

Impact Report

2025/2026





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Welcome



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

Rebuilding Strength, Reinforcing Support

Throughout 2025, we have continued to build and expand on our unique selling point of treating ill and injured police workforce personnel and of course, retired police officers who remain an important part of our work and treatment programmes at the PTC.

The last 12 months have not been without their challenges, but over this period we have improved the real estate and facilities at both our centres, introduced new activities and classes, improved our treatment programmes, and worked hard to simplify the application and admission process to the PTC. This work is ongoing and will be underpinned by a major digitisation project which will simplify and improve the patient experience at the PTC.

Feedback from our patients continues to be overwhelmingly positive, affirming the life-changing impact of our work. We have continued to grow, welcoming more patients each year, to the record level we achieved in 2025, and expanding our vital Wellbeing Breaks to provide even more opportunities for recovery and support.

All of this work on behalf of policing costs money, and it is a continued source of frustration to me that the government fails to financially recognise the impact of our work. Many of our constituent Forces do support the PTC with grants, but not all of them, and we have a bizarre situation whereby an officer who is injured on duty, is in effect,

paying for their own treatment at the PTC through their monthly donation. All the Trustees and staff at the PTC believe passionately in the work we do and want to continue to do it for many years to come as we see the transformational impact it has on our patients.

The Trustees took the decision to increase the donation rate for the serving police workforce to £9.99 per month and to £5.99 per month for retired police officers in 2026. We still believe this is fantastic value for money and will give the PTC financial security for many years allowing us to continue our important work.

Thank you to all our donors for your support. Do please continue to pay your donation and encourage your colleagues to do the same, and when you need the PTC, do please apply for treatment and help us to support you.

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

"As always the PTC has had a successful year. In particular, I am delighted to congratulate all at Castlebrae. Your hard work helping our police officers and retirees regain good health is the ultimate goal and you have achieved that brilliantly. So as your President I want to thank you for all you have done and I look forward to celebrating 30yrs of the PTC's service in Castlebrae with you all this year."



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 to 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

3,930

Police Patients
treated across both
centres

"This past week has given me more than just physical improvements. It has given me body confidence, reassurance, and the belief that recovery is possible. The team's professionalism is matched by genuine warmth and care, making it easy to feel safe and motivated."

211

Physio patients
treated online or as
Outpatients

2,729

Serving Officers
and Police Staff
treated

501

Retired Officers
treated

feedback



THE YEAR IN NUMBERS

49,834

Serving Donors
donated to the PTC
in 2025

5,836

Donors signed up
through the National
Police Healthcare
Scheme

10,727

Retired Officers
donated to the
PTC in 2025

700

People attended
Wellbeing Breaks
in 2025

992

Police Staff
donated to the
PTC in 2025

"As well as the facilities being brilliant, and the classes and scheduled sessions being fantastic, the staff were all amazing and couldn't do enough for you. The workshops were thought provoking, changing my mindset completely and resetting my priorities in a positive way."



A patient undergoes a physiotherapy session

James Preston: Physiotherapy Patient

I have paid into the PTC since I joined in 2003. In the last couple of years a couple of injuries on duty have caught up with me and impacted my work and home life.

Initially this was a rotator cuff injury and on coming to the treatment centre, the physios had the time that the NHS did not. In a few days I discovered the injury was actually to the opposite side of my shoulder. I was given a plan to rebuild the flexibility and strength in my shoulder and can now do all of the exercises I used to, like pull ups and press ups. The advice enables me to head off the twinges when they happen.

This year I returned as an old meniscus tear had turned to arthritis and completely blighted a holiday I had been on. Yet again the treatment centre built me a plan to address this and I am fully mobile again.

It's not just about fixing you up, the facilities and friendly staff are fantastic. You get time to get fit and relax.

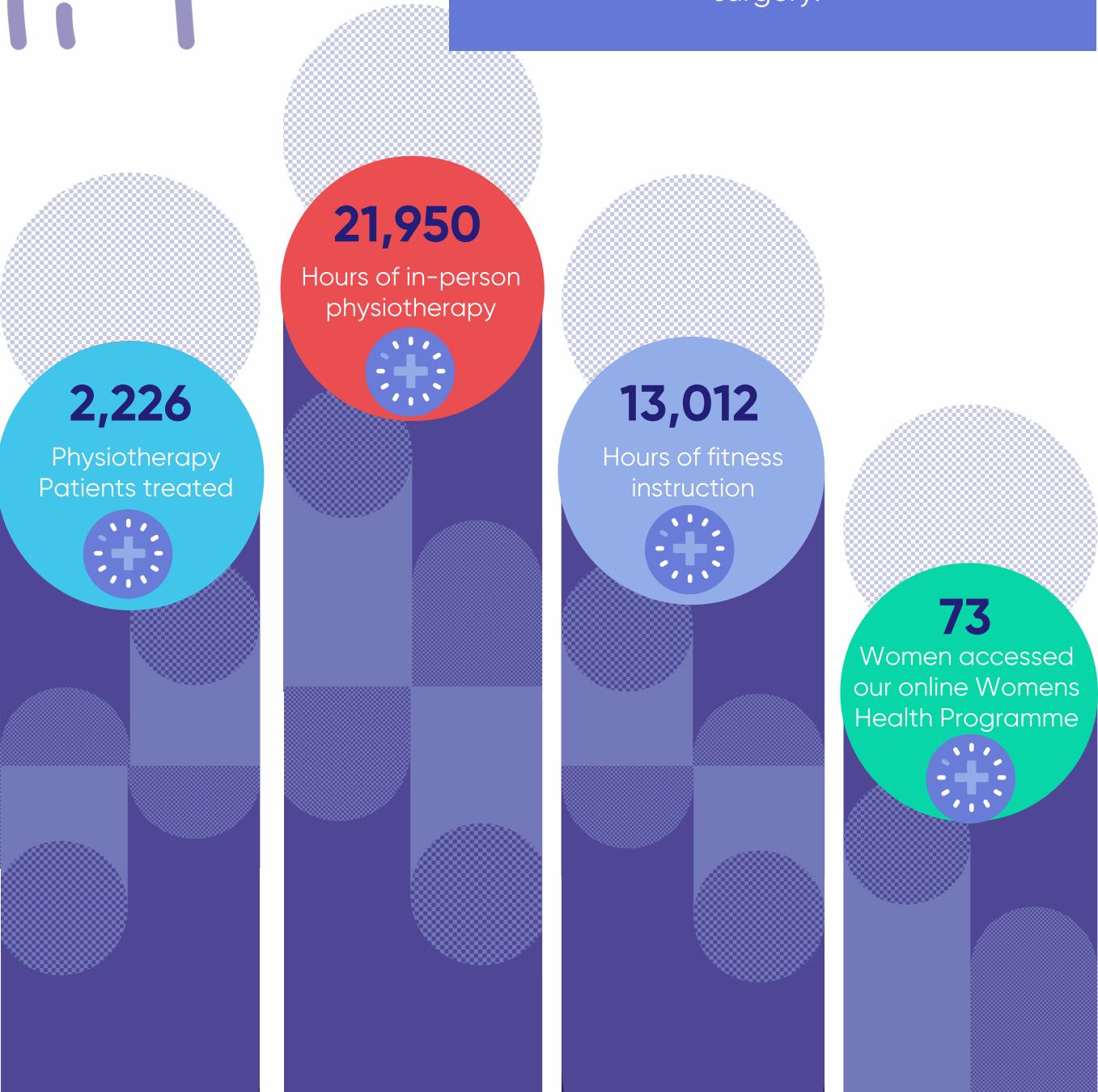
It is an amazing facility that Police Officers and Staff should pay into as you never know when you will need it and certainly don't want to lose it.



Physiotherapy

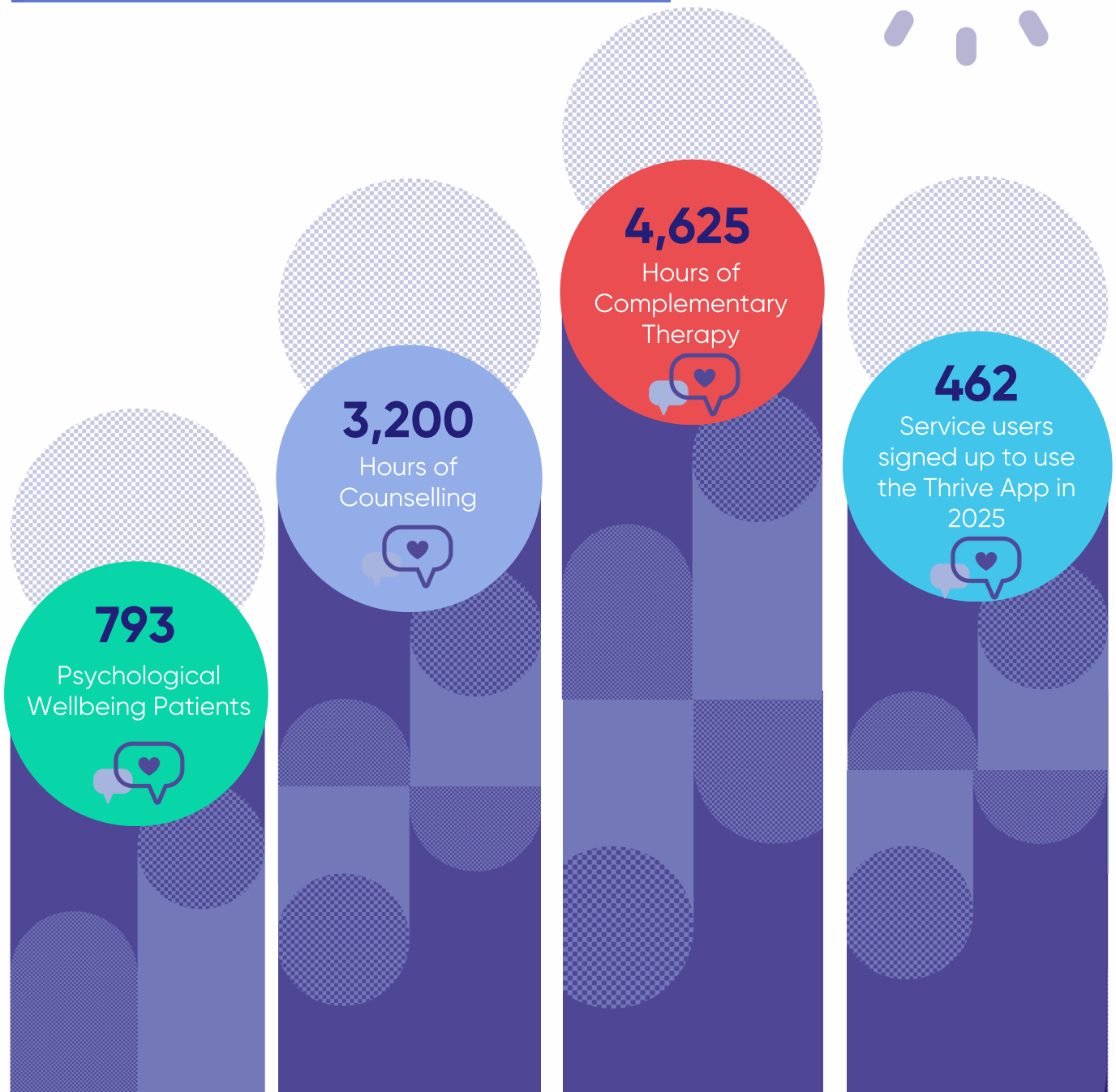


"From the moment I arrived, I felt supported, seen, and encouraged – not just as a patient, but as a person. The staff have been amazing. Every physio session was targeted and tailored, giving me hope and confidence that I can do more than I ever imagined after my complex surgery."



Psychological Wellbeing

"I attended the residential Psychological Wellbeing two-week programme. Every single staff member could not do enough for you. The kindness and warmth were felt throughout my entire stay. All of the education and classes were beneficial, and I would advise taking part and embracing all activities that are on offer"



Saira Jebeen: Wellbeing Patient

I found being at the Treatment Centre extremely helpful following one of the hardest years of my life both personally and workwise. Attending the centre has helped me take a pause and have a reset for my mental health and wellbeing.

The wellbeing group was of a good size, and the sessions were very useful, interactive and provided me with the knowledge and resources to help myself. I was on the first group of 2025 and we all bonded well as a group, encouraging each other and making each person feel comfortable to share as much, or as little as each person wanted.

There was a balanced amount of group work, complementary therapy, counselling, yoga, tai chi, relaxation, gym time, and the use of the swimming pool, steam room & sauna.



All the staff at the centre were amazing, they genuinely cared about me getting the most out of the wellbeing course, and were extremely helpful.

The food was excellent and each mealtime had a variety of options to choose from. The rooms were comfortable and clean. The housekeeping team were helpful with anything I needed. It was great to have the nursing team onsite and available to speak to about any concerns.

I would thoroughly recommend the centre to everyone to join. It is an incredible place to recover both physically and mentally. I left the centre feeling like a brand new person, having met an amazing group of people, recuperated and ready to face any challenges ahead.





A session with a counsellor as part of the Psychological Wellbeing Programme

Charity Engagement

To be eligible for treatment, our supporters make a small monthly donation to the Charity, either through payroll giving or Direct Debit. When patients visit, all treatment, use of our facilities, and accommodation are provided completely free of charge. For every £1 donated, 90p goes directly towards patient care.

143

Inputs to students and pre-retirement courses



We engage with new student officer cohorts through both in-person and virtual sessions, and deliver pre-retirement inputs, so everyone recognises the value 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.

70

PTC Ambassadors and Champions



113

Wellbeing events and conferences attended



The Engagement Team, and our PTC Ambassadors, attended many in-force wellbeing days, conferences and events to highlight the services offered by the PTC.

Four times a year we email out our newsletter to over 30,000 recipients. The newsletter is an important way to keep in touch with donors and to update them on any changes at the PTC.

31,463

Recipients of our quarterly PTC newsletter



Income Generation

Each year, The Police Treatment Centres must generate additional funds to complement income from donations. This is achieved through our Charity Lotto, gifts left in legacies, Bed & Breakfast stays at both centres, and the incredible support of patients and supporters who take part in fundraising activities such as running, walking, swimming, cycling, and many others on behalf of the PTC.

Our Lotto continues to be very popular with approximately 10,000 entries in each month's draw, and two Superdraws per year.

£123,062

Raised by our PTC Charity Lotto



£142,640

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 once again took on a variety of personal challenges this year and managed to raise a very impressive amount for the PTC.

£31,971

Raised by our amazing individual fundraisers



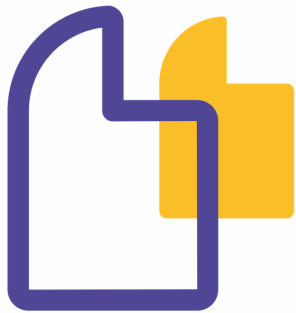
£16,020

Raised by our resident patients



Our patients, while in residence, often help raise funds for the Charity. This can be through organising quiz nights or raffles, or even just by making small voluntary donations.





Patient Feedback

"There's consistency to the classes, so you can see your own progression, very friendly atmosphere. I felt like I was being treated as if I had paid £5,000 to come here."

"The whole holistic approach is amazing! The way the rehab and recovery programmes are put into place, work like a well-oiled machine achieving fantastic results!"

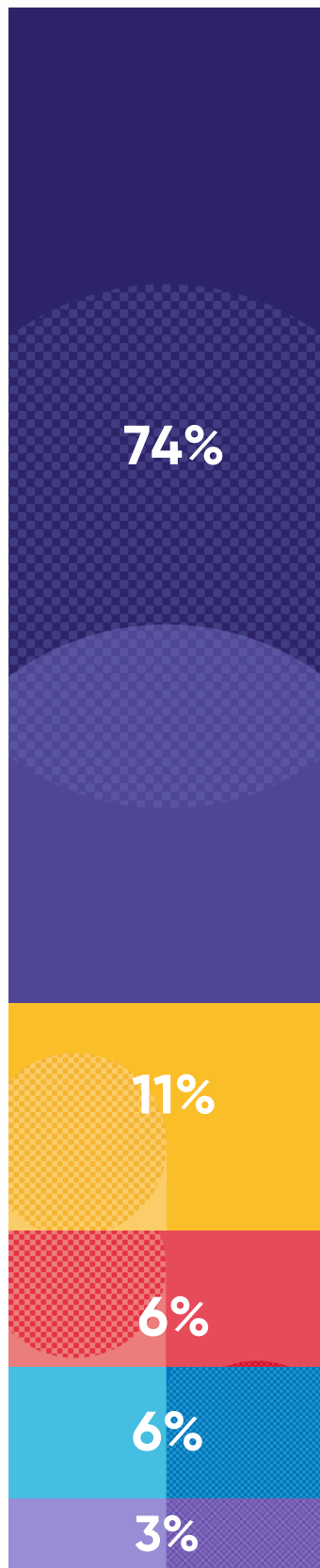
"I have never felt so looked after and cared about in my 25 years in the police. A massive thank you to all involved in running this incredible facility"

"The whole programme has changed my view of myself, given me the confidence to go back to work and feel positive about the future"

"I've really enjoyed my stay, it was just what I needed and I'm taking loads away with me to work on at home. Thank You! "

Income

It costs approximately £7.5 million each year to operate both Police Treatment Centres and deliver our services and treatments to the policing profession. While the majority of this funding comes from the regular donations made by our supporters, we still need to generate additional income each year through fundraising and other activities.



Charitable Activities



DONATE

Donations & Legacies



Investments



Trading



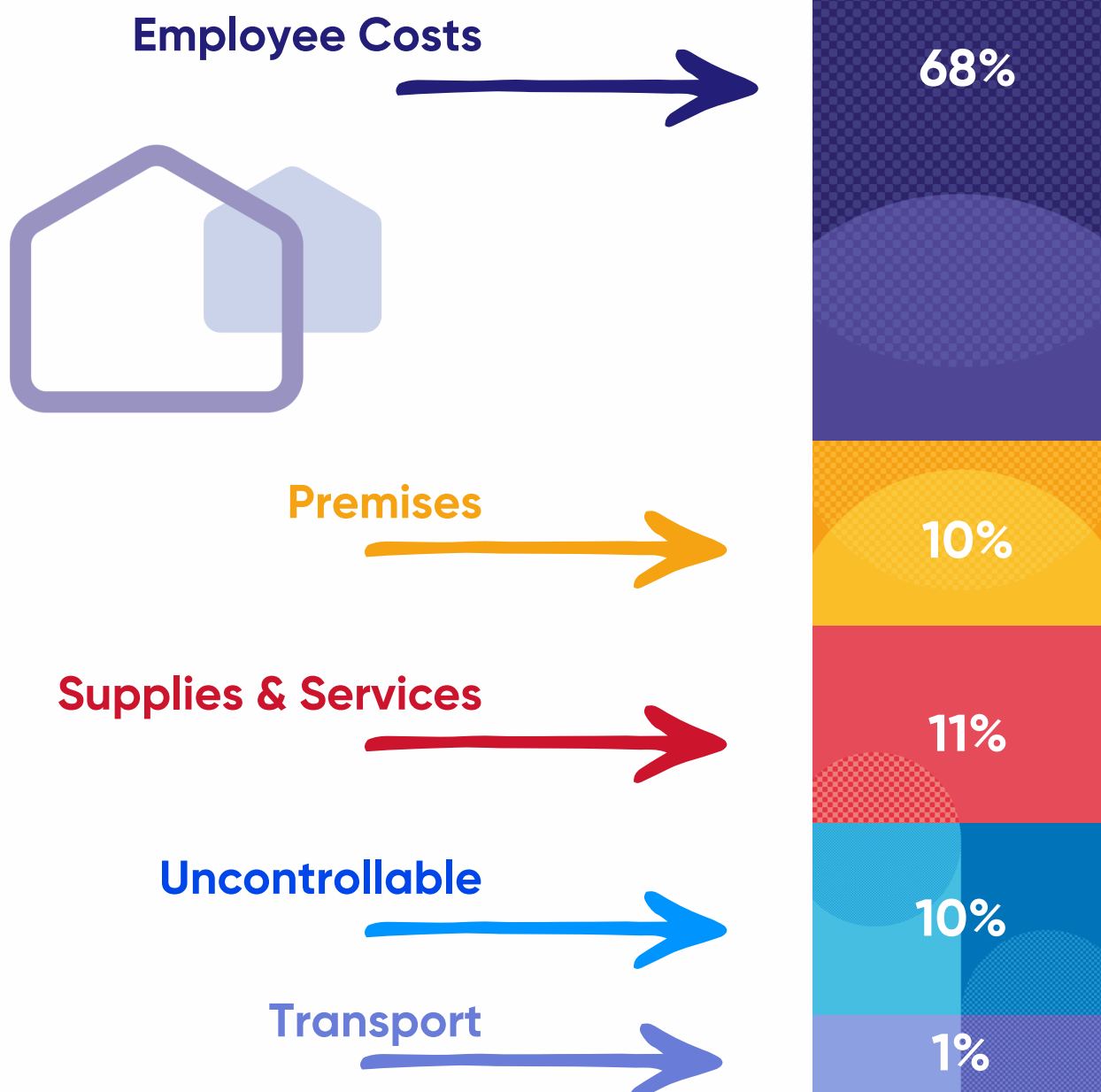
Other



Expenditure

Once again this year our biggest expenditure is on staffing costs. The past 12 months have seen a rise in the cost of goods and services and energy costs, but we have made every effort to minimise these increases, including the installation of solar panels at both centres.

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



Some of our supporters

1965 PTSD

A M Fenton Trust

Ayrshire Branch RPOAS

Blue Light Foundation

Border Force

Bradford Branch NARPO

Central Branch RPOAS

Cheshire Constabulary

Cheshire PCC

Cleveland Police

Cleveland Police Federation

Derbyshire Constabulary

Dr Sandra Hood Bequest

Durham Constabulary

Five Rise Contracts

GMCA Greater Manchester Police

Hebdon Trust

Humberside Police

Humberside Police Federation

Immigration Enforcement

Lancashire Constabulary

Lincolnshire Police

MDP Chief Constables Fund

Merseyside Police

Merseyside Superintendents Association

Ministry of Defence Police

North Yorkshire Police

Northern Ireland Retired Police Officers Association

Northumbria Police

National Police Healthcare Scheme

Paul Bone

Philip Lee in memory of Anne Allan

Police Service of Scotland

Police Service of Northern Ireland

Police Sport UK

RUCGC – PSNI Benevolent Fund

Scarborough Branch NARPO

Scottish Police Authority

Scottish Police Benevolent Fund

South Yorkshire Police

Staffordshire Welfare Fund

The Kings Trust

Wakefield Branch NARPO

West Yorkshire Police

Worshipful Company of Security Professionals

York Minster Legal Service

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
Clinical Director:	Sarah Ward
HR Manager:	Helen Leadon
Centre Manager, St Andrews:	Janine Green
Centre Manager, Auchterarder:	Stuart Grant

St Andrews, Harrogate

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

Castlebrae, Auchterarder

Head Physiotherapist:	Gian-Paolo Bassi
Head Nurse:	Amy Williamson
Head of Catering:	Rachel Norwell

The Future

Over the past year, The Police Treatment Centres has delivered another highly successful period of support to the policing profession, with record numbers of police officers and staff accessing treatment at our centres. This growing demand for our services reflects both the increasing pressures faced by policing professionals and the trust placed in our services to provide timely, effective care.

Looking ahead to the next twelve months, we are committed to building further on this success and once again strengthening our impact where possible.

A major focus will be the development of our Outdoor Spaces Project. By improving and maximising the outdoor environments at both treatment centres, we aim to promote healthier lifestyles and further support physical and mental wellbeing, recognising the vital role that nature and movement play in recovery and resilience. At Auchterarder this means the provision of a new Garden Room that can be used as a place for relaxation, or as a classroom which can host wellbeing workshops within the surroundings of nature, and the creation of a new, much bigger, sensory garden incorporating the garden room. At Harrogate there will be the launch of the new Padel Court plus an upgrade to the sensory garden.

This coming year will also see us embed our new online application process for treatment, and our new digital records system. From now on, all applications will be handled digitally online, ensuring a smoother, more efficient, and more accessible journey for patients from first contact through to admission and beyond.

Alongside these improvements, our Engagement Team will continue to actively promote membership of the Charity among our

constituent forces, attending pre-retirement seminars, induction events for new student cohorts, wellbeing days, and conferences. Through these activities, we will continue to promote the benefits of signing up to The Police Treatment Centres and highlight the vital role early access to support can play in sustaining wellbeing throughout a policing career.

After the success in 2025 of our mid-week wellbeing packages for forces, which have proven extremely popular and impactful in helping individuals and operational teams rest, reset, and rebuild resilience, we will be looking to consolidate and build on that success, continuing to provide a service that can be seen as more proactive rather than reactive in supporting the mental health of our policing profession.

This year will also be a milestone for Castlebrae in Auchterarder, which will proudly celebrate 30 years since opening its doors to patients. The centre has grown and changed immensely over those thirty years and this anniversary is a testament to the enduring value of our work and will be a celebration of the countless lives supported over three decades.

However, as we always say, none of this progress would be possible without the continued commitment and generosity of our donors and supporters. Your support enables us to grow, evolve, and deliver meaningful impact for those who dedicate their lives to policing. Thank you for helping us make a lasting difference.

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



A Spin Bike Class at our Harrogate Centre

SUPPORTING THE HEALTH & WELLBEING

of the policing profession

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
engagement@thepolicetreatmentcentres.org

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Company No. 07822534

