach its sixtieth anniversary in 2027. Our generation should be so rightly pleased of this achievement, where we have protested against a Health and Social Care sector who in the past so easily misplaced and forgot the dying, foolishly thinking that they cannot come back and complain about the lack of care they have received. As the dying and the bereaved are marginalized once more, it is Mountbatten's job to both complain and to campaign and we must never stop doing this.

It has become clearer to me over the past decade, that through our public engagement work and Advance Care planning drive, our local communities understand Mountbatten's commitment and service to them more and more. Through listening to those who live locally and hence delivering both what our local population want and need when they and their loved ones are at their most vulnerable, Mountbatten remains firmly in the hearts and minds of those who are touched by our devastating duo of expertise and kindness. This web of intense and dedicated relationships remains Mountbatten's most powerful weapon. The support we have through our many fundraising and income generation activities is also quite simply extraordinary. As demand grows and Mountbatten's services become more stretched, the understanding and commitment from those who live across our catchment areas matters more than ever and will continue to do so whilst healthcare commissioners continue to ignore their responsibilities to those they are meant to be serving.

It seems to me that we are on the verge of a battle with our local healthcare commissioners. This battle will not be between Mountbatten and them, but between our local communities and them. I know that our local population will not sit back and see their commitment to Mountbatten's vision and mission be destroyed.

Dying and bereavement are major events in all of our lives and when we are facing both of these issues we deserve the very best from those who are trusted to both fund and to provide the care we need.

I wish Mountbatten well as it stands on the verge of a new era and wholeheartedly support the appointment of Becky Mc Gregor as my successor. I will always continue to support this remarkable organisation from the sidelines and will always be prepared to take my place on the battlefield to ensure that our communities will always receive the expertise and kindness they deserve when they come to the end of their lives or when they face bereavement.



Nigel Hartley MBE
CEO Mountbatten Hampshire Limited

24 July 2025

Mountbatten Hampshire Limited
Statement from the Chair of Trustees
For year ended 31 March 2025

Mountbatten continues to serve its users on both sides of the Solent, both in our hospices and more commonly in their homes, as demand for our services rises with every passing year. The quality of personal care our teams provide is simply outstanding and I would like to thank all our colleagues for their brilliant work.

We have also seen the announcement of a forthcoming change of leadership, with Nigel Hartley MBE stepping down as Chief Executive and Becky McGregor being confirmed as his successor, taking over in the autumn. Nigel has been a simply fantastic Chief Executive over his 11 years, transforming the organisation into the nationally recognised leader it is today. We will very much miss him but are also grateful that he has been able to develop such an able successor in the person of Becky. The charity is in good health thanks to Nigel's excellent stewardship, and I want to formally thank him for his great service.

As you will see in the accounts we had a more positive year on the financial front, reducing the deficits year on year, despite continuing challenges, especially in limited support from the NHS. Given new levels of national insurance costs, we face more headwinds this year with significant uncertainty on future NHS funding models.

All that means that we depend more than ever on public generosity to maintain our vital operations. Thank you to all who supported us in this year and an especial thanks to all who walked on this year's Walk the Wight, which again set a new record for money raised. Also this year we saw a change of Patron, with Sir Martin White handing over to Alan Titchmarsh CBE, and we very much appreciate Martin's many years of service. Finally, I would like to thank my board of trustees for their hard work and support over the year!


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Sir Ian Cheshire
Chair of Trustees
Mountbatten

24 July 2025

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 3,665 people, 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 16 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



2024/25 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."

Community Engagement

A successful Hospice UK and Masonic Charitable Foundation grant to purchase a Community Engagement Vehicle (CEV) to reach more people, reducing disparity in access and dispelling the myths and perceptions of hospice care.

CEV's first official outing was to Eastleigh in August 2024, where a total of 5 people were engaged, information shared and advance care planning was discussed. Since this time CEV has visited over 20 different venues and seen over 500 contacts with members of the public.

The type of interaction have differed between locations with the majority of support required in Southampton City being bereavement and psychosocial support and dispelling myths around our services are just 'in-patient beds', 'just for cancer' and accessible to those who 'can afford/pay'.

There has been a lot of interest from people who want to volunteer for Mountbatten. In addition to we have taken lots of informal enquiries about supporting fundraising activities. By contrast, the more rural area of Colden Common, has required a level of clinical expertise, with people presenting with recent diagnosis, curious to know more about their illness and what to expect.

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.

Our education team have provided 17 Advance Care Planning training sessions to 152 individuals to help those attending understand the importance of advance planning and to develop confidence to start conversations using innovative methods.

Additionally the education team led the revision of an outdated advance care planning document used by organisations supporting those experiencing homelessness. Bespoke sessions were provided to support the use of this revised document in practice, to raise confidence and increase the opportunity for people experiencing homelessness to engage in advance planning.

The Community Engagement Vehicle has provided an opportunity to help raise awareness of advance care planning. Mountbatten Advance Care Planning booklets and information leaflets have been distributed across various community groups, meetings and organisations and enabled conversations with our community about the importance of planning ahead.

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 24% increase in home visits by our community team and a 5% increase in calls to our 24/7 advice line, underscoring the growing need for comprehensive support services.

To ensure people 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 people whose advanced care plans indicate a preference to stay at home. By encouraging care homes to contact Mountbatten for support, we enable more people to receive the care they need within familiar environments.

The complexity of people's conditions has increased, necessitating more intensive interventions. Many community patients are newly diagnosed with multiple symptoms and conditions as they 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 to ensure 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 quality 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.

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 accessing Mountbatten services, people supported by our bereavement services, staff, volunteers and the local community 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 launch and development

Hosting enjoyable, attractive performance events in the Hazel Centre makes further use of our community space to offer another attractive invitation for our community to engage with the Hospice, feel welcome and demystify who we are and what we do. Performances by groups such as the 'Ukulele Jam' have filled the room with audiences enjoying the entertainment, and indulging in wine and canapés, as part of the concert experience. From September 2025 there are plans to hold such events on a regular, monthly basis, with a range of performance types to appeal as widely as possible.

Monthly quizzes

Launched by a user of Mountbatten services who died in our care on the inpatient unit, the monthly quiz continues as a legacy and remains an extremely popular event that provides a fun and interactive way for people to engage with the hospice. It is always very well attended by around 100 people, with a mixture of regulars and newcomers. 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.

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, 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.

Three 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 doctors in training 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. Mountbatten Hampshire hosts 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 welcomed 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)



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.

Key achievements and performance

- An annual review of Mountbatten's audit programme has taken place. The aim of this exercise was to review the audits being completed to ensure they were adding value. This informed the decision making on which of the current audits will be continued in the 2025/26 audit programme. In discussions with team leads and clinicians we also agreed on what new audits would be completed in 2025/26.
- An external organisation incidents review group has been set up. The focus of the group is to scrutinise the incidents and identify if there are any themes of learning identified. The group have then worked with system partners to identify ways of making improvements.
- A piece of work is being undertaken in Hampshire to look at ways to improve ambulance transfer delays of people from home or hospital. Meetings have been held with South Central Ambulance Service (SCAS) and the Integrated Care Board and Mountbatten has shared the impact of the delays on patients. Options of how the processes could be improved have been discussed and there is hope these can be implemented in 2025/26.
- Mountbatten continue to develop its Intranet site with a focus on developing the dashboard area of the site. This provides employees with data about key services and performance.
- Further work has been completed in 2024/5 on moving over to using the strategic reporting function in SystmOne from Clinical reporting. This will allow for a greater depth of data to be collected and used within Mountbatten's dashboards, it is also the first step to providing real time reporting which will help to with decision making relating to patient care. A dashboard has now been used using strategic report which automates a large part of the process and will mean the data is much more readily available for clinicians.
- Mountbatten's Director of Quality, Data and Information was asked to speak at the Hospice UK national conference the work being undertaken at Mountbatten around using a shared record for patient care and how they are working with system partners to get the most out of the electronic patient record that they share.
- A schedule for all of the clinical dashboards has been produced, this details where dashboards are tabled and the frequency of this. The Director of Quality, Data and Information now attends clinical team meeting to present that data dashboards and lead a conversation on what the data is telling the clinical teams.
- A collaborative project between Mountbatten and Oakhaven Hospice has been developed, the remit of this is a focus on data and IT support. Dashboards have been produced that align the data collected across Mountbatten and Oakhaven which provides an opportunity, to benchmark and learn across the three hospices.
- Funding from grant and trusts from 19 different funders ranging from £500 to £100,000 have enabled three key refurbishments to be completed. The works included alterations and redecoration of patient bays to provide 3-bedded bays with a new wet room facility and essential storage for patient equipment; creation of 'Mountbatten Room' a new space will provide a quiet reflective area for those of any faith or no faith for patients, families, visitors, staff, and volunteers and, colocation of the community teams in five newly refurbished offices with the installation of a Controlled Drugs cupboard to enable the team to responsively take out essential pain and symptom-relieving medication to people at the end of life.

Our services in numbers

In 2024/25 Mountbatten Hampshire supported 3,665 people.

The inpatient unit

Our 16 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.

433 patients **479** admissions The average length of stay in the inpatient unit is 10 days

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, person-centred care.

13,860 home visits **2,711** 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 people receive comprehensive, compassionate care tailored to their individual needs.

14,001 visits made **226** 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.

— **510** people supported — **2,859** contacts with people —

24/7 advice line (care coordination centre)

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

39,671 outgoing calls and **42,149** incoming calls

Psychology and Bereavement services

Counsellors and trained volunteers provide emotional support to help people 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.

664 people supported across all services **3,528** adult contacts **143** child contacts

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 2024/25, Mountbatten Hampshire received £1,334,490 in income from planned giving. This compares with £1,334,490 in 2023/24, an increase of 117%.

Planned giving in numbers

£1,028,092 of gifts in Wills, contributing 47% of fundraised income for the charity in 2024/25

116 regular givers contributing £20,808 of income in 2024/25

£287,660 of income from 4,222 lottery players in 2024/25

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 2024/25.

The Albert Hunt Trust
Barker-Mill Foundation
Belvedere Trust
The Broyst Foundation
Carmichael & Mason Charitable Settlement
Colefax Charitable Trust
The De Laszlo Foundation
The Ennismore Charitable Trust
The Green Hall Foundation
The Hobson Charity Limited
Hospice UK
The James Tudor Foundation
Jenna Marie Foundation
The Masonic Charitable Foundation
The O'Sullivan Family Charitable Trust
RHS Spurgin Charitable Trust
The Richard Kirkman Trust
Souter Charitable Trust
NPT Transatlantic

Growth in retail

Mountbatten shops provides a sustainable and affordable shopping experience, predominately 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 that 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. In line with Mountbatten's strategic plan, two new shops were opened in Hampshire during 2023/24.

Mountbatten Hampshire shop income Hampshire totalled £1,063k with a 20% contribution of £210k, compared to the prior year contribution of £240k, exceeding the budget by £2k. The phasing and the late completion of the Furniture store and Warehouse had a slight bearing on the growth as we had provisioned to open the store in April 2024, but this was delayed until late July.

The contribution has been achieved despite a rise in costs, including staffing costs due to minimum wage and national insurance rises. RAG income has also decreased to the tune of in line with the national reduction in RAG.

The significant expansion of stores over the past three years and a focus on local volunteer recruitment campaigns has 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 was opened in July 2024 to further grow the operational capacity of the stores and enable the sale of furniture and house clearances. Our warehouse and donation centre goes from strength to strength, and we are looking to utilise the stock we have collated to further expand in 2026/27. We implemented an outlet theme in our Portswood store in September 2024 as the market had shifted to lower pricing with all of our competitors and this has yielded on average a 25% increase in trade.

A focus on growing gift aid income from donated goods commenced in 2023/24 across Mountbatten's shops from a baseline of £4k in 2022. In 2024/25 we made a claim for 35K and we expect to be claiming approximately £55k for 2025/26.

Retail in numbers

10 retail stores
26 staff
140 volunteers
£1,063k income generated in 2024/25
£210k contribution to charitable funds

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 2024/25, 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 2024/25, we matched the NHS consolidated pay award.

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 over £580,00 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 over 100 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 £78,000 every year.

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

Complaints and concerns

During 2024/25 we have continued to report and respond robustly to concerns and complaints when they are received at Mountbatten Hampshire, this has been achieved through training and mentoring of staff. Datix, an Incident Management System is used for reporting of feedback and assists with the logging and 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 includes:

"I can honestly say the care, advise, support and compassion we received from the team at Mountbatten was second to none. When the time came when Nan needed end of life care she was admitted to Mountbatten Hospice Hampshire in West End. The week before admission included numerous night/early morning visits from the nurses and even lots of tissues and hugs for my Mum who was primary carer for Nan. In her short time at the hospice nothing was too much trouble, from the welcoming smiles at reception, the volunteers who delivered refreshments to the medical staff, everyone went the extra mile to support Nan and us as a small family. We had no idea in what to expect and thought of it as a place of sadness but in fact there were many special times that we spent as a family remembering the good times and even sharing some laughter."

"I am writing to thank you enormously for the care I was given at home or the 10 days you came to our home. There are too many carers to name but you were all amazing. Your dedication to your work of looking after patients AND their relatives was just outstanding. The best compliment I can pay is that you are all round pegs in round holes and I couldn't have asked for more as her husband. I will never forget how you looked after my wonderful wife. I will be making a large donation in her memory and I have asked for donations at the funeral on 12th August to be earmarked for the hospice. I hope my gratitude for the amazing work you do somehow conveys how we feel as a family as words are totally inadequate. I am sure you will convey our thanks to the relevant staff."

"To all the wonderful team at Mountbatten hospice. From the moment me and my sister came to you, you were so very welcoming to us & all her other family & friends. No matter day or night you were all there to offer every support we all needed (not just to our beautiful sister) to us all. Nothing was too much trouble even when things became very difficult. Your patience and understanding was heaven sent. From the bottom of mine and my families & her friends hearts, I'd like to thank you all. I know xx would have agreed with us, her last hours spent with people who really cared. God Bless you all."

"To all the amazing people at Mountbatten's Hospice. My mum was recently a patient at Mountbatten's for nearly three weeks and sadly passed away in the early hours of Monday the 19th August. I just wanted to express our sincere appreciation and thanks for the care she received while she was in your care. There was not one member of staff that did not display the most amazing kindness and compassion when dealing with either my mum, myself and family. I cannot put into words how grateful we are that she was able to spend her final days in such a wonderful place. I know I speak for the whole family when I say it is a comfort to us that she could not have been cared for better"

"To each and everyone of you. There are not enough Maltesers in the world to fully show our gratitude for the care you gave to mum. Not only did you bring much needed expertise and care but you also brought so much love and laughter into our home, at a time when it was much needed. You are all living legends."

Care Quality Care Rating


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 2024/25. The CQC has not taken enforcement action against Mountbatten Hampshire during 2024/25.

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.

	2024/25	2023/24
Consumption of Electricity – KWh / Tons of CO2 equiv		
Hampshire Hospice and associated buildings	116,662 / 27.2	not recorded
Retail outlets Hampshire	69,634 / 16.23	70,735 / 16.49
Consumption of Gas – KWh Equiv.		
Hampshire Hospice and associated buildings	472,448 / 110.15	not recorded

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 in the Group is the premises at West End, Southampton , which consumes 100% of gas consumption and 62.6% (2024: 82%) of electricity consumption.

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. This does include the Hampshire Hospice premises for which we are not directly responsible for the Energy contracts.

Our fleet includes our company cars and vans.

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 2024/2025

Our energy saving actions in our shops and hospice buildings include a programme of replacement lighting with LED installations and appliances wherever 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 2024/25 we commenced drafting a Mountbatten environmental sustainability policy, which is due to be completed and approved in 2025.

Financial review

The financial environment for the year for Mountbatten Hampshire Limited remained challenging and the Charity produced a deficit for the year of £157k (2024: £1,071k). This performance was a significant improvement from the prior year as a result of strategies and actions put in place in the prior year to improve financial performance. Legacies improved significantly with receipts of £878k (2024: £263k) for the year. Fundraising activities overall brought in more income than in the prior year. Overall income did grow in the year mainly due to legacy income growth.

Resources expended by the charity for the year decreased substantially, also as a result of the strategies and actions put in place in prior years to improve financial performance. The total resources expended by the charity decreased to an amount of £8,892k (2024: £9,560k). An analysis of charity resources expended by activity is as follows:

- 15.1% (2024 – 15.0%) 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.
- 68.2% (2024 – 68.9%) of our expenditure was directly incurred in the carrying out of our charitable activities. Our costs are broadly similar in total to 2023-24 however this has been achieved by reducing expenditure, including freezing vacant posts, negotiating contracts and streamlining service expenditure.
- 16.7% (2024 – 16.1%) of our expenditure was incurred in the support activities for the charity.

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 £11k (2024 £6k) was achieved through the two investment management companies managing the investment portfolio.

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 £224k finishing the year at £162k (2024: £387k). Budgeted expenditure for 2024/25 is £8.5m, unrestricted reserves equated to less than 1 month of budgeted expenditure as at 31 March 2025. This is much lower than we want, 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. As mentioned earlier in this report, the budget for the year is to produce a 'break even' financial performance for the year. Management remain confident that, with the controls in place, Mountbatten Hampshire will continue to be able to cover all expenditure. The group holding company have formally agreed to support Mountbatten Hampshire to the extent necessary in the future.

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.

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

- To take advantage of the capital funding support from the grant funds received from the DHSC and to
- Expand the parking capacity available at the charity premises
- Continue the refurbishment and redevelopment of the wards in the Hospice.
- Construct a new multi-functional building in the grounds to expand and improve our range of complementary therapies available to our inpatients and day patients.
- Attend to a range of replacements of equipment that has reached the end of its useful life.
- We intend to upgrade the accounting software to modernize the administrative and accounting services to the charity. The current system is two decades old.

Principal risks and uncertainties

There are 19 current risks and 11 static risks (where the target rating has been achieved but monitoring still required). Mountbatten's Deputy CEO holds responsibility for the risk register, which was fully reviewed and revised during 2024/5 and provided training to the Board.

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

- Full Risk Register reviewed by the Board annually
- Changes to Risk Register reviewed by Senior Management Team quarterly
- Changes to Risk Register reviewed at Quality and Governance Committee quarterly and on the agendas of all seven governance committees.

The principle five strategic risks faced by Mountbatten are outlined below:

Risk	Management – Current and planned
Financial stability from contracts with a lack of appropriate financial uplift	<ul style="list-style-type: none"> - Clinical services costed and regular reviews planned - Review of priority areas of service delivery ongoing - Ongoing detailed review of financial structure and a programme of actions with the Board of Trustees - Ongoing lobbying with local MP's and other key stakeholders to highlight key challenges - Public consultation undertaken and further work on outcome ongoing - 2.8% Integrated Care Board (ICB) uplift agreed for 2025/2026 - Providing data to ICB in terms of forward planning - Robust compliance with ICB contract monitoring and quality reporting - Contract monitoring meetings with ICB in place
Failure to raise funds (fundraising and gifts in wills)	<ul style="list-style-type: none"> - New fundraising strategy and action plan now in place - Fundraising section of Sustainability Strategic Implementation Plan updated in line with fundraising strategy - Review of Fundraising Team roles and skill sets has taken place - Plans in place to reduce spend - Participation in national Hospice UK legacy campaign - Commercial Director commenced employment October 2024 and new Head of Fundraising commenced employment January 2025 - Commercial Development Group set up - New data controller role in place - Regular reporting of Fundraising through governance structure

Financial risks of additional costs of employment and retention (rises in national insurance (NI) contributions, national minimum wage and NHS pay awards)

Unique demographics and stretched health and care services creating additional increased demand on Mountbatten services

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

- People services completed piece of work on lowest paid roles
- Paid 3% pay rise from April 2024 and 2.5% pay rise from January 2025 for all staff
- Budgeted 2025/2026 for NI increases and 2.8% staff pay rise alongside reviewing minimum wage
- Ongoing close monitoring of staffing budget / establishments by the Senior Management Team
- Lobbying local MPs and other stakeholders around implications of NI increases and NHS pay awards
- Working in partnership with local NHS, ICB, Care Homes and Third Sector
- Active membership of relevant local working parties
- Continue to enhance close working relationships with Stakeholders and providers locally and nationally
- Evaluation of services and impact of changing demographics
- Evaluation of roles and responsibilities of volunteers
- Update referrers to encourage earlier referral and update on service offer
- Forecasting and levels of service work commenced with focus on Hampshire growth
- Robust data collection and dashboards in place
- Ongoing further development and review of Mountbatten Coordination Centre
- As part of new strategic plan to be developed in 2025, consider how to further achieve scale and influence
- Robust governance structure
- Strong communications processes and plan, led by Communications team
- Trade Mark agent appointed - Trade Mark agent commissioned to monitor applications which may infringe our rights
- Relationship management with stakeholders and media
- Legal advice sought as required
- Public consultation undertaken and further work on outcome ongoing
- Continue to maintain public story about our changing services to increase confidence in the local population
- Mountbatten continues to manage the public message
- Appointment of new CEO providing stability

Information Governance

During 2024/25 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 2024/25 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 2024/25 to further improve information governance and data protection within the organisation have included:

- There have been 4 Data Privacy Impact Assessments (DPIAs) completed during 2024/25. These were completed for a range of projects and new IT systems, these were 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 2024/25. Due process was followed without appropriate information redacted where necessary and regulatory timeframes adhered to.
- Work continues on making improvements to IT networks, this has included replacing a router in Hampshire and the set up of automated fail over to a back up router.
- A new password management system has been implemented to offer improved security of Mountbatten's sensitive information.
- A new IT hardware asset management system has been introduced. All of Mountbatten's hardware is now logged on the system. The team are now easily able to check devices in and out to respective users. Mountbatten will also be able to use the software to assist its rolling replacement schedule.
- Mountbatten have taken the decision to move all employees to Microsoft Business Premium licenses, this offers greater security and allows the team to push out policies across teams in a managed way and ensure updates are adhered to correctly once tested by the IT team.
- A penetration test was completed by an external company in May 2025, this tested the robustness of Mountbatten's ICT 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 2025/26.
- Mountbatten have undertaken a project in 2024/25 to move the telecommunications provision to Microsoft Teams. This allows employees to access calls and messages via a physical desk phone. Their laptop or their work mobile. The move has also meant a significant saving for Mountbatten.
- An Artificial Intelligence working party has been set up to explore opportunities that could be explored in this field. The group also reviewing the governance and risk which will help to structure an AI policy that will be produced in 2025/26.

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

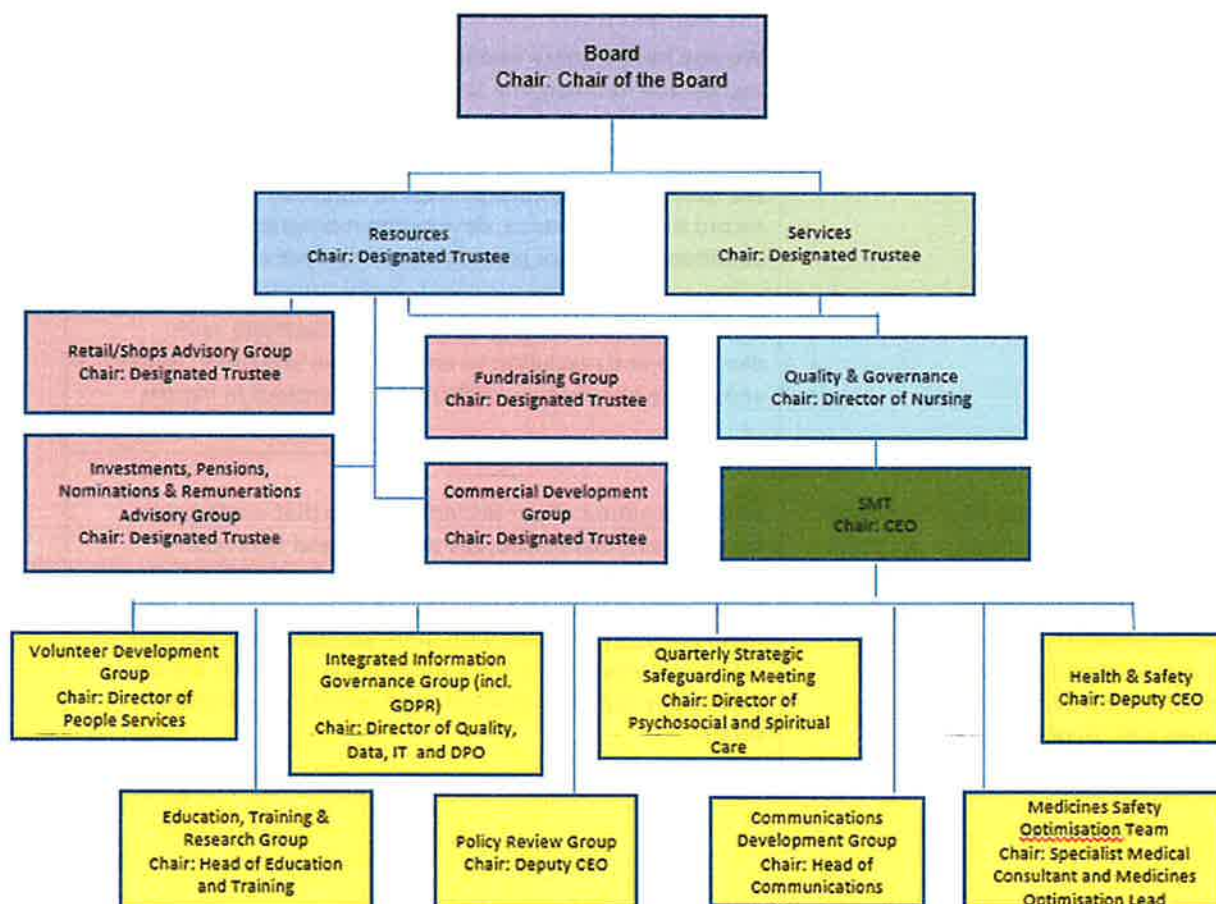
The charity takes care to maintain positive relationships with suppliers and stakeholders and endeavours to ensure that all contractual and general business terms and conditions are adhered to at all times. In particular with regard to smaller companies and suppliers but also in general with regard to 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>People affected by death, dying or bereavement.</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>Our Supporters</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>Our Workforce</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>Suppliers</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. The charity aims to match Agenda for Change terms and conditions where it is financially viable to do so, as part of our recruitment and retention strategy for key clinical roles and this is reviewed on an annual basis. Staff not covered by this payment structure 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: 24 July 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 2025 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 2025, 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

Debra Saunders BSc FCA (Senior Statutory Auditor)

For and on behalf of Azets Audit Services, Statutory Auditor

Ashcombe Court
Woolsack Way
Godalming
Surrey
GU7 1LQ

7 August 2025

Mountbatten Hampshire Limited
Consolidated Statement of Financial Activities (including income and expenditure account)
For year ended 31 March 2025

	Note	Unrestricted £	Restricted £	2025 Total £	Unrestricted £	Restricted £	2024 Total £
Income from:							
Donations and legacies	2	2,172,740	77,030	2,249,770	1,737,714	129,379	1,867,093
Charitable activities							
Hospice services	3	4,835,456	178,713	5,014,169	5,136,868	-	5,136,868
Other trading activities	4	1,168,470	-	1,168,470	1,146,410	-	1,146,410
Lottery income		296,786	-	296,786	302,550	-	302,550
Investments	5	11,374	-	11,374	5,907	-	5,907
Total income		8,484,826	255,743	8,740,569	8,329,449	129,379	8,458,828
Expenditure on:							
Raising funds		1,622,037	-	1,622,037	1,715,736	-	1,715,736
Charitable activities							
Hospice services	6	7,081,631	188,689	7,270,320	7,790,650	53,949	7,844,599
Total expenditure		8,703,668	188,689	8,892,357	9,506,386	53,949	9,560,335
Net (expenditure)/ income before net gains on investments		(218,842)	67,054	(151,788)	(1,176,937)	75,430	(1,101,507)
Net gains on investments		(5,394)	-	(5,394)	30,292	-	30,292
Net (expenditure)/ income for the year and net movement in funds		(224,236)	67,054	(157,182)	(1,146,645)	75,430	(1,071,215)
Transfer between funds	7	-	-	-	-	-	-
Net movement in funds							
Reconciliation of funds:							
Total funds brought forward		386,621	296,380	683,001	1,533,266	220,950	1,754,216
Total funds carried forward	20	162,385	363,434	525,819	386,621	296,380	683,001

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 2025

		The Group		The Charity	
	Note	2025	2024	2025	2024
		£	£	£	£
Fixed assets:					
Tangible assets	12	673,811	344,144	673,811	344,144
Investments	13	783,105	1,027,345	783,107	1,027,347
		<u>1,456,916</u>	<u>1,371,489</u>	<u>1,456,918</u>	<u>1,371,491</u>
Current assets:					
Stocks		10,642	6,522	6,825	-
Debtors	16	503,567	220,085	533,308	337,430
Cash at bank and in hand		240,443	774,425	194,692	632,945
		<u>754,652</u>	<u>1,001,032</u>	<u>734,825</u>	<u>970,375</u>
Liabilities:					
Creditors: amounts falling due within one year	17	<u>(1,685,749)</u>	<u>(1,689,520)</u>	<u>(1,665,924)</u>	<u>(1,658,865)</u>
Net current assets		<u>(931,097)</u>	<u>(688,488)</u>	<u>(931,099)</u>	<u>(688,490)</u>
Total net assets	20	<u>525,819</u>	<u>683,001</u>	<u>525,819</u>	<u>683,001</u>
Funds:					
Restricted funds		363,434	296,380	363,434	296,380
Unrestricted funds:					
Designated funds		500,000	500,000	500,000	500,000
General funds		<u>(337,615)</u>	<u>(113,379)</u>	<u>(337,615)</u>	<u>(113,379)</u>
Total unrestricted funds		<u>162,385</u>	<u>386,621</u>	<u>162,385</u>	<u>386,621</u>
Total funds	21	<u>525,819</u>	<u>683,001</u>	<u>525,819</u>	<u>683,001</u>

The financial statements were approved by the Board of Trustees on 24 July 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 2025

	Note	2025		2024	
		£	£	£	£
Net cash (used in)/provided by operating activities	22	(144,981)		(691,915)	
Cash flows from investing activities:					
Dividends and interest from investments		-		-	
Purchase of fixed assets		(528,067)		(82,802)	
Proceeds from sale of fixed assets		-		2,730	
Proceeds from sale of investments		520,322		833,169	
Purchase of investments		-		(1,798,593)	
Movement in portfolio cash held for investment		(270,102)		-	
Net cash used in investing activities		<u>(277,847)</u>		<u>(1,045,496)</u>	
Cash flows from financing activities:					
Interest paid		-		(4,475)	
Proceeds from other loans		-		300,000	
Repayment of other loans		<u>(100,000)</u>		<u>(200,000)</u>	
Net cash used in investing activities		<u>(100,000)</u>		<u>95,525</u>	
Change in cash and cash equivalents in the year		<u>(533,982)</u>		<u>(1,641,886)</u>	
Cash and cash equivalents at the beginning of the year		774,425		2,416,311	
Cash and cash equivalents at the end of the year		<u><u>240,443</u></u>		<u><u>774,425</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	19%
• Hospice services	81%

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. The value of donated goods for resale is not recognised on receipt. Instead, the value to the charities of these goods is recognised as income when sold.

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

	Unrestricted	Restricted	2025 Total	Unrestricted	Restricted	2024 Total
	£	£	£	£	£	£
Gifts	1,099,293	77,030	1,176,323	859,622	129,379	989,001
Legacies	1,073,447	-	1,073,447	878,092	-	878,092
	<u>2,172,740</u>	<u>77,030</u>	<u>2,249,770</u>	<u>1,737,714</u>	<u>129,379</u>	<u>1,867,093</u>

In addition to the above, there was an estimated £385,883 (2024: £768,558) 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

	Unrestricted	Restricted	2025 Total	Unrestricted	Restricted	2024 Total
	£	£	£	£	£	£
Grant income	-	178,713	178,713	-	-	-
Hospice services – NHS CCG	4,835,456	-	4,835,456	5,136,868	-	5,136,868
	<u>4,835,456</u>	<u>178,713</u>	<u>5,014,169</u>	<u>5,136,868</u>	<u>-</u>	<u>5,136,868</u>

4. Income from other trading activities

	Unrestricted	Restricted	2025 Total	Unrestricted	Restricted	2024 Total
	£	£	£	£	£	£
Fundraising activities	77,849	-	77,849	188,236	-	188,236
MH Charity Shops	1,090,622	-	1,090,622	958,174	-	958,174
	<u>1,168,471</u>	<u>-</u>	<u>1,168,471</u>	<u>1,146,410</u>	<u>-</u>	<u>1,146,410</u>

5. Income from investments

	Unrestricted	Restricted	2025 Total	Unrestricted	Restricted	2024 Total
	£	£	£	£	£	£
Income from quoted investments	11,374	-	11,374	5,907	-	5,907
	<u>11,374</u>	<u>-</u>	<u>11,374</u>	<u>5,907</u>	<u>-</u>	<u>5,907</u>

Mountbatten Hampshire Limited
Notes to the Financial Statements
For year ended 31 March 2025

6. a) Analysis of expenditure - current year

	Cost of raising funds	Charitable activities	Governance costs	Support costs	2025 Total	2024 Total
	£	Hospice services	£	£	£	£
Staff costs (Note 8)	1,091,713	4,754,234	-	950,847	6,796,794	7,306,847
Medical consumables	-	221,029	-	-	221,029	248,238
Volunteer expenses	-	-	-	5,152	5,152	3,176
Trading activities	30,218	-	-	-	30,218	22,089
Fundraising costs	60,710	-	-	-	60,710	52,978
Lottery costs	85,727	-	-	-	85,727	116,831
Catering costs	-	311,103	-	-	311,103	337,562
Investment managers' fees	-	-	-	-	-	3,290
Audit and accountancy fees	-	-	40,202	-	40,202	20,312
Legal and professional	-	-	-	194,118	194,118	252,250
Trustee costs	-	-	-	-	-	155
Loan Interest	-	-	-	-	-	4,475
Premises	-	550,377	-	-	550,377	529,080
Depreciation and loss on disposal	-	-	-	198,400	198,400	212,307
Maintenance and repairs	-	95,191	-	9,250	104,441	98,800
Irrecoverable VAT	17,643	-	-	-	17,643	12,508
Consumables	58,690	130,632	-	51,117	240,439	296,780
IT and Administrative costs	-	-	-	36,004	36,004	42,657
	1,344,701	6,062,566	40,202	1,444,888	8,892,357	9,560,335
Support costs	269,828	1,175,060	-	(1,444,888)	-	-
Governance costs	7,508	32,694	(40,202)	-	-	-
Total expenditure 2025	1,622,037	7,270,320	-	-	8,892,357	-
Total expenditure 2024	1,715,736	7,844,599	-	-	-	9,560,335

Mountbatten Hampshire Limited
Notes to the Financial Statements
For year ended 31 March 2025

6. a) Analysis of expenditure - prior year

	Cost of raising funds	Charitable activities	Governance costs	Support costs	2024 Total	2023 Total
	£	Hospice services £	£	£	£	£
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	-	-	-	-	-	-
Maintenance and repairs	-	-	-	212,307	212,307	238,345
Irrecoverable VAT	12,508	81,576	-	17,224	98,800	83,842
Consumables	69,019	172,546	-	-	12,508	4,933
IT and Administrative costs	-	-	-	55,215	296,780	291,879
	1,436,532	6,588,178	20,467	42,657	42,657	27,498
				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)	-	-	-
Total expenditure 2024	1,715,736	7,844,599	-	-	9,560,335	-
Total expenditure 2023	1,273,543	8,058,947	-	-	-	9,332,490

7. Net (expenditure) / income for the year

This is stated after charging

	2025	2024
	£	£
Depreciation	198,400	212,756
Operating lease rentals:		
Property	257,628	182,383
Auditor's remuneration (excluding VAT):		
Audit	22,175	20,312
Other services	4,950	1,725

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

Staff costs were as follows:

	2025	2024
	Total	Total
	£	£
Staff under service level agreement with NHS	595,820	747,381
Wages and salaries	3,808,358	4,127,373
Employer's national insurance	312,134	412,132
Pension costs	401,189	436,322
Temporary & agency staff	613,460	588,549
Staff recharge from MIOW	881,971	804,334
Other staff costs	183,862	190,756
	<u>6,796,794</u>	<u>7,306,847</u>

No employee earned more than £60,000 during the year (2024: 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 £385,908 in respect of 9 employees (2024: £354,342 in respect of 9 employees).

No charity trustees were paid nor received any other benefits from employment with the charity in the year (2024: none). No charity trustee received payment for professional or other services supplied to the charity (2024: £nil).

Trustees' expenses represents the payment or reimbursement of travel and subsistence costs totalling £Nil (2024: £155) incurred by 1 (2024: 1) trustee.

9. Staff numbers

The average number of employees (head count based on number of staff employed) during the year was 193 (2024: 189).

	2025	2024
	No.	No.
Administration and fundraising	58	54
Hospice services	<u>135</u>	<u>135</u>
	<u>193</u>	<u>189</u>

10. Related party transactions

There are no related party transactions to disclose for 2025 (2024: 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 property £	Leasehold improvements £	Fixtures, fittings and equipment £	Motor Vehicles £	Total £
Cost					
At the start of the year	52,155	325,935	674,308	29,800	1,082,198
Additions in year	-	460,936	46,263	20,868	528,067
Disposals in year	-	-	-	-	-
At the end of the year	52,155	786,871	720,571	50,668	1,610,265
Depreciation					
At the start of the year	50,233	185,610	500,731	1,480	738,054
Charge for the year	1,531	74,883	111,852	10,134	198,400
Eliminated on disposal	-	-	-	-	-
At the end of the year	51,764	260,493	612,583	11,614	936,454
Net book value					
At the end of the year	391	526,378	107,988	39,054	673,811
At the start of the year	1,922	140,325	173,577	28,320	344,144

All of the above assets are used for charitable purposes.

13. Investments

	The Group		The Charity	
	2025	2024	2025	2024
	£	£	£	£
Listed investments				
Fair value at the start of the year	1,027,345	31,629	1,027,345	31,629
Additions at cost	11,374	1,798,593	11,374	1,798,593
Disposal proceeds	(520,322)	(833,169)	(520,322)	(833,169)
Net gain/(loss) on change in fair value	(5,394)	30,292	(5,394)	30,292
Market value of investments	513,003	1,027,345	513,003	1,027,345
Cash held by investment broker pending reinvestment	270,102	-	270,102	-
Investment in subsidiary	-	-	2	2
Fair value at the end of the year	783,105	1,027,345	783,107	1,027,347

The investments comprise:

	The Group		The Charity	
	2025	2024	2025	2024
	£	£	£	£
UK Common investment funds	481,374	995,716	481,374	995,716
Shares and bonds listed on the London Stock Exchange	31,629	31,629	31,629	31,629
Cash	270,102	-	270,102	-
	783,105	1,027,345	783,105	1,027,345

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:

	2025	2024
	£	£
Turnover	382,886	367,466
Cost of sales	(92,714)	(121,095)
Gross profit	290,172	246,371
Administrative expenses	(19,417)	(19,438)
Profit for the financial year	270,755	226,933
Retained earnings		
Total retained earnings brought forward	-	248,088
Profit for the financial year	270,755	226,933
Distribution under Gift Aid to parent charity	(270,755)	(475,021)
Total retained earnings carried forward	-	-
The aggregate of the assets, liabilities and reserves was:		
Assets	49,655	148,090
Liabilities	(49,653)	(148,088)
Reserves	2	2

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:

	2025	2024
	£	£
Gross income	8,617,284	8,556,384
Result for the year	(157,183)	(823,127)

16. Debtors

	Group		Charity	
	2025	2024	2025	2024
	£	£	£	£
Trade debtors	45,159	45,193	45,159	45,193
Other debtors	32,196	41,006	32,108	32,258
Amounts due from group undertakings	-	-	23,232	120,008
VAT	196,264	21,947	202,861	28,032
Prepayments	159,355	103,924	159,355	103,924
Accrued income	70,593	8,015	70,593	8,015
	<u>503,567</u>	<u>220,085</u>	<u>533,308</u>	<u>337,430</u>

17. Creditors: amounts falling due within one year

	Group		Charity	
	2025	2024	2025	2024
	£	£	£	£
Trade creditors	660,640	937,201	660,390	934,048
Other creditors	143,488	192,155	132,734	173,657
Amounts due to group undertakings	186,510	126,011	185,890	126,011
Accruals and deferred income	695,111	434,153	686,910	425,149
	<u>1,685,749</u>	<u>1,689,520</u>	<u>1,665,924</u>	<u>1,658,865</u>

18. Deferred income

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

	Group		Charity	
	2025	2024	2025	2024
	£	£	£	£
Balance at the beginning of the year	1,040	-	1,040	-
Amount released to income in the year	(1,040)	-	(1,040)	-
Amount deferred in the year	16,989	1,040	16,989	1,040
	<u>16,989</u>	<u>1,040</u>	<u>16,989</u>	<u>1,040</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. 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 2020. The results of this valuation set the employer contribution rate payable from April 2024 to 23.7% of pensionable pay.

The total pension contributions payable in respect of Mountbatten Hampshire Limited of £401,189 (2024: £436,322).

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

	General unrestricted £	Designated funds £	Restricted funds £	Total funds £
Tangible fixed assets	673,811	-	-	673,811
Investments	783,105	-	-	783,105
Net current assets / (liabilities)	(1,794,531)	500,000	363,434	(931,097)
Net assets at the end of the year	(337,615)	500,000	363,434	525,819

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

	General unrestricted £	Designated funds £	Restricted funds £	Total funds £
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)
Net assets at the end of the year	(113,379)	500,000	296,380	683,001

Mountbatten Hampshire Limited
Notes to the Financial Statements
For year ended 31 March 2025

21. a) Movement in funds (current year)

	At 1 April 2024	Income & gains	Expenditure & losses	Gain on revaluations	Transfers	At 31 March 2025
	£	£	£	£	£	£
Restricted funds:						
<i>Group and charity</i>						
Capital funds						
Hospice UK Capital grant	-	178,713	(178,713)	-	-	-
Revenue funds						
Summer House	39,160	-	-	-	-	39,160
Capital Campaign	47,209	74,000	(522)	-	-	120,687
NHSE BID 2- re-locate community hub, IT project & drug cart	71,800	-	-	-	-	71,800
De Laslo Foundation	4,146	-	(3,910)	-	-	236
The Broyst Foundation	5,000	-	-	-	-	5,000
Garfield Weston	25,000	-	-	-	-	25,000
ChildWick Trust	11,000	-	(4,463)	-	-	6,537
Northwick Trust	10,000	-	-	-	-	10,000
Carmichael & Mason	2,000	-	-	-	-	2,000
Colex Charitable Trust	436	-	-	-	-	436
The Richard Kirkman Trust	3,000	-	-	-	-	3,000
Trant Goodwill Trust	500	-	-	-	-	500
Neighbourly Foundation (B&Q)	253	-	-	-	-	253
Francis Winham Foundation, Hospital Saturday Fund	9,025	500	-	-	-	9,525
Jenna Marie Fund	9,066	-	(724)	-	-	8,342
Patients Christmas Meal	1,500	-	-	-	-	1,500
Syder Foundation	5,000	-	-	-	-	5,000
Edwina Mountbatten "Leonora Children's Foundation"	10,000	-	-	-	-	10,000
Lee Robinsons' donation	6	-	-	-	-	6
Hazel Centre Fund	1,225	30	(357)	-	-	898
Staff Christmas Party	775	-	-	-	-	775
IPU Bay refurbishment fund	14,894	-	-	-	-	14,894
Hospice UK Masonic Charitable Foundation	24,995	2,500	-	-	-	27,495
The Garden Fund	390	-	-	-	-	390
Total restricted funds	296,380	255,743	(188,689)	-	-	363,434

Mountbatten Hampshire Limited
Notes to the Financial Statements
For year ended 31 March 2025

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

	At 1 April 2024	Income & gains	Expenditure & losses	Gain on revaluations	Transfers	At 31 March 2025
	£	£	£	£	£	£
Unrestricted funds:						
<i>Group and charity</i>						
Designated funds:						
Development fund	500,000	-	-	-	-	500,000
Total designated funds	500,000	-	-	-	-	500,000
General funds:						
General funds (<i>charity only</i>)	(113,379)	8,101,940	(8,591,537)	(5,394)	270,755	(337,615)
General funds (<i>Promotions</i>)	-	382,886	(112,131)	-	(270,755)	-
Total general funds (<i>group</i>)	(113,379)	8,484,826	(8,703,668)	(5,394)	-	(337,615)
Total unrestricted funds	386,621	8,484,826	(8,703,668)	(5,394)	-	162,385
Total funds	683,001	8,740,569	(8,892,357)	(5,394)	-	525,819

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

Mountbatten Hampshire Limited
Notes to the Financial Statements
For year ended 31 March 2025

21. b) Movement in funds (prior year)

	At 1 April 2023	Income & gains	Expenditure & losses	Gain on revaluations	Transfers	At 31 March 2024
	£	£	£	£	£	£
Restricted funds:						
<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)	-	-	436
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	(2,975)	-	-	9,025
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
Total restricted funds	220,950	129,379	(53,949)	-	-	296,380

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

	At 1 April 2023	Income & gains	Expenditure & losses	Gain on revaluations	Transfers	At 31 March 2024
	£	£	£	£	£	£
Unrestricted funds:						
<i>Group and charity</i>						
Designated funds:						
Development fund	500,000	-	-	-	-	500,000
Total designated funds	500,000	-	-	-	-	500,000
General funds:						
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)
Total unrestricted funds	1,533,266	8,329,449	(9,506,386)	30,292	-	386,621
Total funds	1,754,216	8,458,828	(9,560,335)	30,292	-	683,001

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.

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 Children's 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.

Hospice UK Capital Grant

Grant funding was provided to help the hospice improve their facilities, increase capacity and enhance digital technology.

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

	2025	2024
	£	£
Net expenditure for the reporting period (as per the statement of financial activities)	(157,182)	(1,071,215)
Depreciation charges	198,400	212,756
(Gains)/losses on investments	5,394	(30,292)
Dividends, interest and rent from investments	(11,374)	-
Interest from intercompany loan	-	4,475
Loss on disposal of fixed assets	-	(1,230)
Increase in stocks	(4,120)	(3,104)
Increase in debtors	(283,482)	(30,703)
Increase in creditors	96,229	227,398
Net cash (used in)/provided by operating activities	(156,135)	(691,915)

Analysis of cash and cash equivalents

	2025	2024
	£	£
Cash in hand	240,443	774,425

Analysis of changes in net debt

	1 April 2024	Cash flows	31 March 2025
	£	£	£
Cash in hand	774,425	(533,982)	240,443
Borrowings (intercompany)	(100,000)	100,000	-
	674,425	(433,982)	240,443

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	
	2025	2024
	£	£
Less than one year	73,887	210,825
One to five years	755,084	651,500
Over five years	227,371	403,250
	<u>1,056,343</u>	<u>1,265,575</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.