

**The Police Treatment  
Centres  
Impact Report  
2021/22**



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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 from which you will see we are slowly edging back to some form of normality.

The last two years have been dominated by COVID-19 and our reaction to it, and how we had to adjust our opening times, capacity, and way of doing business to ensure we were still able to deliver a meaningful service to our many Police Patients. At the time of writing we believe we have now formally returned to our normal way of doing business, although I am also pleased to say, we did discover some efficiencies and improvements in terms of how we run our core operating model at both centres, and we have both built on these, and retained them.

We are now in the process of exploring a number of new treatment programmes and plan to pilot those in conjunction with Police Care UK throughout 2022. They are still at the developmental stage at the moment, but we hope to roll out a programme to treat high end mental health trauma, and also explore a Wellbeing Programme for our Retired Officers. More information will be available as details firm up, but please keep your eye on our various social media platforms for updates.

I am also pleased to say we have continued to ensure that we are more inclusive and reflective of the modern police service and have expanded our eligibility to now include CSIs and Police Staff Investigators who can sign up to benefit from treatment at the PTC.

It really is a whole team and whole Force effort, and if the PTC is to

maintain its position as the premier Police Charity that sets the standard for others and leads the field, we must ensure we continue to innovate and seek new improved ways of doing business, and this includes bringing in more groups within policing, and giving them the chance to benefit from what we do at the PTC.

I am genuinely looking forward to the next year with a renewed sense of optimism. I am hugely grateful to all our donors who have continued to donate, and for those Forces and external stakeholders who have made grants and donations to the PTC. Noteworthy amongst these continue to be Police Care UK, and the Northern Police Health Care 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

"What you have achieved with the new extension is truly remarkable! I felt completely overwhelmed! You must all feel extremely proud and rightly so. Thank you for all you have done."

"Just to offer my appreciation and thanks to every single person involved in this PTC. You are all wonderful and I can't thank you enough. I will always support this charity."

"The Counselling gave me techniques to use to deal with my stresses. It was beneficial to spend time with other people going through similar experiences. All staff were wonderful and friendly. It made me feel like people actually cared about me."

"This has been first class from start to end. The friendliness of all staff has been tremendous and helps create that relaxed, caring environment. It has certainly moved me forwards on the road to recovery"

"The hospitality and professionalism of all staff is commendable. My stay at Castlebrae always has a positive outcome on my physical and mental health and re-vitalises my determination to maintain my mobility levels throughout the year to come."

# The Year in Numbers

**46,217**  
Serving Officers  
donated to the PTC in  
2021  
**+6.2%**  
on previous year  


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



**7,569**  
Retired Officers  
donated to the PTC  
in 2021  
**+30.6%**  
on previous year.

**4,376**  
Followers on  
Facebook

**14,951**  
People received our  
E-Newsletters

**3,297**  
People follow us on  
twitter  
@PTCentres 



**57**

Serving Officers signed up for our very first in-house virtual pre-retirement courses in 2021



**117**

Sessions of E-Learning were undertaken by staff

**190**

PTC Ambassadors spreading the word about our fantastic services and facilities



We attended

**233**

Recruitment and promotional events in 2021, some in person and some virtually. These included; Student Officer and Pre-Retirement inputs, Conferences and Wellbeing events.

**2,194**

views of videos on our PTC You Tube Channel.

These include videos of Educational Classes, Rehabilitation and General Mobility Exercises and Patient Testimonial Videos



We treated

**1,863**

Police Family Patients in 2021, including Serving Officers, Retired Officers, PCSOs, Special Constables and Detention & Custody Officers.

This is much lower than our predicted attendance for 2021 due to closure of our Centres for part of the year, during which time we continued to provide virtual care.

# Psychological Wellbeing Programme

603



Police Family Patients attended as part of our Psychological Wellbeing Programme in 2021.

Although 2021 was another year of reduced Patient numbers due to the second lockdown and closure of both Centres, our Nursing Departments were still able to treat 603 Patients on the Psychological Wellbeing Programme during the months of the year we were open. This is an increase of nearly 100% on the numbers we were able to treat in 2020.

2021 saw the opening of our new Clinical Services Wing at our Harrogate Centre. This much needed expansion to our real-estate will allow us to expand our Wellbeing Programme which has seen a steady increase in demand over recent years.

As restrictions began to ease and our Centres were able to open up more fully again, we have seen the return of Wellbeing Weekends and Re-charge Days being booked by Forces and we are glad to be able to once again provide these additional wellbeing services to our constituent Forces.



415

Hours of additional support provided through Wellbeing Weekends and Recharge Days in 2021.

3,600

Hours of Patient counselling

1,330

Classes and workshops run by our Nursing department as part of the Psychological Wellbeing Programme



3,725

Hours of complementary therapies

# New Clinical Services Wing

2021 saw the completion of our new Clinical Services Wing at our Harrogate Centre, St Andrews, and its full opening for use by Patients. The new facilities will focus on supporting the wellbeing of the Police Family with an expansion to the existing Psychological Wellbeing Programme at the Police Treatment Centres.

The new extension represents a real increase in provision for Physical and Psychological Support for the Police Family and comprises two new wings each with two floors, adding twenty bedrooms to the Centre's capacity, four additional counselling rooms, one nursing surgery room and additional office space, six therapy rooms, three workshop spaces and a community room.

The extra workshops, counselling rooms and other rooms, will enable the PTC to double the size of the Psychological Wellbeing Programme at our Harrogate Centre as well as providing additional space to further develop the support offered to those attending the Centre for treatment.

The new Clinical Wings will also allow the establishment of a Centre of Excellence, a joint venture with Police Care UK, to establish a national specialist facility focusing on supporting the wellbeing of Officers and staff in the future.

42

Extra Hours of  
Counselling  
each week

46

Extra Hours of  
Complementary  
Therapy each week

32

Extra Hours of  
Nursing Support  
each week

6

Extra Hours of  
Fitness Instructor  
time each week



# Physiotherapy Programme

1,275



Physiotherapy Patients treated in 2021.

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

2021 was another challenging year for The Police Treatment Centres due to the continued spread of the Covid 19 Virus.

Both Centres were once again closed at the beginning of the year for nearly four months, but this time the Charity was better prepared. Having already established our Remote Physiotherapy Outpatients Service in 2020, and the fact that we were already triaging patients virtually prior to attending, using the Attend Anywhere App, we were able to continue to offer a virtual physiotherapy service to as many patients as possible during the closure.

Our Physiotherapy Departments are now back up to full in-house capacity and also continue to run the Remote Physiotherapy Outpatient Service for those who either cannot attend for treatment or who would be better served via the remote service.

21,825

Hours of in-person physio provided in 2021

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

2,000+



Hours of remote triage and treatment follow-up by phone or via our on-line app



86

Hours of remote physiotherapy provided via our on-line virtual platform



9,125

Hours of fitness instruction and classes

# Thrive Mental Health Wellbeing App

**86.42%**

of App users have subsequently sought help for their mental health via the App.



In 2020, The PTC started offering access to the Mental Wellbeing App, Thrive, to all Patients attending the Psychological Wellbeing Programme. The Thrive App, which is also available to staff, gives users tools and skills needed to keep them well and is the first mental health app to be clinically effective in preventing conditions, as well as detecting them early. It is the leading NHS approved app of its kind and is one of the only apps meeting the clinical and security standards set by the NHS.

The Police Treatment Centres originally introduced the App as a support mechanism for Patients waiting to attend the Centre, but we now suggest that it is something Patients use both prior to attending and as a continuing resource after they have left the Centres to continue to support their mental health and grow personal resilience.

**1,100+**

chat messages seeking help or advice have been sent to the Thrive Therapy Team in the last 12 months



**56.96%**

increase in new users over last 5 months alone

**890**

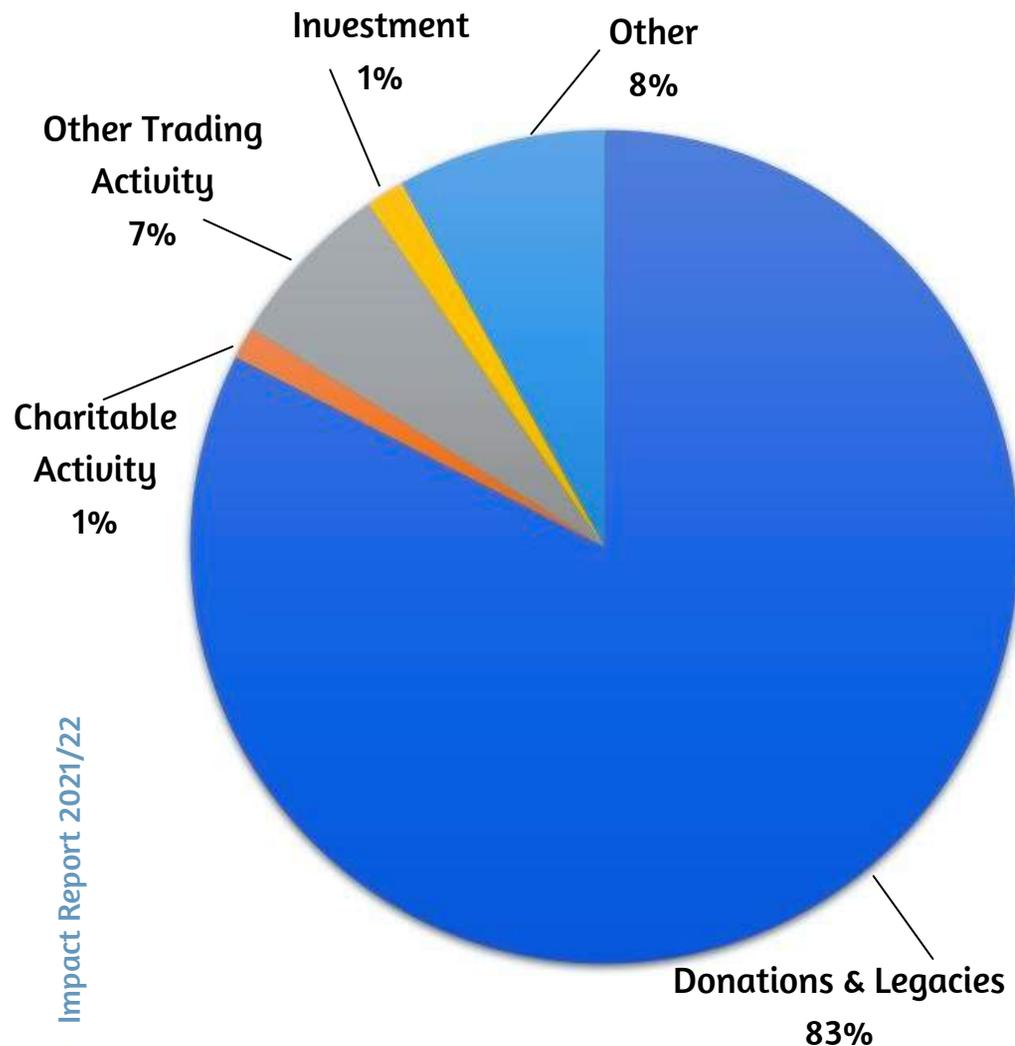
People now use our Mental Health App, Thrive. This is the only Mental Health App approved by the NHS



**3,500**

Mental Health Activities completed via the App

# Our Income 2021



It costs £5.1 million every year to operate both Police Treatment Centres and provide treatment to our Police Family Patients



83% 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.



In 2021 we were again able to claim through the Government's Furlough Scheme to help cover the salaries of those staff unable to work during the lockdown.

# 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

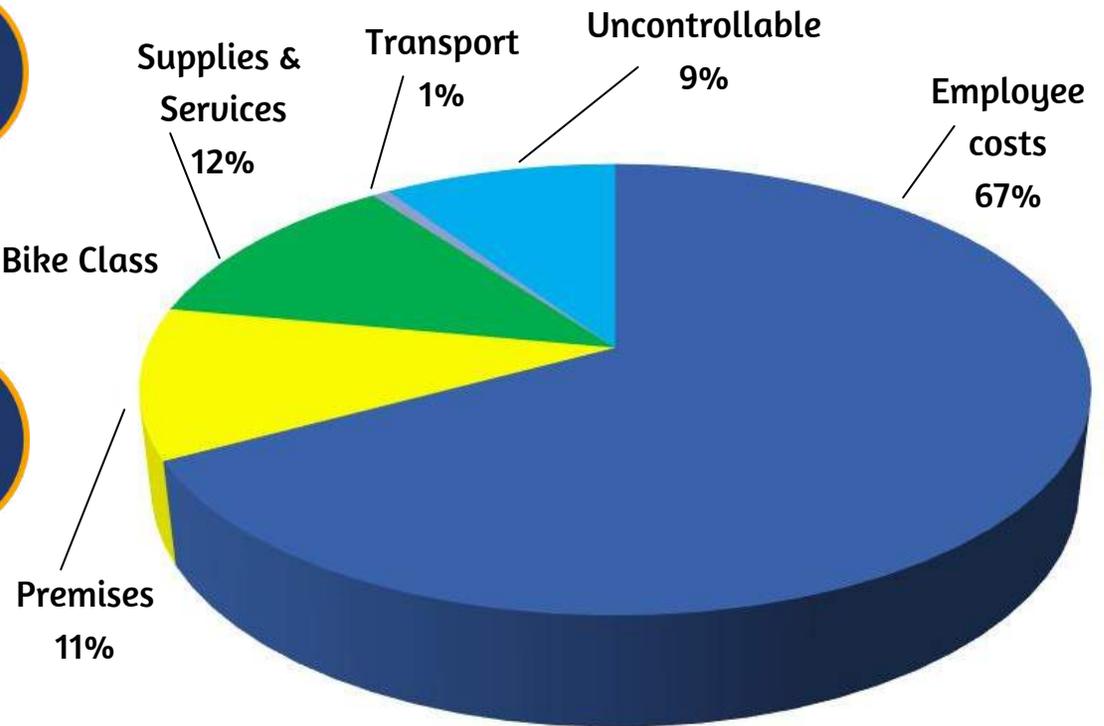


£60 could fund one physiotherapy session



In order to be eligible for free 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



**£118,487.30**

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

**£82,681**

Raised from weekend Bed & Breakfast  
at both Centres, despite closures, with a  
total of 1065 guests

**£3,868.48**

Raised by our fantastic Fundraising  
Heroes who did their very best, despite  
restrictions, to raise funds for the PTC

**£4,219**

Raised in donations from Patients in  
residence at our two Centres.

As was forecast, 2021 saw a loss in generated income for the second year running due to a second period of lockdown and the extension of national restrictions.

Our Charity Lottery, however, was one thing not adversely affected by the Pandemic and so still brought in a significant income for the charity in 2021.

Our weekend Bed & Breakfast programme was again hit by the restrictions but when we did finally manage to get hospitality open again for business, it was well received as people were glad of the chance to finally get away for a short break in the UK.

Fundraising suffered from the further suspension of many fundraising events, but our supporters still made the most of the situation and did what they could where they could, even running the Virtual London Marathon around their local area and finishing the race, quite literally on their own doorstep!

Even though we were still unable to form any Patient Social Committees at the Centres, our Patients in residence still wanted to show their appreciation and raised several thousand pounds for the PTC.

# Donor Recruitment

143

Inputs to New Recruit Cohorts, incl. PCSOs and Specials

55

PTC Inputs delivered to Force Pre-retirement Courses

67

Virtual presentations given when it was not possible to attend in person

With such a high percentage of the Charity's income coming from the regular monthly giving of those eligible for treatment, it is crucial we maintain this important income stream. The Donor Recruitment and Charity Engagement Team give regular presentations to new Student cohorts, and Pre-Retirement courses to encourage donating to the PTC.

In 2021, the team was unable to get out and about in person for much of the year but still managed to give presentations virtually through Microsoft Teams. We even trialled our very own virtual pre-retirement sessions which proved to be very popular and which we will continue to run in 2022.

The team also ran a National Recruitment Campaign during the months of September and October 2021 to reach those Officers who had chosen not to sign-up previously. It was the most successful campaign we have ever run as a charity.

1379

New donors signed-up to the PTC during our National Recruitment Campaign in 2021



233

Wellbeing events, conferences and inputs attended by the DRCE Team

3,800+

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

113

Serving Officers signed-up for our own virtual PTC Pre-Retirement Sessions

# Some Of Our Supporters

AM Fenton Trust

Axon

Ayrshire RPOAS Branch

Blue Lamp Foundation

British Transport Police

British Transport Police Federation

Cheshire Freemasons Charity

Cleveland Police

CSIS Charity Fund

Cumberland and Westmorland  
Freemasons

East Lancashire Masonic Charity

EuroCOP

Fullers Foods

Greater Manchester Police

Humberside Police Federation

Lincolnshire Police Federation

NARPO National Executive

North Wales Police

North Yorkshire Police

Northamptonshire NARPO Branch

Northern Police Healthcare Scheme

Northumbria Police

Police Care UK

Police Federation of Northern  
Ireland

Police Service of Scotland

Scottish Police Authority

Scottish Police Benevolent Fund

The Inchcape Foundation

The Morrison's Foundation

The Top Charity

The Worshipful Company of Security Professionals

West Ridings Masonic Charities

West Yorkshire Police Federation

# 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)
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:	Gian-Paolo Bassi
Head Nurse:	Amy Williamson
Head of Catering:	Chris Parry

# The Future

In keeping with the rest of the country, the Charity has now undergone two years of closures, restricted capacity and revised operating procedures. First and foremost, we now look forward to 2022 as a year of normality once again. That might constitute a slightly different 'normal' to the one we used to know, but nevertheless we are keen to be back working at full capacity, providing a full service to those who need us throughout the year, to getting out and about more frequently to wellbeing events, new student inputs, pre-retirement courses and conferences, and to welcoming more visitors to our Centres.

The start of 2022 saw the announcement that HRH The Princess Royal had agreed to become our new Patron of The Police Treatment Centres. It is a great honour to have the support of The Princess Royal and we would be delighted to welcome Her Royal Highness to our Centres at some point this year to see first-hand the work that we do.

We also began this year by expanding our eligibility criteria, for the first time inviting Police Staff Investigators, including CSI's and Civilian Investigators, in our constituent forces, to start donating to the Charity and to thus be eligible for treatment. As this is a totally new group of roles now eligible for treatment, we will be undertaking a recruitment campaign in 2022 specifically for these new roles to publicise the services available and the excellent facilities we provide in the hope of securing as many new donors as possible.

Now that the new Clinical Services Wing is fully open and operational, we need to now employ the additional staff required to allow us to double the capacity of our Psychological Wellbeing Programme at Harrogate. This will help reduce the waiting times for the Programme and will address the increasing demand for wellbeing help. The new facilities also allow us so much more scope to further develop this programme and we will be working with Police Care UK looking at the possibility of a programme specifically for Police Officers suffering from PTSD.

2021 was another year that saw us attend many new recruit sessions and pre-retirement courses virtually, and while we were glad of the technology that allowed us to continue to promote our work, our DRCE Team now look forward to being back out on the road more and presenting in person. We are, however, continuing to run our own PTC Pre-retirement Sessions Virtually in 2022. These sessions, which were a great success in 2021, allow Officers who do not have access to a pre-retirement course within their force, to join us virtually for the latest details on signing up to the PTC in retirement.

Thank you once again for your support through yet another difficult year and we trust that 2022 will see normal service resumed for us all.







# The Police Treatment Centres

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

## The Police Treatment Centres

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**Company No.** 07822534