

**MINUTES OF THE ANNUAL GENERAL MEETING
OF THE
THE NORTHERN POLICE CHARITIES**

**HELD AT THE ST ANDREWS, HARROGATE
ON THURSDAY 20 JUNE 2019**

PRESENT

Chairman of the Board of Trustees	Mr Liam Kelly
Treasurer	Mr Peter Henson
Chief Executive	Colonel Patrick Cairns

Members of the Board of Trustees of the two Charities, Delegates, Members of Donating Forces, Welfare Officers and Professional Advisors.

APOLOGIES

Apologies for non-attendance had been received from the following forces:

Civil Nuclear	(PTC & SGPCT)
Lincolnshire	(PTC & SGPCT)
West Mercia	(SGPCT)

Apologies for non-attendance have been received from the following Trustees:

Paula Booth	Mark Davis	Raymond Dutton
Martin Fotheringham	Jason Harwin	Ian Hopkins
Angela McLaren	Stephen Martin	David Orford
David Simpson		

Apologies for non-attendance have also been received from the following:

Duke of York	Patron
Baroness Angela Harris	President
Johanna Ropner	Lord Lieutenant, North Yorkshire
Paul Griffiths	President, Police Superintendents Association
Chris McNichol	The Gurney Fund
Gill Scott-Moore	Police Care UK

and 33 representatives from constituent forces.

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NORTHERN POLICE CHARITIES

JOINT MEETING

Mr Liam Kelly, Chair of the Board of Trustees addressed those present, explaining that he was delighted to be at the AGM and welcomed all attendees to the Annual General Meeting. He read a note of apologies from the Charities President, Baroness Angela Harris of Richmond DL.

1. **ATTENDANCE:** All Forces who contributed to the Charities with the exception of those detailed in the apologies section were present.

2. **APOLOGIES:** These had been received from those people listed in the preface to the Minutes.

3. **THE POLICE TREATMENT CENTRES**

3.1 **MINUTES OF THE ANNUAL GENERAL MEETING HELD ON 28 June 2018**

These had been circulated to all members and also displayed on the Charity's website and were taken as read. It was proposed by Conor Moore, PSNI and seconded by Trevor Purcell, PSNI that they be accepted as a true record. All present agreed.

3.2 **MATTERS ARISING FROM THE MINUTES**

There were no matters arising.

3.3 **ANNUAL REPORT 2018**

Presented by Liam Kelly, Chair, Board of Trustees

As the Chair of the Board of Trustees of the Police Treatment Centres, L Kelly presented the Annual Report for the year 2018.

There were no questions

3.4 **INVESTMENT MANAGER REPORT**

Presented by Nick Bence-Trower, Cazenove

N Bence-Trower reported that at 31 December 2018 the PTC portfolio was valued at £2,001,914 which compares with £2,097,758 at 31 December 2017. In percentage terms 2018 performance decreased by (4.4%). Taking cash flows and income into account, since inception the portfolio is up 79.7%.

In response to a question from David Richards, Treasurer of the Gurney Fund, Nick Bence-Trower confirmed that investments were made in commercial and industrial property through property funds which were well diversified.

There were no further questions.

3.5 **AUDITORS REPORT**

Presented by Steve Williams, Murray Harcourt

S Williams, Murray Harcourt reported on income and expenditure which showed that income in 2018 was £5,479,582 and expenditure of £4,575,682. It was noted that income from trading activities was also a significant contributor to the result for the year £279,582.

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S Williams concluded his report by confirming that the accounts showed a true and fair view of the Charity, having used the following tests to come to this conclusion:

- Asset inspections
- Testing of transactions
- Review of control environment

Overall, an unqualified audit opinion.

There were no questions.

3.6 TREASURER'S REPORT **Presented by Peter Henson, Treasurer**

Peter Henson, Treasurer, prior to delivering his report, asked that any questions be saved until the end of his presentation.

He started his presentation by reporting that the plans and policies which had been put in place in recent years had produced strong financial results and his presentation would, therefore, focus on outcomes and future plans.

The auditors had provided a breakdown of the 2018 out turn which showed that the Charity had managed to generate a surplus of £802,000 from within the areas that it controlled.

The background to this was that in November 2015 the Government was preparing to release the results of its spending review, it was generally accepted that all public finance, including the police, would see a reduction in their budgets of approximately 20%. The Charity had prepared financial plans to ensure its financial viability over the next few years in the event of a loss of police officer numbers. Following the terrorist attack in Paris the Home Office subsequently did not make the 20% cuts to the police budget. This has assisted the Charity to make a healthy surplus in 2018 where some funding has been invested back into patient care ensuring the Charity has a strong platform to move forward.

The surplus had been achieved from the following four key areas:

- Firstly, an increase in donation rate which in 2016 was raised for the first time in five years and £400,000 had been placed in the Charity's reserves. The Board of Trustees have agreed to set aside six months to one year's running costs by the end of 2018 as a prudent measure to protect the long term future of the Charity.
- Secondly, in October 2018 Staffordshire Constabulary and Immigration Enforcement transferred their provision for treatment to the Police Treatment Centres.
- Thirdly, the Charity received a donation of £150,000 from Police Scotland to support its running costs and assist in the provision of treatment for Police Officers. £100,000 of this donation has been restricted to the building of the planned new wellbeing wing.
- Finally, the Charity, as a matter of prudence, sets a contingency budget. This has proved vital in the past for unforeseen repairs and renewals. During 2018 the contingency budget was not fully utilised and the Charity managed to set aside £94,000.

P Henson provided a breakdown of the donations from retired officers which had contributed to the surplus. In 2016 the Trustees had agreed to introduce a donation rate of £0.65 per week for retired officers which would allow them to remain entitled to receive treatment. In 2018 the Charity generated just short of £250,000 from retired officers which is offsetting the current loss in serving officers and included a generous donation of £50,000 from the PSNI Benevolent Fund. Due to the strong financial performance of the Charity, Trustees have agreed to hold the current donation rate of £0.65 for 2018 and it will be reviewed as part of the 2020 budget process.

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A major part of the Charity's success in generating income has come through its trading activities. To ensure all income is invested back into patient care and to comply with tax regulations the Charity set up a trading arm to deal with all trading activities. The trading arm gift aids any surplus at the year end to the Charity to ensure there is no liability to corporation tax. In 2018 the surplus was £89,000, an increase of £12,000 on 2017.

Each year the Charity presents a medium term financial forecast to the Trustees as part of the budget process. Items which will have a significant impact include the cost of living through items such as fuel, utilities and catering together with the living wage which will impact the Charity through to 2021.

In 2016 when the donation rate was increased for the first time in five years it was confirmed this provided the Charity with financial security through to 2020 subject to any unforeseen events taking place. Income is anticipated to drop by approximately 3% on an annual basis in the coming years probably through either cuts to police budgets or as a result of donating officers retiring or resigning mid service. The Medium Term Financial Strategy showed a strong financial position through to 2020 but showed a small deficit in 2021. By 2022 this would be reviewed to ensure the financial viability of the Charity at which point it might be necessary to increase the donation rate.

As part of the strategic review the Charity asked forces if they could break down the number of officers together with those that donate grouped into their years' of service. Not all forces could break this information down but from the ones that could it was clear that an officer in the later stages of their career is statistically more likely to donate than one at the beginning. Therefore, if force numbers remained static and the percentage take up remained the same, over the next five years we would have a net loss of 500 donating officers based on this group. If this was extrapolated across all of our constituent forces then the net reduction in the next five years would be in excess of 2,000 officers which in financial terms is an additional loss of £187,000 which would turn the surplus in 2020 into a loss. Positively it highlights the groups we need to target through our donor recruitment initiatives. The Charity is keen to talk to new recruits with the intention of signing them up at the beginning of their career. Hopefully, this is something you can assist us with in terms of inviting us to present to new recruits.

While the changes in 2016 were predominantly to ensure the long-term viability of the Charity, the opportunity was also taken to invest some of the money back into the business to increase and extend the treatment provided, in particular recognising the changing needs of officers. The number of officers presenting with stress related illnesses has increased over the last few years and in 2018 the Charity continued to invest money into increasing the number of patients it could treat for psychological illnesses. Sadly this increase is expected to continue and the Trustees and management of the Charity are working to increase the real estate in Harrogate with additional bedrooms. During 2017 the Charity were notified that it would be supported with a grant of £1.5 million from the Labor fines to support the capital project. Work is being carried out with the Charity's supporters to raise the balance of the funding. Planning permission for two new wings was approved early in 2019.

The increase in donation rate has allowed the Charity to depreciate the buildings for the first time and set aside money to undertake future capital works. £260,000 was set aside in 2018 to support the estate strategy. Fundraising strategies will, however, continue. The Charity has worked extremely hard to ensure its financial viability in order to retain a surplus for the next few years. In support of this the Charity has increased its fundraising initiatives with a view to increasing alternative potential income streams with the aim of maintain the donation rate at its current level for a longer period of time. The main areas of focus for the team in 2019 are:

- Increasing awareness in our constituent forces of the available support

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- Signing up Retired Officers
- Wellbeing Events
- Fundraising Events
- Lottery

The Trustees made a number of decisions to protect the long term financial stability of the Charity and as a result of these the Treasurer was able to present a balanced budget which delivers an enhanced level of service to the beneficiaries of the Charity.

The majority of expenditure is on employee costs. The costs for premises generally relate to the repairs, maintenance, rates and utilities for the two centres with supplies and service mostly relating to the cost of catering. The uncontrollable expenditure is depreciation.

84% of employee costs relate to the front line services. Only 16% relate to management finance and Charity engagement functions.

The Treasurer concluded by demonstrating that the initiatives, strategies and policies which have been developed and incorporated over the past five years in the Charity's business plan ensured the most effective and efficient running of both treatment centres in the current financial environment. Policies have been introduced to enable the Charity to achieve efficiencies which have then been invested back into front line services while at the same time maintaining the level of expenditure in the Charity. The increase in donation rate in 2016, the first since 2011, has provided a strong financial platform and a Medium Term Financial Strategy has enabled the Charity to invest more in the health and wellbeing of our patients and your members and colleagues which is at the forefront of the work of the Charity. Plans have been introduced to enable the development of the Charity's facilities in order to best support our patients' treatment. We have already raised £1.5 million in support of this and, based on the business case, we are confident of achieving the required match funding. The Charity now has an asset management plan for the next ten years which has been costed together with a means of financing it. An Estates Strategy is also in place which includes depreciation of the buildings to ensure funds are in place for the future. The Fundraising Strategy is continually being developed looking at all potential opportunities to support the Charity and is supported by the addition of a trading arm which provides greater opportunities to generate additional income which will be invested back into the Charity.

The Treasurer concluded his report by saying that the Trustees believed that the hard work over the five years by the staff and trustees together with the continued support of officers, had demonstrated their commitment to ensuring its future success.

Steve Edwards, Chief Executive of NARPO raised a question around officers who move from within the Flint House area into the PTC area on retirement and whether they could receive treatment at the PTC. P Henson explained there were capacity issues with the increasing numbers of retired officers but that Trustees were aware of this issue and that it would be discussed further at the August Board of Trustees Meetings.

There were no further questions.

3.7 An Evaluation of the Psychological Wellbeing Programme Presented by Mark Oxley, Head of Clinical Services

M Oxley opened his report by explaining that he would provide an update on some evaluation work we've been carrying out around the PTC Psychological Wellbeing Programme, but first he gave a quick review of the programme and its progress so far. The programme started in April 2016 with the first intake at St Andrews; the aim was to develop a two week programme for serving officers who were experiencing mild to

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moderate symptoms of anxiety or depression and give them the tools and coping strategies to enable them to be able to return to or carry on with the job that they usually love doing.

To date over 2,200 officers have attended the programme across the two centres and the feedback from those officers is invariably good.

The big challenge ahead for us is that demand for the programme continues to grow and I feel we are now at a really important stage in its evolution in that we need to critically evaluate its effectiveness as we start to plan our services for the next few years.

If we needed any other reminders of the need to prove the effectiveness of our treatment it came with the recent launch of the Oscar Kilo Wellbeing deal which stated at point 6 of the employers commitments “we will...Test what works in wellbeing so we only provide you with support that is proven to make a difference”.

M Oxley fully concurred with those sentiments and as a Charity we have a responsibility to focus our resources on interventions that are absolutely proven to make a difference for our officers.

M Oxley then explained two main clinical measures that we use for clinical assessment. They are the patient health questionnaire (known as PHQ) which is a measure of symptoms of depression, and the Generalised Anxiety Disorder assessment (known as GAD) which is a measure of anxiety. Both of these measures are self-completed by patients and are the most widely used psychometric measures of mental health in the NHS which allows us to make meaningful comparisons with other services. They also have defined scores for mild, moderate and high levels of symptoms.

M Oxley explained that we include PHQ and GAD forms as part of the application process to attend the PWP and over the first three years the programme has been running the mean scores of officers on application have been 14.4 for the PHQ and 11.8 for GAD which is in the higher end of moderate depressions and anxiety symptoms so it suggests the PWP is attracting the target group we had in mind when we first developed the programme.

Moving on to the evidence of clinical evaluation data we have gathered so far, last year we internally conducted our first extended audit of the programme and M Oxley presented one or two of the very early findings last year but we now have the full results. We collected PHQ and GAD scores on the first and last days of attendance for all those patients on the PWP between April and November and then for the first time we also used an email survey to collect more information from those officers six weeks after they left us to examine their experiences in the intervening time.

There were a total of 422 admissions over this period, 278 people consented to take part in the study and 130 responses were received for the 6/52 follow up, so an almost 50% return rate from those who consented which represents an especially high rate for this kind of survey.

The results showed a huge fall in the PHQ and GAD scores in the 2/52 period that the officers were with us but at that point we really didn't know if the programme would continue to provide a beneficial effect once the officers left the building, so it was really pleasant to discover that the scores had actually reduced slightly further for those who responded at the 6/52 post treatment point, which would suggest a lasting positive effect of attending the programme. We have to recognise that a 50% response rate although high does leave room for potential bias in that those who are feeling better may perhaps have a higher likelihood to reply, but it does look like a really positive result.

The email survey also asked a number of short questions to try and dig a bit deeper into the officers' experiences in the six weeks after completing the course. Firstly we asked which classes from the PWP have been most useful since leaving the PTC.

The top four responses were mindfulness, the stress awareness and coping strategies workshops and the relaxation classes. To see Mindfulness at the top of the list was a slight surprise; as someone who presents the mindfulness classes to groups of perhaps highly cynical police officers it sometimes doesn't always feel that way but it is obviously having a beneficial effect.

The results suggest we are meeting our core aims of providing information to help officers gain the ability to help themselves and encourage them to experience different coping strategies and the rest of the results show a good spread amongst the other components of the programme.

The second question we asked was “Have you received input from any other source since leaving the PTC”, and the responses were “no” in exactly half of respondents, whereas the other half had gone on to receive further assistance from either OH, the NHS or private healthcare.

We then asked “if you were on sick leave when you attended the PTCs have you subsequently been able to return to work?” 71% of those who completed the PWP were actually still at work when attending but from the responses of the remaining 29% who were on sick leave. just under half had been able to return to work in the six weeks after leaving.

Lastly we asked “Did you have a review with your OH department after leaving the PTCs?” I personally found it a little surprising was that 73% of officers who had been granted two weeks away from work to attend the PWP due to their symptoms of anxiety and depression, had no review with their OH unit in the succeeding six weeks and I think that is surely something that needs further investigation.

So at the conclusion of that audit what do we know? I think the overall message is that we certainly have some really interesting findings but there are still some gaps in our understanding at the moment.

To that end, with the generous assistance of the Scottish Police Federation, we have commissioned the School of Health Studies at Robert Gordon University to carry out a much more in depth independent analysis of the PWP this year. We did look at a number of research units but opted to engage Robert Gordon University as having previously carried out an evaluation of the physiotherapy programme they have a good understanding of both us and the policing world.

The evaluation is in three stages and stage one has already begun, taking the form of a systematic review of evidence of any intervention intended to aid Police Officers’ wellbeing across the globe, and this stage will be taking place between April and July.

Stage 2 has just got underway and we will be using quantitative measures to explore the effects of the two week PWP on Mental Health. The measures being used are the aforementioned PHQ and GAD again and then additionally the Warwick Edinburgh Mental Wellbeing Scale, which focuses more on positive aspects of mental health, and the EQ-5D which is a widely used measure of all round health and wellbeing.

The measures are all fairly short and will be self-completed by all officers attending the PWP over the next six months who consent to take part in the study. They will be invited to complete the measures at three points: on admission, at the end of the PWP and then finally six weeks after leaving us via an on-line survey.

The final component of the study will be to explore Police Officers’ lived experiences around mental ill health and their perceptions of the PWP. In this stage Robert Gordon University will conduct telephone interviews with a representative sample of 40 officers six weeks after leaving the PTC and the interviews will be structured around key themes which should provide us with some really interesting and rich data.

So hopefully on conclusion of the study in answer to the question ‘What do we know’, we then should have a far greater body of evidence and a deeper understanding of the effects of the PWP on the mental health of Police Officers. We should also have clear recommendations that will inform our service development going forward.

Finally, we do also collect feedback every week from all those attending the PWP and it is invariably positive and thankful for the support that has been given but it is also frequently deeply moving and M Oxley then picked out three of the recent quotes from the many which had been received;

”Thank you all so much for saving me. Depression is terrifying and dark – thank you for being there and striking a match.”

“Every person I interacted with at the centre has been so kind and caring. I received all the support I could have asked for and more. You guys have pretty much saved my life.”
“This is genuinely the only place where I feel safe, supported and able to relax. I know that I am secure enough to ask questions here.”

In answer to a question from Steve Edwards, Chief Executive of NARPO regarding the PWP programme not being available to retired officers, M Oxley agreed there were retired officers who would benefit from PWP treatment, however, the existing programme was not designed for retired officers; it was specifically designed for serving officers. A different programme would need to be created for retired officers. He further explained that there were capacity issues and currently there was insufficient room for the demand the PTC was seeing from serving officers.

There were no further questions.

3.8 CHIEF EXECUTIVE'S REPORT **Presented by Patrick Cairns, Chief Executive**

P Cairns, CEO opened his report by explaining he would try to make this part of the AGM both informative and interesting. He would also provide a photographic review of at least some of the highlights of the year, “year” being the last 12 months since the last AGM, as it is very difficult to ignore things that have happened in the first six months of this year and then, of course, a look ahead to the future.

It might be very tempting to think that all we have done this year is to talk about our plans for the new Wellbeing Wing, but that has rather simply been one of the main plates that we have had to spin, and as well as planning for the future, we have tried not to lose sight of ensuring that when each patient comes for treatment, they have the very best service possible delivered to them today, rather than being on a permanent promise of improvements tomorrow.

Last year we treated a total of 3,540 patients of whom 316 were retired officers. In terms of numbers despite it being quite a challenging year, all the treatment arrows were up, and we treated 8 % more patients over the previous year, and we treated more Retired Officers than the previous year.

This year the figures included:

- 7,800 Hours of Fitness Instruction & Fitness Classes
- 21,775 hours of police specific tailored programmes
- 5,192 Hours of access to class leading Gym Facilities

and it is probably worthwhile highlighting that we have reviewed most of our classes this year as well rolling out a new and improved programme, and it remains inspiring to see our patients in the gyms from 0800hrs for the first class of the day, and quite how committed each of them are to their own personal rehabilitation.

In terms of the PWP, in 2018 the PTC treated almost 1,029 men and women on the PWP, a growth of 32% over the previous year, which had increased over the previous year and that now means that 29% of our patients are treated on the PWP.

In terms of PWP related activity over 2018 we completed:

- 3,500 Hours of one to one counselling
- 2,100 Workshops covering stress awareness, coping strategies, mindfulness classes, and a variety of other activities
- 4,700 Hours of complementary therapy treatments,

and we continue to further review those classes associated with the Wellbeing Programme to ensure we are delivering the very best value we possibly can, and you have already heard Mark Oxley talk about our plans to review the PWP in year.

I think that poor wellbeing is the single biggest and growing health issue affecting the police service now, and I am very much aware that this is first not a new thing but has always been there, and second it can also take some time before it manifests itself. A good example of this was a conversation I had with a retiree a few months ago who as a young PC had been suddenly sent to be on mortuary duty at Hillsborough 30 years ago in 1989, something for which he had not received any training for or preparation in advance in terms of what to expect, and he did not receive any counselling or support afterwards. He had thought he had done relatively well dealing with that at the time, but with the recent news coverage, was suddenly dealing with flashbacks and some very intensive stresses. We are very conscious that it is an issue for the here and now, but there is also some retrospective work, care and support that we need to be prepared to deliver for those affected in the past who are now retired, and we hope that can be factored in for some of our developmental plans for the future once the new Centre for Clinical Excellence has been built, as part of our review to the support we can provide for retired officers.

I genuinely believe we are dealing with this issue in the very best way we can bearing in mind we only have two weeks to make a difference, and it is worthy of note that all our patients both physical and wellbeing are mixed together for activities, classes, socials and often treatment in contrast for example to Combat Stress the military mental health charity only treat patients for mental health and wellbeing issues at their centres, but my view as a layman is that our holistic approach where we do not distinguish between whether you have a physical or wellbeing injury or issue, is the best way, and it contributes to getting the wellbeing issue out in the open for a full and frank discussion, and is mutually beneficial for both groups of patients as they usefully feed and bounce off each other in a mutually supportive way.

However, of course we at the PTC are only one part of the solution. I am very conscious from having talked to many patients that they do have mixed experiences in how their needs are addressed in Force depending on which Force they are from, and how much investment that particular force or their respective OH department places in Wellbeing and so on. More widely than this whilst I do applaud the National Police Wellbeing Strategy as a principle, which was rolled out by the College of Policing to, shall I say, mixed reviews last month, I must confess to being disappointed to not seeing any mention of the PTC within that framework, recognising the PWP, and the everyday work we deliver to our wellbeing patients.

As I mentioned at the beginning of my report, I briefed you at last year's AGM that we had secured some funding to build a new Centre for Clinical Excellence and more bedrooms to cope with the growing demand from those in need of Wellbeing treatment we finally secured planning permission from Harrogate Borough Council in February, after what seemed like endless battles involving saving nesting birds, great crested newts, (and I am genuinely a strong environmentalist myself, so do not dismiss any of those issues) and then just as we all breathed a huge sigh of relief, Yorkshire Water then raised a red flag about a sewer pipe at the rear of the centre, threatening legal action if we did a build over. So back we went to the drawing board to seek out a workaround and then after more meetings, more sweating and stress, we finally think that we are just about there and hope to get formal confirmation in terms of re-routing of sewers in the very near future and can commence work shortly. We are now back in business albeit slightly behind our original timeline, but I am now confident that there is a new Wellbeing centre coming to the PTC, and I think huge credit is due to the PTC BOT for adopting a forward leaning approach and recognising this issue and a part solution that we can offer, and that is now going to be a key part of our focus over the next 12 months, but not of course our exclusive focus.

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I have talked a little about the Physical and the Wellbeing programme and blinded you with some stats, but of course part of the excellence of the PTC and what we think helps separate us from other similar organisations is the quality of and the approach of our employees, so in addition to those obviously very important treatment stats that I showed you a few minutes ago, in 2018, the elite PTC support team also:

- Folded 46,000 pillow cases
- Provided 9,958 meals

Amongst many other behind the scenes activities, and if you do not think that is important, then you have never had a bad night's sleep, or had a lousy meal and ran on empty, so these back office support functions, and indeed those team members who provide them and others, remain a vital part of who we are and what we do.

We have also endeavoured to improve both centres this year, and to that end I am pleased to say that we have dramatically extended our car parking at St Andrews which was part of the enabling works plan for the Wellbeing Wing, which many of you took advantage of today, and it is safe to say that several of us on site now know more about porous tarmac, landscaping, broken curb stones and many other aspects of the project which we got drawn into more than we would ever wish to know under normal circumstances,

We have completely reconstructed the Conference Room in CB, which as well as providing a better facility for internal meetings, also allows us to generate some extra Conference Room income, and we have also refurbished the pond in CB, which we are now awaiting to be naturally filled by the finest Scottish rain, and as it is Scotland it should not take too long.

These with a whole host of other improvements ensure that the PTC remains a vibrant, dynamic centre that delivers class leading treatment to those who need it, in a timely effective manner.

The real estate improvements are of course just one part of the PTC, there were lots of other things going on as well.

We expanded the Donor Engagement team to ensure that we both get our messaging out there, and remain available to support those who need briefs and updates, and in 2018 the team carried out:

- 156 Student Officer Briefs
 - 7 PCSOs
 - 5 Specials
 - 8 transferees
 - 87 Pre Retirement Briefs
 - 16 Wellbeing events
- and 15 conferences or other events,
- and amongst all those other events were
- Wellbeing Events at GMP, Durham, West Yorkshire, Northumbria, Lancashire
 - British Association of Women in Policing Awards Dinner
 - 7 x Conferences, policing, OH and others
 - Support to Family Days
 - NARPO conference
 - RPOAS
 - A variety of Awards
 - AGMs
 - Dinners and:
 - A whole host of other functions

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Some of which you can see represented on this slide here, and that is not an exhaustive list, but it just gives you a flavour of the grand total of 293 engagements where they are trying to get the PTC message out, but also of course get individuals to sign up to the Charity.

We have had a steady stream of visitors to both centres, we never do anything special for these visitors so they see the PTC as it is on that day, but we try and invite all new Chief Constables, all new Association and Federation Chairs and Secretaries, OH departments and HR departments, and anyone from within the police family who want a better insight to who we are and what we do, and for some of them it can be very useful to reinforce the point that we are a place of work and rehabilitation.

We also have a number of other visitors from outside the police family some of whom are very low maintenance and do lead to good donations, and others who are distinctly more high maintenance such as the Al Maktoum College visit which Paul Grant my DCEO hosted yesterday.

I mentioned donors and I suppose that this does continue to be a source of frustration for me about how some of our forces do give, and do so very generously, and others simply do not, but their officers and staff who come for treatment all still benefit from those Forces who give, but this is another area that I did bang on about perhaps too much last year so should not repeat unduly, but the message is getting through and we did last year have three new forces make donations who had not previously done so, and thanks in particular to our colleagues in the Federations of Derbyshire, Cumbria and Merseyside who helped facilitate this, and of course for the respective Chief Constables in authorising it.

We have also had some big external donors in the past 12 months including HE Mirza who donated another £40K on behalf of HH Sheikh Hamad of the Al Maktoum family in Dubai making a total of £100K in the last 2 ½ years (that probably answers the question for those of you who were wondering why we hosted the Al Maktoum College from Dundee yesterday, a generous £75K donation from the Liz and Terry Bramall Foundation to support our Wellbeing Wing and although that was very welcome when we got it, that grant was literally three years in the making, many meetings, including a rather bizarre request for me to go and brief Harrogate Ladies College about the PTC, but that was the final piece in the puzzle of getting the grant agreed, and of course we have had many other smaller not insignificant amounts all of which add up to a decent sum of money. I would also like to highlight the Blue Lamp Foundation headed up by Peter Sweeney who is here today, the BLF have been incredibly supportive of the PTC in recent years and one of the many things that I do like about Peter Sweeney is that he always has a super positive approach and wants to make things happen, and whilst he has a healthy respect for governance and transparency, he recognises the value of what we do at the PTC, and for the benefit of our patients has always worked very hard to cut to the chase, not to spend too long thinking about why we shouldn't do something, but prefers to focus on how and why we should do it, and then he drives it forward, so Peter many thanks to you publicly for your personal support and work for BLF and for the PTC, and for the generous grant commitment that BLF has made again in year to the PTC.

We are always very grateful for any Force, Federation or Association or other organisation that chooses to have the PTC as its beneficiary charity at one of your dinners or other events, and noteworthy amongst those was the extremely well supported Thin Blue Line Ball which took place at the Imperial War Museum in Manchester in April this year with the PTC as its beneficiary.

If you are here today representing one of those Federations or Associations and have such functions planned either regularly or routinely do please think of us next year even as a

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one off (and I am conscious that at we have good examples of that from Cleveland and Cheshire Police Federation who have us earmarked as one of their charity beneficiaries at events in the near future). I will always come and speak and attend such an event, if you wish.

We are also very grateful to our individual fundraisers some of whom you can see pictured on the screen who last year collectively tripled the amount raised for us in 2017, and we hope that is part of an emerging pattern of some charity at least beginning at home and police family members looking at how they can benefit and support those police charities which then support them in their time of need.

You have already heard in the financial briefs about the income raised from the lottery which continues to ride high, B&B income and Patient Social Committee money, all of which we never take for granted but have to earn every year, but have become important parts of the PTC Income stream, but as all of you are aware, we pride ourselves on always attempting to look out for new sources of income and new ways of doing things. This year we have again run another successful cycling Sportive.

We are also very grateful for the sponsorship from our friends in the Northern Police Health Care Scheme for the Sportive, and for a slightly different way of doing things in our partnership with them, which has significantly boosted the number of PTC donors in Force areas with historically lower sign ups which generated a significant sum of income for the PTC, but was also very hard work by all the PTC employee team

We have continued to run a series of Recharge days for Lancashire Police, and in 2018 we welcomed Staffordshire Police into the PTC constituency which was fantastic news for us, and we hope and think for Staffordshire as well.

We also signed a mutually beneficial contract to treat law enforcement colleagues from Immigration Enforcement, and it was great to see that our first IE patient who having never heard of us literally one week when she arrived, was leading, driving and running the patient social committee in her second week with us. I am delighted to welcome Mathew Gregory and Danny Vickers who are representing IE at the AGM today, and I do hope that we can maintain our working relationship with you, as it is clear to us that there is a need for the services of the PTC within IE, and that you remain an important part of the law enforcement community.

We have consistently sought out a number of other business opportunities, none of which have adversely affected our Raison D'etre which is to treat and support ill and injured serving and retired police officers and staff, but all of which have benefitted the PTC and our income and allowed us to maintain our status as the class leading treatment centre in UK policing.

We also found that the reputation of the PTC has expanded internationally during the last 12 months, and we have exerted influence overseas when I found myself being interviewed and advising on an American project on the treatment of serving and retired police officers in the USA, and a few weeks ago took part in a short one week trip to Melbourne, Australia where I spoke as a key note speaker at four large conferences, one of them with over 300 attendees, then at a Forum and a series of smaller working groups, ended up being the guest facilitator and took part as an adviser in a series of State Police, and State Government meetings. They do not have anything like the PTC, they are hugely impressed by what we do but they are now trying to establish their own centre based on our model.

So what next? Well I think that the first thing to emphasise is that although self-praise is no recommendation, I genuinely believe that our stock is high. We really are doing a

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fantastic job at the PTC and I am proud to say that when we have expanded into something new or a bit different, the PTC Board of Trustees and Employee team have responded superbly, whilst making sure that every individual who come to the PTC, she or he felt that they mattered, and that their stay was about them.

Our brand is trusted, valued and respected, and held in extremely high regard both nationally, whether it be other Home Office Forces and Law Enforcement Agencies wanting to join us, or it be internationally in the USA and Australia where they are extremely impressed by what we have and what we do at the PTC, and we here must ensure that we never take what we do for granted, or become too complacent about our work.

The expansion of our work on Wellbeing provision is going to be a key part of what we do in the future, but it is not the only part. I remain confident that we are going to move on this next year with a new Centre for Clinical Excellence and more accommodation for our patients, but we also need to ensure that we maintain our superb clinical physical provision, and continue to do what we do in this respect to the same very high standards as we have always done.

We do also have to keep moving forward, constantly review what we are doing and how we are doing it, and make sure that we remain at the pinnacle of what we do, and are an envy to others, and that we are a class leading treating Centre that remains at the cutting edge of treatment when our patients most need it. But whilst doing so and for all you military strategists out there, we do need to remain alive to other opportunities as they multiply and look for other opportunities to refresh and to revitalise our treatment, services and brand.

Wayne Marques, who was awarded the George Medal for his actions in the London Bridge terror attacks in 2017, has been to us for treatment on a couple of occasions and who I think epitomises what we do here and why we do it. Wayne's photo is also shown as it was also the most liked one of the year, and that is a real accolade, because the previous year it was police puppy dog Jaxx, and I can think that I can just about say that a George Medal does out trump a police puppy dog for the almost final photo of the presentation, but it was very close! And I will let you decide whether a George Medal still beats a Puppy photo (picture of the latest Leonberger Therapy Puppy called Reckless) who comes into the centre here at SA.

I started with a reference to the numbers and some generalities, but to bring us all back down to earth I will conclude with a quote from a letter from a patient that we received a few weeks ago who had attended the PWP, which moves us down from some of the strategic issues that we have been discussing, to where it really counts, the direct human impact of what we do and what this means for individuals.....

"IN CLEAR AND UNAMBIGUOUS TERMS THE PTC SAVED MY LIFE FOR WHICH I WILL BE FOREVER GRATEFUL. THANK YOU TO EVERYONE FOR GETTING ME BACK ON TRACK, AS YOU HAVE FOR SO MANY OTHERS AND WILL DO FOR SO MANY MORE"

And I think notwithstanding some of the other big strategic issues I have talked about today, is a good place to stop, and remind ourselves of why we do what we do, and the daily difference that we make to people's lives.

Thank you everyone, it has been another good year, and great at the PTC to be a part of something important.

There were no questions.

3.9 ANY OTHER BUSINESS

There being no further issues, the Chair declared this section of the meeting closed.

4. THE ST. GEORGE'S POLICE CHILDREN TRUST

4.1 MINUTES OF THE ANNUAL GENERAL MEETING HELD ON 28 June 2018

These had been circulated to all members and displayed on the website and were taken as read. John Skelton, Nottinghamshire proposed that these be accepted as a true record, seconded by Andrea MacDonald, Police Scotland. All present agreed.

4.2 MATTERS ARISING FROM THE MINUTES

There were no matters arising.

4.3 ANNUAL REPORT

Presented by Liam Kelly, Chair, Board of Trustees

As the Chair of the Board of Trustees of the Police Treatment Centres, L Kelly presented the Annual Report for the year 2018.

There were no questions

4.4 INVESTMENT MANAGER REPORT

Presented by Nick Bence-Trower, Cazenove

N Bence-Trower explained that the presentation and slides that he had delivered to The Police Treatment Centres section of the AGM were equally relevant to St George's Police Children Trust as the funds were invested in the same way.

He reported that the investment portfolio ended 2017 with a value of £14.9 million which compares to £15.7 million twelve months earlier an decrease of (4.5%).

There were no questions.

4.5 AUDITORS REPORT

Presented by Steve Williams, Murray Harcourt

S Williams, Murray Harcourt reported on income and expenditure which showed that income in 2018 was £1,186,641 and expenditure of £922,744 which related to beneficiaries grants.

The balance sheet of the Charity is £12.7 million in total showing the reliance on the investment portfolio.

The audit approach taken is similar to that taken for the PTC and resulted in an overall unqualified audit opinion.

David Richards, Treasurer of the Gurney Fund queried the increase in donation rate from 20p to 35p during the year. P Cairns commented that the rationale behind the increase would be covered in his presentation which he hoped would answer David Richards' query.

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There were no further questions.

4.6 TREASURER'S REPORT **Presented by Peter Henson, Treasurer**

P Henson began his report by saying that his presentation would provide details of the financial position of St George's Police Children Trust and the work that the Trustees and Staff have undertaken to ensure the long term future of the Trust.

He reported that the out turn for 2018 suggests that the Trust made a surplus of £263,897. The 2018 accounts have been prepared using FRS102, the Financial Reporting Standard which came into effect in January 2015 and the surplus is mainly due to two items.

The trust is obliged to make a year end provision to cover all the beneficiaries contained within the Charity's records at the end of the year. The provision is based on providing support throughout full time education for each child up to the age of 25. The current provision is approximately £3.5 million. Between years the provision can fluctuate for a number of reasons. For example:

- New beneficiaries being added to the list, this together with their age and the financial circumstances of the family.
- The number of children that leave education in the year.
- Variances and changes in household income

In 2018 the provision required increased by £139,430 generally as a result of the Charity supporting younger children together with making a provision for new beneficiaries and the benefits provided. This provision will change on an annual basis depending on the number of beneficiaries claiming and the age of those beneficiaries. He stressed this is an accounting provision and not cash held within the Trust and finally in 2018, the Trust did not need to draw down on its contingency making a saving of £262,000. A contingency is required as the Trust does not know how many new beneficiaries it will take on in the year and the amount it will have to pay out. Therefore, the true surplus to the Trust was in the region of £140,000 in 2018. This was largely as a result of a strong performance of investments in generating additional dividends. The Trust has become more and more reliant on dividends to meet the financial needs of its beneficiaries.

The Treasurer continued by explaining that the vast majority of income received by the Trust is derived from dividends, 52% in 2018 and 48% from officer donations which equates to £612,000 from dividend and £574,000 from officer donations. The Trust is reliant on dividends to make payments to beneficiaries but less so since the donation rate increase. Without the investments the Trust would either have to reduce the amount of support it could offer or increase the donation rate.

On 1 January 2018 following consultation with Federations and current beneficiaries, the Trustees increased the benefits being offered to beneficiaries as follows:

- Supporting children where the partner of a police officer dies.
- Providing driving lessons to the value of £1,000 per child.
- Financial support for counselling to the value of £1,000 per child.
- New beneficiary grant increased from £100 per child to £1,000 per child.

During 2018 the Trust made every effort, with the support of Federations to communicate these changes to donors. To date two families have been supported where a police officer's partner has died. 18 children have received the driving lessons grant and three have received support for counselling.

The Trustees remain cautious as there is the potential for further cuts in public spending which will put additional pressures on the budget of the St George's Police Children Trust

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and the wider police family. As a method of financial prudence the Trust presents the Trustees with a medium term financial forecast as part of the budget process. Matters which are likely to have a significant impact on the Trust are the government continuing to reduce police officer numbers and the cost of living for beneficiaries. The increased donation rate and the current information we hold gives the Trustees some confidence that the Trust will be financially secure until at least 2021. The new donation rate allows Trustees times to look at how income can be increased or expenditure reduced and put plans in place.

The Charity is conscious that there may be children who it should be supporting, but of whom it is not aware. During 2019 the Trust will continue to promote awareness through the Donor Engagement Team. Hand in hand with the awareness campaign the Charity is promoting the Trust at every opportunity, at student inductions and at presentations to new recruits. Currently there are only 36,000 police officers donating to the Trust with approximately 30,000 officers not doing so and who could not access the benefits should they be needed.

The Trust has put in place a strategy to increase its income over the next few years and one of the key pieces of work is the creation of a legacy strategy to target previous beneficiaries, who have achieved careers, which they might not have been able to attain without the financial support of the Trust.

St George's House - The trust acquired this property in Harrogate in 2013, to support the beneficiaries of the Trust, as a holiday let, but where spare capacity allows, other members of the police family. There are still some spare weeks available in 2019 and you can find more information on the website.

The Trustees have approved a zero balanced budget for 2019.

The Treasurer reported that, over the last few years the Trust has reacted to changes in society and has adapted the way benefits are allocated to its beneficiaries allowing the Trust to target those most in need with additional money, while not losing sight or support for others. The timeliness of grant making has been increased so that beneficiaries receive a registration grant upon receipt of their application and will then receive a minimum of £10 per week per child. During 2017 the Trustees approved a wide range of new benefits to support beneficiaries and making the Trust more modern and making the Trust fit for purpose going forward.

The Treasurer concluded by hoping that he, together with the Trustees and the administrative staff, had demonstrated, how the Trust is supporting the children of deceased or incapacitated officers, to the very best effect.

There were no questions.

4.7 CHIEF EXECUTIVE'S REPORT **Presented by P Cairns, Chief Executive**

P Cairns opened the St George's report commenting that it would be significantly shorter than the PTC one, but following the same pattern, so started with the numbers again and as a reminder these cover the 12 months from the last AGM in June 2018:

We currently have 201 current child beneficiaries plus 54 students in receipt of the Higher Education Grant and that is an increase in the number of both of those since last year and it is worth highlighting that these students get £500 each term whilst at Higher Education. SGPCT is a grant making charity that provides financial support to our beneficiaries but we do occasionally review as to whether we might provide some sort of event or activity as our

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colleagues in the Gurney Fund do, and Dave Richards the Treasurer from the Gurney Fund is here today and the Gurney Fund do run a variety of hands on activities such as sailing which are extremely well received, but we are also very conscious that our beneficiaries all over the UK and beyond, and as well as being logistically difficult to bring them all to Harrogate, they may not want to come for a variety of reasons so we aren't quite sure whether we do want to head in that direction yet so will continue to keep it under review .

SGPCT has provided cover for beneficiaries whose police officer partner has died and have already had a number of recipients, paid out on driving lessons to 18 families, and at least some of them have passed and I am pleased to note that we now have our first beneficiaries lined up to take advantage of the child counselling grant. This is a highly individual decision that parents, in conjunction with their children, must decide when is right for them to take advantage of, but one which remains there for them if and when they need it.

I will also take this opportunity to emphasise to all of you closely engaged in Association and Federation roles, and are routinely the custodians of your members welfare and support provision, if and when there is a death (of the Officer or their partner) or a medical retirement, please ensure as you step into that support space, to ask the question was this individual a donor to SGPCT. If they were the Charity really can provide a fantastic range of measures to help support them at what is likely to be an extremely difficult time.

I am also pleased to say that the Charity has paid out a number of Ex Gratia Grants this year, and in addition to the rather more typical requests such as computers, we have also supported Duke of Edinburgh Expeditions and indeed Scout Jamborees.

Charlotte, who is the daughter of PC David Brentnall, of West Mercia Constabulary, who sadly lost his battle with cancer when Charlotte was just four years old. Sally Brentnall, David's widow, has been receiving help from St George's Police Children Trust since David's death in 2005 and that has allowed Charlotte to do a variety of activities including Duke of Edinburgh Award which was awarded to her at Buckingham Palace.

One of the other benefits of the Charity that you have already heard about in the Treasurer's report is the use of the holiday home which lies just outside the PTC perimeter, for the last 12 months we have actively tried to encourage more use of the home, and now have 25 beneficiaries and five paying guests booked up to use it in 2019 so far.

Although there is an element of flexibility for the trustees in deciding who might be a beneficiary from SGPCT, a key requirement is that they must be a donor to the Charity, and we have had some very long, and on occasion heart breaking discussions in the boardroom over the last 12 months by trustees discussing any eligibility for those who are not donors to the Charity.

Can I implore those of you in positions of influence here today (that is all of you) to communicate to your colleagues what SGPCT is, what it does, and what the benefits are to be gained from being a donor to the Charity. Eligibility is not overly complex, but a key requirement, is that the individual is or was a donor to the Charity, once this basic principle is established, it at least gives the trustees something to work with as a point of discussion.

Please also get the message out about the Charity in the round, donor numbers were down quite significantly to the Charity in the last 12 months, much of it natural wastage as the longer in service cohort, who typically signed up for everything, depart and are replaced by a younger group who are less likely to sign up for SGPCT and indeed many other things.

Most of you are aware that we did increase the SGPCT donation rate last year from 20p per week to 35p per week (£10 to £18 pa), we genuinely do not believe that this has contributed to the drop off in donor numbers and have not heard a single comment to this effect, but actually that drop in numbers has vindicated the decision to raise the donation rate, which has mitigated against the loss of income that would have otherwise been the case, if the Trustees had not put the donation rate up.

So in conclusion, notwithstanding some of the challenges for SGPCT in the last 12 months, we have brought in new beneficiaries this year, raised the donation rate, changed and expanded the benefits, and really done some good, I suspect that is quite an achievement, something to be proud of, and a suitable moment to conclude my CEO Report about SGPCT subject to any questions you may have, but as a last plea, do please help us to get the word out, this is too important a Charity in terms of the work that it does, to not have a prominent role and position in that network of charities and support measures designed to support one of your colleagues and families, at a time when one of the worse things in their life has happened.

There were no questions.

4.8 ANY OTHER BUSINESS

No items being raised, the Chair declared this section of the meeting closed.

There being no further business, The Chair declared the meeting closed at 12.30 p.m. and invited those present to attend a buffet lunch and tour of the facilities, at St Andrews.

ENDS