



The Police Treatment Centres

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

Impact Report 2023/24

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

Thank you for taking the time to review this year's Impact Report. I am delighted to report that The Police Treatment Centres (PTC) have made significant progress, returning to a state of normalcy that surpasses previous years. This "normal" does not imply a return to pre-COVID conditions, rather, it reflects enhancements in our facilities, real estate, and the quality, diversity and adaptability of our treatment programmes.

Accessing treatment at The PTC has been streamlined with minimal waiting times and a dedicated team committed to tailoring individual treatment plans for each patient, resulting in remarkable outcomes. Positive Patient feedback has reached unprecedented levels during my ten-year tenure, underscoring the essential nature of our services to our Police Family patients and the tangible impact we are making.

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 our current donors to encourage those colleagues who have not signed up to The PTC to do so.

On a more positive note, I am very pleased to say the number of Retired Officers who have signed up to The PTC, increased by over 1,200 in 2023. Many of these donate out of a sense of altruism and wanting to support their serving colleagues but it has also been gratifying to see a growing number of Retired

Officers on both our Physiotherapy and our new Retired Officer Wellbeing Programme which we launched in 2023.

We continue to look forward in 2024 and beyond with a renewed sense of optimism. We are now getting ready for the first time to open up The PTC to all members of Police Staff who wish to sign up as donors and then apply for treatment. This has been an issue we have been debating for some years at The PTC but now feel that the time is right for this move. As well as being more inclusive, it also recognises that policing is very much a team effort from across the whole workforce.

In closing, we are hugely grateful to all our donors and for those Forces and external stakeholders who have made grants and donations over the last year. Noteworthy amongst these has been the National 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 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

"Everything was of the highest standard. The treatment I received from everyone was superb. The whole team provide a holistic service and it is that which adds to the quality of what everyone does."

"Physio has been brilliant. I was lost before I came because I did not know how to cope with daily pain. I am now leaving a lot more confident."

"The whole stay was amazing. I have never been able to switch off and deal with issues and reset like this in my whole adult life. The information I received has enabled me to see the full picture and given me tools to move forward in life in a happier place."

"I felt welcome and it felt like a safe place from the moment I walked through the door and every moment after."

"You cared for me, you understand, you listened. I cannot recommend the wellbeing course highly enough, exactly what I needed."

The Year in Numbers

45,923

Serving Officers
donated to the
PTC in 2023



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



9,598

Retired Officers
donated to the PTC
in 2023

+15%

on previous year

367



Thrive
Mental
Wellbeing

Downloads of the
Thrive App

32

Healthcare
Professionals
attended our first
Occupational Health
Networking Day

40

Patients accessed
our new Online
Women's Health
Programme



The Year in Numbers

850

Sign Up

Retired Officers signed up during our one week amnesty



2

Visits from our Patron, HRH The Princess Royal



Over

95%

of patients rated their stay as 5 star

We attended

306

Recruitment and promotional events in 2023, some in person and some virtually. These included; Student Officer inputs Pre-Retirement inputs Conferences and Wellbeing events.

We treated
3,310

Police Family patients in 2023, including Serving Officers, Retired Officers, PCSOs, Special Constables and Detention & Custody Officers.



+15% on 2022



This includes residential, online programmes and wellbeing breaks



2036

Donors through the National Police Healthcare Scheme in 2023 from our constituent forces

Physiotherapy Programme

In 2023, the Physiotherapy Teams across both Centres, exceeded their patient treatment numbers on 2022 by 16%; treating 2,399 patients. The teams continue to treat patients on a residential basis but also increased their virtual and residential outpatient activity. Outpatient delivery across both sites equated to a total of 576 hours of physiotherapy.

Residential physiotherapy continues to be the majority of the work of the physiotherapy teams. The teams simply have more time to assess, listen and identify what each patient needs. The Physiotherapists are able to provide expert tailored advice and treatment. Patients benefit from take home tools and knowledge of how to self-manage.

In 2023, the team launched a split week treatment pathway. This enables patients to split their residential two week stay over a period of three months. This is ideal for those that could not commit to a two week block, but also for those who may benefit clinically from split weeks.

Dedicated to enhancing their skills and knowledge, both the physiotherapy and fitness teams underwent comprehensive training throughout the year. This included pool responder training, Total Resistance Exercises (TRX) training and powerlifting courses. Looking ahead to 2024, the team aims to broaden their services by expanding the Online Women's Health Programme and introducing a new Online Job Related Fitness Test Support Programme, further advancing their commitment to providing class leading treatment.



Online Women's Health Programme

In 2023 we launched the Online Women's Health Programme. The programme provides officers with access to fitness, nutrition and wellbeing advice from a multidisciplinary team of professionals with expertise in women's health.

Officers who access the service, receive an initial assessment with our women's health trained fitness and physiotherapy professionals, followed by a detailed treatment plan including signposting to appropriate services or resources.

The team can offer support with:

- ante and post-natal fitness
- menopause
- pelvic floor
- nutrition
- weight management
- fitness training
- signposting

The programme is available for anyone donating to The Police Treatment Centres and all support is provided online. The Online Women's Health Programme has been a huge success since its launch in the summer of 2023, with 40 patients accessing its support. Over 90% of these appointments have been for support relating to menopause and peri-menopause. We have therefore decided to expand the programme to provide online group sessions relating to menopause, this will launch in Spring 2024.



Psychological Wellbeing Programme

In 2023, a total of 1,031 patients attended our Psychological Wellbeing Programme (PWP), Wellbeing Days and Breaks. The primary objective of the PWP is to equip Serving and Retired Officers with the knowledge to recognise signs of mild to moderate anxiety and depression. It also aims to provide treatment options and management strategies to deal with these symptoms in both personal and professional settings.

The two-week residential PWP has consistently yielded positive clinical outcomes, as evidenced by patients demonstrating symptom improvement and enhanced familiarity with the tools and techniques available for post-treatment self-care.

Our Harrogate team has maintained a productive collaboration with Police Care UK, facilitating the delivery of the Intensive Trauma Service Programmes onsite. We highly value these partnerships and look forward to hosting the service again in 2024.

Participants in our PWP have been granted access to the Thrive App, a comprehensive mental health support platform. In 2023, 367 patients downloaded the app with 180 engaging regularly with its resources. Notably, 84% of users sought additional assistance through therapy or referrals. Thrive's in-app therapy service offers users unrestricted access to a team of qualified therapists. By proactively intervening when the app detects a user in distress, it empowers them to seek necessary support. Individuals are 1.5 times more likely to utilise support services following proactive engagement. We are proud to announce our continued partnership with Thrive in 2024, providing our patients with a valuable post-programme tool.



Our Patron, HRH The Princess Royal

Following a review of Royal Patronages, The Police Treatment Centres were honoured that HRH The Princess Royal was appointed as our Patron in December 2021. Her Royal Highness visited our Harrogate Centre in September 2023 to acknowledge the opening of the Clinical Services Wing and our Auchterarder Centre in January 2024, to officially open the newly refurbished Scottish Police Federation Wing.

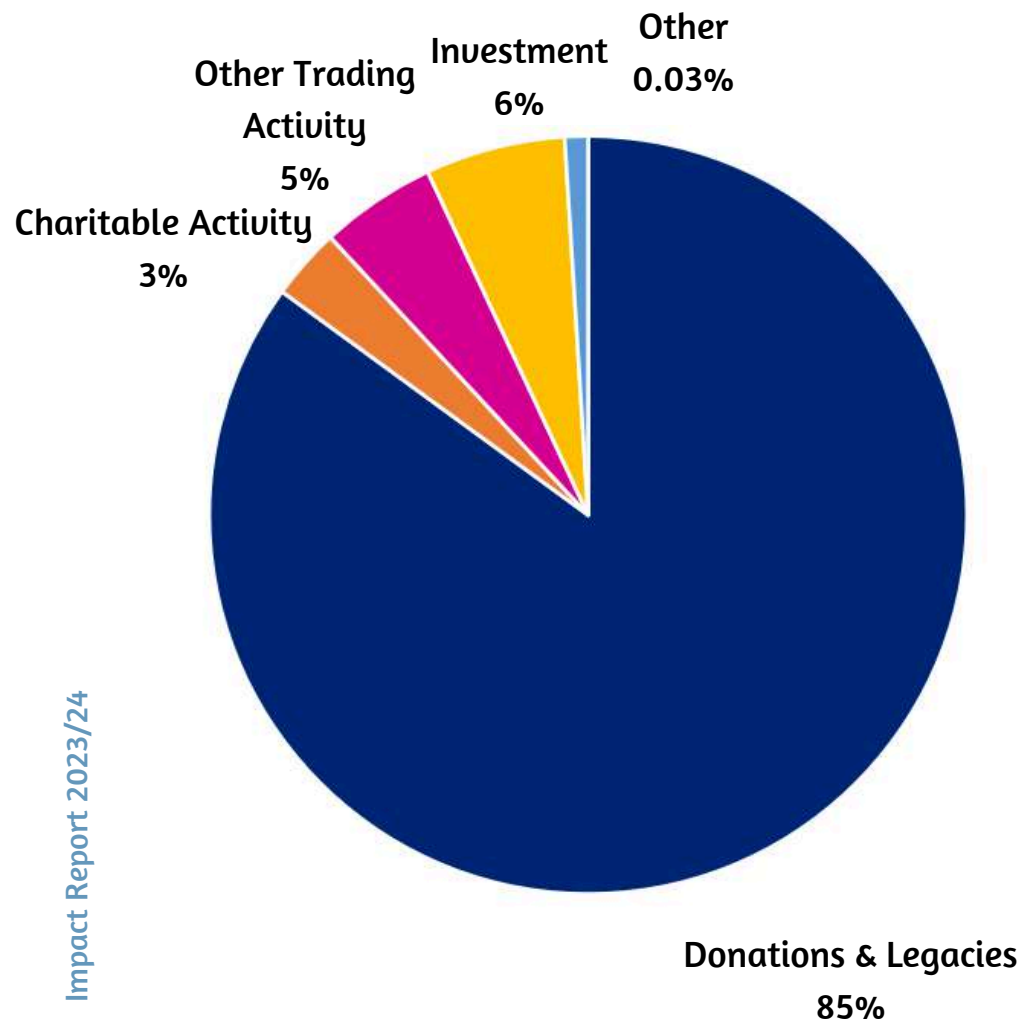
Her Royal Highness received a brief introduction to the Charity, the buildings and guided tours from Chair, Liam Kelly and CEO, Patrick Cairns. HRH The Princess Royal spent much of her time at both Centres talking to staff about the role they each play within the organisation and to many of the patients about their experiences and the benefits they get from attending the Centre for treatment.

HRH The Princess Royal saw first hand the classes and treatment sessions provided to patients attending the Centres on both programmes. The Princess had a tour of the superb fitness and lifestyle facilities available.

On both occasions, HRH The Princess Royal took the opportunity to commend the staff for their hard work and commitment. The Princess also stressed how important it is that all police officers and staff recognise the work of the Charity and that the wider public are also aware of the role the Charity performs in serving those who serve our communities.



Our Income 2023



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 donate by direct debit.



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

Where Your Money Went

A mindfulness class costs £50 to deliver



A spin bike class costs £35

An essential oils workshop costs £30

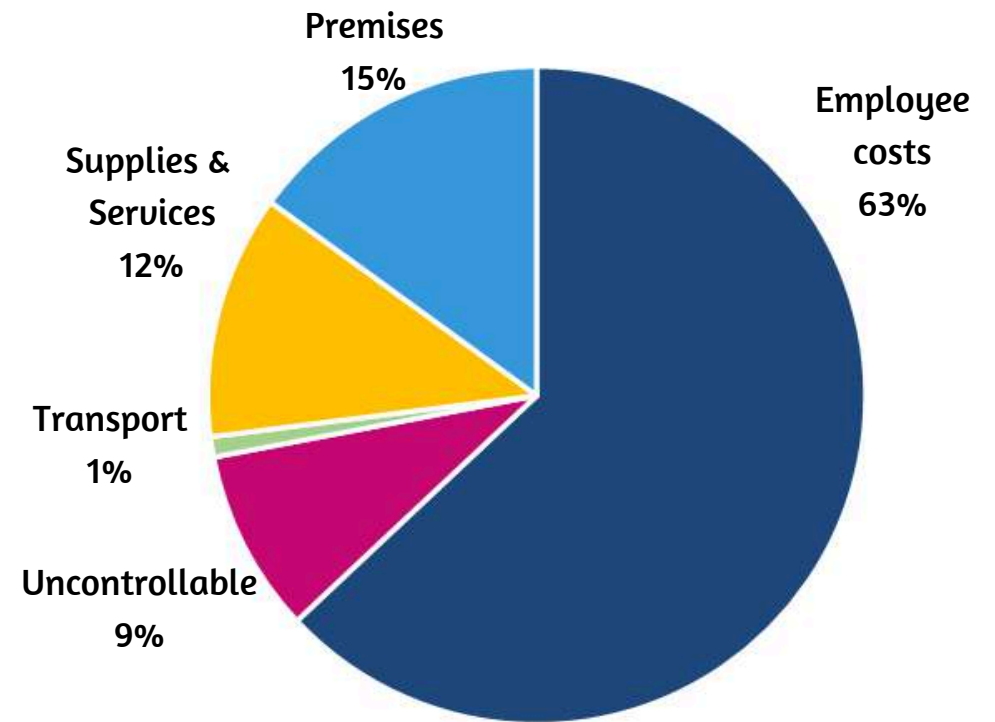


One physiotherapy sessions costs £60



In order to be eligible for treatment, our Police Family supporters donate a small amount each week to the Charity, either through their salary 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



£113,766.00

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

Each year The Police Treatment Centres need to raise additional revenue in order to supplement income from donations.

The PTC Lottery continues to generate a steady income for the Charity and provides players with the chance of winning a £1,000 top prize each month and £2,000 during superdraw months.

£117,850.00

Raised from weekend Bed & Breakfast
and Cottage rental at both Centres.

Hospitality, including the sale of bed and breakfast weekends and cottage hire, increased by 6% in 2023. We continue to welcome guests from the police and all blue light families. In 2023, we also increased our income from the hire of our conference facilities.

£21,187.88

Raised by our fantastic Fundraising
Heroes through individual events and
the Big Step Challenge

Our Fundraising Heroes, including those who took on our Big Step Challenge, raised an amazing amount which was a huge increase of 228% on 2022.

£25,848.47

Raised by Social Committees across both
of our Centres

Social Committees at both of our Centres not only provide a source of fundraising income but also allow patients to get together socially during the evening. In 2023, the income generated increased by 34% on the previous year.

Donor Recruitment

2023 was another record breaking year for the Donor Recruitment and Charity Engagement team who attended 306 inputs to student officers, retired officers, wellbeing seminars, conferences and hosted virtual information sessions.

Throughout the year, the team were supported at events by members of the clinical team, including newly appointed Head of Clinical Services, Sarah Ward (pictured right). This valuable clinical input demonstrates to officers and staff the level of care and expertise they can receive at the Centres.

The DRCE are also supported by PTC Ambassadors. In 2023, we re-evaluated our Ambassador roles and created an extra tier of support, our PTC Champions. Our PTC Champions will act as points of contact within Forces and work to promote the work of the PTC.

During 2023, with support from individual Forces and Federations, The Police Treatment Centres held amnesties for Retired Officers, Civil Nuclear Constabulary, Scottish Police Authority and newly eligible Police Staff roles. These short amnesties recruited over 1,500 extra donors for the Charity.

In January 2024, The Police Treatment Centres extended its eligibility to all Police Staff. The Trustees and Senior Leadership Team at the PTC were keen to recognise and support the changing landscape of modern policing. We are hopeful that in extending our eligibility to all Police Staff in addition to Police Officers, we will be able to wholly meet the needs of our constituent forces.



Some Of Our Supporters

1965 PTSD Awareness

Ada Hillard Trust

AM Fenton Trust

Ayrshire RPOAS Branch

Beach Tennis Club Hartford (Cheshire)

Blue Lights Law Enforcement
Motorcycle Club

Blackpool NARPO Branch

Border Force

Busby & Kane Funeral Directors

Calvert Smith

Charities Trust

Cheshire Constabulary

Craven Police Charity Fund

Cure Care

Durham Constabulary

Durham High Sherriff

Edinburgh Sheepdog Trials

Greater Manchester Police

High Sheriffs Association of England and Wales

Humberside Police

Humberside Police Federation

Immigration Enforcement

Moira Winchester

National Police Healthcare Scheme

North Yorkshire Police

Northumbria Police

Northumbria Police Federation

Nottinghamshire Police

Paul Bone

Penningtons Manches Cooper LLP

Police Scotland

RUCGC - PSNI Benevolent Fund

Scottish Co-Op

Scottish Police Authority

Scottish Police Federation

Scottish Police Benevolent Fund

South Yorkshire Police

Staffordshire Police

The C Paul Thackray General Charitable Trust

The Inchcape Foundation

The Worshipful Company of
Security Professionals

West Lancashire Freemasons

West Yorkshire Police

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 (until 31st December 2023) Ricky Wood (from 1st January 2024)
Chair of Finance & Human Resource Committee:	Craig Grandison (until 31st December 2023) Ricky Wood (from 1st January 2024)
Vice Chair of Finance & Human Resource Committee:	John Skelton
Treasurer:	Peter Henson (until 31st December 2023) Craig Grandison (from 1st January 2024)

Senior Leadership Team

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

St Andrews, Harrogate

Centre Manager:	Adele Martin (until 4th December 2023) Janine Green(from 4th December 2023)
Head Physiotherapist:	Rachel Broadbent Clare Gascoyne
Head Nurse:	Helen Birks
Head of Catering:	Liz Ehren
Head of DRCE:	Fran Greenwood Zoe Myatt

Castlebrae, Auchterarder

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

The Future

In 2023, The Police Treatment Centres successfully navigated the challenge of boosting patient numbers after facing low occupancy in the prior years due to COVID restrictions. This period marked a time of progression, expansion, and enhancement for the organisation.

In the final months of 2023, we ran an amnesty for newly eligible Police Staff roles to begin signing up to The Police Treatment Centres, with those who signed up eligible to attend from July 2024. This initiative marks a significant expansion in the Charity's services, indicating a step change in adapting to the evolving policing landscape and providing support to the entire police community. We are looking forward to welcoming Police Staff through our doors in 2024.

Throughout 2023, the clinical teams continued to develop new programmes to support our patients. The Online Women's Health Programme proved a much needed resource. Looking ahead to 2024, plans are underway to extend this programme and introduce an Online Job Related Fitness Support Programme, aimed at those who have failed the JRFT in the last six months.

Both sites also saw significant refurbishment and development. The Scottish Police Federation funded an extensive refurbishment of rooms at Castlebrae; including self-catering Cottages, bedrooms,

reception area and complementary therapy rooms amongst others. This work will continue into 2024.

During 2024/2025, The Police Treatment Centres will also begin the initial stages of a charity wide IT update project. This will include a new website, branding, patient record systems, HR system, digital clinical record keeping and an interactive app. We hope that this will make our patient journey from application form to treatment much easier.

We also continue to be thankful to our long term supporters, including the National Police Healthcare Scheme, Police Care UK and Police Charities UK. We have once again partnered with Police Care UK and their expert clinicians to host their vital ITS Courses throughout 2024. The Northern Police Healthcare Scheme have recently rebranded to the National Police Healthcare Scheme and continue to provide Serving and Retired Police Officers and Police Staff with swift access to the best private medical treatment, at not for profit costs. We look forward to our continued partnership in 2024.

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.







The Police Treatment Centres

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

The Police Treatment Centres

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Company No. 07822534

