

**The Police Treatment  
Centres  
Impact Report  
2020/21**



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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. Looking back at the introduction to the 2019/2020 Report, 2020 turned out to be a very different year from the one that we had forecast. Instead, it has been dominated by our reaction to the COVID-19 Pandemic and a series of national lockdowns when we were unfortunately forced to close the Centres for residential admissions for six months of the year.

We were proud to be able to re-open in September 2020 with a variety of COVID secure measures in place. We continued to operate at the same high standard and provide the same high level of care. However, we were then forced to close again when Lockdown 3 hit us in January 2021. Although I am cautious of making too many promises, at the time of writing this report, we are on track to re-open both of our Centres in April 2021, and this time we hope to remain open. We anticipate that we will start cautiously with a number of COVID secure measures in place, but we are also confident that it should not be too long before we are back to our normal occupancy levels and full range of treatment programmes.

During the closure period we made best use of our time to further refine and improve our nationally regarded Physiotherapy and Psychological Wellbeing Programmes. We rolled out two new state of the art digital treatment platforms called Attend Anywhere and the Thrive App, which have proved invaluable in complementing and reinforcing our existing residential treatment. In addition, we also ran a Physiotherapy advice and treatment hotline.

Most exciting of all and through a herculean effort, we have managed to keep the build project for the new Clinical Services Wing at Harrogate, on track. We expect the Wings to be handed over to us in April 2021 and we hope to deliver them into service as soon as possible. The new Wings will allow us to further expand our capacity and improve our treatment services.

We did lose a number of income streams during 2020 which affected our financial position, but we would like to thank all those who continued to donate to the PTC throughout a difficult year. We would also like to take this opportunity to thank other Police Organisations who have supported our work during 2020. In particular Police Care UK who have supported our Clinical Services Wing and the Northern Police Healthcare Scheme who have supported the PTC with donations on behalf of their members and have made further donations to support our wider work.

We have needed your support more than ever at this challenging time and we are determined that once we re-open, the PTC will come back stronger and better than ever before. We will get back to treating all of our Police Patients to the highest standard that we have always prided ourselves on.

Thank you once again for all of your support over the last twelve months in what must have been one of the most challenging periods in the history of the PTC. Better times are coming and we urge you to continue to support us and encourage your colleagues to do the same. There is still much work to be done but we are confident that with your help we can continue to move the PTC forward in the coming years and maintain our reputation as the premier Police Charity serving UK Policing.



*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 that delivers 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 for opening after National Lockdown, it's greatly appreciated the lengths you have all gone to!!!

All staff are brilliant and cannot do enough for you."

"I would like to thank all staff and management for the amazing effort to remain open during this pandemic once safe to do so.

Whilst some things have had to be limited as expected, I have still received outstanding treatment."

"Everything here is five stars. So friendly, happy, and lovely staff - everyone. The facilities are excellent, food is excellent, room is excellent. Cleanliness and being COVID-safe also excellent. I cannot find any faults.

You guys are doing fantastically, and this has been maintained over my four visits here. Thank you!"

"Everyone has been helpful and supportive, I can't fault a thing.

Thank you so much, my quality of life has drastically improved."

"The wellbeing programme is excellent and the support received from staff is second to none! A lovely place to be and the process caters for your every need. Thank you."

# The Year in Numbers

43,535

Serving Officers  
donated to the PTC  
in 2020



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



5,795

Retired Officers donated to the PTC in 2020.

We continue to support Officers into their retirement.

Retired Officers donate just £2.81 per month to be eligible for treatment

1

Patient received an  
Emergency Services  
Pride of Britain  
Award



5

Hours of Virtual  
Ambassador Events



3,241

People follow us on  
twitter  
@PTCentres



5

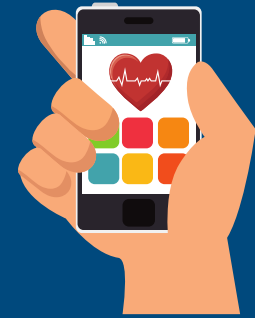
Episodes of BBC Critical Incident featuring the PTC



3,806 Followers on Facebook

120

Patients accessed our Mental Health App Thrive in December 2020



We attended

144

Recruitment and promotional events in 2020, including; Student Officer and Pre-Retirement inputs, Conferences and Wellbeing events. We engaged both in person and virtually

£49,000

was spent to ensure that both Centres were COVID Secure for the safety of our Patients and Employees. This allowed us to re-open in September 2020 with a reduced number of Patients.

This spend included temperature testing equipment, PPE, signage, Attend Anywhere software, hand sanitisers, protective screens and outdoor gym equipment.



We treated

1,288

Police Family Patients in 2020, including Serving Officers, Retired Officers, PCSOs, Special Constables and Detention & Custody Officers.

Whilst this is only 30% of our predicted attendance for 2020, we are proud that we were able to provide our expert care in person where possible as well as virtually

# Physiotherapy Programme

Whilst 2020 was a difficult year for The Police Treatment Centres, we continued to provide class leading Physiotherapy in person where possible, via a Physiotherapy Telephone Hotline and also virtually through Attend Anywhere software.

Despite an extended closure period and reduced Patient capacity for the final four months of 2020, the Physiotherapy department still treated 973 Patients. The department processed over 300 applications once re-open in September 2020 to ensure Patients would be seen as quickly as possible.

When the difficult decision was made to close the Centres to residential Patients in March 2020, the team worked hard to adapt to the changing and often challenging environment.

A Physiotherapy Hotline was established each week which provided Patients access to expert clinical advice in short telephone consultations.

The Team also worked hard to virtually triage Patients in the lead up to re-opening in September 2020 to ensure a smooth transition to face to face working. The Team continue to utilise the Attend Anywhere software to enhance the service they offer.

The Clinical Teams are also working alongside the DRCE Team to develop a library of virtual resources. These resources have the usual high standard of expert advice and guidance to further support our virtual treatment and continuation of support following discharge.

973



Physiotherapy Patients  
treated in 2020.  
Including those treated as  
inpatients, outpatients  
and virtually



20

Hours of Physio  
Hotline

Over 600

Hours of virtual  
consultations



6

Classes or Information  
Videos already recorded  
in 2020 for the Virtual  
Resource Library



# Remote Physiotherapy Outpatient Service

We are fortunate that during the initial closure period from March 2020, we took the opportunity to invest in forward-thinking initiatives that meant we could continue to offer quality Physiotherapy input and provide tangible support to our donors.

We made a considerable investment in new technology, Attend Anywhere, which we believe offered the best clinical experience for remote Physiotherapy consultations. Initially this was a necessity due to the obligation to carry out a remote consultation with all Patients before considering a residential admission.

We have continued to utilise the platform, providing not only initial triage consultations but also subsequent appointments following an in-patient stay. Since September 2020 we have provided over 600 hours of virtual expert clinical care.

The platform has been so useful and successful that we expanded its use to offer virtual outpatient treatment for all our Donors through our new Remote Physiotherapy Outpatient Service. The secure, online service enables an Officer to attend video appointments with a Clinician without the need to attend the Centres on a residential basis.

Since the introduction of the Remote Physiotherapy Outpatient Service in October 2020 until the end of December 2020, the Centres have

provided over 20 hours of online expert Physiotherapy to Remote Patients.

The Remote Physiotherapy Outpatient Service has proved to be a vital new resource for our Donors, supplementing the established residential programme. We hope that the success of the new programme will continue into 2021.



# Psychological Wellbeing Programme

Recent years have seen an increased demand for the provision of the Psychological Wellbeing Programme (PWP) at The Police Treatment Centres.

Fortunately, work on the new Clinical Services Wing continued throughout 2020 and is on target to open in Spring 2021. The new build will comprise of two new wings with two floors, containing 20 bedrooms, four counselling rooms, one nursing surgery room and additional office space, six therapy rooms, three workshop spaces and a community room. In addition to enabling us to offer increased capacity, the new Clinical Wings offer great potential to develop and expand on the existing Programme. During 2021, our Clinical Teams hope to work alongside colleagues in Forces, Federations and Police Care UK to achieve our long-term goal of delivering PTSD support in the future.

At the start of 2020, the PTC published the results of the evaluation of the PWP, which was conducted by the Robert Gordon University. The report found that after attendance at the Centres, there appeared to be a definite ability by the Patients to adopt the techniques and changes developed during the PWP. This indicates the programme delivered is relevant, appropriate and provides lasting benefits.

Despite being unable to treat Patients on a residential basis for much of 2020, the team continued to provide class leading care where possible.

During 2020 we treated 314 Wellbeing Patients, over 130 of which were seen in the final months of 2020, once we were allowed to open safely. We were fortunate to be able to run the PWP at full capacity.

The team continued to adapt to the changing environment of the pandemic. The PTC acquired and rolled out a new Mental Health App called Thrive. This is the only Mental Health App approved by the NHS and the Clinical Teams worked hard with the developers to customise it and make it appropriate for our Patients. We are also proud that we were able to offer the App to our Employees.

Use of the App has increased steadily since its launch. In December 2020 alone, 120 Officers accessed the help of the App. The anonymous data gathered from this App will also help shape the expansion of the PWP into 2021 and beyond.

We predict that the need for this Programme will only increase as the effects of the Pandemic are seen across the nation and we believe it is our duty to support our Police Family.



# Employee Impact

2020 was not only a challenging year for the business of the charity, but also for our Employees. The uncertainty, anxiety and stress caused by the pandemic, inevitably had an affect on us all.

We were proud that from the beginning of the closure period in March 2020, we were able to utilise the Government Furlough Scheme to secure all Employees' jobs. We are proud that we did not have to make any redundancies and have been able to retain all of our Employees.

We recognise that the Pandemic will have taken a toll on the Mental Health and Wellbeing of our Employees and we were pleased to offer Employees access to the Thrive Mental Health App. In addition, we hope that by offering job security, we have been able to ease the pressure in these difficult times.

The Management Team worked hard to ensure protocols and procedures were put in place to re-open the Centres in September 2020 in a secure and safe way. Our Employees have been exceptional, under difficult and uncertain circumstances, in ensuring the compliance of new procedures from our Patients and themselves.

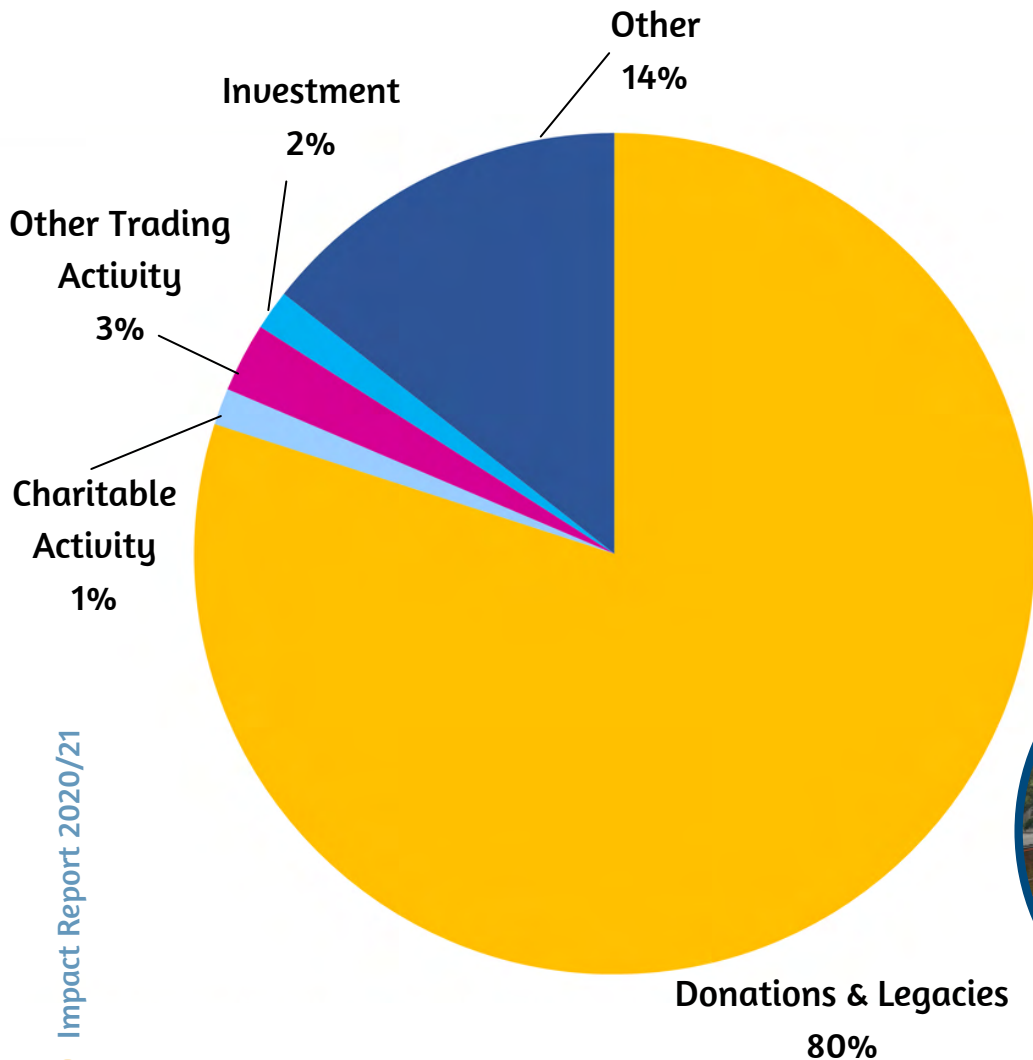
We are confident that 2021 and 2022 will be an exciting time for the PTC and we know that our Employees will be a huge part of this success.

"The safety measures are clear and easy to follow. They ensure that Employees and Patients are all well looked after."

"It has been one big team effort by everyone to make all who work or visit the Centres feel safe. We have tried to make things as normal as possible when things are not normal."

"I haven't had any anxieties about coming to work at the Centres. The systems in place have been very good and easy to follow. Everywhere is spotlessly clean and it all helps to make me feel very safe."

# Our Income 2020



It costs £5 million every year to operate both Police Treatment Centres and provide treatment to our Police Family Patients

We are pleased that throughout 2020, work started and continued on the new Clinical Services Wing. Income generated throughout the year has been used to ensure that the Clinical Services Wing will be open to Patients in 2021.



# Where Your Money Went

£20 could fund a complementary therapy session

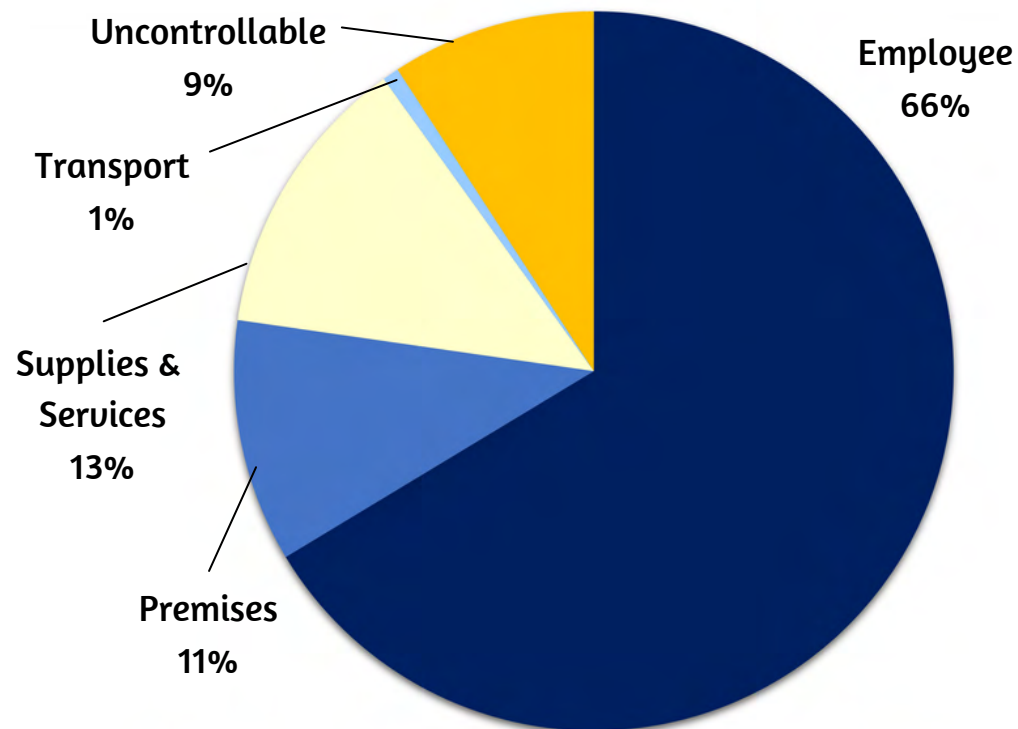


£25 could fund one training programme assessment

£35 could fund one session with a Counsellor



£50 could fund one physiotherapy session



In order to be eligible for free treatment, Serving Officers donate just £1.80 per week. Retired Officers donate just 65p per week. 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

Each year it costs £5 million to operate both of our Treatment Centres. Alongside the more routine running costs of the Centres, there are also costs of capital projects and a number of other unforeseen items of expenditure.

The extended period of closure from March to September 2020 has unfortunately, like for so many Charities, resulted in a significant loss of income. During the period of closure, we estimate a loss of around £200,000 of income that we would normally have generated during the period and we forecast these losses to continue into 2021 to an approximate total of £400,000.

These losses have been incurred from the forced suspension of our hospitality offers, lack of opportunities to engage with Stakeholders, potential Donors, or Corporate Partners, our inability to run Social Committees, host external events and conferences and the suspension of many fundraising events. Unfortunately, we predict that some of these limitations will continue into 2021 as the country works its way out of the restrictions imposed by the Pandemic.

However, during 2020 some income streams were able to continue running and generated much needed funds for the PTC .



## Hospitality

Whilst we were unable to offer our normal first class Bed and Breakfast breaks during 2020, we are pleased that we are now taking bookings from July 2021 onwards.

Don't forget you can book a weekend break from £100 at one of our Centres, or take advantage of our self-catering cottages at both sites and St George's House in Harrogate.



## Social Committees

In recent years, Patients at both Centres have raised fantastic amounts of money through Social Committees.

Each week we encourage Patients to get together during the evenings. This is not only a great way to fundraise but is also a fantastic way for Patients to socialise and get to know each other. We hope that 2021 will bring more Social Committees!



## Fundraising Events

**£8,431.15**

Fundraising in 2020 was hit especially hard by the COVID-19 Pandemic. We were unable to hold our annual Back on the Beat Sportive in May 2020 and many other fundraising events our supporters were due to take part in, were cancelled or postponed until 2021.

This resulted in a significant 85% reduction in fundraising income for the PTC in 2020.

However, some Fundraisers were still able to achieve their goals, taking part in half marathons, a Yorkshire Three Peaks Challenge and the Virtual London Marathon.

We hope that some fundraising events will be able to take place in 2021 and that a move towards virtual events will enable anyone to take part whenever and wherever they can! The PTC will also launch its first Virtual Back on the Beat in 2021!

We look forward to cheering on all the PTC Fundraisers taking part in events in 2021 and 2022.

## Charity Lottery

**£121,388**

was raised through the Charity  
lottery in 2020



At the end of 2020 there were

**2,402**

players in the draw with 9,964  
chances to win

Gary Littler won the top prize of £1,000.00 in February 2020. Gary decided to enter the Lottery after attending the Centres on a number of occasions both as a Serving and Retired Officer. He realised what a worthwhile cause the PTC was and wanted to support as much as he could.

*"The care and compassion given to me at the PTC was second to none. I can only implore all Officers to sign up and benefit as I have!"*

# Some Of Our Supporters

120 Marathon Man Charity

AM Fenton Trust

Ayrshire RPOAS Branch

Ben Hyde Trust

CP Thackeray Charitable Trust

CSIS Charity Fund

Derbyshire Police Federation

Durham Constabulary

Fife RPOAS Branch

Fullers Foods

Greater Manchester Police

HSBC Trust

Inchcape Foundation

International Police Association

Lincolnshire Police

Merseyside Police

News UK & Ireland Ltd

Northern Police Healthcare Scheme

Paul Bone

Police Care UK

Police Scotland

PSNI

PSNI RUCG

Royal Military Police Association

Russell Haldane Trust

Scarborough NARPO Branch

Scottish Police Benevolent Fund

Scottish Police Credit Union

The Late HH Sheikh Hamdan Bin Rashid Al Maktoum

Staffordshire Police Federation

The Liz and Terry Bramall Foundation

Thin Blue Line UK

West Yorkshire Police Federation

Wigan NARPO Branch



# Employees and Trustees

## Our Board of Trustees

President:	Baroness Angela 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)
Deputy Chief Executive:	Paul Grant
Chief Finance Officer:	Peter Moore
Head Of Clinical Services:	Mark Oxley
HR Manager:	Steve Cook

## St Andrews, Harrogate

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

## Castlebrae, Auchterarder

Operations Manager:	Alison Daly
Head Physiotherapist:	Pauline Johnstone
Head Nurse:	Amy Williamson
Head of Catering:	Chris Parry

# The Future

2020 was certainly a very different and challenging year for The Police Treatment Centres. Despite the difficulties faced, we continued to adapt to ever changing circumstances and provide expert care to our Police Family Patients.

Whilst we were only able to treat a relatively small percentage of Officers at our Centres compared to previous years, we are proud that despite closures and reduced capacity, we still treated 1,288 Police Family Members. We are pleased that we invested in technologies to allow us to supplement our residential programmes and provide virtual support. In addition to residential Patients, we also provided access to a Mental Health App, Telephone Consultations and Virtual Physiotherapy Appointments.

Throughout 2020 we continued to expand our reach. In March 2020 we welcomed Northamptonshire Police to our group of Constituent Forces and in January 2021, welcomed West Midlands Police. We look forward to working closely with both forces throughout 2021 to ensure that all colleagues are aware of the support we can offer.

During 2021, if the Roadmap out of lockdown remains on track, the PTC's DRCE Team hope to be able to travel to many of our Constituent Forces and host roadshows. These will enable Officers to drop in and ask questions, seek support and sign up to the PTC.

The DRCE Team will also push forward with virtual fundraising events such as the first ever Virtual Back on the Beat, which will see fundraisers cycle 100km over the course of a week to raise funds for the PTC.

During 2021 our Clinical Teams will continue to develop the virtual technologies that have enabled us to treat Patients throughout 2020. Our new Remote Physiotherapy Outpatient Service will continue to support and supplement our residential programme into 2021.

We are excited that 2021 will see the launch of our new Clinical Services Wing in Harrogate. The expansion to our real estate will not only increase our capacity, but will also allow us the flexibility to review our current Psychological Wellbeing Programme offer.

Whilst 2021 will no doubt still be difficult, we are confident that we will be able to adapt and grow to meet these challenges. We will continue to provide class leading care for our Police Family Patients.

Thank you for your support throughout a difficult 2020 and we look forward to your continued support in the years to come.







# The Police Treatment Centres

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

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**Company No.** 07822534