



The Police Treatment Centres

Impact Report 2018/19

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Welcome from our CEO

Patrick Cairns and our President Baroness Harris of Richmond

Thank you for reading this year's copy of the PTC Impact Report. Our intention is to give you a sense of the impact of the work of the PTC by highlighting some of the Patient Case Studies and, of course, the statistics.

The Trustees and PTC Employees are always very conscious we run the PTC on behalf of our donors. The commitment of our donors to the Centres is invaluable and we want to ensure that not only do they continue to support the Centres but also encourage colleagues to do the same.

We hope this report gives a flavour of both our work and activity, and also the reassurance that we are continually seeking to do things better and more effectively. We have seen the PTC go from strength to strength and the standard of care, attention to detail and even comfort of the patient areas is being continually improved.

We are also proud that in 2018 we treated significantly more patients than in the previous year, and we have continued to evolve and improve our class leading Wellbeing Programme at both Centres.

We are very conscious that wellbeing challenges continue to be a growing issue within the Police Service, and we intend to further refine and develop our Wellbeing Programme in 2019 and beyond.

It is equally important that we maintain a robust and effective treatment plan for those patients who present with physical injuries. We think we have the balance right between the two programmes at the moment, but we will continue to ensure that they are reviewed on a regular basis to provide the best treatment for our Patients.

We have also tried to do things a little bit differently in 2018 by running Recharge Wellbeing Days at our centres, and by sending PTC team members out to Force Occupational Health events to provide preventative advice and guidance.

Thank you once again for all your support over the last 12 months. 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.



Patrick Cairns DL, MA, BA (Hons)
CEO



Baroness Harris of Richmond DL,
President

A Force for Promoting & Improving Health & Wellbeing

PTC Vision

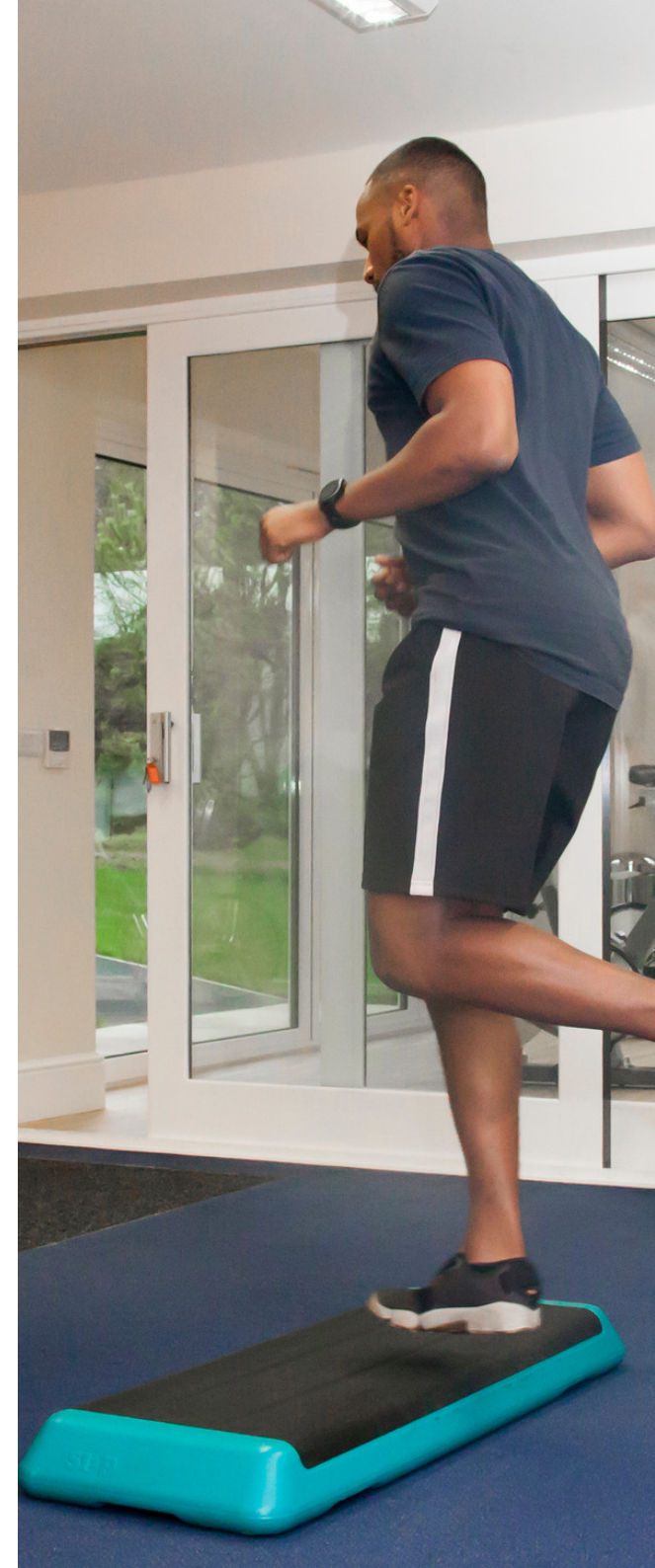
Establish the PTC as a centre of excellence that delivers class leading treatment for our Police Family patients for their physical and psychological injuries, conditions and illnesses.

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.



Anthony's Story

Anthony Williams is a Staffordshire Officer with nearly nine years of service.

Anthony was injured on duty in 2011; during the course of an arrest he was tackled from behind which caused two prolapsed discs.

Being on the Armed Response Vehicle, Anthony was required to be physically fit and wear heavy equipment on a daily basis. After around four months of being unable to work Anthony managed to get himself fit again. He was very conscious that he had a long career in front of him and wanted to avoid spinal surgery.

However, during 2018 Anthony had recurring symptoms. Anthony was conscious the injury may jeopardise his position on the team or even his career and therefore sought help from the PTC.

"The facilities at Harrogate are excellent, I made use of the pool and the gym and received the best Physiotherapy I have ever had. I went from not being able to flex past my knees to being able to touch my toes."

Anthony received intensive daily physiotherapy. Alongside manual therapy, Anthony also received information and advice to help him continue with his recovery.

"As well as being knowledgeable, the Physios also instilled confidence and hope for the future. For those suffering with long term pain, mental health problems can surface which can exacerbate the physical injury."

Whilst at the Centres Anthony appreciated his private ensuite room and fully enjoyed the food provided. He was also able to meet officers in a similar position and share experiences.

"I am still on restricted duties, however I now have renewed confidence that in time, I'll be back to my old self again. Armed with the knowledge that will allow me to better manage my injury."

I can't recommend the PTC highly enough, for the price of a couple of posh coffees, to have somewhere where people actually understand and care about the job you do, is priceless."



Then and Now

The Police Treatment Centres has been providing class leading treatment to the Police Family since 1897.

194

Police Officers treated in 1903 at the newly opened Police Convalescent Home. In 2018 we treated 3,540 patients



1897

Catherine Gurney negotiated the purchase of St George's college for £10,000. Originally half of the building was used by children of the Northern Police Orphanage and the other for convalescing Police Officers. Until the demand became too high and a new building was erected

"They do you good all round and make a better person of you, and make you feel you can stand firm."

Resident of The Police Convalescent Home, 1903

1994

A property in Auchterarder was purchased for £630,000 and work began to provide a second Police Treatment Centres



£3 million

Spent in 1989 on the new The Duke of York Wing at St Andrews. In 2019 St Andrews hopes to use the £1.5 million received in LIBOR fines to extend the PWP and build more rooms and treatment spaces

£16,558.90

Raised by our fundraising
heroes in 2018!



1,843

Learning and Development Certificates issued
to PTC staff in 2018. It is vital that staff
continue to build knowledge in order to
provide class leading treatment.

*"My whole experience
has been excellent and
I am going home in a
much better place,
both mentally and
physically."*

Resident of The PTC, 2018

16

Ambassadors attended 2018
Ambassadors Afternoon



1

Trip to Gibraltar for
PC Ducky Duck



1,573

Police Family Guests
staying at the Centres
for weekend Bed &
Breakfast



1029

Patients attended our
Psychological Wellbeing
Programme in 2018. This is a
32% increase on 2017.

The Year at a Glance



44,649

Serving Officers
donating to the PTC



46,000

Pillowcases folded by the
Housekeeping Teams



12,624

Cubic Metres of water
used at both centres

3,540

Patients
treated in 2018



9,000

Minutes of Social
Committee
Quizzes



293

Recruitment and promotional events
attended including; student officer
and pre-retirement inputs,
conferences and wellbeing events



106,200

Delicious meals provided
for patients in 2018



4,220

Retired Officers
donating to the PTC

2018 Successes

2018 was a successful year for The Police Treatment Centres; we continued to improve our class-leading facilities and treatment to provide the best possible care for our Police Family Patients.

Our Castlebrae Centre in Auchterarder, Scotland saw significant refurbishment throughout 2018 and continues to do so into 2019.

We have been fortunate to receive the support of His Highness Sheikh Hamdan Bin Rashid Al Maktoum, Deputy Ruler of Dubai. The generous donations from the Sheikh will be utilised to refurbish the Conference Room at Castlebrae. Alongside this, his donations have helped to update the library which is a restful and relaxing room for patients. Works are also underway by the maintenance team to re-instate the decorative pond in the grounds at Castlebrae.



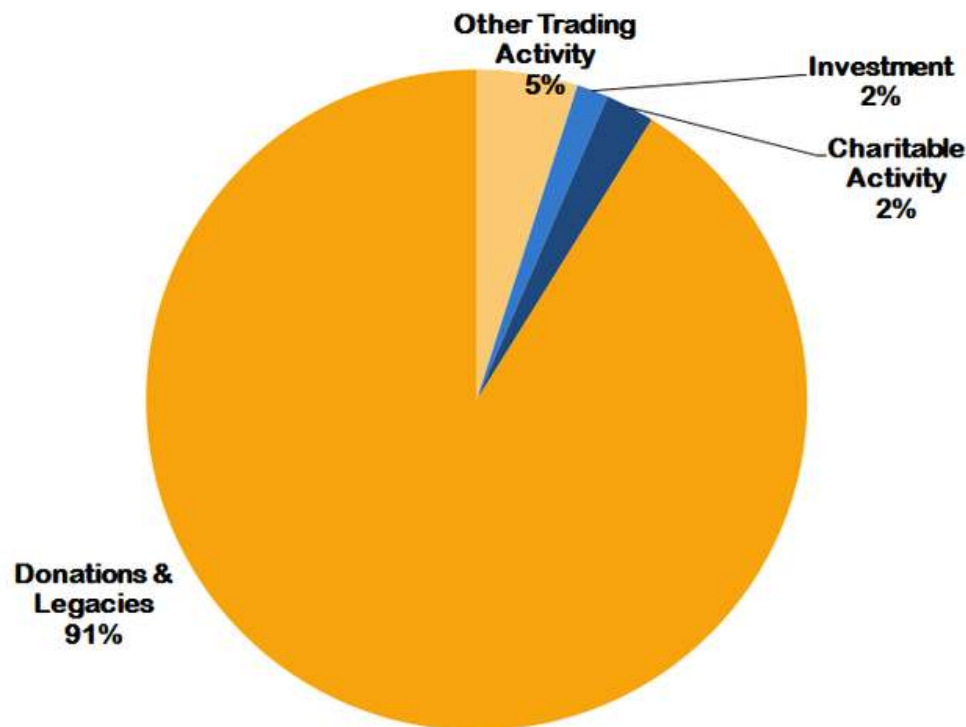
In addition, during 2018 the PTC worked hard to secure new supporting forces and also attended over 290 recruitment, promotional and wellbeing events for our existing constituent forces. We also welcomed visitors including Baroness Beverley Hughes, The High Sheriffs of Yorkshire and PCC's from North Wales, Cheshire, Humberside and North Yorkshire.

Across both Centres the PTC treated 3,540 patients in 2018 which is an 8% increase on 2017. 2018 also saw a 30% increase in PCSO, Detention and Custody Officer and Special Constables attending the Centres.

During 2019 we will continue to promote the work of the Centres to ensure that the Police Family are aware of the class leading treatment they can receive. We will also work hard to secure the support of the wider police community and public to ensure that the PTC can continue to support the Police Family.



Our Income 2018



It costs £4.5 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 through their payroll, whilst others set up direct debits.

During 2018, the PTC saw a 1% increase in donating Serving Officers. In difficult financial times for the Police Service nationwide and as Police Officer numbers continue to decline; the PTC relies more than ever on different income streams. During 2019 the PTC will continue to promote the lottery, hospitality offers across both Centres and fundraising efforts to ensure we can continue to meet the need of the Police Family.

Where Your Money Went

£20 funds a complementary therapy session



£25 funds one training programme assessment

£35 funds one session with a counsellor

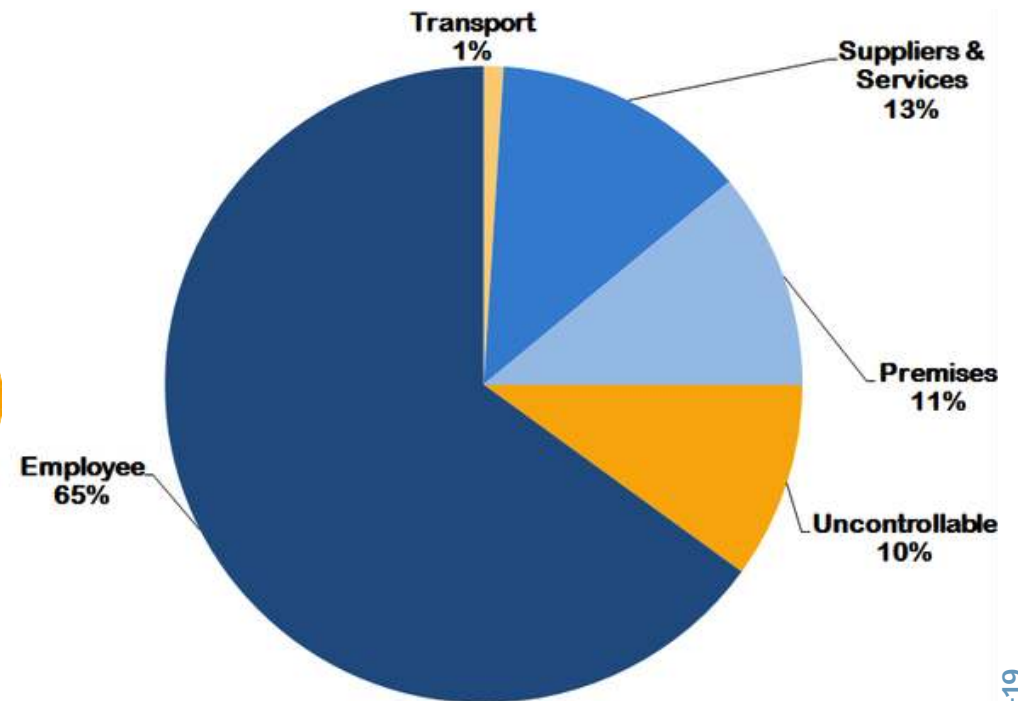


£50 funds one physiotherapy session



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

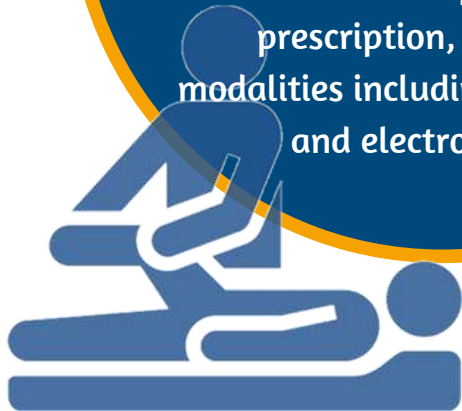


Physiotherapy Programme

Physiotherapy at a Glance

2,722 patients attended the Physiotherapy Programme in 2018.

The Physiotherapists provided 21,775 hours of police specific tailored programmes, including: manual therapy, exercise prescription, pain relief modalities including acupuncture and electrotherapy



7,800 Hours of Fitness Instruction & Fitness Classes



4,992 Hours of access to Swimming & Hydrotherapy Pools

5,192 Hours of access to class leading Gym Facilities



'You go away feeling more refreshed and more inclined to keep up with your fitness'

Rhys Morgan, West Yorkshire Officer



Mark Oxley has been Head of Clinical Services at The Police Treatment Centres since 2015. Mark joined The Police Treatment Centres in 2008 as a Physiotherapist after more than ten years working for the NHS. Mark also works part time at Leeds Rhinos Rugby League where he provides expert physiotherapy for Academy Teams and is the current England Academy Physiotherapist.

"2018 was a fantastic year for The Police Treatment Centre's Physiotherapy department. Across both Centres we treated 2,722 Police Family patients. We continued to provide a highly effective service which has been evidenced through the use of validated clinical outcome measures. The internal follow up to the 2016 Robert Gordon University study showed that 95% of officers continue to follow PTC advice six months post treatment and 93% said their treatment aided their return to full duties. I am proud that the continued work of our dedicated team of Physiotherapists continues to provide specialist, personal and effective care to our Police Family Patients."

During 2019 The Police Treatment Centres will be focused primarily on expanding the Psychological Wellbeing Programme, however this does not mean that the Physiotherapy Programme will not continue to improve and expand. At the beginning of 2019, St Andrews employed new Physiotherapy staff to meet the increasing demand on the service and provide new ways of looking at the problems faced by our Police Family Patients. We hope that 2019 will see a further increase in patients accessing treatment; it is vital that those officers who have been injured on or off duty, seek our expert support.

In addition, the Robert Gordon University Study which demonstrated the effectiveness of the PTC Physiotherapy Service, will be presented at the World Confederation of Physical Therapy Congress in Geneva, as an example of clinical excellence and service evaluation. We are proud that the work of The Police Treatment Centres is being exhibited on a worldwide stage.

Psychological Wellbeing Programme

Psychological Wellbeing at a Glance



"It's a place that's specifically set up for you, and they understand you. You get that impression immediately."

Jenna Birbeck,
Cumbrian Officer



3,500 hours of
one to one
counselling

4,700 hours of
complementary therapy
including aromatherapy,
reflexology, reiki and swedish
massage



214 Officers attended
Recharge Days, Wellbeing
Weekends and Respite Stays



200 hours of
visits from
Therapy Dogs

1,029 patients attended the
Psychological Wellbeing
Programme in 2018.

This is a 32% increase on
those attending in 2017. 1 in
3 patients now attend the
PTC on the PWP





Helen Birks (pictured on the left) is the Head Nurse at St Andrews. Helen started working at St Andrews part time in 1991, before becoming a permanent member of the nursing team in 2003 and Head Nurse in 2015. Amy Williamson (pictured on the right) is the Head Nurse at Castlebrae. Amy joined the nursing team as a part time nurse in 2012 and continued in that role until taking up the Head Nurse post in 2017.

"The two week structured Psychological Wellbeing Programme is designed specifically for Police Officers with mild to moderate anxiety and depression and stress related issues. The structured classes, safe and confidential environment all contribute to a positive increase in the Officers' Wellbeing. The programme has gone from strength to strength resulting in fantastic feedback from Officers. The 2018 audit of the Programme showed positive results in Officers' psychometric testing after their stay. The focus is to give the Officers coping strategies they can use when they return home and the audit showed tools such as mindfulness and stress awareness were repeatedly used by Officers when they returned to home and work life."

Throughout 2018, 1,029 patients attended the Centres for Wellbeing Treatment; this is a 32% increase on 2017. The PTC believe that it is our responsibility to meet the increasing demand for wellbeing services throughout the Police Family. During 2019, St Andrews will expand its Programme and increase capacity with the addition of a new Wellbeing Wing. In addition, an exciting new project to ensure the Programme is validated will begin in 2019. The Robert Gordon University will evidence the effect the Programme has on clinical indicators and the impact on Officers' Wellbeing. This will ensure we are offering our Patients the best possible care.

"As a result of the course I will go back to work without feeling ashamed or embarrassed about my mental health. I have coping strategies and I feel mentally stronger."

Income Generation

Each year it costs £4.5 million to operate both of our treatment centres.

Alongside the running costs of the centres, there are also costs of capital projects.

91 % of our income is generated by donations made by Serving and Retired Officers. The remainder of our income is made up from a variety of sources including fundraising, donations, third party claims, hospitality and lottery.

Charity Lottery



£121,180

raised through the charity lottery in 2018

2482

players in the draw with 10409 chances to win



A total of £20,500.00 was paid out in cash prizes to lottery winners during 2018! This includes the extra prizes given out for our 500th winner!



Social Committees

£64,782.74

raised at both Centres during 2018 by the Social Committees. This is broken down as £26,049.57 at St Andrews and £38,733.17 at Castlebrae. Thank you to all of those patients who gave their time to run these committees!

Hospitality



£89,129

raised through sale of hospitality rooms in 2018

increase in income raised through hospitality from 2017!

14%



834

rooms sold across St Andrews and Castlebrae for B&B in 2018

2018 was an exciting year for hospitality across both of the Centres. The Centres were used for special events such as TRIM weekends, Back on the Beat Cycle Sportive and Health and Wellbeing Weekends. In 2019 we look forward to welcoming the Christian Police Association Annual Conference and Team GB and Team Australia during the UCI World Cycling Championships.

B&B weekends are available to all Police Family members for £120 for double occupancy or £100 for single occupancy.

Department Spotlight: Maintenance

The maintenance teams at both St Andrews and Castlebrae work hard throughout the year to ensure that the buildings run efficiently and effectively for our Police Family Patients.

Using their wide ranging professional and cross-trade skills, they are able to provide a proactive and reactive approach to resolve issues and fix problems associated with the maintenance of our buildings.

The maintenance teams are comprised of permanent and bank staff. They are a multi skilled and multi trade department. This enables them to cover virtually all maintenance and install tasks in-house at a huge cost saving to the Charity.

Their daily role is wide ranging and can include hands on jobs such as repairing broken equipment, installation of lighting, checks of plant rooms, alarms, detectors and decorating. The team are also involved in liaising with external contractors, procurement and project and facilities management.

During 2018 the teams at both Centres were involved in

various exciting projects including; the refurbishment of 19 bathrooms at St Andrews, changing the plant room, refurbishment of the Al-Maktoum Library, coffee lounge, patient laundry and bedrooms at Castlebrae.

The last week of 2018 was particularly busy for the team at St Andrews as Peter Shepherd, Maintenance Supervisor organised the installation of a 2,500 ltr water tank, refurbishment of a Patient lounge, dismantling and installing a new laundry flue, roof repairs, a new gas main connection and preparation for Christmas Closure.

Looking to 2019 the main challenge for the St Andrews team will be the new build project for the Psychological Wellbeing Programme. For the Castlebrae team their focus will be the refurbishment of the conference room and offices and a major upgrade to the main boiler house.

The maintenance team are a vital part of the work that the charity does; they maintain high standards and work tirelessly to ensure that the buildings run effectively and provide a safe, relaxing and welcoming environment for patients and staff.



Fundraising

2018 was a record year for Fundraising...with an amazing £16,558.90 raised. Here are just some of our Fundraising Heroes...



£1,392.34 raised by our five Manchester 1/2 marathon heroes



Neil Wheeler raised £1,586 completing 52 marathons in a year



Eric Flatman raised £850 by cycling from Doncaster to Ypres



£1,002.55 raised by our youngest fundraising hero, Finley Cornfield



Alex Taylor completed the Iron Man Triathlon and raised £1,448.75



102 competitors took part
in our annual Back on the
Beat Cycle Sportive 2018



Paul Griffiths walked
Hadrian's Wall in 36
hours and raised
£1,681.60



Julie Battle raised
£652.28 completing
the Liverpool 1/2
Marathon



Rebecca Foy raised
£343.84 after completing
a sky dive



£289.50 raised by St
Andrew's Housekeeping
Team through a cake
stall

Some Of Our Supporters

A M Fenton Trust	Humberside PCC	Scottish Police Benevolent Fund
Ayrshire RPOAS Branch	Lincolnshire NARPO	Scottish Police Federation
Capital Coppers Book	Lincolnshire Police	Scottish Police Credit Union
CFFC	Matric GP Fund, Merseyside	Sheikh Hamdan Bin Rashid Al Maktoum
Cleveland Police Federation	Monifieth Probus Club	South Yorkshire Police
Cleveland PCC - Interceptor Calendar	Northallerton Probus	The Liz and Terry Bramall Foundation
CP Thackeray Charitable Trust	North Yorkshire Police	The David Cross Foundation
CSIS Charity Fund	North Yorkshire Police and Crime Commissioner	The Phillips & Rubens Charitable Trust
Derbyshire Police	Police Scotland	The Worshipful Company of Security Professionals Charitable Trust
Durham Constabulary	PSNI	The Wotsit Investment Club
EPRUFC	Raith Probus Club	West Yorkshire Police
Mr Horton-Fawkes	RUCGC - PSNI Benevolent Fund	West Yorkshire Police and Crime Commissioner
HSBC Trust		York Minster Legal Service

Employees and Trustees

Our Patron

HRH the Duke of York, KG

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

Treasurer: Pete Henson

Senior Management Team

Chief Executive: Patrick Cairns, DL

Deputy Chief Executive: Paul Grant

Chief Finance Officer: Peter Moore

Head Of Clinical Services: Mark Oxley

HR Manager: Steve Cook

Departmental Heads

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

2018 was a successful year for the PTC, and we hope to continue this momentum into 2019.

In 2018, the PTC saw the lowest decrease in donor rates in recent years; we have therefore continued to retain a higher proportion of donating officers relative to the overall loss in the Police Service. We are proud that 44,649 of Serving Officers, including PCSOs, Special Constables and Detention and Custody Officers currently donate to the PTC and are eligible to receive our support.

We also welcomed the Harbour Police, Immigration Enforcement Services and Staffordshire Police to the PTC's constituent forces. We hope that in 2019 officers in these Forces will continue to attend the Centres.

It is vital that those officers who are eligible to attend for treatment do so when they need it. It is important that they receive the support from their force and the encouragement to seek help for both physical and psychological injuries.

3,540 officers attended the PTC in 2018, which is a 5% increase from 2017. Not only does this represent a fantastic impact on individuals but it also denotes a massive saving of over £16 million to our constituent Police Forces.

2019 will be an exciting year for the PTC, with new projects and improvements ensuring that we will be able to continue to provide class leading treatment for our Police Family Members.

St Andrews, Harrogate will see the beginning of construction of a new Wellbeing Wing. These new facilities will allow the PTC to provide more Psychological Wellbeing Support to Police Family Patients. We hope that the wing will be able to accept new patients in 2020.

Alongside this, the clinical teams will also undertake an external review of the Psychological Wellbeing Programme to ensure that the support we provide meets the needs of our patients.

2019 will also be an exciting year for visitors to the Centres. In April 2019 the PTC will welcome delegates from the Christian Police Association Conference for the first time. We will also host Team GB and Team Australia during the UCI World Road Championships in September.

Thank you for your support throughout 2018 and we look forward to your continued support in the years to come.







The Police Treatment Centres

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

The Police Treatment Centres

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