

The Police Treatment Centres Impact Report 2016



Supporting the Police for over 100 Years

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*Supporting the
Police for over
100 Years*



Welcome from our CEO Patrick Cairns



This is the second impact report produced by the PTC and looks at the work undertaken during 2016 and the impact that has had on the lives of our patients together with their family, friends and colleagues.

The report will refer to some of our successes during 2016 such as the implementation of the psychological programme, the Robert Gordon University report into the effectiveness of the physiotherapy department, the widening of eligibility to make us more inclusive and many other stories.

The majority of our funding comes through Individual donations from our officers, and I would like to personally all of them for continuing to donate, and to place on record my thanks to all those individuals who have raised funds for the Charity this year through their own personal fundraising efforts.

Although the Charity achieved a number of major objectives in 2016 work continues to improve the treatment we provide to our patients along with ensuring we are financially viable.

2016 was an exceptional year for the charity but none of this would be possible without the dedication commitment and hard work of the employees and volunteers of the charity.

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.

The Values for the PTC

- 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.

Providing Police Specific Treatment Since 1897



2016: The Year at A Glance

Donors



New Recruit Courses Attended



Pre-retirement Courses Attended



46,075 Serving Police Officers

Patients 3,553

Total number of Police Officer Patients Treated across both centres



Feedback received at both centres was overwhelmingly positive with 99% commenting everything was excellent

Physiotherapy Programme

21,775 Hours

Police-Specific Intensive Physiotherapy offering tailored Programmes including:

- Manual Therapy
- Exercise Prescription
- Pain Relief Mechanisms such as acupuncture & electrotherapy



4000 Hours

access to the
Swimming &
Hydrotherapy Pool



3500 miles

on the AlterG Treadmill



The
equivalent of
walking from
Harrogate to
New York



1435

Received physio at
St Andrews



1231

Received physio at
Castlebrae



1000 Hours

Specific Back Care
including Pilates, Advice
sessions & classes



5975 Hours

Gym Instruction from
our dedicated Personal
Trainers



Making an Impact: Meet David

David Morrell, a serving Police Officer from Derbyshire Constabulary attended St Andrews on the Physiotherapy Programme for the first time following a fall that resulted in him fracturing his tibia.

"I have received daily appointments with a Physiotherapist which has enabled me to develop a recovery programme over my two week stay, created to suit my needs and achieve my targets."

Whilst at St Andrews, David was able to take part in numerous classes & exercise prescription designed to support the daily intensive physiotherapy he was receiving.

"This included use of the gym, classes created for lower leg recovery and balance and coordination. I have also used both the hydrotherapy and swimming pools daily. I found the anti-gravity treadmill particularly useful."

David made use of the first-class rehab facilities including the anti-gravity treadmill, which he found particularly useful in his rehab due to it being a

weight-bearing injury. The unique unweighting NASA technology provides the ability to speed up rehabilitation from illness, injury or surgery by getting the patient moving a lot sooner, with reduced weight-bearing on lower extremity injuries with less pain and impact.

It wasn't just the intensive physiotherapy that benefited David, he also enjoyed the change of environment and peaceful location the centre provides.

"I have found the overall relaxed and laid back environment of the centre an additional benefit to my recovery. The facilities are excellent."

David had been on sick leave due to the injury before arriving at St Andrews. Following his two weeks, he has returned to work on restricted duties. *"I feel my visit to the centre will give me one last push and speed up my recovery towards returning to work on full duties."*

2016 Highlight: Highly Regarded and Cost Effective - Findings from Robert Gordon University (RGU) Research

Over a six-month period in 2016, the School of Health Sciences at Robert Gordon University (RGU) conducted a study to investigate the effectiveness and value of The Police Treatment Centres (PTC) physiotherapy service. This independent study involved quantitative, qualitative and an economic analysis. The findings were recently published in a summary report; confirming the physiotherapy provision at the PTC to be highly regarded as well as clinically and cost effective.

In total, 644 patients took part in the study and were asked questions relating to Work Ability, Disability and Quality of Life both immediately after their two-week stay and again after six weeks. At the two and six week points there were significant improvements in all areas with patients reporting lower severity of symptoms and significant improvements to their quality of life.

Participants were overwhelmingly positive about their overall experience at both of the Treatment Centres. Recurring comments were made about the value of regular physiotherapy, the personalised treatment experienced and the

excellent facilities as well as the pleasant and relaxing environment, encompassing everything from housekeeping to catering. When it came to evaluating whether the PTC was deemed to be good value for money, every participant responded positively.

"From walking through the door here [PTC] to leaving, I feel like a different person. On arrival I was wracked with pain and felt unable to focus and concentrate on simple tasks. Now, on leaving, I am working out when and where my next triathlon will be. Every area within the centre is five-star. After suffering for over a decade with a shoulder injury, spending hundreds of pounds on painful treatments, the PTC physiotherapist has managed to rectify my main problem within a week. I am forever grateful. I feel like I've got my life back. Thank you!"

"Without a shadow of a doubt, even if you paid that [amount of money] for your whole service and you only go once – you would get your money back."

The research study calculated a cost benefit ratio, showing that for every £1 spent on an Officer's treatment, a return of £3.66 is made. Mark Oxley,

Head of Clinical Services, commented: *"We are absolutely delighted with the outstanding results that have been reported. This really does validate the PTC as a centre of excellence that delivers class leading treatment for our police family patients."*

The next step is to carry out a six-month in house follow up with participants from the original study to review the long-term impact of the treatment provided by the PTC. Additionally, our physiotherapy team will continue to work closely with Occupational Health Units (OHU) in our constituent forces to ensure the optimum timing for PTC treatment in a patient's recovery process, so that the best results possible can be achieved. One of the recommendations of the study was a continued need to push awareness of the PTC within forces. Sadly there are still Officers out there who maybe do not know what we can offer. If you are reading this as a past patient with firsthand experience, please do consider becoming an ambassador for us and spreading the word.

2016 Highlight: Psychological Wellbeing Programme

A new Psychological Wellbeing Programme was introduced in 2016 across both centres. The decision to introduce this new initiative stemmed from a desire to offer a more structured and holistic approach for the increasing number of officers seeking assistance for anxiety and depression. Sadly there is a growing evidence base that suggests demand for psychological support will continue to grow in the future. Research undertaken by the University of Nottingham, as reported at the Federation Conference in May 2016, found that more than a quarter (29%) of Police Officers who had been off work sick in the previous 12 months said one or more days of that had been due to stress, depression or anxiety. Worryingly they also found that 65% of these officers said they still went to work even though they felt they shouldn't have because of the state of their mental wellbeing on one or more occasions. Whist there is much good work going on

at present in various forces to improve the situation, it is clear there is still a long way to go. Initial feedback from those who have completed the new programme has been extremely positive. The combination of group classes and individual counselling and complementary therapy sessions has been well received.

"Absolutely brilliant two weeks, the one-to-one sessions were fantastic, Rachel knew exactly what advice to give me. The complementary therapies were wonderful in making me relax. The programme has helped me quite a lot and has definitely helped my return to work. The care, respect and dignity shown by all the staff at The PTC has been exemplary. The right balance of support, care, information and 'softness' allowed me to take steps and make progress."

We are very grateful for the support of the Police Dependents Trust, the Police Mutual

Assurance Society and the Blue Lamp Foundation who have all made generous donations to assist in establishing this innovation.

The programme represents a substantial investment for the Charity



The amount of counselling offered increased by 40%

Additional complimentary therapy were added



Psychological Wellbeing Programme

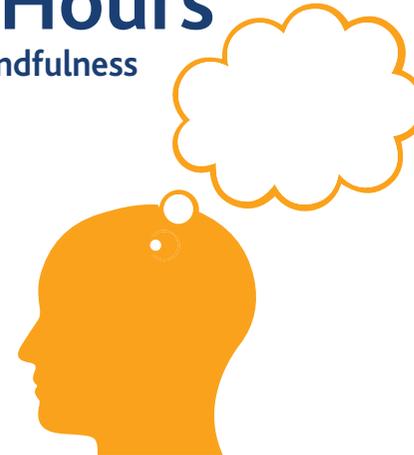
2272 Hours

Experienced counsellors providing solution focused brief therapy, advice & sign-posting



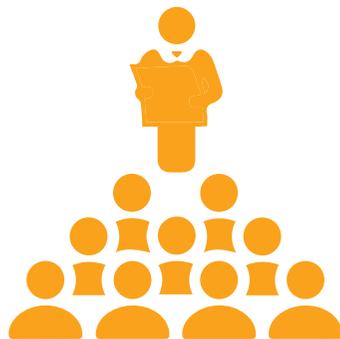
A total of 702 Police Officers came on the Psychological Wellbeing Programme, an increase of 8% from 2015

200 Hours
of Mindfulness



600

Classes & workshops covering such subjects as stress awareness, coping strategies, sleeping problems and mindfulness.



3600

Deeply Relaxing Complementary Therapies offered

Aromatherapy

Reflexology

Swedish Massage

Reiki

Indian Head Massage

Eastern Face Massage

Thai Foot Massage

Hot Stone Massage



Making an Impact: Meet Elaine

Elaine Burke, Police Officer in Kirklees, West Yorkshire, has recently attended the Centre on this new programme and said; *"The new programme is very well considered and structured. It is perfectly paced with a good balance of physical and mindfulness activities, along with complementary therapies, and the newly established sensory garden. St Andrews is wonderfully unique and its calm environment helps aid recuperation. There is the sense of support within the group activities. You have the opportunity and choice to share your experiences in a safe environment. This is really worthwhile and constructive. The programme enables you to learn new strategies, to manage your own wellbeing and St Andrews really does have professional staff and the environment to facilitate this. As Officers we are, quite rightly mindful of the needs of others. However, we sometimes neglect our own wellbeing. You do need to take responsibility for yourself and start this process if you feel you may have needs that can be addressed by the programme. Speak with your Federation representative or staff at the PTC for general guidance. Using the PTC benefits you as an individual and consequently as a productive member of your team."*



Health & Wellbeing

The Charity's nurses facilitate the Treatment Programmes, promote the benefits of a healthy lifestyle and encourage patients to take a more proactive approach in managing their health and wellbeing.

Advice offered in:

Weight Management

Blood Pressure Monitoring

Smoking Cessation

Alcohol Awareness

Healthy Eating

Cancer Awareness

Heart Disease Prevention and Cholesterol Advice

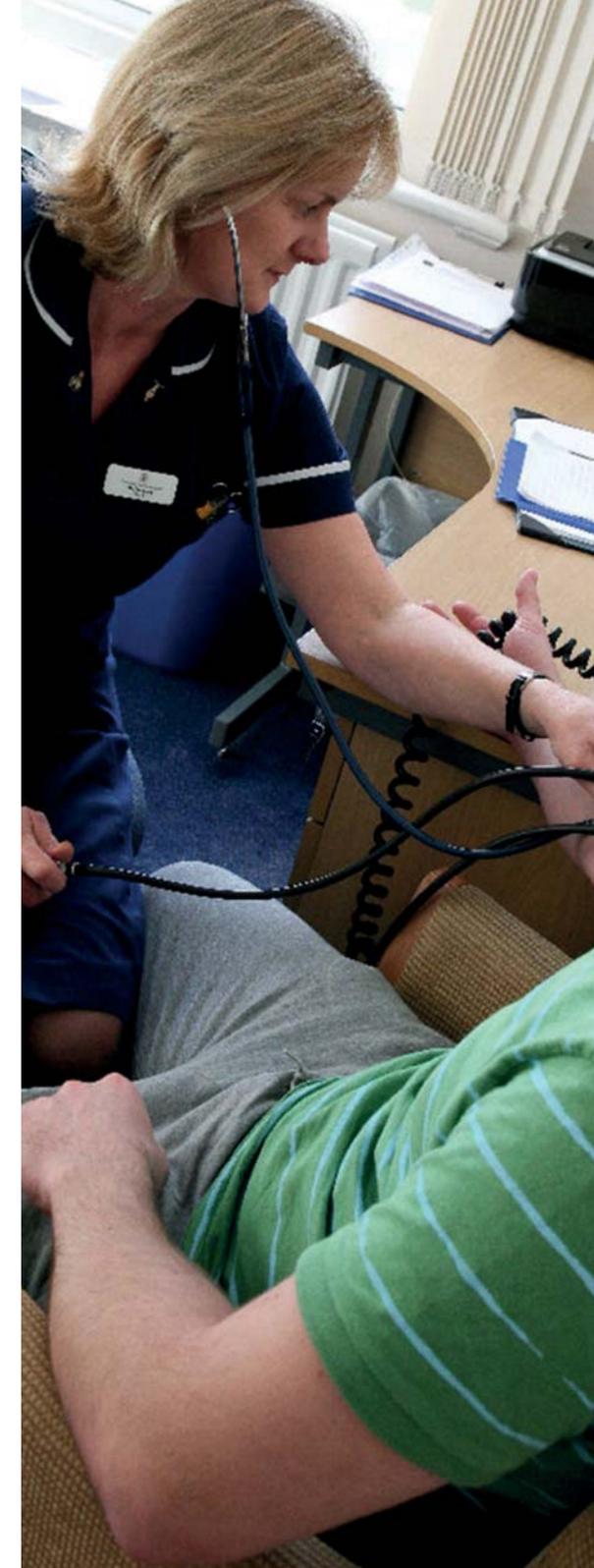
Diabetes Awareness

**200
Hours**

Spent cuddling
stroking, walking
& sitting with our
Therapy Dogs



of healthy eating
advice





A Day in the Life of a Therapy Dog

by Ludo Burrell (Seaxa Nelson) from Team Burrell

"I never know when I wake up what I might be doing or where I may go.

I am a Therapy Dog with the charity, Therapy Dogs Nationwide and along with my brothers I visit lots of different places like the hospital, hospice and care homes.

This morning however, I am off to the Police Treatment Centre which is for police who have been injured or suffered a bereavement. Some of them are dog handlers and they think I would be too soft for them. I have tried glaring and looking fierce but it doesn't work! I feel I am able to bring quite a lot of comfort to them and I get lots of hugs.

While I'm there I keep an eye on the door in case Mark or Maggie, who work there, come in with biscuits for

me. It is a lovely place and all the physio and other classes seem to do so much good for the officers. Sometimes Riot goes up there and you can imagine what they think of his name!

We stay about 2 hours and it's one of my favourite places.

When I get home I have my usual snack of chicken wings, always assuming Mummy gets them out of the freezer the night before, then I settle down for a snooze.

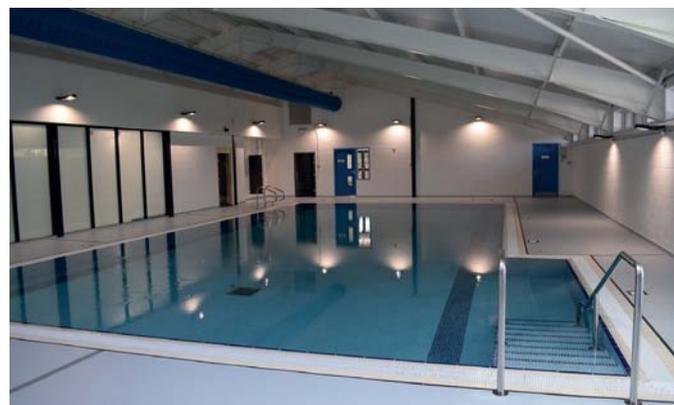
My brothers and I enjoy being therapy dogs as the places we go are so varied and we seem to be able to make people cheerful wherever we go!"

#pawsforamoment

It's a great idea for the therapy dogs and their lovely owner to visit. They really lift everyone's spirits

2016 Highlight: Castlebrae Big Build

In June 2015 The Police Treatment Centre, Castlebrae in Auchterarder, Perthshire began work on a long awaited extension and redevelopment of its rehabilitation facilities. The Centre had for many years been struggling to cope at times with the number of officers attending for treatment as previous increases in the Centre's residential capacity had only put more pressure on the capacity to treat the patients. Plans were therefore drawn up to expand and improve the fitness facilities and an ambitious fundraising campaign was launched.



On 18th April 2016 the new facilities were opened for use by patients attending for treatment. The centre now benefits from a much larger 15m x 7m treatment pool PLUS a hydrotherapy pool, something Castlebrae did not have prior to the redevelopment. There is now a new large sports hall in which many of the various classes can take place, a purpose built spin bike studio and the rehabilitation gym has nearly doubled in size.



2016 Highlight: Castlebrae Big Build

"With all new facilities up and running, I feel that PTC Castlebrae is an excellent establishment providing first class treatment and education on specific conditions..." Paul Marshall – Scotland.

The new facilities now ensure that there are no restrictions on class sizes, either in the pool or in the sports hall, so officers can attend as many classes as they wish. There is also the added benefit of the hydrotherapy pool as well as more space in the gym and the new spin bike studio.

The £2.5m investment in the charity has insured that we remain at the forefront in the provision of treatment, physical and psychological, of injured and ill police officers both during their career and into retirement.



Income Generation

Charity Lottery

£98,000
raised through the
lottery in 2016



A total of £20,000 in cash prizes was paid out with additional special prizes donated for our Superdraws (featured twice yearly) by local companies and friends of the Police Treatment Centres, including a luxury hotel stay at Rudding Park in Harrogate, an Amazon Kindle Fire and a 48" smart TV donated by Sainsburys, amongst others.

Mike McDonald won £1000 in the September 2016 draw:

"I donated to the PTC throughout my Police career and during the latter part of my service I had occasion to visit Castlebrae following a shoulder injury. The treatment I received was second to none and I cannot praise the facility and staff highly enough. I continued my membership after I retired and to lend further support, I had no hesitation in joining the PTC Lottery."



players with 9839
chances



increase from
2015

Hospitality



rooms were sold with 463 at Harrogate

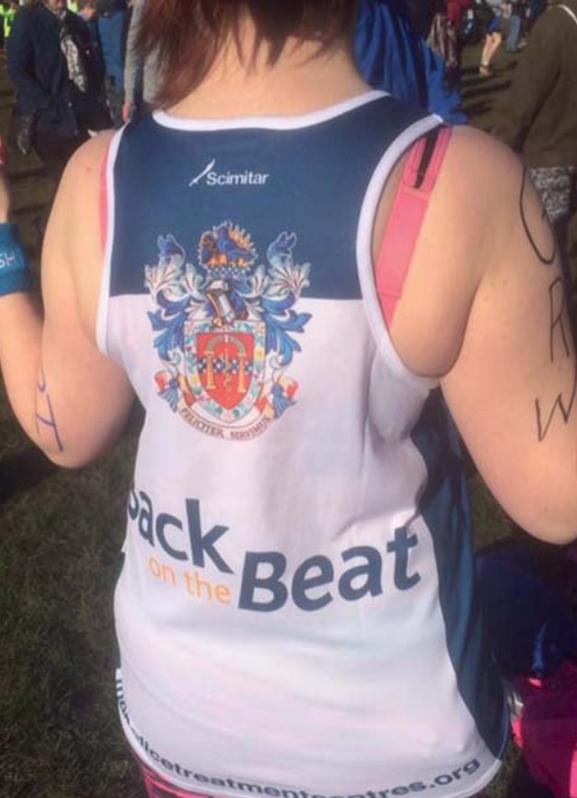
"I have been for B&B for four stays. I know the area well and could stay with my daughter but I enjoy the ambience of St Andrews. Keep it up and long may it continue"

Over £65k was raised through B&B

"My wife and I have just enjoyed a splendid weekend at your Auchterarder Centre. The accommodation, surroundings, staff and food can only be described as first class. You should be proud of the service provided."

Golf – A group who enjoyed their stay so much have booked again for 2017 with an increase in numbers.

Cycling – Having previously stayed in Harrogate on two previous occasions this group enjoyed hospitality at Castlebrae – *"we had another great weekend thanks to you and your colleagues. Of course the hard decision now is which centre to use next year!!!"*



Fundraising

Patients' Social Committee

Everyone at the PTC would like to say a very big thank you to all our patients who over the year have been involved with our Patients' Social Committees each week, and to all those who in turn supported the committees efforts. Across both centres in 2016 the committees have raised a grand total of **£71,771.96**.

This income has been used in various ways, such as to purchase new mountain bikes, a defibrillator, and various smaller items of physiotherapy equipment, as well as funding the production of our Back School DVD and our Health and Wellbeing Art Trail at Harrogate.

We are very grateful for the time and effort that those patients on the committees put in each week and for this fantastic sum they have raised.

Fundraising Heroes

A huge thank you to our individual fundraisers who brought in a fantastic **£1,500** in total to the PTCs in 2016! Cycling, running and swimming their way to this great total were Paul Ross Gavan, Mairi Aitken, Darren Townsend, Martin Crossland, Ronnie Dukes, Martin Lambert and Joanne Newman - all fundraising heroes!



62km
run



1.6km
swum



120km
cycled



38.6km
walked with
1,585m
climbed

Changes in Eligibility

The Police Treatment Centres lost almost 5000 donors in recent years mainly as a result in the reduction in officer numbers, and this has meant a loss in our annual income of £338,000. With further cuts in officer numbers expected to come, resulting in reduction in the income for the PTC, changes had to be made. We anticipate however, that Police Officers will be under greater physical and psychological pressures in the future, and that there will be a continued need for the PTC.

In November 2015 the Government as part of its spending review were expected to announce a 20% reduction to all public expenditure including the police budget. The Trustees used the opportunity to review both the financial position and the eligibility policy of the charity to receive treatment. The review of eligibility considered supporting

PCSO's, Special Constables and Detention/ Custody Officers (employed by the Police and Crime commissioner or the Chief Constable). The Trustees felt the Charity had a moral obligation to support these officers who essentially were carrying out the same work together with the same risks.

As well as allowing extended members of the police family the opportunity to access treatment at the PTC, it will also ensure that we remain in a financially strong position by increasing the number of our donors.

Alongside this the Trustees introduced a weekly donation rate of £0.65 for Retired Officers from the 1st January 2016. Retired Officers making the donation will remain eligible for free treatment at the PTC subject to clinical approval.

The introduction of a donation charge for Retired Officers was part of a range of measures to ensure both the sustainability and longevity of the PTC, and we are clear that if we were to do nothing, this will inevitably impact on our future revenue and income, and most critically the service and treatment that we are able to provide to our patients in the future.

The Police Treatment Centres continues to welcome Retired Officers for treatment at our centres in Harrogate and Auchterarder. We continue to value Retired Officers at the PTC and in 2016 we treated 340 retirees on a residential basis at our Centres.

There were 2596 Retired Officers who had signed up at the end of December. The total generated for the year from their donations was approximately £150k.



Our Supporters

We would like to thank the following organisations for their generous support in 2016

AM Fenton Trust	PNLD
Barclays Wine Tasting	Police Dependants Trust
Blue Lamp Foundation	Police Scotland Ice Hockey Team
Charity Golf Day	PSNI
Civil Nuclear Constabulary	RPOAS Ayrshire
Drapers	Scottish Police Benevolent Fund
Durham JBB	Scottish Police Federation
Durham Police	South Yorkshire
GMP	The Community School of Auchterarder
HH Sheikh Hamdan Bin Rashid Al Maktoum	The Wood Foundation
Lincolnshire Federation	WCOSP
Martin Lambert	York Minster
North Wales Masonic Ben Fund	
PMAS	

Who worked for us

Our Patron:

HRH the Duke of York, KG

Honorary President: The Hon.
Simon Howard

Chair of Trustees: Ian Hanson QPM

Vice Chair of Trustees: Liam Kelly

**Finance & Human
Resource Committee:** Craig Grandison

Honorary Treasurer: Peter Henson

Senior Management Team:

Chief Executive: Patrick Cairns

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:

Operations 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: Neil Williams

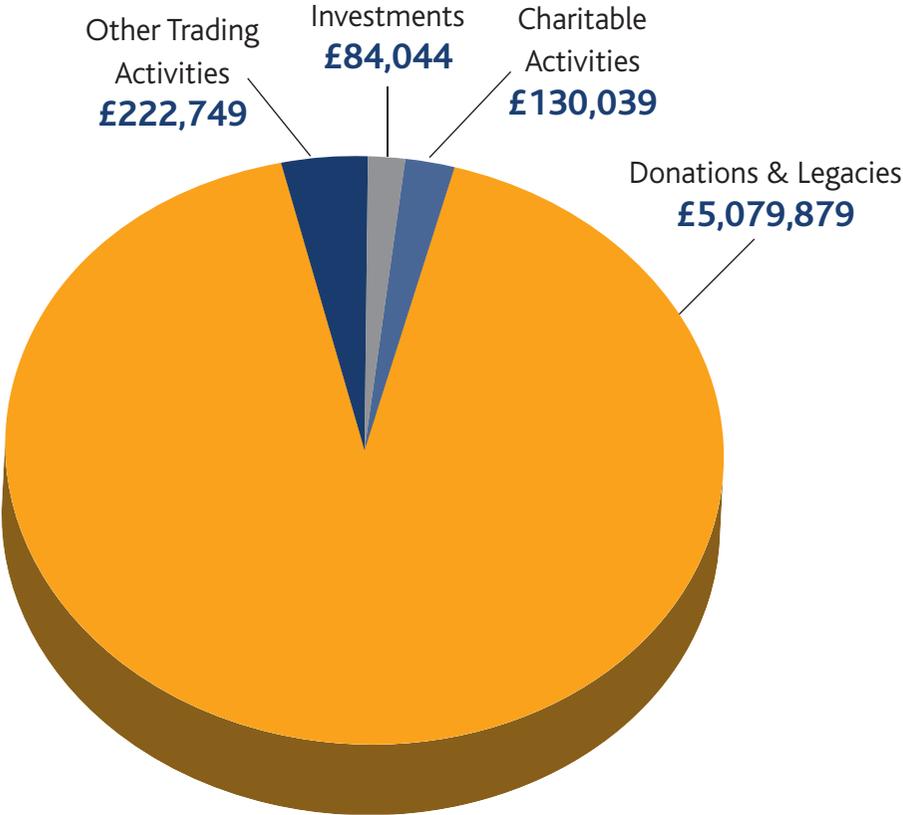
Head of Catering: Chris Parry



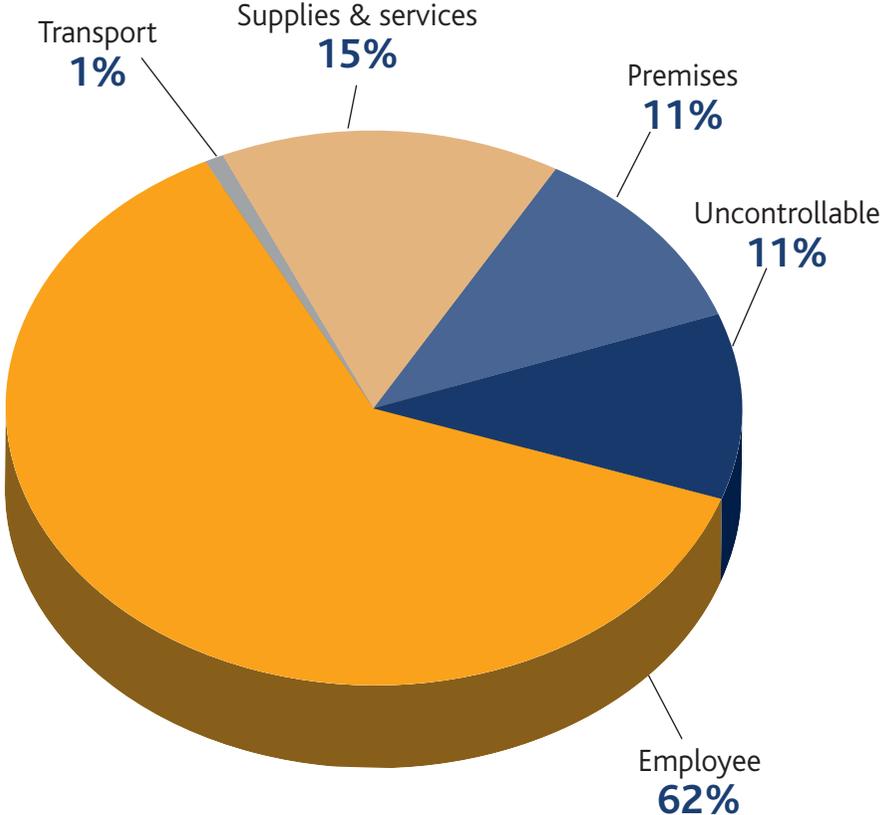
Approximate amount of time given by all our volunteers in their support of the charity. This incredible figure includes our Ambassadors, raising awareness of the charity, our fundraising heroes & our Board of Trustees who volunteer their time to support the charity. The PTC is hugely grateful to every volunteer, without whom it would not be possible to achieve such positive outcomes year after year.

Our Finances

Income breakdown 2016 (£)



How the budget is broken down



The Future

The PTC is fully committed to the continuous improvement of the treatment and support it provides to its beneficiaries. 2017 already has a number of challenges if the successes of 2016 are to be built on. Some of the challenges include:

In 2017 the charity will include a review of The Psychological Wellbeing Programme to ensure that it is delivering on its aims and meeting the new challenges ahead.

The PTC will also continue to review its facilities to ensure they remain fit for purpose to support the ongoing and future clinical needs of the charity.

In 2016 the PTC widened its eligibility to include Special's, PCSO's and detention/custody officers. Therefore, in 2017 the PTC will be running an

awareness and recruitment campaign aimed at these groups to ensure that we can attract as many as possible to donate and in return we are there to support them through injury or illness.

In 2016 the trading activities of the Charity increased significantly and in 2017 the PTC will set up a trading arm. This will ensure that the core activities of treatment are separated from the trading activities allowing the PTC to maximise any opportunity to raise additional funds which will be re-invested back in to the charity for the purpose of enhancing the treatment provided to patients.

Thank you for your support throughout 2016 and we look forward to working closely with you in the years to come.





You're more than just a Police Officer



The Police Treatment Centres

A Force for Promoting and Improving Health & Wellbeing

The Police Treatment Centres

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Company No. 07822534