

Impact Report

2024 – 2025





Outdoor gym at our Harrogate Centre

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Welcome



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

A Year of Growth, Resilience, and Impact

As we reflect on 2024 one thing is clear, this has been a year of progress, perseverance, and purpose for The Police Treatment Centres. Our commitment to supporting those who serve and protect has never been stronger. Thanks to the unwavering dedication of our team, Trustees, donors, and supporters, we are making an even greater impact on the lives of police officers and staff.

We have continued to grow, welcoming more patients each year and expanding our vital Wellbeing Breaks to provide even more opportunities for recovery, and an increase in vital income. We have also strengthened our financial sustainability by increasing our conferencing activity, ensuring that every pound raised is reinvested directly into the care and treatment of those who need it most.

Behind the scenes, 2024 was a year of transformation. A bold rebrand and the launch of a new, more accessible website, have reinforced our identity and made it easier than ever for those in the policing profession to access the support they deserve. However, our mission has not been without its challenges. Following the Civil Disorder that took place last summer, the UK Government seemed to acknowledge the stress and pressure the police were often under. The report that followed the disorder to the Government from His Majesty's Chief Inspector of Constabulary, did recommend additional financial support to the likes of The PTC, but sadly this is yet to materialise.

In the face of rising financial pressures, we remain committed to maintaining the exceptional standard of care that defines our Centres.

On a more positive note, donor numbers have grown, police staff can now benefit from our services, and waiting times remain low. Most importantly, the feedback from those who come through our doors is overwhelmingly positive, affirming the life-changing impact of our work.

We are immensely proud of what we have achieved together, but there is still more to do. With your continued support we can ensure that every officer and staff member who needs our help can access it, today, tomorrow, and in the years to come.

Thank you for all of your support this year.

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

"It is an honour and privilege to be President of this prestigious organisation. I congratulate everyone on a fantastic year's work - and look forward to an equally successful year ahead."



Baroness Harris of Richmond DL,
PRESIDENT



Vision, Mission & Values

Supporting the Health & Wellbeing of the Policing Profession

PTC Vision

To establish The PTC as a Centre of Excellence delivering class leading treatment for our patients for their physical and psychological injuries, conditions and illnesses.

PTC Mission Statement

Our mission is to provide timely and effective treatment and support to the policing profession 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 workforce 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.

THE YEAR IN NUMBERS



"Best physio service I have ever received. Listening to my issues and directly addressing them with great expertise. All staff are the most pleasant and cheery people I've seen in a workplace, they cannot do enough for the residents. Premises are well equipped and very clean indeed."

3,459

Police Patients
treated residentially

178

Physio Outpatients
treated

2,710

Serving Officers
treated

+8%
on previous year

525

Retired Officers
treated.

+7.5%
on 2023

feedback



THE YEAR IN NUMBERS

49,700

Serving Donors
donated to the PTC
in 2024

3,939

Donors signed up
through the National
Police Healthcare
Scheme

10,171

Retired Officers
donated to the
PTC in 2024

224

People attended
Wellbeing Breaks
in 2024

1,195

Police Staff
donated to the
PTC in 2024

"Made me feel welcome from the minute I walked through the door. Providing above and beyond, whether it be meals, one to one discussions and things such as relaxation areas and complementary therapies"



A patient undergoes a physiotherapy session

Patient Story

Andy Wells: Physiotherapy Patient

"A work colleague recommended the PTC to me after I injured my left knee whilst police diving. The injury was frustrating my normal everyday life as after short runs and general walking, my left knee would be swollen. I thought it was simply old age catching up with me and losing some of my core strength."

"I received treatment on the NHS which diagnosed the problem, but the exercise plan at home was not improving my health. I completed an application form for the PTC. On arrival, I had a one-to-one one with a physiotherapist and we discussed the mechanics of my injury devising a personalised treatment plan."

"I received 2 weeks of physiotherapy and an exercise plan was produced for me, including strengthening exercises with the same dedicated physiotherapist. I had targeted gym sessions to strengthen my left knee and was also given core and balance sessions to improve my lower limb strength."

"Post treatment, I have continued with the strengthening and balance exercises, and my knee is back to normal. I have been out walking in the Peak District without the feeling of concern that exercise might worsen the condition, in fact it is helping me become stronger."

"I feel that I will have a high quality of health and mobility long into retirement and thank the PTC for that. I just wish I had used the PTC earlier after my initial injury. Many thanks to all the staff."

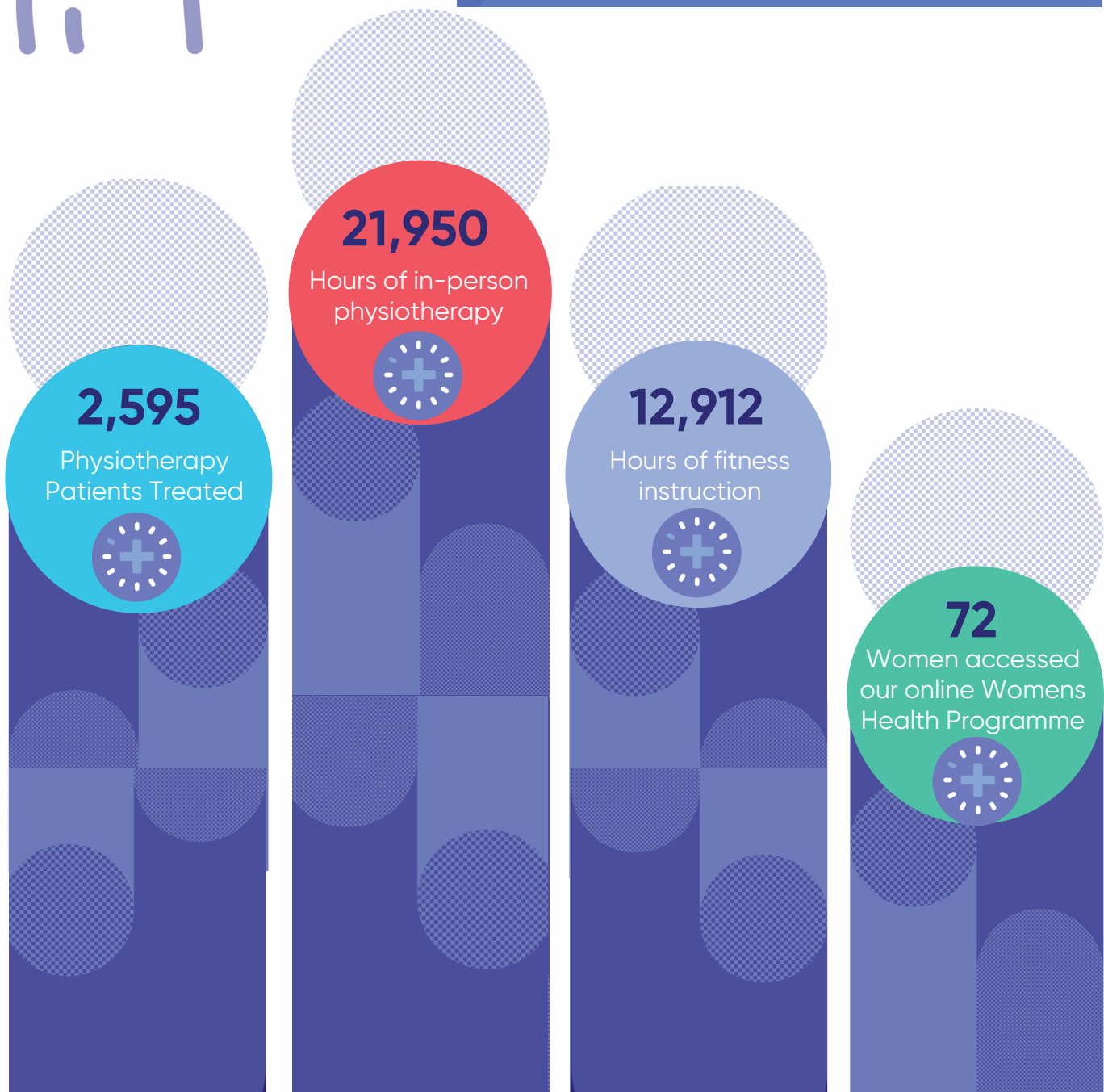
"You are all great assets to UK Policing."



Physiotherapy

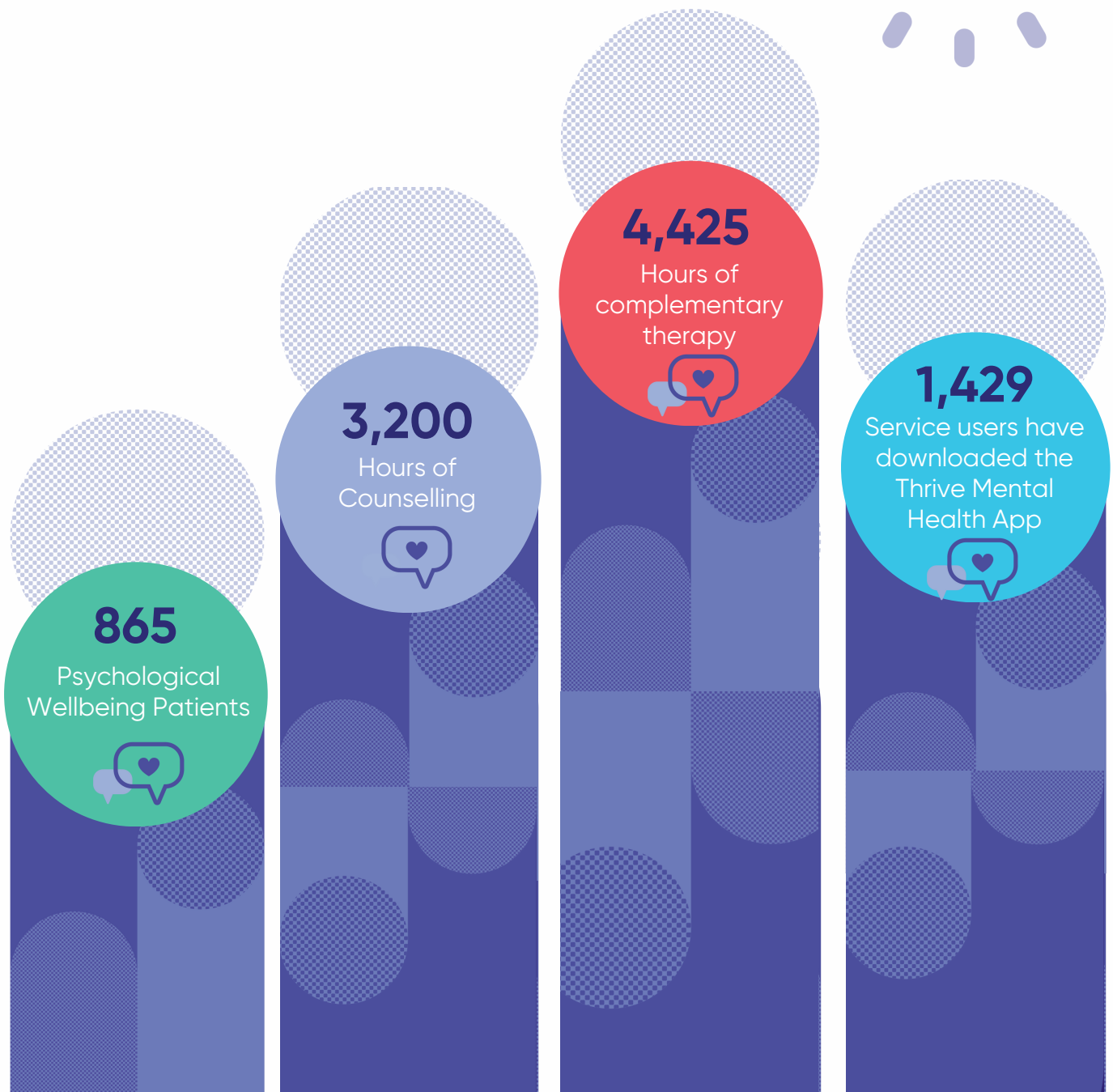


"The range of treatments is fantastic. As well as being treated for my injury, I have learnt so much about my body and how to live a healthier/better lifestyle in the future. It has opened my eyes to some things I would have just dismissed without attending here."



Psychological Wellbeing

"For someone who has been suffering for quite a while, it has benefitted me beyond words. Everyone's willingness and encouragement to improve my wellbeing, but at the same time giving me the time and space I need, has been 1st class."



Patient Story

Rachel Jacques: Wellbeing Patient

"I came to Harrogate in October for the second time on the wellbeing programme. I applied following my third mental break down in 2022. Having completed extensive trauma therapy, I was sign posted to the Police Treatment Centres. I cancelled my first 2 bookings as at that time being away from my family was just too overwhelming for me. However, I had heard such great things and did not want to pass up on the opportunity to help me stay on track with my recovery. I arrived on my first day thinking I was going to hate it and want to come home, how wrong was I. It did not take long for me to settle in, which was a huge deal at that time."

"The course for me was pivotal and completely changed the way I look at myself. It is not just about the treatment offered, the awareness and understanding the programme gave me, completely changed my outlook on my situation. For the first time in years, I didn't feel that I had failed or was weak, I felt strong and most importantly, I felt normal."

"The whole environment is amazing, the staff even arranged for me to have a quiet room out of the way due to sleep issues. Every aspect is catered for, everyone who works there cannot do enough for you. My particular highlight are the therapy dogs. Anne is an amazing lady who I sat with for hours talking to on both stays. I cannot thank her enough for giving up her time. My own dog is a huge part of my life and the best form of therapy for me at home."

"Being able to switch off for 2 weeks and focus just on oneself as a Police Officer is unheard of, and something most officers would find alien. We do everything for everyone else and always forsake ourselves. I cannot advocate for the PTC enough. I met some wonderful people there and I am truly thankful for all that the Police Treatment Centres did for me. For anyone considering it...get the application in, you will not regret it."





A complementary therapy session as part of the Psychological Wellbeing Programme

Charity Engagement

In order to be eligible for treatment, our supporters donate a small amount each week to the charity, either through payroll deduction or by Direct Debit. When patients attend, all of their treatment, access to facilities and accommodation, is entirely free. For every £1 you donate, 90p is spent directly on patient treatment.

159

Inputs to students and Pre-retirement courses



We deliver inputs to new student officer cohorts, either in person, or virtually, and also pre-retirement courses so that everyone knows the importance of signing up to The PTC.

With so many inputs and events to attend, we need to rely on our team of PTC Ambassadors and Champions who also help spread the word about The PTC amongst their colleagues.

62

PTC Ambassadors and Champions



173

In-force Wellbeing Events attended



Our team, with the help of our Ambassadors, attended various force-run wellbeing days and events to remind officers and staff of the services offered by The PTC.

In October 2024 we launched our new look PTC brand, including a new website. The new website has seen an increase in online sign-ups and numbers accessing application forms.

21,525

Views of our new website in just ONE month



Income Generation

Each year The Police Treatment Centres need to raise additional revenue in order to supplement income from donations. We achieve this through our own Charity Lotto, legacies, offering B&B breaks at both our centres, and with the invaluable help of our patients and supporters who run, walk, swim, cycle, and undertake various other activities, on behalf of The PTC.

Our Lotto is just as popular as ever with approximately 10,000 entries in each month's draw, and two Superdraws per year.

£116,000

Raised by our PTC Charity Lotto



£141,000

Raised through Bed & Breakfast



As well as offering individual rooms at weekends for B&B customers, we also offer self-catering cottage breaks in one of our cottages in Auchterarder.

Our fundraising heroes took on a variety of personal challenges throughout the year, including the New York Marathon

£36,000+

Raised by our amazing individual fundraisers



£19,000

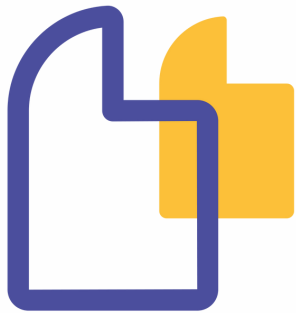
Raised by our resident Patients



Patient Social Committees continue to bring in a much welcome additional income simply by organising various social events during their stay at our centres.



A relaxing walk in the grounds with a therapy dog.



Patient Feedback

"From the moment I made contact with the centre it has been an effortless and wonderful experience. Absolutely everything is fantastic and I cannot praise the facilities and staff highly enough"

"The whole set up is designed for the welfare of the police family, both physical and mental, and we are most fortunate to have this resource."

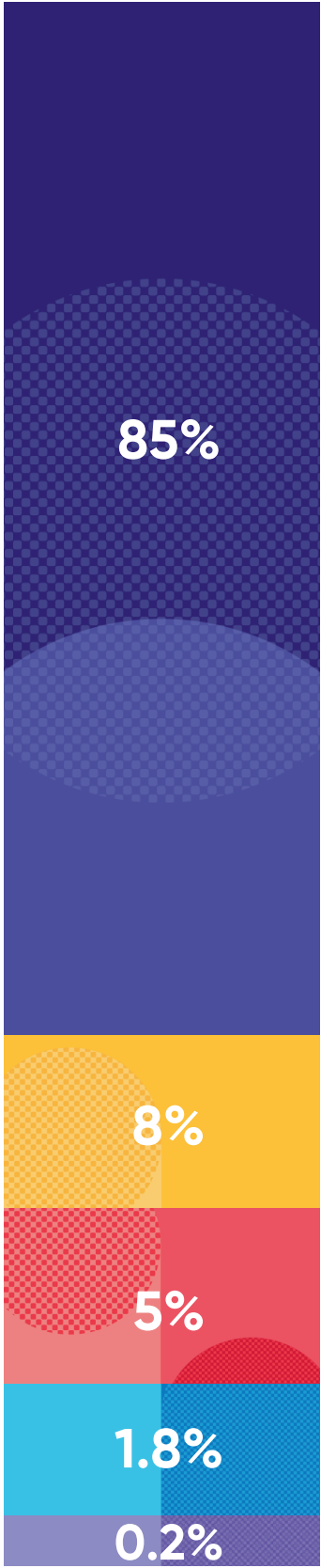
"I am now in a better place both physically and mentally and feel I have made huge steps towards improving my mobility and managing my condition. "

"Very relaxed atmosphere, very welcoming and accommodating. Really good structure to the programme and the food is amazing!!!"

"Wow, I never thought I could feel that relaxed. It was the first night I have slept well in almost 10 years. "

Income

It costs £7 million every year to operate both Police Treatment Centres and provide our services and treatment to the policing profession. Although the vast majority of this income comes from the monthly donations we receive from our donors, we still need to raise additional funds each year through fundraising and additional activities.



Donations & Legacies



Investment

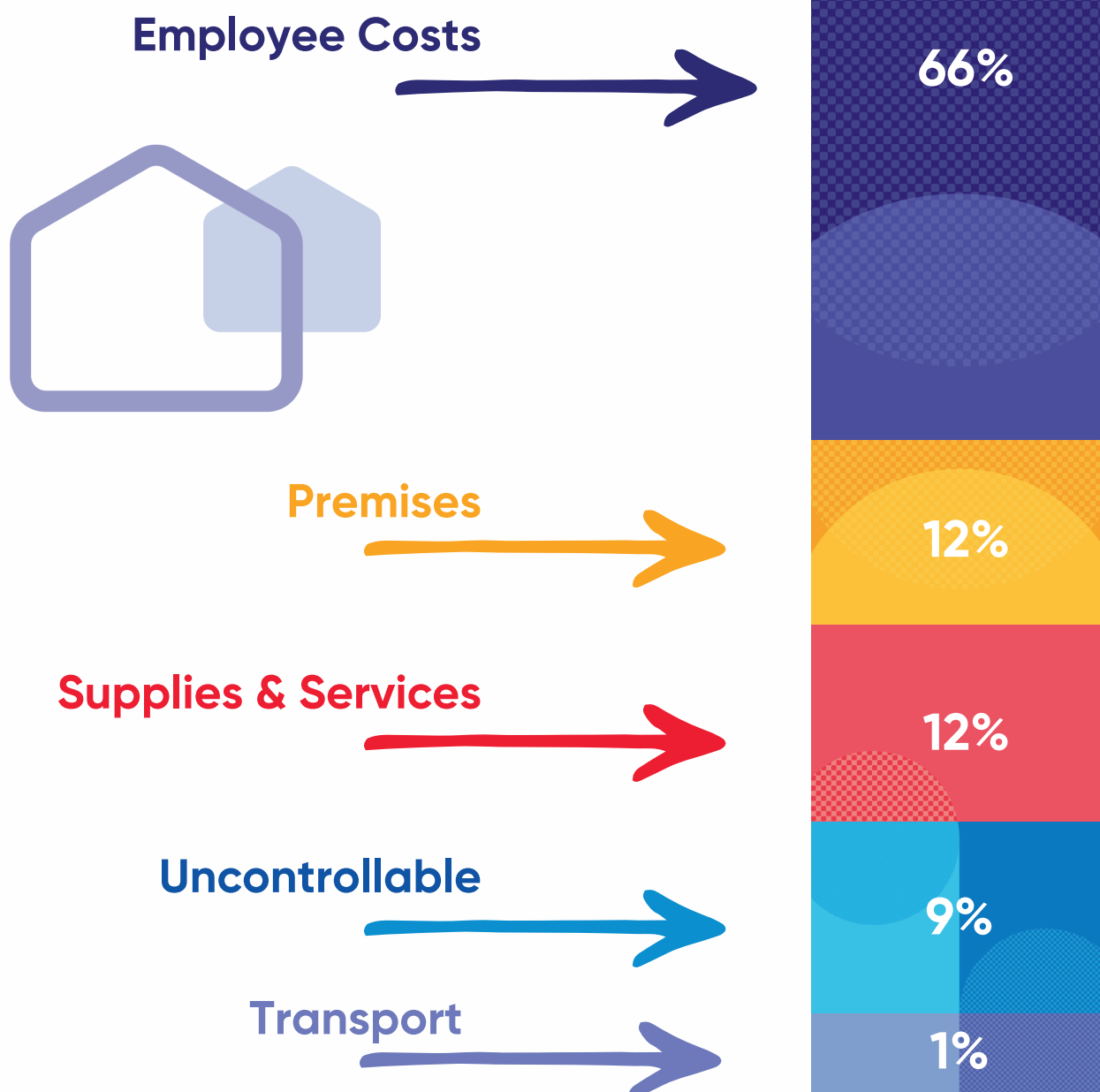
Other Trading Activity

Charitable Activity

Other

In order to be eligible for treatment, our supporters within the policing profession donate a small amount each month to the charity, either through their salary or by Direct Debit. When patients attend, all of their treatment, access to facilities and accommodation, is entirely free.

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



Some of our supporters

1965 PTSD

Ada Hillard Trust

Agnes Melville

AM Fenton Trust

Ayrshire Branch RPOAS

Blue Light Coaching

Border Force

British Transport Police Federation

Cheshire Constabulary

Cleveland Police

Cleveland Police Federation

Derbyshire Constabulary

Durham Constabulary

Gillian Clark in memory of George Clark

Gillian Kelly in memory of Malcolm Penny

Greater Manchester Police

High Sheriff of North Yorkshire

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Karen Rogers in memory of M Rogers

Lancashire Constabulary

Leeds & District Branch NARPO

Merseyside Police

NARPO

National Police Healthcare Scheme

North East Branch RPOAS

North Yorkshire Police

Northamptonshire Branch NARPO

Nottinghamshire Police and Crime Commissioner

Paul Bone

Paul Cording

Police Scotland

Preston & District Branch NARPO

Police Service of Northern Ireland

Rotary Club of Carse of Stirling

RUCGC-PSNI Benevolent Fund

Scottish Police Authority

Scottish Police Benevolent Fund

Scottish Police Bowling Association

South Liverpool Rose Croix Chapter

South Yorkshire Police

The Inchcape Foundation

Wakefield Branch NARPO

West Yorkshire Police

Wigan Branch NARPO

Worshipful Company of Security Professionals

X-Press Legal Services Ltd.

Employees and Trustees

Our Board of Trustees

President:	Baroness Harris of Richmond, DL
Chair of Trustees:	Liam Kelly
Vice Chair of Trustees:	Richard Wood
Chair of Finance & Human Resources Committee:	Richard Wood
Vice Chair of Finance & Human Resources Committee:	John Skelton
Treasurer:	Craig Grandison

Senior Leadership Team

Chief Executive:	Patrick Cairns
Chief Finance Officer:	Peter Moore
Executive Officer PTC Scotland:	Andy Malcolm
Clinical Director:	Sarah Ward
HR Manager:	Helen Leadon
Centre Manager, St Andrews:	Janine Green

St Andrews, Harrogate

Head Physiotherapist:	Rachel Broadbent Clare Gascoyne
Head Nurse:	Helen Birks
Head of Catering:	Liz Ehren
Head of Charity Engagment:	Fran Greenwood Zoe Myatt

Castlebrae, Auchterarder

Facilities and Operations Manager:	Stuart Grant
Head Physiotherapist:	Gian-Paolo Bassi
Head Nurse:	Amy Williamson
Head of Catering:	Rachel Norwell

The Future

The past 12 months have proven to be a successful period for The PTC, with an expansion in eligibility, increased patient numbers, and a whole new look for the charity. But things never stand still, and we must continue to look to the future and make constant progress as an organisation.

In 2024 we saw the very first police staff patients attend our centres. We believe this was a positive move to expand our eligibility to include police staff, but so far, the numbers signed up are still comparatively very small. We will therefore continue to promote the benefits of donating to The PTC to all police staff within our constituent forces, working with the forces themselves as well as with staff unions to spread the word as best we can.

Growing the number of PTC donors is imperative to provide the necessary financial backing to sustain and expand our services. However, we also believe that every serving officer, staff member and retired officer would benefit greatly from donating to the charity therefore being eligible to apply for treatment. So we will continue to attend new recruit cohort training programmes, pre-retirement courses and in-force wellbeing events to promote our services as widely as possible to ensure more individuals can benefit from our services.

Over this coming year, we aim to build on the success of our Women's Health Programme, which continues to be very popular, ensuring it continues to meet the needs of female officers and staff. We also aim to further develop our wellbeing support for the wider policing profession and as part of that development we are already reviewing the structure of our Wellbeing Packages for police forces and look forward to reporting on these in the future.

Efficiency and innovation are always at the forefront of our efforts. Building on last year's rebrand and new website, we are committed to further improving our operations. This includes the ongoing development and implementation of The PTC App, which will streamline our services and enhance the user experience. It also includes the continuation and development of The PTC IT Plan and the digitisation of our records, both essential to modernise our operations and improve service delivery.

We are also committed to sustainability with the installation of solar panels at both centres. This will make us more efficient and cost effective, reflecting our commitment to reducing the organisation's carbon footprint.

Finally, we are constantly scanning the horizon for other improvements to ensure we remain at the forefront of providing exceptional support and treatment to the policing profession. Whether looking for new funding opportunities to support our work, investing in the most up to date state-of-the-art equipment, or remaining up to date with best practice in treating patients, our commitment remains to continuous improvement and excellence in supporting our policing community.

However, none of this can be achieved without your support so we thank you once again for the support you have given over the past 12 months and ask that you please continue to spread the word and tell your colleagues of the benefits of donating to, and attending The PTC.

**SUPPORTING THE
HEALTH & WELLBEING**
of the policing profession



TRX Class at our Auchterarder Centre

SUPPORTING THE HEALTH & WELLBEING

of the policing profession

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North Yorkshire HG2 0AD

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Perthshire PH3 1AG

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Company No. 07822534

