



# The Police Treatment Centres

A Force for Promoting and  
Improving Health and Wellbeing

## Impact Report 2022/23

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# Welcome from our CEO Patrick Cairns and our President Baroness Harris of Richmond

Thank you for reading this year's Impact Report. In my introduction last year, we hoped that we were moving back to some measure of normality post COVID. We are very pleased to say that the PTC is now fully open and free from all restrictions. We are able to run both Centres at full capacity. We would encourage all of our donors to access treatment at the Centres as soon as you need it.

Last year we ran a new Course on behalf of Police Care UK. We are pleased that we completed three successful pilots of the Intensive Trauma Service at the end of 2022. We are now working with Police Care UK to deliver more of these Courses into 2023 and beyond. This is a hugely significant development and the first time that a Course of this nature has been run within UK policing.

We have already run the first Wellbeing Programme for Retired Officers and have a number of these booked in over the next 12 months. We anticipate that this will become a much needed Course for our Retired colleagues. The number of Retired Officers who donate to the PTC has continued to grow.

We have worked hard over the last year to increase the number of Serving Officer donors and we will continue to do so. However, it can be frustrating to see how the change in culture, training methods and indeed the career aspirations of the men and women who join the Police Service has reduced the numbers who want to sign up to the PTC.

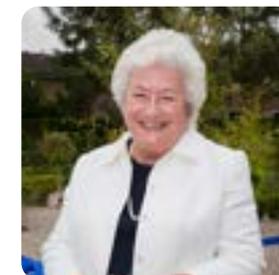
We would ask all of our current donors to encourage those colleagues who have not signed up to the PTC to do so. Treatment at the Centres really can be transformational. We regularly see the impact that both programmes have on those who attend and how attendance can literally save careers and lives.

We continue to look forward in 2023 and beyond with a renewed sense of optimism. We are hugely grateful to all our donors and for those Forces and external stakeholders who have made grants and donations. Noteworthy amongst these continue to be Police Care UK and the Northern Police Healthcare Scheme which has helped to significantly increase our donor numbers in recent years.

Thank you once again for all your support, please keep on donating to the PTC and when you need our help, please ensure that you apply for treatment.



*Patrick Cairns* MBE, DL, MA, BA (Hons)  
CEO



*Baroness Harris of Richmond* DL,  
PRESIDENT

# A Force for Promoting & Improving Health & Wellbeing

## PTC Vision

To establish the PTC as a Centre of Excellence delivering class leading treatment for our Police Family Patients for their physical and psychological injuries, conditions and illnesses.

## PTC Mission Statement

The PTC will provide timely and effective treatment and support for our Police Family Patients in order to improve their health, fitness and wellbeing.

## PTC Values

- ▶ To put our Patients and their needs at the core of everything we do.
- ▶ To put the Serving Police Family at the centre of our work and support Retired Officers where capacity allows.
- ▶ To strive for excellence in the quality of our facilities, care and treatments.
- ▶ We seek to nurture a working environment where colleagues feel valued and experience an atmosphere of mutual respect and absolute integrity in relationships.



# Patient Impact

"Thank you so much for being there to hold us up, cheer us up and listen.

You are so caring and patient despite how many people come through these doors."

" Nothing is too much for all staff, regardless of their role. The time, dedication and overall demeanour is truly commendable and aids the experience of the Centres."

"Thank you to all of the housekeeping team for all your hard work. Staying in a place cleaned to such a high standard everyday makes such a difference."

"Everything is exemplary. Everyone is so friendly, warm and welcoming.

You feel part of the family here!"

"All the staff are the most helpful and friendly people who allow us to have the time to deal with life as a Police Officer and a person at home."

# The Year in Numbers

45,954

Serving Officers donated to the PTC in 2022



Our Police Family Patients can access class leading treatment including Physiotherapy, Counselling, Complementary Therapy, Varied Exercise Classes and First Class Gym Facilities



8,335

Retired Officers donated to the PTC in 2022

+10%

on previous year



4,578

Followers on Facebook



19,583

People received our E-Newsletters

3,338

People follow us on twitter @PTCentres



# The Year in Numbers



**£4.50**

The new Retired Officer donation rate



**145**

visits from Therapy Dogs

**18**

Patients took part in the Intensive Trauma Service pilots

Police Care<sup>UK</sup>

We attended

**300**

Recruitment and promotional events in 2022, some in person and some virtually. These included; Student Officer and Pre-Retirement inputs, Conferences and Wellbeing events.

We treated  
**2,868**

Police Family Patients in 2022, including Serving Officers, Retired Officers, PCSOs, Special Constables and Detention & Custody Officers.



**+54% on 2021**

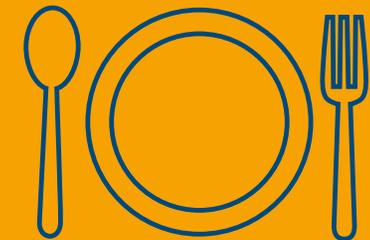
We are now running at full capacity and have the ability to treat many more Patients in 2023



We provided

**86,040**

meals to Patients during 2022



# Psychological Wellbeing Programme

866



Police Family Patients attended as part of our Psychological Wellbeing Programme in 2022. This is a 43% increase on 2021

2022 saw a significant increase in the amount of Patients who attended the Centres on the Psychological Wellbeing Programme. The New Clinical Services Wing at Harrogate is now fully up and running. The extra treatment rooms and workshop spaces allow our clinicians to treat more patients in custom designed, relaxing spaces.

At the end of 2022, we worked alongside Police Care UK to pilot a new Intensive Trauma Service. Our Harrogate Centre hosted the pilot that was delivered by Police Care UK. The pilot was a residential programme focusing on both physical and psychological health over a two week period. We look forward to working closely with Police Care UK in the coming year.

In 2023, we hope to treat more Patients on our Wellbeing Programme and hope that more Forces will take up the offer of our Wellbeing Weekends.



184

Patients attended the Centres on Wellbeing Weekends and Force Recharge Days

3,600

Hours of Patient counselling

763

Users of the Thrive Wellbeing App. 88% recovered after screening positive for depression and/or anxiety



4,325

Hours of complementary therapies

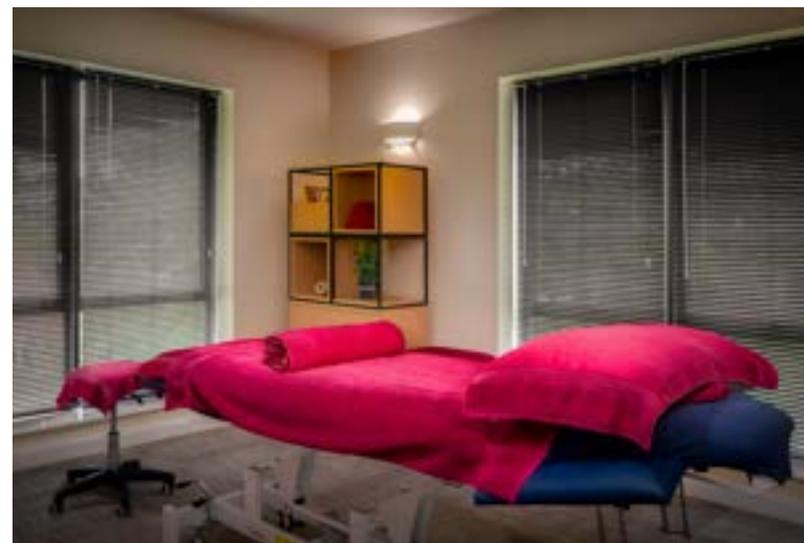
# Retired Officer Wellbeing Programme

The Police Treatment Centres has now been running our new Retired Officer Wellbeing Programme since January 2023. Injuries and mental health issues that affect Police Officers do not disappear in retirement, so we wanted to establish a structured programme to assist when Officers retired.

The introduction of the Retired Officer Wellbeing Programme (ROWP) builds on the success of our already established and highly regarded Psychological Wellbeing Programme (PWP) for Serving Officers which was launched in 2016. We really wanted to provide similar assistance for Retired Officers with the aim of delivering real effective wellbeing support. The programme allows for time and space to focus on psychological wellbeing and develop personal strategies.

We are currently running one programme per month at both of our Centres. The programme runs from Monday to Friday, but we invite Officers to continue their stay into the weekend to add time for further relaxation and reflection. The programme consists of workshops offering practical advice to improve wellbeing, an introduction to our Mental Health App Thrive, a complementary therapy session and the option to take part in low-level exercise and access to our class-leading gym facilities.

*"The ROWP has been a great benefit to my wellbeing. I have really enjoyed everything on the course. A big thank you to all the staff involved, I know you have all put a lot of time and effort into it"*



# Physiotherapy Programme

2,060



Physiotherapy Patients treated in 2022

Including those treated as in-patients, out-patients and virtually

2022 saw the Physiotherapy Programme at both Centres return to some normality. The Physiotherapy team continued to treat Patients on a residential basis and also via the Online Physiotherapy service. The online aspect of our programme is perfect for those Officers whose injuries would not necessarily warrant a residential stay or for those that could not commit to a residential stay.

During 2022, our Head of Clinical Services, Mark Oxley conducted a survey into attendance at the Centres. He found that the majority of Officers who attend for treatment are in the latter years of Service. However, they predominantly mention that they should have attended earlier. At The PTC we encourage donors to seek our support sooner rather than later so that we can help them return to fitness as soon as possible. We pride ourselves on having the time to assess the needs of each Patient and offer appropriate modalities of treatment, but also to ensure that Officers have the knowledge to be self-caring when they leave our Centres.

23,025

Hours of in-person physio provided in 2022

This includes manual therapy, exercise prescription and pain relief modalities such as acupuncture and electrotherapy

26

Virtual Resources available on our YouTube channel



78

Hours of physiotherapy provided via our online virtual platform and by telephone



8,675

Hours of fitness instruction and classes

# Department Spotlight - Catering

The catering and dining teams at both Centres are made up of experienced and dedicated staff. Between them, Chris Parry, Head Chef at Castlebrae and Liz Ehren, Head Chef at St Andrews, have nearly 30 years of experience at the PTC. Our catering teams provide our Patients with all their meals during their residential stays and can provide nutritional advice and adjustments as required.

The catering and dining room teams not only look after our Patients during their stay, but also cater for weekend B&B guests, Wellbeing Weekends and special conferences or events held at the Centres.

The service provided by the teams is essential to the running of the Centres and the experience and rehabilitation of the Patients. Head Chef Chris Parry said; "The Clinical Teams are at the centre of our work, but then all of the other teams, including catering, are wrapped around that. We are not totally separate parts, we wrap around each other to complete one big circle of care."

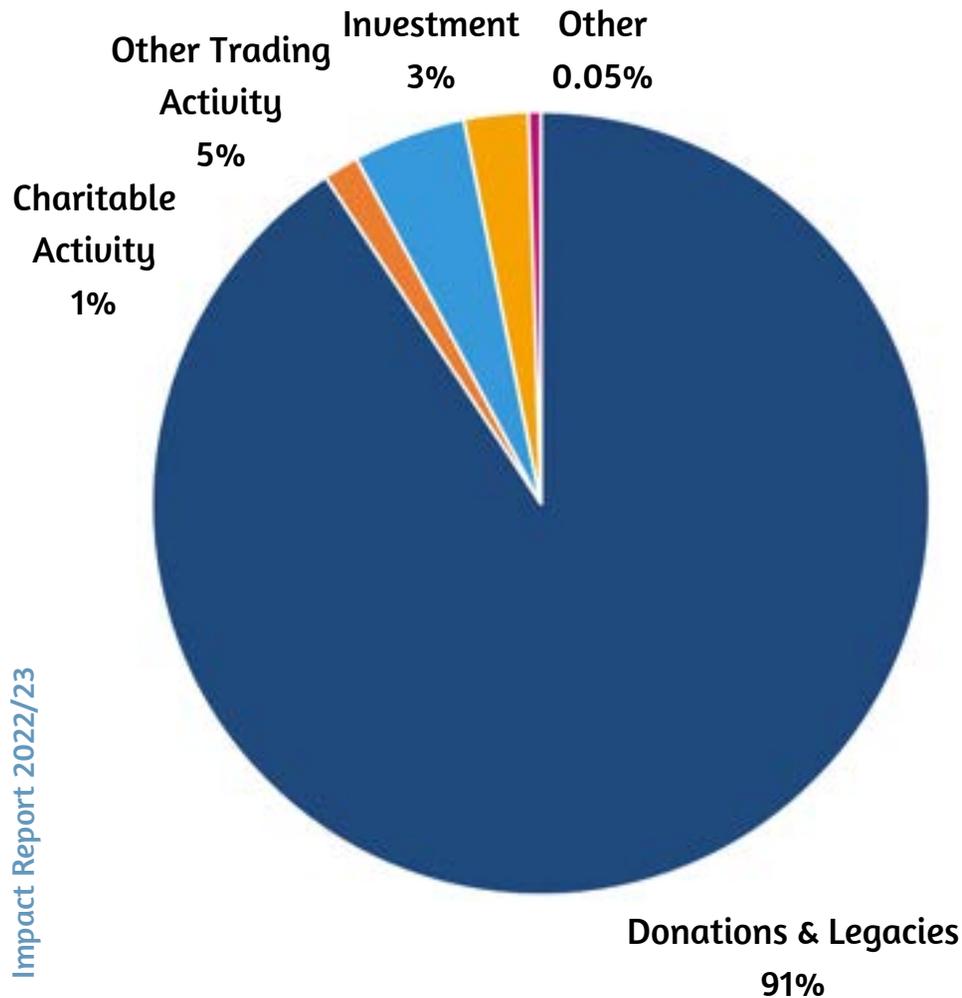
*"Everyone in the dining room and the kitchen team were amazing. I felt so welcome from the moment I stepped in and the food was brilliant throughout my stay - could not fault it. Every member of the dining room team were so helpful and happy"*

Nutritious meals can improve not only physical but mental wellbeing. Often Officers simply do not have time, whilst they are on shift, to eat a proper meal. To have the time to sit down and eat properly is really beneficial for them.

Chris and Liz reiterate this; "We make life easier during their rehabilitation, they don't have to worry about food or preparing meals for themselves or others (or the washing up!) This can really take the load off for a lot of Officers. We often receive feedback about how well our meals are received and its humbling to see the real difference our teams make. Some Patients really struggle when they enter the dining room on the first day and then are totally different people when they have their last meal with us."



# Our Income 2022



It costs £6.5 million every year to operate both Police Treatment Centres and provide treatment to our Police Family Patients



91% of our income comes from members of the Police Family donating to be eligible for our class leading treatment.



Many Serving Officers donate directly through their Force payroll, whilst others, along with Retired Officers, can now set up direct debits.



We supplement the income from our donors each year through income streams including Fundraising, Hospitality and Grants.

# Where Your Money Went

£25 could fund one Mindfulness Class



£35 could fund one fitness session such as a Spin Bike Class

£30 could fund one Essential Oils Workshop

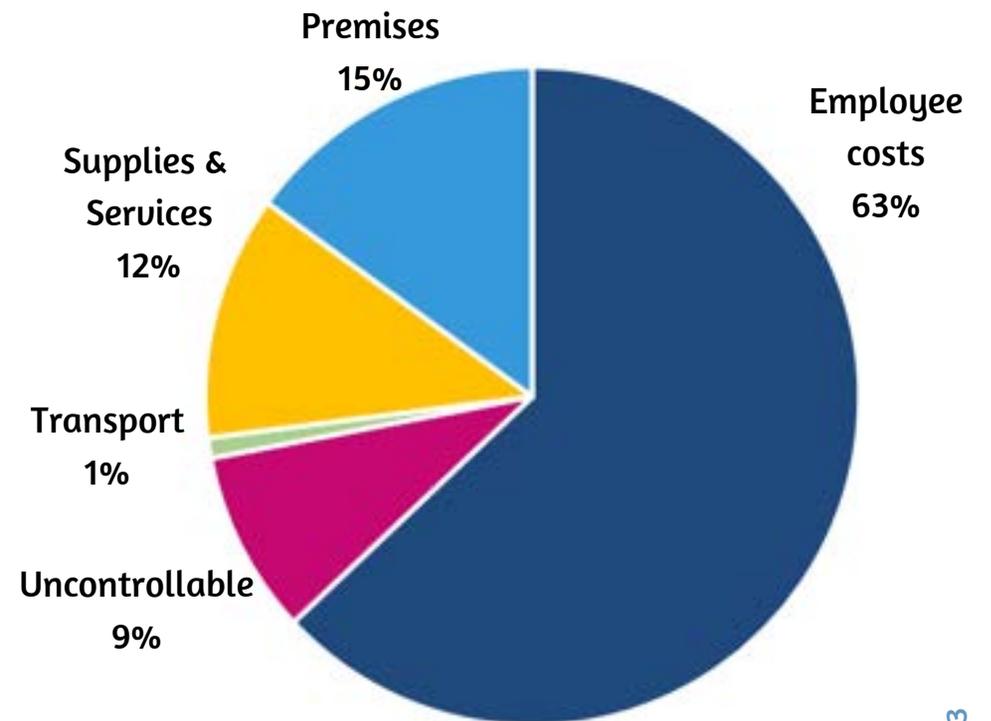


£60 could fund one physiotherapy session



In order to be eligible for treatment, our Police Family Supporters donate a small amount each week to the charity, either through their pay packet or by Direct Debit. When Patients attend, all of their treatment, access to facilities and accommodation, is entirely free.

For every £1 you donate, 90p is spent directly on Patient care



# Income Generation



**£116,822.00**

Raised through our PTC  
Charity Lottery with a monthly top  
prize of £1,000

2022 saw an increase in income generation across all streams.

This year was an exciting year for the Charity Lottery, which ran an extra raffle entry for the first time. In addition to the 2,297 lottery members we had an additional 2,357 raffle players who bought one off tickets to support the PTC.

**£111,050.00**

Raised from weekend Bed & Breakfast  
at both Centres, despite closures, with a  
total of 1,249 guests

Hospitality continued to grow in 2022. In 2023 we have opened our hospitality offer to include the wider Blue Light Family to book a weekend away at either of our two Centres.

**£6,463.11**

Raised by our fantastic Fundraising  
Heroes through individual events and  
BOTB

Our Fundraising Heroes, including those who decided to ride our cancelled BOTB, raised an amazing amount. Our fundraisers completed Tough Mudders, Truck Pulls and Marathons! In 2023 we will launch our Big Step Challenge.

**£19,189.98**

Raised by Social Committees across both  
of our Centres

Social Committees at both of our Centres have started to run again during 2022. The monies raised by these committees help with the everyday running costs of the Centres and are a great way for Patients to socialise.

# Donor Recruitment

167

Inputs to New Recruit Cohorts, incl. PCSOs, Specials and Transferees

2022 was a record breaking year for the DRCE department who attended 300 inputs to Student and Retired Officers, wellbeing seminars and conferences. This is a 28% increase on the previous year. The majority of our income is generated by the regular monthly giving of Officers who are eligible for our treatment. It is therefore essential that we engage with potential and existing donors.

64

Wellbeing events and conferences attended by the DRCE Team

69

PTC Inputs delivered to Force Pre-retirement Courses

At the end of 2021 the PTC extended its eligibility criteria to include Police Staff Investigators and CSIs. During 2022 we held an amnesty to encourage these groups to sign up. We are pleased that 2022 saw the first CSI attendees at the Centres.

6,900+

Students, Serving and Retired Officers who received an input from the DRCE Team

In 2023 the DRCE team will continue to attend as many inputs as possible and ensure Officers are signed up and eligible for treatment when they need it. The team will also target those groups and Forces where sign up rates have decreased.



300

Inputs to Students Officers, Retired Officers, Wellbeing Seminars and Conferences attended by the DRCE Team



# Some Of Our Supporters

AM Fenton Trust

Ayrshire RPOAS Branch

Baroness Angela Harris

British Transport Police

British Transport Police Federation

Charities Trust

Charlesworth and Chisworth  
Carnival Committee

Cheshire Constabulary

Cheshire Police Federation

Cleveland Police

Cleveland Police Federation

Denbigh NARPO Branch

Derbyshire Constabulary

Durham Constabulary

Energy Saving Trust

E Gill and Sons Ltd

Flint NARPO Branch

Gleneagles Golf Resort

Greater Manchester Police

Gynnedd NARPO Branch

Halifax Parliament Constituency

High Sheriffs Association of England and Wales

Humberside Police

Lincolnshire Police

Merritts Solicitors LLP

Merseyside Police

Mexborough and District Probus Club

North Wales Police

North Yorkshire Police

North Yorkshire Police Federation

North Yorkshire Police, Fire and Crime Commissioner

Northumbria Police

Paul Bone

Police Scotland

Prosperis

PSNI Benevolent Fund

Rotary Club of Carse of Stirling

Russell Haldane Trust

Scottish Police Benevolent Fund

Scottish Police Federation

South Yorkshire Police

The Inchcape Foundation

The Worshipful Company of  
Security Professionals

Tindall Funeral Services Ltd

West Yorkshire Police

West Yorkshire Police Federation

Yorkshire Countrywomens Association

York Minster

# Employees and Trustees

## Our Board of Trustees

President:	Baroness Harris of Richmond, DL
Chair of Trustees:	Liam Kelly
Vice Chair of Trustees:	Craig Grandison
Chair of Finance & Human Resource Committee:	Craig Grandison
Vice Chair of Finance & Human Resource Committee:	John Skelton
Treasurer:	Peter Henson

## Senior Management Team

Chief Executive:	Patrick Cairns MBE, DL, MA, BA (Hons)
Executive Officer PTC Scotland:	Andy Malcolm
Chief Finance Officer:	Peter Moore
Head Of Clinical Services:	Mark Oxley Sarah Ward
HR Manager:	Fiona Warrington

## St Andrews, Harrogate

Centre Manager:	Adele Martin
Head Physiotherapist:	Sarah Ward Rachel Broadbent Clare Gascoyne
Head Nurse:	Helen Birks
Head of Catering:	Liz Ehren

## Castlebrae, Auchterarder

Operations Manager:	Alison Gac
Head Physiotherapist:	Gian-Paolo Bassi
Head Nurse:	Amy Williamson
Head of Catering:	Chris Parry

# The Future

During 2022, The Police Treatment Centres faced the challenge of bringing the entire organisation back up to full working capacity after previous years affected by COVID-19 lockdowns. This we achieved with great success. The challenge for us in 2023/24 is to continue to look forward and move forward, not just bringing the PTC back to what it was but onward to even better things.

Last year we expanded our eligibility criteria to include CSI's and Staff Investigators and we are now seeing some of those roles come through our Centres for treatment. We will continue to promote our services to this new group, as well as carefully considering any other staff roles which we feel would benefit from access to our facilities.

We will also continue to promote the benefits of our services and facilities to our existing groups, attending Training Centres to speak to new recruit cohorts and attending Pre-Retirement Courses to remind Officers of the need to sign-up to the PTC in retirement. We continue to run our own online virtual Pre-Retirement Information Sessions throughout 2023 following the success of these sessions last year. We are also, for the very first time, running a number of general information sessions in 2023 for anyone who simply wants an update on the services we provide, or who has questions about signing up, or attending the Centres for treatment.

At the start of 2023 we commenced a totally new programme, a one week Wellbeing Programme specifically for Retired Officers. Now that we have this up and running, we will monitor its success throughout the year with plans for its expansion and consolidation as one of our main programmes offered at the PTC.

After the success of last year's three pilot courses for Officers with Complex PTSD, run in conjunction with Police Care UK, we are running a further series of courses this year with a view to making them a permanent offering. This is a very special course for Officers with CPTSD and is the only one of its nature offered to Police Officers in the UK.

This year will also see us hold our first Big Step Challenge fundraising event. The challenge is to complete a chosen step challenge within a one month period and in doing so, raise money for the PTC. We have a good number of participants signed up already and hope that it will be a big success.

Thank you once again for your support over the past 12 months. We promise that the PTC will remain at the forefront of treatment and care for our Police Family members. Please continue to spread the word and tell your colleagues of the benefits of donating and attending the PTC.







# The Police Treatment Centres

**A Force for Promoting &  
Improving Health &  
Wellbeing**

## The Police Treatment Centres

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[fundraising@thepolicetreatmentcentres.org](mailto:fundraising@thepolicetreatmentcentres.org)



**Website:** [www.thepolicetreatmentcentres.org](http://www.thepolicetreatmentcentres.org)

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**Company No.** 07822534