



**The Police Treatment  
Centres**

**Impact Report  
2019/20**

# Index

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# Welcome from our CEO Patrick Cairns and our President Baroness Harris of Richmond

Once again, we welcome you to our annual PTC Impact Report; celebrating another huge year for the Centres. The Report is designed to give you a flavour of our work and activity over the last twelve months. Although the statistics and case studies are important, behind each one is a real person who has received treatment at the Centres.

During 2019 we treated more Patients than the previous year. Alongside treating injured and ill Police Family members, we also hosted Conferences, supported Occupational Health and Wellbeing Days within Forces and worked closely with all of our partners to deliver the high standards of service deserved.

There has been a steady increase in demand for Wellbeing provision over the last twelve months within the Police Family. We are delighted to say that work on the new Clinical Wing at St Andrews is now underway. We are on course to develop the new facility to be able to offer the first class treatment required by Officers.

The new Clinical Wing will add twenty new bedrooms, four counselling rooms, one nurses office, six therapy rooms, three workshop spaces and a community room to our real estate. We hope this will drive down treatment waiting times, allow us to run an additional Psychological Wellbeing Programme each week at our Harrogate Centre and give us the opportunity to further expand and improve the Wellbeing provision we offer.

The next eighteen months will be a tremendously exciting time for the PTC, our donors and our Patients. The development of the new Clinical Wing is part of our long term strategic plan to remain modern, vibrant and innovative to ensure we deliver the very best treatment to an evolving Police Service.

Thank you once again for all your support over the last twelve months. We urge you to continue to support us and encourage your colleagues to do the same. There is still much work to be done, but we are confident that with your help we can continue to move the PTC forward in the coming years and maintain our reputation as the premier Police Charity serving UK Policing.



*Patrick Cairns* MBE, DL, MA, BA (Hons)  
CEO



*Baroness Harris of Richmond* DL,  
President

# A Force for Promoting & Improving Health & Wellbeing

## PTC Vision

To establish the PTC as a Centre of Excellence that delivers class leading treatment for our Police Family Patients for their physical and psychological injuries, conditions and illnesses.

## PTC Mission Statement

The PTC will provide timely and effective treatment and support for our Police Family Patients, in order to improve their health, fitness and wellbeing.

## PTC Values

- ▶ To put our Patients and their needs at the core of everything we do.
- ▶ To put the Serving Police Family at the centre of our work and support Retired Officers where capacity allows.
- ▶ To strive for excellence in the quality of our facilities, care and treatments.
- ▶ We seek to nurture a working environment where colleagues feel valued and experience an atmosphere of mutual respect and absolute integrity in relationships.



# Dharmesh's Story

Dharmesh is a West Yorkshire Officer currently working in the People's Development Unit.

Dharmesh attended the Centres after a partial knee replacement and being diagnosed with arthritis in both knees.

*"I have always been a very active person, enjoying all manner of sporting pursuits. When I joined West Yorkshire Police in May 2005 my role was predominantly as a Response Officer. I had always struggled with issues in my knees; I believe that many of these issues were a direct result of years of wearing stab vests and utility belts."*

Dharmesh was treated on the PTC's Physiotherapy Programme and he was advised to undertake a number of specific exercises, hands on treatment, resistance band exercises and work in the hydrotherapy and swimming pools.

*"Throughout my stay I was made to feel so welcome by everyone at the PTC. Every member of staff from housekeeping to catering, admin and nursing, all played a major part in my improved wellbeing and recovery."*

*My stay at the PTC revealed to me how vulnerable every Serving Police Officer truly is. The PTC helped to give me a little perspective and helped me to understand that we are not alone; support is there physically or*

*psychologically.*

*I spent two weeks at the PTC and left feeling healthier, fitter and with a marked improvement on my mobility. I believe that the PTC is an essential service for every Serving and Retired Officer. One cannot put a price on health and rehabilitation."*



# Did You Know?

43,791

Serving Officers  
donate to the PTC



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



5,348

Retired Officers donated to the PTC in 2019.

We continue to support Officers into their retirement.

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

We treated

3,791

Police Family Patients in 2019 including Serving Officers, Retired Officers, PCSOs, Special Constables and Detention & Custody Officers

We have

171

Ambassadors throughout the country supporting our work



3,062

People follow us on twitter @PTCentres



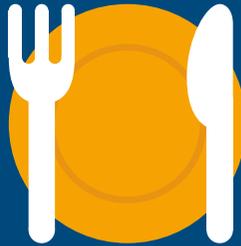
The Police Family can stay at the Centres as B&B Guests during the weekend.

In 2019

**1,404**



people took advantage of this offer!



Over

**55,000**

meals were provided to Police Family Patients in 2019



**95%**

Of Officers who completed a feedback form in 2019 rated the care provided at the PTC as a 5 out of 5

We attended

**277**

recruitment and promotional events in 2019, including; Student Officer and Pre-Retirement inputs, conferences and wellbeing events

**£2.5 million**

Funding was provided by Police Care UK to be added to the LIBOR fine grant; to develop a new Centre of Excellence at St Andrews and expand the provision for Psychological Wellbeing

Throughout 2019, the PTC worked in partnership with Police Charities UK to develop shared objectives. The PTC were also the beneficiary of the Thin Blue Line UK Gala Ball which raised over £15,000



There was a

**46%**

increase in Officers attending Wellbeing Events hosted at both Centres during 2019. These include Recharge Days and Wellbeing Weekends. These provide Police Family teams the opportunity to sample elements of the Wellbeing Programme whilst spending time as a team



# 2019 & 2020 Successes

2019 was another successful year for The Police Treatment Centres. We continued to treat more and more Police Family Patients across both of our Centres and welcomed new forces to our constituency.

The PTC continued to expand its relationships with Forces around the country; including supporting Harbourside Police and Immigration and Law Enforcement whom we welcomed in 2018. In early 2020, the PTC were pleased to announce that Northamptonshire Police were now able to access our support.

St Andrews was pleased to see the start of building works in 2020, which marks the beginning of the project to expand provision for Psychological Wellbeing. In February 2020, the DRCE Team, with the support of the Mayor and Mayoress of Harrogate, hosted an exclusive networking event in order to establish connections with local businesses and gain financial support for the new build.

2019 also saw a significant 65% increase in PSCOs, Detention and Custody Officers and Special Constables attending the PTC. The PTC also saw a 26% increase in Retired Officers attending. We have continued to receive excellent feedback from our Retired Officers;

*"The staff throughout have been beyond impressive and helpful. Nothing has been too much trouble for them. They are a credit to the centre."*

The Nursing Teams had a successful 2019; GAD and PHQ measurements continued to demonstrate Patient improvement and Patient feedback showed a continued high level of professional care. This was also reinforced by findings in the Robert Gordon University Report. The team also updated and modernised Patient handouts and have started to run menopause information sessions.

The Maintenance teams at both Centres were busy supporting external events and completing projects at both Centres. At Castlebrae the team refurbished the Conference Room, offices, bedrooms, boiler room, pool floor and the pond.

The maintenance team at St Andrews have been busy preparing for the new Clinical Wing. This work continues throughout 2020.

The HR department successfully facilitated the 2019 IIP awards, being once again awarded IIP standard and IIP Health & Wellbeing. The PTC has been IIP accredited since 2008. Employee engagement in the annual survey improved from 53% in 2018 to 64% in 2019.

In 2019 there was a 7% increase from 2018 in Patients attending the Centres



Castlebrae Centres also continued to work closely with His Highness Sheikh Hamdan Bin Rashid Al Maktoum, Deputy Ruler of Dubai. His generous donations, including one for £40,000, have been utilised to refurbish the Conference Room at Castlebrae. In 2019, Castlebrae welcomed 60 students from the Al-Maktoum College of Higher Education in Dundee. The students were treated to a traditional afternoon tea and a tour of the Centre.

St Andrews, Harrogate also played host to some exciting events throughout 2019.

The UCI Road World Cycling Championships rolled into Harrogate during September 2019. St Andrews were privileged to host Team GB and Team Australia for the duration of the championships.

This was a fantastic opportunity to showcase the PTC's first class rehabilitation Centres on an elite, international sporting stage. The event also raised over £80,000 for the Centres at a time when it would have been likely that the Centres would have had to shut to Patients and run with skeleton staff due to the significant disruption.

Alongside this, Castlebrae opened its doors to the public and Transport for Scotland Staff for the prestigious Solheim Cup.

This raised over £10,000 for the Centres and created links within the local community.

The PTC St Andrews also hosted the Christian Police Association Conference in April. This conference spanned an entire weekend including live music, guest speakers and a gala dinner. The PTC hope to expand their conference offer into 2020 / 2021 as the development of the new build continues.

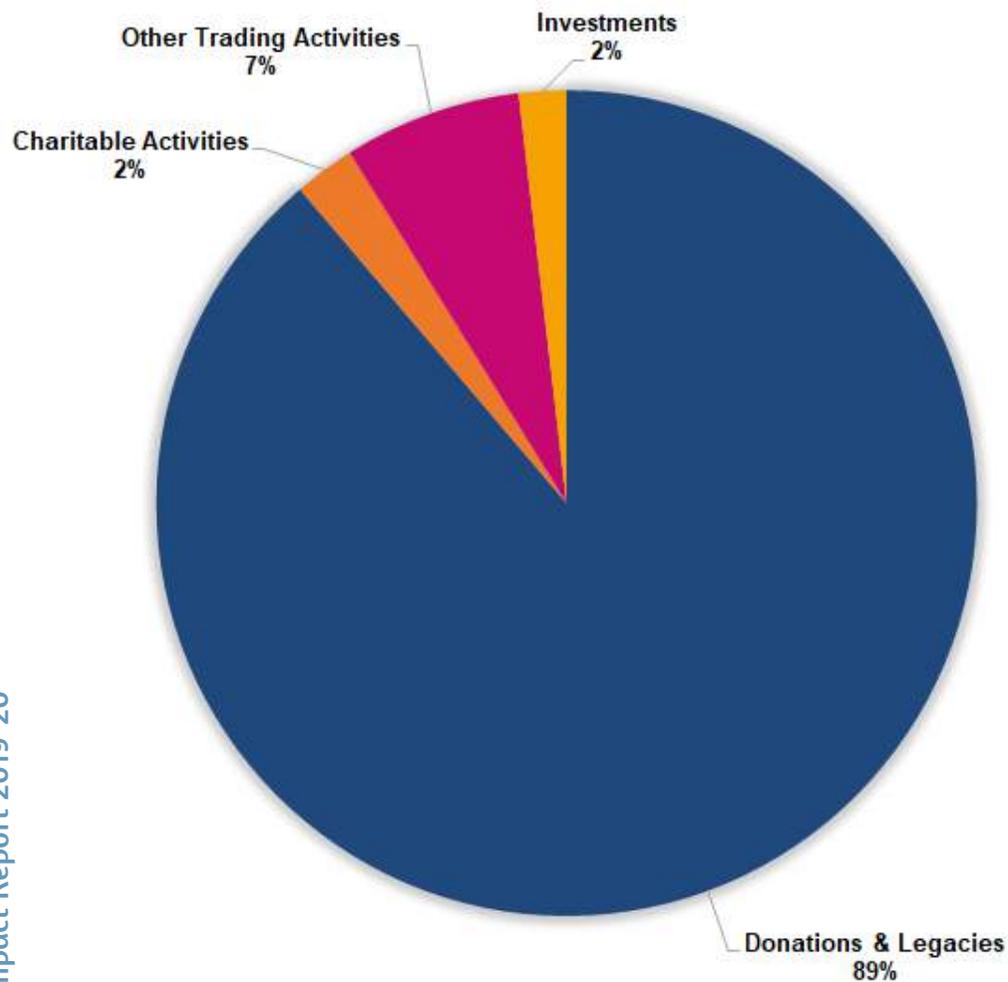
*"The PTC was an outstanding and easy place to operate out of for the Championships"*



External events hosted by the PTC require a huge team effort. The Catering and Dining Room Teams, Housekeeping, Admin, Security and Maintenance at both Centres put in extra hours for events such as; the Solheim Cup, PTC Peloton, UCI Championship, Christian Police Association Conference, AGMs, Wellbeing Weekends and Bed and Breakfast Weekends, ensuring that these events were a huge success.

It is important that alongside the vital Physiotherapy and Psychological Wellbeing Programmes offered, the PTC continue to research new revenue streams into 2020 and beyond to ensure the future of the Centres.

# Our Income 2019



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

**89% of our income comes from members of the Police Family donating to be eligible for our class leading treatment.**

**Many Serving Officers donate through their payroll, whilst others set up direct debits.**

**It is essential that The Police Treatment Centres continue to explore new avenues of funding and income generation in order to secure the future of the Centres for the next generation of the Police Family.**

# Where Your Money Went

£20 could fund a complementary therapy session



£25 could fund one training programme assessment

£35 could fund one session with a counsellor

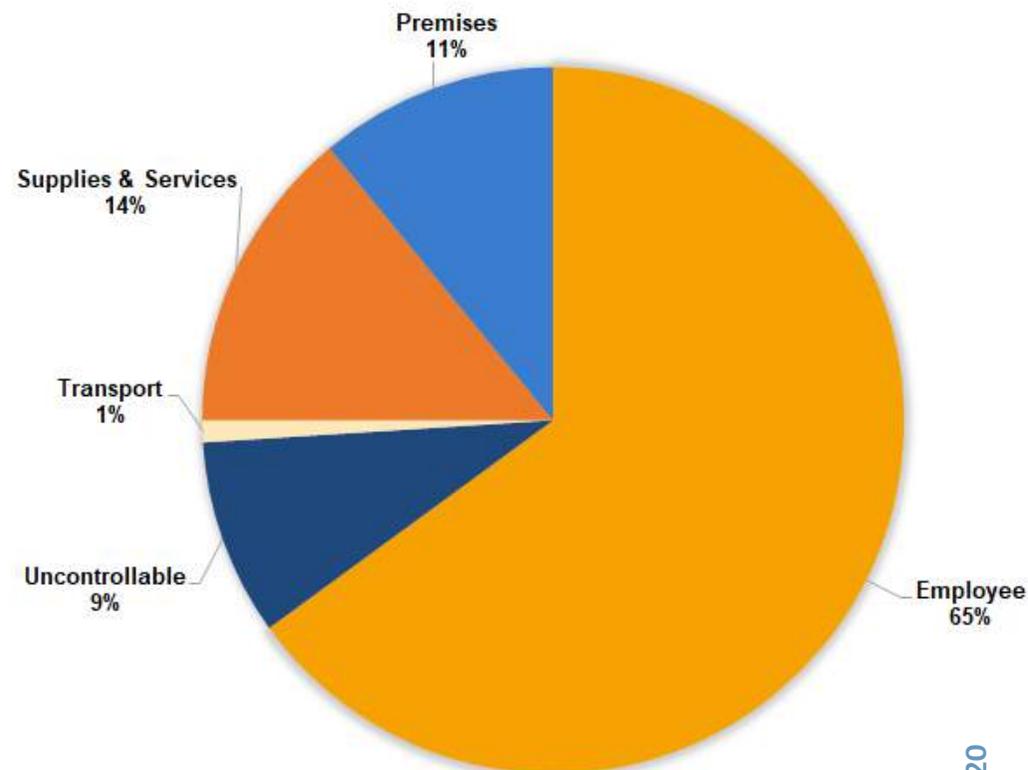


£50 could fund one physiotherapy session



In order to be eligible for free treatment, Serving Officers donate just £1.80 per week. Retired Officers donate just 65p per week. When patients attend, all of their treatment, access to facilities and accommodation is entirely free.

For every £1 you donate, 90p is spent directly on patient care



# Physiotherapy Programme

**2,571**

Physiotherapy Patients were treated in 2019



The Physiotherapists provided

**22,187**

hours of Police specific tailored programmes including: manual therapy, exercise prescription, pain relief modalities including acupuncture and electrotherapy



**7,300**

Hours of Fitness Instruction & Fitness Classes provided

We provided

**4,925**

hours of access to our first class gym and fitness facilities



**50 hours**

Of in house clinical training for Physio and Fitness Teams. Plus external funded training, mandatory training and time allowed for self-directed continuing professional development



We provided

**4,675 hours**

of leisure pool and hydrotherapy pool access

# Patient Impact

"Had I not been given the treatment at Harrogate, I feel sure that my career would have been over and that I would have been left with a limp. It wasn't easy and there were a lot of tears along the way but I made it."

"Everything throughout my stay was 'spot on'. Everyone at the centre was first class, not only in assisting with my injury but also recuperation. Retirement after long service is a lonely place, my visit has helped immensely."

"The treatment I received whilst at the PTC in Harrogate transformed my leg and in particular my foot from useless appendage to a working functional asset. Your staff encouraged me to keep going and put the work in, even when it seemed at its hardest. The Police Treatment Centres and everyone who works there have certainly transformed my life."

"The staff have been exemplary! I will always remember how they made me feel valued, loved and safe. I am walking out feeling fitter, stronger in mind and body and confident."

"I haven't met one member of staff who hasn't been a credit to the PTC. Everyone was extremely helpful, kind and supportive."

# Psychological Wellbeing Programme

3,600

Hours of one on one counselling provided



1,220

Patients received wellbeing support in 2019 through our Psychological Wellbeing Programme, Wellbeing

Weekends and Recharge Days, this is a 19% increase on those attending in 2018.

We believe it is vital that the PTC are able to provide increased provision for our Wellbeing Programme and we hope that the new Clinical Wing will fulfill this ambition



31

Recharge days were provided to Lancashire Constabulary.

These days provide teams the opportunity to take time out together and focus on their Wellbeing

We provided

4,600 hours

of complementary therapy; including swedish massage, aromatherapy and indian head massage



42

Events including wellbeing weekends, recharge days and wellbeing events



200

Hours of visits from the Therapy Dogs

# St Andrews' Clinical Wing

During 2020/2021 the PTC will establish a new Clinical Wing in partnership with Police Care UK.

Recent research published by Police Care UK, has revealed that more than 90% of Police Officers will be exposed to multiple traumatic incidents during their career and that 1 in 5 service personnel are currently living with symptoms of PTSD.

The new Centre of Excellence will be built at the site in Harrogate. It will focus its efforts on building resilience to better support the wellbeing of Officers and provide access to treatment that reflects the needs of policing, including Post Traumatic Stress.

We hope that by establishing the new facility, we will be able to continue to provide much needed class leading support to our Police Family Patients.

The new Clinical Wing will represent a real increase in provision for Physical and Psychological Support for the Police Family. The new build will comprise of two new wings with two floors, adding twenty bedrooms to our real estate, four additional counselling rooms, one nursing surgery room and additional office space, six therapy rooms, three workshop spaces and a community room.

Currently the PTC are able to provide a two week intensive Psychological Wellbeing Programme; providing Police Family Patients with the tools and techniques to help them with mild to moderate stress anxiety and depression. The PTC are currently limited in the amount of Patients that they can provide this care to each week.

The new Clinical Wing will allow us to double the input that we are able to provide at St Andrews; an extra forty two hours of Counselling, forty six hours of Complementary Therapy, six hours of Fitness Instructor time and approximately an extra thirty two hours of Nursing support each week.

We hope that the provision of the new Clinical Wing will enable us to continue to meet the increasing demand for Wellbeing provision for our Police Family Patients.



# Income Generation

Each year it costs £5 million to operate both of our Treatment Centres.

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

89 % of our income is generated by donations made by Serving and Retired Officers. The remainder of our income is made up from a variety of sources including fundraising, donations, legacy donations, third party claims, hospitality and lottery.



## Social Committees

# £65,434.68

raised at both Centres during 2019 by the Social Committees.

This is broken down as £27,077.30 at St Andrews and £38,357.38 at Castlebrae.

Each week we encourage our Patients to get together and form Social Committees. This is not only a great way to fundraise for the PTC through anything from bingo, quiz nights and superb raffles; but is also a fantastic way for Patients to socialise during the evening and get to know more about their colleagues.

## Legacy Giving

In 1897, we made it our responsibility to provide treatment and support for injured and ill Police Family members. It's a promise we have upheld to the thousands of Officers attending our class leading Treatment Centres since then.

Leaving a gift to the Police Treatment Centres helps to ensure that we can continue to be there for future generations of Police Family members; to provide treatment, rehabilitation & support when it's needed most.

During 2020 we will continue to promote legacy giving as an easy way to support the PTC. When making or updating a Will, you just need to let your solicitor know your intentions. There is no obligation to let us know if you do decide to leave a gift to the PTC.





## Charity Lottery

**£124,405**

was raised through the charity lottery in 2019

At the end of 2019 there were

**2481**

players in the draw with 10,394 chances to win



Throughout 2019 the Lottery had some fantastic spot prizes in the two superdraws including; two tickets to Yorkshire CCC and a cycle jersey signed by Team Australia.

Anyone can sign up to play the PTC Lottery and it is a great way to help the PTC generate income.



## Hospitality

**£106,206**

was raised through sale of hospitality rooms in 2019

rooms sold across St Andrews and Castlebrae for B&B in 2019



**19%**

increase in income raised through hospitality from 2018!

2019 was an exciting year for the PTC's hospitality, including offering rooms for the UCI Cycling Championships, Solheim Cup and Christian Police Association Conference.

The Police Family continue to utilise our hospitality offer with most rooms being booked for the year by the summer! 100% of our guests thought that their stay was value for money and they would visit again!

Remember that during 2020, subject to availability, you can also book one of our self-catering cottages at both sites or St George's House in Harrogate. More information can be found on our website.

# Fundraising

2019 was another record breaking year for Fundraising...with an amazing £59,683.12 raised. Here are just some of our Fundraising Heroes...



£616 raised by Hearing Star through their Super Saturday Events



Thin Blue Line UK raised £15,000 at their Thin Blue Line Ball



Nicola and Chris Hilton raised £985.32 competing in a series of marathons



£3,392 raised by Laura Sayer who completed the NYC Marathon



Graeme Openshaw completed the Manchester Marathon and raised £1,176.37



72 competitors took part in our annual Back on the Beat Cycle Sportive 2019



Josh Lumsden completed the Great North Run and raised £327.31



Our Stirling Half Marathon Runners raised £1,123.66



Our Manchester Half Marathon Runners raised £891.55



£32,057.08 raised by the PTC Peloton who completed 249 miles from Auchterarder to Harrogate

# Some Of Our Supporters

A M Fenton Trust

Ayrshire RPOAS Branch

Cheshire Police Federation

CP Thackeray Charitable Trust

CSIS Charity Fund

Cumbria Police

Durham Constabulary

Greater Manchester Police

Hearing Star

HSBC Trust

Humberside Police Federation

Lincolnshire Police

Merseyside Police

National Association of Emergency  
Services Wellbeing Advisors

North Wales Police

Northumbria Police

NHS Retirement Fellowship

Paul Bone

Police Scotland

Professional Security Magazine

PSNI

Purnley & District Probus Club

Rotary Club Carse of Stirling

Russell Haldene Trust

Scottish Police Credit Union

Scottish Police College

Scottish Police Federation

Sheikh Hamdan Bin Rashid Al Maktoum

The Liz and Terry Bramall Foundation

The Worshipful Company of Security  
Professionals Charitable Trust

Waitrose, Harrogate

West Yorkshire Police and Crime Commissioner

York Minster Legal Service

# Employees and Trustees

## Our Board of Trustees

President:	Baroness Angela Harris of Richmond, DL
Chair of Trustees:	Liam Kelly
Vice Chair of Trustees:	Craig Grandison
Chair of Finance & Human Resource Committee:	Craig Grandison
Vice Chair of Finance & Human Resource Committee:	John Skelton
Treasurer:	Peter Henson

## Senior Management Team

Chief Executive:	Patrick Cairns MBE, DL, MA, BA (Hons)
Deputy Chief Executive:	Paul Grant
Chief Finance Officer:	Peter Moore
Head Of Clinical Services:	Mark Oxley
HR Manager:	Steve Cook

## St Andrews, Harrogate

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

## Castlebrae, Auchterarder

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

# The Future

2019 was a successful year for the PTC and we know that we will be able to continue this momentum into 2020 and beyond.

During 2019 the PTC continued to see a rise in total donors; a total of 49,139 Serving Officers, PCSOs, Special Constables, Detention and Custody Officers and Retired Officers currently donate to the PTC and are eligible to receive our support.

3,791 Officers attended the PTC in 2019, which is a 7% increase from 2018. Not only does this represent a fantastic impact on the Police Family but also denotes a massive saving of over £16 million to our constituent Police Forces.

Throughout 2019 and into 2020, the PTC has been working hard to ensure that all of its constituent forces are aware of the support available. The DRCE Team have worked hard to visit as many forces as possible, initially with the intention of recruiting PTC Ambassadors.

These Ambassadors, with support from the PTC, will ensure that colleagues know how to sign up to the PTC and also how to receive support if needed. However, whilst the Team were seeking to recruit Ambassadors they also had the opportunity to talk with staff at multiple stations and HQs; this work has proved invaluable in educating Police Family colleagues about the benefits of the PTC and

also busting some myths.

The Team will continue this work into 2020 and 2021. It is vital that those Officers who are eligible to attend for treatment, do so when they need it. It is important that they receive the support from their force and the encouragement to seek help for both physical and psychological injuries.

In early 2020, St Andrews, Harrogate has already seen the start of ground works for the new Clinical Wing. This new facility will no doubt be the focus of much of our efforts during the year, with the hope to accept patients in 2021.

Alongside this, the Clinical Teams will continue to work hard to provide class leading care to our Police Family Patients; whilst managing a transition into the new wing and recruiting new staff. The teams will also work hard to assess the results of the recent Robert Gordon University Study into the Psychological Wellbeing Programme and how this may affect what is delivered to new Patients.

Thank you for your support throughout 2019 and we look forward to your continued support in the years to come.







# The Police Treatment Centres

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

## The Police Treatment Centres

St Andrews, Harlow Moor Road, Harrogate,  
North Yorkshire HG2 0AD

**Tel:** 01423 504448

Castlebrae, Castleton Road, Auchterarder,  
Perthshire PH3 1AG

**Tel:** 01764 664369

**Email:** [enquiries@thepolicetreatmentcentres.org](mailto:enquiries@thepolicetreatmentcentres.org)  
[fundraising@thepolicetreatmentcentres.org](mailto:fundraising@thepolicetreatmentcentres.org)



**Website:** [www.thepolicetreatmentcentres.org](http://www.thepolicetreatmentcentres.org)

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