

**MINUTES OF THE ANNUAL GENERAL MEETING  
OF THE  
THE NORTHERN POLICE CHARITIES**

**HELD AT THE ST ANDREWS, HARROGATE  
ON TUESDAY 14 JUNE 2022**

**PRESENT**

President	The Baroness Harris of Richmond DL
Chairman of the Board of Trustees	Mr Liam Kelly
Treasurer	Mr Peter Henson
Chief Executive	Colonel Patrick Cairns

Members of the Board of Trustees of the two Charities, Delegates, Members of Donating Forces, Welfare Officers and Professional Advisors.

**APOLOGIES**

Apologies for non-attendance had been received from the following forces:

Civil Nuclear	(PTC & TPCC)
Greater Manchester	(PTC & TPCC)
North Wales	(PTC & TPCC)
North Yorkshire	(PTC & TPCC)
Staffordshire	(PTC & TPCC)
West Mercia	(TPCC only)
West Midlands	(PTC only)

Apologies for non-attendance had been received from the following Trustees

Emma Aldred	Raymond Dutton	Ciaron Irvine
Brian Jones	Will Kerr	Seb Langham
Alan Lees	Angus MacInnes	

Apologies for non-attendance have also been received from the following:

Steve Hartshorn	PFEW
Richard Critchley	NARPO
Matt Hamilton	RPOAS
Tim Packham	The Gurney Fund
Peter Sweeney	Blue Lamp Foundation
Gill Scott-Moore	Police Care UK
David Blundell	Police Charities UK

and 18 representatives from constituent forces.

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# NORTHERN POLICE CHARITIES

## JOINT MEETING

Mr Liam Kelly, Chair of the Board of Trustees addressed those present, explaining that he was delighted to be at the AGM and welcomed all attendees to the Annual General Meeting.

1. **ATTENDANCE:** All Forces who contributed to the Charities with the exception of those detailed in the apologies section were present.

2. **APOLOGIES:** These had been received from those people listed in the preface to the Minutes.

### 3. **THE POLICE TREATMENT CENTRES**

#### 3.1 **MINUTES OF THE ANNUAL GENERAL MEETING HELD ON 30 SEPTEMBER 2021**

The minutes had been circulated to all members, displayed on the Charity's website and were taken as read. The minutes were proposed by R Barber, Nottinghamshire and seconded by N Goodband, British Transport Police that they be accepted as a true record. All present agreed.

#### 3.2 **MATTERS ARISING FROM THE MINUTES**

There were no matters arising.

#### 3.3 **OPENING REMARKS**

**by Liam Kelly, Chair, Board of Trustees**

As the Chair of the Board of Trustees of the Police Treatment Centres, L Kelly welcomed all attendees to the 2022 Annual General Meeting.

#### 3.4 **AUDITORS REPORT**

**Presented by Steve Williams, Murray Harcourt**

S Williams, Murray Harcourt reported on income and expenditure which showed that income in 2021 was £6,176,000 and expenditure of (£5,114,000). It was noted that income from the Job Retention Scheme also contributed to the result for the year £1,206,000.

S Williams concluded his report by confirming that the accounts showed a true and fair view of the Charity, having used the following tests to come to this conclusion:

- Asset inspections
- Testing of transactions
- Review of control environment

Overall, an unqualified audit opinion.

There were no questions.

#### 3.5 **TREASURER'S REPORT**

**Presented by Peter Henson, Treasurer**

Peter Henson, Treasurer, prior to delivering his report, asked that any questions be saved until the end of his presentation.

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He started his presentation by reporting that the plans and policies which had been put in place in recent years had produced strong financial results and his presentation would, therefore, focus on outcomes and future plans.

The auditors had provided a breakdown of the 2021 out turn and I will provide little more detail. In terms of performance, within the areas, that were in the control of the Charity it managed to generate a surplus of £1.1 million. This represents a fantastic result given the pandemic, although ironically COVID contributed significantly to the surplus.

On Friday 7th January 2021 following Government advice the Charity was forced to close both treatment centres due to COVID-19 until 26 April. The Centres then reopened with reduced numbers to allow for social distancing. The Charity decided to furlough the majority of its staff and use the Government's Job Retention Scheme. In 2021 the Charity was able to reclaim £430,844.

As a result of being closed the Charity suffered a loss of income as a result of not being able to trade. The key areas were loss of income from Bed and Breakfast together with hiring out the facilities. We therefore took the decision to make a claim through our insurance for loss of income. The claim was successful and the Charity gained an additional £71,994.

While closed and working at a reduced capacity the Charity made savings of around £100,000 in areas such as utilities, overtime, food and daily running costs. All these saving have been reinvested back into patient care

While savings were made through the closure there has been some impact on our short term and long-term income. In the current year any loss of income was offset by reduced costs. However, going forward by not attending new recruits and retirement seminars there will be officers who have not signed up to support the charity who would otherwise have done. We also have work to do in re-engaging with grant makers and officers undertaking sponsored events.

Despite not being able to trade for the first six months of the year the trading arm exceeded targets by £170,000. The vast majority of this was through hiring Castlebrae to Police Scotland for COP26.

Finally, the Charity as a matter of prudence sets a contingency budget. In the past, this has proved vital for unexpected repairs or renewals such as structural damage caused by the weather or major maintenance issues. In 2021, the PTC did not use the full budget and managed to set aside £220,000. When these items are removed the Charity operated with a surplus of £150,000, which is 2.5% of its expenditure budget. The majority of this was generated through increased one-off donations together with income from retired officers making a monthly donation.

2021 was a turbulent year with both Brexit and the Pandemic. While the value of the Charity's investments go up and down during the year, we were pleased to see them increase year on year. The level of dividend remained constant with 2020 with all the money being invested back into patient care

Support from retired officers continued to grow and yet again has contributed to the surplus of the Charity. In 2016, the Trustees agreed to introduce a suggested donation rate of £0.65p per week for retired officers who wished to remain entitled to treatment.

In 2021 the Charity generated just short of £400,000 from retired officers which is an increase on the previous year. The income generated from retired officers continues to

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offset the current reduction in serving officers and included in this amount was a generous donation of £50,000 from the RUCGC PSNI Benevolent Fund in support of its retired officers.

The rate of £0.65 per week which was set in 2016 was on the basis that going forward it should be a minimum of 50% of the serving officer donation rate, which would equate to £0.90p per week. As a result of the strong financial performance of the Charity and more importantly as a thank you for your continued support in difficult times, the Trustees agreed to hold the current donation rate at £0.65 for 2022. Following the Trustees' Strategic Workshop held the previous day, it had been agreed that the rate would be increased and would be reviewed as part of the 2023 budget process later in the year following which details would be circulated.

Currently 7,895 retired officers donate to the Charity and this number increases on a daily basis and we are grateful for their support to the Charity (this excludes retired officers from Northern Ireland who benefit from the donation made by the RUCGC PSNI Benevolent Fund). 60% of the donating retired officers pay more than the minimum donation rate.

In previous years a major part of the Charity's success in generating income has come through its trading activities. 2021 was a positive year despite COVID with the trading arm generating a profit of £249,000. The budgeted profit for the year was £80,000.

The additional income was generated due to COP26 being held in Glasgow and accommodation at Castlebrae being hired to the Police who were providing security for the event.

While the Centres could have opened for bed and breakfast bookings earlier than July 2021, the Charity put the provision of treatment above profit. Although bed and breakfast bookings were only open for only six months, they generated almost the same level of bookings as in a normal year as demand was high following COVID.

All profits generated by the trading arm are gift aided back to the Charity and used for patient care.

As a method of financial prudence, the Charity presents to the Trustees a medium term financial forecast as part of the budget process. There is no hiding from the fact that in the coming years the Charity is going to be significantly hit by the rate of inflation. In fact, the Governor of the Bank of England recently referred to the situation as apocalyptic and like everyone this is the backdrop in which the Charity has to operate. We are already seeing increases in items such as fuel, utilities and catering, together with the Living Wage having a significant financial impact on the Charity. It is likely this will continue well into the future.

In 2016 when we increased the donation rate for the first time in five years, we reported that this provided the Charity with financial security through to 2020, subject to any unforeseen events affecting the Charity. As you know we have retained the rate during 2022 and will again review it as part of the 2023 budget although we don't anticipate the rate increasing next year.

As you can see from our medium term financial strategy, we believe that from 2023 we will be operating with a negative budget. The previous financial decisions have allowed us to build up a reserve equal to one year's running costs and we will use some of this over the next year while we look at a range of measures to bridge the gap. While we can't operate with a negative budget forever, we are mindful of the financial situation our donors find themselves in together with the continued support they have provided particularly during the pandemic.

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The Charity has recognised the changing needs of officers. Over the last few years, we have seen an increase in the number of officers that present themselves with psychological wellbeing issues. We expect demand in this area to increase in the future especially following the pandemic.

During 2020 the Charity, following planning permission, commenced work on two new buildings which would allow the Charity to double its capacity for the Psychological Wellbeing Programme at Harrogate. The project was completed in 2021 within budget. I think you will agree that the new facilities enhance our reputation as a clinical centre of excellence for the provision of both physio and wellbeing.

During 2020 the Charity continued to invest in an app called Thrive. This is the only app designed for psychological wellbeing support that is endorsed by the NHS. This has proved invaluable, and we have extended our contract with Thrive and will continue to use it going forward as the benefits are critical to the wellbeing of our officers.

The Charity also invested in a programme called Attend Anywhere. This allows for online consultations in much the same way as programmes like Microsoft Teams. The Charity chose Attend Anywhere because of its additional functionality, but as importantly its security features which were felt to be key given our beneficiaries are police officers. The use of this has continued as there are some patients who, for varying reasons, can't attend the PTC.

Due to the COVID Pandemic and travel restrictions, the DRCE team have been unable to attend as many events in person, but adapted to virtual inputs. However, we are now seeing a surge of requests to attend wellbeing events across our constituent forces and are happy to do so. If you know of any upcoming events we could support please speak to the team.

Fundraising has been hit especially hard by the COVID-19 Pandemic. Many planned fundraising events our supporters were due to take part in were cancelled or postponed. The Charity's own Back on the Beat Cycle Sportive was held virtually in 2021, and despite best efforts we were unable to run it in person last month – although we still had a handful of people riding to raise money for the PTC.

Moving forward we will be looking for new fundraising ideas and encourage all of you to consider a Police Charity, whether the PTC or The Police Children's Charity for any challenges you may be considering!

Our PTC lottery continues to go from strength to strength, and while we may not be making millionaires, we are certainly making some people happy each month with the unexpected announcement of a win in our lottery. This year we also trialed a raffle option for the super draws for a one off entry and this proved really successful.

Another area that was affected by COVID was money raised by our residential Patient Social Committees. These groups run quizzes and other social events on evenings and it is really positive to see these starting up again at both our Centres, as they make a big difference not just financially but also to the atmosphere at the Centres.

As mentioned earlier the Trustees have made a number of decisions to protect the long-term financial stability of the Charity. At the Board Meeting in October 2021 the Trustees decided to set a deficit budget of £75,000 for 2022. The 2022 budget delivers an enhanced level of service to the beneficiaries of the Charity, within an acceptable level of deficit.

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The majority of expenditure is spent on employee costs. The costs for premises generally relate to the repairs, maintenance, rates and utilities for the two centres, with supplies and service mostly relating to the cost of catering. The uncontrollable expenditure is the depreciation.

83% of the Charity's employee costs relate to the provision of front-line services. Only 17% relate to the management, finance, and Charity engagement functions.

The last 12 months have been unprecedented, however the decisions we have taken in previous years have allowed us to ride this storm relatively unscathed. In conclusion, the initiatives, strategies and policies, which over the last five years have been developed and incorporated into our Business Plan, have ensured the most effective and efficient running of both treatment centres in the current financial environment.

Policies have been introduced to enable the Charity to achieve efficiencies, which have been invested back into front line services, while at the same time maintaining the level of expenditure in the Charity.

The increase in the donation rate in 2016, the first one since 2011, has provided the Charity with a strong financial platform and a Medium Term Financial Strategy, which has enabled more investment in the health and wellbeing of patients and your members and colleagues.

We have executed our plans to develop our facilities, to best support our patients' treatment. The opening of the two new wings elevates the Charity's position as a centre of clinical excellence.

On top of this we have an asset management plan for the next ten years, which has been costed together with a means for financing it, we have an Estates Strategy which includes the depreciation of our building to ensure that funds are in place for the future.

Our Fundraising Strategy is continually being developed, looking at all potential opportunities to support the Charity. This is now supported by the addition of our trading arm which provides greater opportunities to generate additional income which will be invested back into the Charity.

We believe that the hard work over the last five years, by the staff and Trustees, together with the continued support of officers, gives the Charity cautious optimism for the future.

While there are a lot of positives, we must remember that we are in uncharted waters with the current pandemic and the war in Ukraine, both items contributing to the highest levels of inflation in 40 years. There will almost certainly be some long-term impact on our income streams over the next five years.

The Treasurer concluded his report by commenting that it was a challenging but exciting time for the Charity and he hoped that as the Charity's Treasurer together with Trustees and all the staff, their commitment to ensuring the Charity's future success had been demonstrated.

There were no questions.

### **3.6 New Wellbeing Courses at the Police Treatment Centres Presented by Mark Oxley, Head of Clinical Services**

M Oxley opened his report by emphasizing that the Charity was now back fully operational post lockdown and, except for the occasional initial challenge, it was absolutely up and running at full capacity and it is great to see the building so busy once again.

Turning to future plans, much of which are emerging from our ongoing partnership with Police Care UK. The support from Police Care firstly enabled us to build the new Clinical Services Wing which has been an invaluable addition and is now fully embedded and has enabled us to continue to develop our existing Psychological Wellbeing Programme. We are now moving into a new phase where we aim to fulfill the longer term goal of the partnership which is to further support those with psychological issues.

In fact we have already successfully completed our initial joint venture earlier this year when we ran our first wellbeing week for officers going through the Retirement on Ill Health process. The programme consisted of some of the elements we already use on our successful Psychological Wellbeing Programme; stress awareness, coping strategies, sleep and nutrition workshops together with some additional classes on letting go and moving on plus some practical experience of exercise classes and advice on how to maintain physical health. The highlight of the week for many was a session on planting and caring for a bonsai tree and all the participants left with their own personal bonsai to continue to nurture during their retirement. The emphasis was on being able to move into a new phase of life after a career of service and the feedback from all the attendees was highly positive and it is hoped to repeat the programme with other groups in the future.

One of the prime reasons for partnering with Police Care was to examine options for better assisting police officers with PTSD or complex PTSD. The need for more effective treatment modalities is clear, in 2018 Police Care's own research suggested around 1 in 5 serving Police officers experience PTSD over the course of their careers and current treatment options can be limited and may also vary significantly in availability from area to area. Current NICE guidelines recommend that the two most appropriate treatment methods are trauma focused Cognitive Behavioral Therapy and a method of psychotherapy called EMDR and both require specialist trained therapists to deliver them successfully. I will explain a little bit more about EMDR in a moment but it is recommended as the primary treatment option when the PTSD is associated with an event that occurred more than three months previously and as this will be the case with those officers seeking our help, it would be the most appropriate approach for us to use in any treatment programme here. However EMDR is normally given over 8-12 weekly or even fortnightly sessions so it is usually a much longer term intervention than we are able to provide.

If you are unfamiliar with EMDR it stands for Eye Movement Desensitization and Reprocessing and involves the person being treated recalling distressing experiences whilst simultaneously experiencing either a visual stimulation, usually such as side-to-side eye movement as in the picture where a light source is being followed back and forth across a light bar, or sometimes a physical stimulation, such as tapping either side of the body. As I said previously it has traditionally been seen as long term intervention but a project running in the Netherlands, known as PSYTREC, has over the last couple of years, begun to demonstrate some really impressive results using EMDR in a much more intense way and it is this model we are going to aim to replicate here in a trial project at the PTCs run by Rachel Rogers from Police Care UK. Rachel, who was formerly one of our counsellors on the PWP is here today and it's great to see her, not least because she will be able to answer any of the more technical questions you may have!

PSYTREC has now treated over 1500 patients using the model and their results have shown an 87% loss of PTSD diagnosis immediately after the course and a 71% loss of diagnosis of PTSD in patients six months after completing the course, which is a far greater success rate than demonstrated by other research studies or established longer term programmes in other settings such as that delivered by Combat Stress for instance. Crucially they have also found no evidence of increased risk of safety in their patient groups, which is all the more impressive as they take participants from all walks of life including those from the military and also with far more severe symptoms than we intend to address.

The programme which will run here will be known as I-ResTT which stands for Intensive Residential Trauma Treatment. As with the PSYTREC model it will take place over two weeks and combine daily EMDR sessions with exercise and psycho education workshops. Those attending will return home for the middle weekend of their stay so it is effectively 2 x 4 days of intensive treatment. The inclusion and exclusion criteria for participants have been devised alongside Police Care with the primary concern being that those attending will be able to fit in with the normal working of the PTCs, so they will be comfortable being in a residential environment with many other police officers for example, they will have no co-existing alcohol or drug dependency issues and they will need to be physically fit enough to take part in the exercise sessions

For the pilot studies it was also felt that participants needed to be within a reasonable driving distance of the Centre here in Harrogate so Police Care have initially contacted all Forces within an hour or so radius to recruit suitable candidates for the pilot groups. The first programme is planned to take place at the end of this month with six officers attending and then two further pilots are planned for September and October. Following this the progress of all the participants will be monitored and the whole project can then be fully evaluated to see if it provides a successful model for treating police officers with PTSD. It is a hugely exciting project, something that has never been tried before in this country in any form and we are tremendously excited about the potential benefits for helping some of the most deserving officers who currently have little or no assistance.

Whilst we are forging ahead with developments in supporting psychological wellbeing we are also expanding our physiotherapy provision to better assist officers in a more holistic way. We have recently introduced new classes at both Centres on sleep, nutrition, pain management and relaxation aimed specifically at physiotherapy patients so there is a better opportunity to fully address all aspects of wellbeing whilst attending here for treatment.

One of the positive things we took from the Covid lockdown experience was the establishment of our virtual physiotherapy service programme using the Attend Anywhere remote platform. Now patients are back in the centres for residential treatment we are still continuing to offer a virtual out-patient service for those that are unable or choose not to attend on an in-patient basis. In addition we are planning on launching two new virtual programmes later this year for specific groups for whom it may be more beneficial to be able to access treatment remotely; firstly a post-natal programme for new mothers and secondly, input for those who have a cancer diagnosis and who would benefit from advice about managing symptoms and fitness. Using a virtual platform for these groups means we can offer longer-term support and I hope this will be a valuable addition to our clinical services.

In summary, the PTCs are firmly at the front of the development of innovative support for our Police patients and it is an exciting time ahead with some really interesting work taking place in the near future.

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Following the presentation Bob Mabbutt, NARPO asked when the PWP would be available to retired officers. M Oxley advised that plans were now advancing and the challenge was to get the aims of the programme right and also obtain funding. He confirmed that the Charity was firmly committed to a PWP programme for retired officers.

One delegate said she would be interested to see the results of the I-ResTT programme.

### **3.7 CHIEF EXECUTIVE'S REPORT** **Presented by Patrick Cairns, Chief Executive**

P Cairns opened his report by saying that those of you who have been to previous AGMs know that I do try and make this part of the AGM where I give my report both informative and interesting, quite a challenge on many levels, recognising that you have already been sat here for some time and listening to some dry figures as well as some facts, figures, and comment, but I do also recognise that in previous years we have slipped into a bit of duplication between some of the presentations and indeed some meanderings from me, so I have this year tried to tighten up on that somewhat and return to a more factual and shorter address.

I should also say that it is now less than nine months since our last AGM, which again gives me another reason for attempting to shorten this presentation for both charities, and ultimately that will give you I hope more time for lunch, to look around the centre, and to ask any questions and less time having to sit, fidget and listen to me ramble on about my musings on life.

I opened by saying at the AGM last September that the previous 12 months had been a year like no other, and although this year has not been of that magnitude, I think that I can say that although COVID has not dominated this year as it has the previous year, we have now been living with it for 27 months, and it is still exerting an influence on how we do business, and we have had to make a number of adjustments to our treatment programmes and life within the Centres in a way that we did not have before. We were finally both pleased and relieved to be able to relax the requirements for all patients and staff to have to wear face coverings whilst moving around the centre two months ago, although we have retained these for one on one clinical treatment for the foreseeable future, something that is also under review. We have also wrestled in recent months with discussions as to whether we should implement a mandatory COVID vaccination policy for all employees, COVID sick pay, COVID trackers for staff absence, how long staff should be away from work if they test positive for COVID, whether we should purchase COVID test packs after they were no longer free, and the more astute amongst you will recognise that as we have two centres in two different countries in the UK, as much as we aspire to uniformity across the piece, we have at times had to have two different sets of postures and policies for each of the centres, have some hard conversations about discussion points and display maximum flexibility and pragmatism about how we run our centres in the post-apocalyptic COVID new world order.

I think we have come out of that period still talking to each other, although at times we might have collectively needed and would have benefitted from counselling, but I am increasingly confident that we are almost there and feel that each and every week the centres' policies are more closely aligned, and it is getting easier all the time.

Anyway, enough of the good news, let us move on with Patient numbers from 2021 and because of the COVID lockdowns which skewed 2020 and 2021's figures the only way to give you a sense of perspective is to make some comparisons which illustrate the impact of the closures is to reach back to compare those with patient numbers for 2019. In 2019 which was our last full year, we treated 3,777 patients in total which includes 359 retirees

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and that was an increase of over 200 in total from 2018. I am not going to talk about the 2020 statistics as that really was an outlier of a year, but at the end of 2021 we had treated 1,863 patients which included 219 retirees, and we also treated 228 patients through wellbeing events.

Although the overall treatment numbers for 2021 were about half of the 2019 figure, it is worth remembering that we were closed completely for the first four months of 2021, and then ran at reduced occupancy for virtually the rest of that year.

We took the decision to get ourselves slowly and carefully up and running again with a “Crawl – Walk – Run” philosophy rather than surge forwards and then have to recalibrate and re-set ourselves up again and that was the right approach. On reflection I think that, despite its challenges, 2021 was a success and the 1,863 patients that we treated in the middle of the pandemic hugely benefitted from our programmes, and although we walk our own path at the PTC, if we considered how we conducted ourselves against our peer organisations, we have not simply acquitted ourselves well, we have been the exemplar for other similar charities in terms of the numbers treated, and how effectively we did so.

I have talked a little bit about patient numbers, and the other important statistic is individual donors. For the last three AGMs I have been able to stand up here in front of you and tell you about new Forces that have transferred to the PTC from Flint House over the previous 12 months, and in total there have been four, but this year I am not able to do so as we have not had any. We have not entirely given up exploring a new front with some other new Forces traditionally considered to be Flint House ones, but we think that realistically in terms of our further geographical reach and some other changes that Flint House have made to their structure and programme, it is less likely that there will be further Force transfers in the future, and we are probably going to have to focus on increasing donor sign ups within the Force areas who are already PTC constituency Forces.

The absolute key to financial success at the PTC is donor numbers, and it does not matter how innovative and class leading we think we are in terms of our treatment programmes, or how we might think that we can rise above any discussion points for wider eligibility or inclusivity for the PTC within policing, to do any of the things that we do superbly well, we must be able to make the funding work lines work and maintain high sign up rates of individual donors which typically provides 83% of the PTC income in any year.

In 2021 we had 46,217 donors to the PTC, which was an increase of 6% over the previous year. These figures would not appear as strong without the four new Forces, but we are also grateful to Jim Gray the Chair of Northumbria Police Federation and his drive to increase numbers within the Northern Police Healthcare scheme, but although we have stabilised the donor number figures in recent years it is worthy of note to point out that they are still significantly lower than the 52,244 level that we had in 2011, so we can't afford to be complacent about any of this.

We are also very grateful to Immigration Enforcement who we have partnered with in recent years and indeed this year in order to deliver our fantastic treatment to members of their team in order to support their work. Measures like this are an important part of our support to the law enforcement community, and their collective fight against crime and criminals.

I am 100% confident that every single patient who attends the PTC will continue to donate to the Charity for the rest of their career and beyond in retirement, but the huge ongoing challenge for us is to persuade the 90% plus of donors who have not come for treatment in that calendar year, why they should continue to donate in order to remain eligible if and when they need the PTC, and if they are not going to benefit directly, that they should continue to donate to altruistically help their colleagues who do need that support.

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However, that is not always enough, and we have to continue to explore sourcing new income streams particularly in an economic climate of rising inflation and costs, where individual officer donors may seek to make economies within their household finances when reviewing their PTC donation.

As well as seeking out new donors, we were also keen to be more inclusive and recognised the expansion of the police family and police workforce, and as part of that we have since the last AGM extended our eligibility to now include CSIs and Police Staff Investigators, and that has also included a new deal whereby Forensics Services in Scotland who have bought in the possibility of treatment for all their front line public facing cohort, a measure which we hope to build on, and move to a donor based model in the future. Measures like this are critical for the PTC, and it has been under consideration for a few years now, to ensure the Charity both reflects the modern police service and landscape, and that we maximise the donor numbers and our funding model. This has been one of a number of wider eligibility decisions in recent years, and despite the concerns expressed by some, the waiting times for serving officers have not lengthened, helped by our expansion of our Harrogate centre, and the sky has not fallen in or the world ended.

We will have to keep policies for new groups and wider eligibility under constant review in the future but rest assured proposals of this nature are considered in depth by Trustees, the pros and cons weighed up, and only when the Board is satisfied that it is in the best interests of the PTC, do we move forward.

The other part of our donor income model is Retired Officers. You have already heard some detail on this and although the policy of introducing a donation rate for Retirees was not universally popular when first brought in 2016, there is no doubt it has been a resounding success for the PTC, and I firmly believe for our retired officer donors. We have grown retired officer donor numbers each year since 2016 which in 2021 reached almost 8,000 retired Officer donors which was an increase of over 30% on the previous year. Much of this increase was down to the results of a hugely successful amnesty for all of the new eligible groups which we ran in 2021, and of course that included Retired Officers which helped to increase the number of Retired Officer donors in by 2,500 comparison with the figures two years before.

I should pause to thank the leadership of RPOAS and NARPO and indeed their membership, who continue to be hugely supportive of the PTC in encouraging sign ups to the Charity and of course my own team in DRCE who spend a huge amount of time on the road each year briefing new groups and in this case, Pre Retirement seminars. Richard Critchley the President of NARPO and Alan Lees CEO NARPO opened the contemplation room at Harrogate which they sponsored, and which you can see on your tour today.

The income from retired officers has been a very welcome source of income for the Charity in recent years and typically now generates in the region of £300,000 pa, but I also think it is worth saying that when the Retired Officer donation rate was originally brought in it was set at half the serving officers' rate, and the intention was to increase that when the Serving Officer rate went up. We are conscious and grateful that many retirees do indeed pay more voluntarily, but when the serving officer donation rate last went up we held the Retired Rate where it was at its initial level. We are now in our second year of running a deficit budget at the PTC, and I think we are close to the moment when we will lift the Retirees donation rate by a modest sum of money in the near future. More details will follow if and when this is approved, and if so, it is intended to link it to the introduction of other benefits. We currently have the lowest rate of the three police charities that ask for a donation rate from their retirees, and we would expect to maintain that position even after a donation rate rise, but we believe it is important to get ahead of this decision cycle in

order to do the right thing for the PTC and to help contribute to its financial good health over the next five years.

I mentioned earlier that the DRCE team had been out and about on Pre-Retirement briefs and also including virtual briefs. DRCE are often the most recognisable team members at the PTC that Forces, new student officers and retirees see, and their work is crucial. They really do a tremendous job for the PTC and of course TPCC, but for Federation and Association colleagues if you do need them to be somewhere to support one or more of your activities or events, do get in touch with them and let us continue to raise that figure of visits out even further.

We recognise it is vital to engage with our current and future donors and encourage them to sign up to the PTC, and this continues to be critical activity to ensure that donor numbers remain high.

Another important part of the DRCE job has been encouraging individual fundraisers for both the charities. It has, if I am honest, been really hard work in recent years for obvious reasons with the COVID lockdowns, and we have been more fortunate than many charities who are very heavily dependent on fundraisers and external grants, but we have had some successes including;

The efforts of Dave Orford one of our former Trustees who decided to walk Hadrian's Wall on behalf of the PTC and the ABF, six weeks ago completing the challenge on his last day as a police officer.

Can I also make a plea on the back of that pitch to our Federation and Association colleagues that if you are looking for beneficiary charities for any of your Dinners, Conferences, or other activities, to please think police charities, whether it be either of our two, or any of the other brilliant charities out there like Police Care UK, COPS or many others who would really appreciate your support.

We have already heard from Mark Oxley about the PTC treatment programmes at both our centres and I do not intend to repeat any of what Mark has said, but I do also believe, as we look to the future and the development of some of our new programmes, that this is also a moment to celebrate success and acknowledge that what we do, we do it superbly well whether it be our Physiotherapy programme or our Wellbeing programmes, and whilst there can be some additional glitches and challenges of running them in two different centres, it is also an opportunity to bounce ideas off each other, and to learn and improve. Some of that is a result of new members coming into the PTC teams across all departments at both Centres, others is just the open learning environment that we have here at the PTC, that makes a huge difference to all of our patients, and I suspect a CEO who if I may say, recognises what he does not know (a lot) and is always keen to listen to and to learn from others. However, all of us who work here are incredibly excited about our new programmes that we are developing in partnership with Police Care UK and feel that we are rolling out innovative treatment that is just not happening anywhere else in the police.

So, having told you that we should not be afraid of celebrating success and enjoying the moment, the next question that I will pose is where do we go from here, you can't let the grass grow under your feet for too long?

Yesterday we had a strategic workshop, and discussed a number of ideas of where we want to go and what we want to do in the future. That is not to say we are going to deliver on all of them, and for all the good ideas that we take forward some of them are going to have to be adapted to changing events in the policing landscape, and indeed might be contingency plans that we never need, but it remains vital to have plans for the future, and

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to embrace the idea of change, for it is only by doing that, that we will remain modern, relevant and fit for purpose.

I will close by an important piece of good news, many of you will be aware that in 2020 we stood down the Duke of York as our Patron for reasons that I do not need to explain further, I am sure that you will agree with me that a Charity of the importance and status of the PTC deserves a Patron, and we were delighted that at the end of last year we secured HRH The Princess Royal as our new Patron which is a real testament to our place within the police service. Our next challenge will be to get her to both our centres for a formal visit in the next 24 months, and I will look forward to hopefully briefing you on the progress of that aspiration, next year.

So in conclusion I believe we remain in a very strong place, we are thinking about the future and about what next, and I am confident we can and will rise to the challenge whatever that might be.

There were no questions.

### **3.8 ANY OTHER BUSINESS**

There being no further issues, the Chair declared this section of the meeting closed.

## **4. THE POLICE CHILDREN'S CHARITY**

### **4.1 MINUTES OF THE ANNUAL GENERAL MEETING HELD ON 30 SEPTEMBER 2021**

The minutes had been circulated to all members, displayed on the Charity's website and were taken as read. The minutes were proposed by R Barber, Nottinghamshire and seconded by N Goodband, British Transport Police that they be accepted as a true record. All present agreed.

### **4.2 MATTERS ARISING FROM THE MINUTES**

There were no matters arising.

### **4.3 AUDITORS REPORT**

#### **Presented by Steve Williams, Murray Harcourt**

S Williams, Murray Harcourt reported on income and expenditure which showed that income in 2020 was £1,216,000 and expenditure of (£813,000) which related to beneficiaries grants.

The balance sheet of the Charity is £1,489,000 million in total showing the reliance on the investment portfolio.

The audit approach taken is similar to that taken for the PTC and resulted in an overall unqualified audit opinion.

There were no further questions.

### **4.4 TREASURER'S REPORT**

#### **Presented by Peter Henson, Treasurer**

P Henson began his report by saying that his presentation would provide details of the financial position of The Police Children's Charity and the work that the Trustees and Staff have undertaken to ensure the long-term future of the Charity.

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The out turn for 2021 suggests that the Charity made a surplus of £396,534.

The 2021 accounts have been prepared using FRS102, the Financial Reporting Standard, which came into effect in January 2015 and while the accounts represent a surplus this is largely down to a couple of items.

The Charity is obliged to make a year end provision to cover all the beneficiaries, contained within our records at the end of the year.

The provision is based on providing support throughout full time education for each child up to the age of 25. The current provision is approximately £3.5million. Between years the provision can fluctuate for a number of reasons. For example:

- New beneficiaries being added to the list, this together with their age and the financial circumstances of the family,
- The number of children that leave education in the year,
- Variances and changes in the household income.

In the year 2021, the provision required decreased by £138,167 generally as a result of the age profile of the children together with making a provision for the new beneficiaries, and the payments made to beneficiaries during the year to support them. This provision will change on an annual basis dependent on the number of beneficiaries claiming, and the age of those beneficiaries. This is an accounting provision and not cash held or paid out within the Charity. Also, in 2021, the Charity did not need to draw down on its contingency making a saving of £207,760. A contingency is required as the Charity does not know how many new beneficiaries it will take on in the year and the amount it will have to pay out.

If the accounts were adjusted for these items the Charity made a surplus in the region of £51,000. This was in line with predictions and ensures money is being spent supporting the beneficiaries.

2021 was a turbulent year with both Brexit and the Pandemic. While the value of the investments went up and down during the year, we were pleased to see them increase year on year. The level of dividend also increased during 2021 with all the money being invested back to our beneficiaries.

The majority of income received by the Charity is derived from dividends, 56% of the income generated in 2021 was from dividends and 44% from officer donations. In terms of income this means £684,000 comes from dividends and £531,000 from officer donations, a difference of £153,000. While it does demonstrate a key reason for maintaining our investments at the level they are, as without them we would either have to reduce the amount of support we provide or increase the donation rate, it does highlight the need to encourage more officers to donate.

During 2021 the Trustees have reviewed the benefits provided and where possible increased them. Perhaps the most significant change is two additional benefits which are available to all donating officers and not solely beneficiaries. In addition to this was the inclusion of a review and a potential annual increase of the Christmas bonus. The key benefits that were added to the package included;

Providing Child counselling for all children of donating police officers. The Trustees recognise the pressures on serving officers and the strain that it can put on family life.

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Therefore, this grant has been introduced to support children of donating officers up to £1,000 per child.

The Trustees have introduced an ex-gratia wellbeing grant which is available to all donating officers. Each application will be reviewed and allocated on its merits by the Trustees.

The budget is set with an element of flexibility as it is uncertain the number of beneficiaries the Charity will support during the year.

The Trustees agreed a mechanism where in October each year they would look at any potential surpluses and redistribute some of them to the beneficiaries. In 2021 this meant that at Christmas every child received an additional £250.

Year on year the amounts will differ and it is possible some years there will be nothing to distribute but it demonstrates the Trustees' desire to best support all of its beneficiaries.

From the feedback we know that the new grants provided have made a big difference and we would ask you to encourage your colleagues to sign up and support the Charity, as sadly you never know what is around the corner.

While the financial results from 2021 are a good news story we continue to remain, cautious and realise there is potential for further cuts in public spending which would put additional pressures on the budget of the Police Children's Charity, and the wider police family. We are also aware that it is difficult to persuade new recruits who don't have children to sign up, which adds a further pressure to the Charity.

As a method of financial prudence, the Charity presents the Trustees with a medium term financial forecast as part of the budget process. Considers which could have a significant impact are if the government decides to reduce public spending together with the cost of living for beneficiaries.

During 2018 the Trustees increased the donation rate to 35p per week and at the same time extended the benefits to include;

- Supporting children where the partner of a police officer dies,
- Providing driving lessons to the value of £1,000 per child,
- Providing counselling for child beneficiaries to the value of £1,000 per child,
- The Charity decided to increase the new beneficiary grant from £100 per child to £1,000 per child.

Increasing the donation rate in 2018 together with the information we have today gives us some confidence that we will be financially secure until at least 2026. One of the key reasons for the MTFs is to look at how we can increase income or reduce expenditure in order to allocate more funds to our beneficiaries and the increased donation rate gives us time to put plans into operation.

We are always conscious that there may be children, who we should be supporting, who we are not aware of especially now we have extended the support to partners of police officers who have died together with the new grants mentioned earlier.

Following the rebrand our aim is to increase the awareness of the Charity and the work it undertakes and we would ask for your assistance in this, to ensure we are not missing people that we could otherwise support.

So, increasing awareness is important because it is possible that some people believe you have to be killed or injured on duty, in order for an application to be made, which is most certainly not the case.

The Charity acquired St George's House in Harrogate in 2013, which it uses to support primarily the beneficiaries of the Charity, as a holiday let, but where spare capacity allows, other members of the police family.

The projection of the medium term financial strategy has enabled the Charity to approve a zero-balanced budget for 2022.

So, to conclude, over the last few years the Charity has reacted to changes in society and has adapted the way benefits are allocated to its beneficiaries. The Charity ensures that all benefits are discharged with probity. Through this the Charity has been able to target those most in need with additional money, while not losing sight or support for others.

The timeliness of grant making has been increased, so that beneficiaries receive a registration grant upon receipt of their application, and will then receive a minimum of £10 per week per child together with seasonal gifts.

The Trustees approved additional new benefits, which were implemented in 2021 and will support our beneficiaries, making the Charity more modern, providing a better range of benefits, but more importantly it makes the Charity fit for purpose going forward.

I hope that today, I as your Treasurer, together with the Trustees and the administrative staff, have demonstrated to you, how the Charity is supporting the children of deceased or incapacitated officers, to the very best effect.

There were no questions.

#### **4.5 CHIEF EXECUTIVE'S REPORT Presented by P Cairns, Chief Executive**

As ever TPCC report will be significantly shorter than the PTC one. I would normally start with the numbers, but I don't think that I can ignore the two elephants in the room the first of which was a small elephant and was called COVID, but because of the way that the Charity is run did not affect any of its operating functions or beneficiaries.

The second a slightly larger elephant which means that I should really start with an explanation as to why this time last September you were listening to the opening salvos of a report about SGPCT and this morning the title for the same report is TPCC.

The name change is not the first time that the Charity has changed its name since it started life as an Orphanage in the 19<sup>th</sup> century, but rather one more step on its growth and evolution.

Donor numbers for the Charity have fallen significantly in recent years and even though as you heard during the Treasurer's Report the investments have performed strongly since the COVID crash of April 2020, we really are keen to push these donor numbers back up if we can. You can see from the slide that we have lost almost 17,000 donors since 2011 which at the current donation rate equates to a loss of income £270,000 each year which I think vindicates the decision to increase the donation rate a few years ago, but we are become increasingly reliant on the investments of TPCC to generate enough income to support our current and future beneficiaries each year.

Over the last 5 years we have added a number of new benefits to the Charity including partner cover, but in Board discussions last year, we wondered whether we might be missing the obvious issue that there was a problem with the name. The former SGPCT was named after the original St George's Orphanage, but it was felt that when a donor saw this as a deduction on their payslip some years after they had signed up for the Charity, they would likely have no idea what the deduction was for and might be tempted to stop that deduction.

The Board of Trustees therefore decided on a major strategic move which was to change the name of the Charity, and after much deliberation and discussion, settled on the new name of TPCC putting it firmly in the place of one of those charities that does what it says on the tin.

Although we did not realise it at the time, and it certainly did not feel like it, that was the easy bit. The next step was to get approval from the Charity Commission and Companies House for the name change, which took some time and much jumping through the legal hoops.

We then had to decide on a logo. I am sure that most of you will recall the controversy associated with various logos that have been designed in the past such as for the BBC and the Conservative party which supposedly cost tens of thousands of pounds, and for those of you who do remember that controversy, you will be pleased to hear that we paid the princely sum of £60 for our logo design, and for that we got four proposals, from which we selected one, which you can see at the bottom right of the slide.

The next step was updating the Articles of Association alongside all the branding for the Charity which included letterheads, brochures, a new website, posters literally everything then checking, cross checking and double checking. I think that there was a view at some stages that we regretted starting on the exercise and I was certainly delighted to be in the position of standing off and strategically supervising the team rather than sitting in a dark room with a wet towel wrapped around my head wondering how we should update the website, but I am pleased to say that we (the Royal We) got there in the end, and when I say We, I do of course mean Fran Greenwood and her team from DRCE who did all of the hard work.

So that has brought us bang up to date as to why SGPCT is now TPCC which is a grant making charity that provides financial support to our beneficiaries.

In terms of beneficiary numbers we currently have 222 current child beneficiaries plus 46 students in receipt of the Higher Education Grant and that is broadly the same as in previous years.

For those that missed it at the AGM last September if you could not make it as you could not find any petrol for your car (can anyone remember as far back as when we actually had enough petrol and we did not need a second mortgage to be able to afford it, I will be asking people if they remember what they did in the war next), we have now added two additional grants that officers can apply for whilst still in service.

We had become aware in recent years that it was going to be a tough sell to ask some young men and women who were joining the police but did not have children or plan to have them, to donate to a Charity as worthy as it is that they might never be able to benefit from unless they died or retired, and for many of them they never expected that to ever happen. In order to mitigate against this the Trustees agreed that we needed to introduce two new grants that serving officers could benefit from which we felt was the right thing to do bearing in mind the pressures of the job often wash over into family life and affect children, and of course we needed to encourage new donors to the Charity.

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It has been a slow burn as to date we only have eight beneficiary families whose parent is a serving officer, but those grants have really made a difference to those beneficiaries so we continue to spread the word and are confident that this number will go up over time, and we ask you to spread the word about this new grant to your colleagues who are signed up to TPCC.

Running parallel alongside this innovation, has been the roll out of expanding the eligibility of TPCC to a number of new police staff roles which for simplicity, mirrors those eligible groups who can join the PTC, and we are also working very hard to push up these numbers as well.

Of course having a new name and logo also provides the opportunity to do a PR and publicity drive, so we currently have an Amnesty going on which started in April and will run through to the end of this month. It is too early to give an indication of the results, but we are targeting and encouraging donors on all levels in all ways, but all of you please take a note of that and try to do a further push on publicity for the last few weeks.

Can I implore those of you in positions of influence here today (that is all of you) to communicate to your colleagues what TPCC is, what it does, and what the benefits are to be gained from being a donor to the Charity.

Eligibility is not overly complex, but a key requirement, is that the individual is or was a donor to the charity and pays their £1.50 per month, once this basic principle is established, it at least gives the Trustees something to work with as a point of discussion and potentially could lead to benefits accruing to family members of hundreds of thousands of pounds over their educational lifetimes.

Please also get the messaging out about the Charity in the round, donor numbers are down some of it is natural wastage as the longer in service cohort who typically signed up for everything depart and are replaced by a younger group who are less likely to sign up for TPCC and indeed many other things, and I would also ask you to particularly get our news out of the new eligible groups and the new additional benefits.

It really is a case of not whether you can afford to pay in to TPCC, it is a case of can you not afford to so do please help us to reinforce that message.

There were no questions.

#### **4.6 ANY OTHER BUSINESS**

No items being raised, the Chair declared this section of the meeting closed.

#### **4.7 CLOSE**

There being no further business, The Chair declared the meeting closed at 12.00 p.m. and invited those present to attend a buffet lunch and tour of the facilities, at St Andrews.

***ENDS***