

The Police Treatment Centres Impact Report 2017/18



Supporting the Police for over 100 Years

Index

Welcome from our CEO Patrick Cairns	3	Making an Impact: 2017 Patient Feedback . . .	13
Vision, Mission Statement and Values	4	2017 Highlight: Castlebrae Centre Improvements	14
2017: The Year at a Glance	5	2017 Successes: Award Winning Estates . . .	15
Physiotherapy Programme	6	Fundraising	16
2017 Successes: Robert Gordon University Follow-Up Study . . .	7	Fundraising Heroes	17
2017 Highlight: LIBOR Grant	8	Income Generation	18
Patient Experience: Adam's Story	9	Supporters of the PTC	19
Patient Experience: Graham's Story	10	Employees and Trustees	20
Psychological Wellbeing Programme	11	Our Finances	21
Spotlight on a Department: Complementary Therapy	12	The Future	22

*Supporting the
Police for over
100 Years*

Welcome from our CEO

Patrick Cairns



The Police Treatment Centres treated well over 3,000 Police patients in 2017 for a wide range of physical and psychological injuries and conditions. As CEO, I have seen the positive impact that

the Centres have had on the Police Family. This report will highlight some of these successes and set out how the PTC intends to adapt to the changing landscape of modern policing.

We are very much aware that behind every statistic and success is a real patient; and we are hugely proud that at the PTC we never lose

sight of this. We focus on treating each patient as an individual and tailor our support to help them back to better health and wellbeing.

One of the major successes in 2017 was the award of £1.5 million from HM Treasury to allow us to expand and reinforce the PTC Psychological Wellbeing Programme. In recent years we have seen a growing number of patients presenting for treatment at the PTC with psychological conditions and we anticipate this trend will continue in the future.

Policing remains an incredibly stressful profession with a number of challenges which directly affect Police Officers' wellbeing and

we believe the PTC has a responsibility to support those patients. It is important to emphasise however, that our work in this field will remain alongside our hugely successful Physiotherapy Programme which also continues to develop and grow.

The PTC made significant progress in 2017; we continue to diversify and evolve and we expect that this pace of change will intensify in future years to respond to the changing needs of the Police Service and our Police Family patients.

Thank you for all your support in 2017, there is still much work to be done, but I am confident that with your help, we can continue to move the PTC forward in the coming years.

A Force for Promoting & Improving Health & Wellbeing

PTC Vision

Establish the PTC as a centre of excellence that delivers class leading treatment for our Police Family patients for their physical and psychological injuries, conditions and illnesses.

PTC Mission Statement

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

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.

Providing Police Specific Treatment Since 1897



2017: The Year at A Glance

Donors

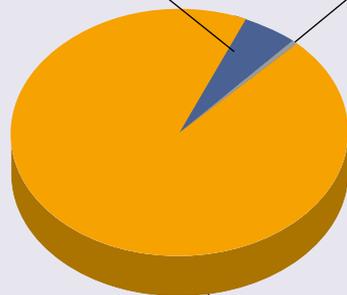


Student Officer Courses Attended



Pre-retirement Courses Attended

3,311 Retired Officers



44,243 Serving Police Officers

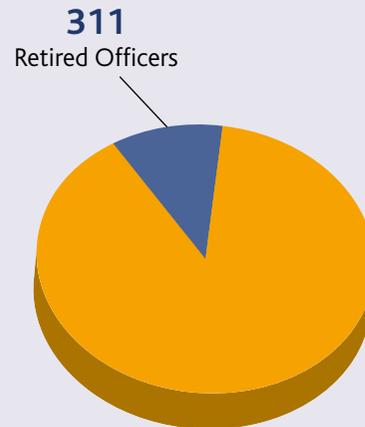
97 PCSOs, Specials Constables or Detention/Custody Officers



Occupancy at both Centres

Patients 3,282

Total number of Police Officer patients treated across both centres



2,971 Serving Police Officers, including PCSOs, Special Constables and Detention/Custody Officers

311 Retired Officers



Feedback received at both centres was overwhelmingly positive, with 97% commenting that everything was excellent. We listen, learn and improve and our Psychological Wellbeing Programme capacity has been increased to meet demand and patient feedback.

Physiotherapy Programme

22,075 Hours

Police-Specific Intensive Physiotherapy offering tailored programmes including:

- Manual Therapy
- Exercise Prescription
- Pain Relief Modalities including acupuncture & electrotherapy



Received physio at
St Andrews



Received physio at
Castlebrae



4750 Hours

access to the
Swimming &
Hydrotherapy Pool



7000 miles

on the AlterG Treadmill



The equivalent
of walking
from
Auchterarder
to Buenos
Aires



716 Hours

Specific Back Care Classes, including Pilates,
Education Sessions and Back Mobility classes.
In addition, 2000 advice sheets for Police
Officers who routinely wear body armour
were produced and distributed.



7550 Hours

Gym Instruction from
our dedicated Fitness
Instructors

2017 Successes: Robert Gordon University Follow-Up Study

In 2016 Robert Gordon University (RGU) conducted a mixed methods study evaluating the effectiveness of the vocational rehabilitation and physiotherapy provided by the PTC. The outcomes of this study were published in 2017 and highlighted that the facilities at the PTC provide an effective service for a wide variety of musculoskeletal complaints. Positive outcomes were observed at the end of a two week period of rehabilitation and were maintained at a six week follow up point. The study concluded that the PTC provides a clinically effective, highly regarded and cost effective service.

Recommendations from the RGU study were to evaluate the effectiveness at a longer term interval. Therefore, the physiotherapy department in Harrogate conducted a follow-up study to evaluate outcomes at 6-8 months



They take time to listen as opposed to seeing you like just another patient, treated you as an individual and targeted your actual problems.

post treatment at the PTC. This follow-up study investigated the same outcomes regarding workability, pain and quality of life.

The study proved to be a success and concluded that:

- ▶ A two-week period of rehabilitation aided Police Officers' return to full work duties.
- ▶ The majority of Police Officers were able to maintain the improved health status achieved following their rehabilitation at the six month point.
- ▶ Police Officers were able to maintain an improved level of pain and disability at six months post intervention by the PTC.

The results of the follow-up study are extremely positive and highlight that the PTC intervention has a long lasting effect. The physiotherapy department will continue to collect physiotherapy outcome measures in the assessment of clinical effectiveness, patient satisfaction, clinical governance and service development.

25%

Increase in officers back at full duties at 6 months post PTC treatment



66%

Improvements in pain from admittance to 6 months post PTC treatment



93%

Of officers said that PTC treatment aided their return to full duties



95%

Of officers continue to follow advice and exercises 6 months post PTC



Everyone I spoke to was extremely knowledgeable, very approachable, and personable and seemed capable.



2017 Highlight: PTC awarded LIBOR Grant of £1.5million

The PTC was delighted that on 22 November 2017 it was informed by the Treasury Department that it had been successful with its bid and would be awarded £1.5million to expand the Psychological Wellbeing Programme for police patients.

Every day Police Officers put themselves at risk to ensure our communities are protected so we feel safe and secure in the places we live. Police Officers need a place where they can come to receive treatment when they have been injured or fallen ill. The PTC provides that facility.

Although many patients visiting the PTC come for physiotherapy, there are an increasing number of patients who need support with stress, anxiety and other such conditions.

The PTC introduced a structured two week Psychological Wellbeing Programme in April 2016, designed specifically for serving officers in response to the increased demand in the police force nationally. The Psychological Wellbeing Programme consists of group

sessions including stress management, workshops focusing on relaxation, sleep, mindfulness, group exercise and also individual counselling and complementary therapy sessions. During 2017, the Psychological Wellbeing Programme saw a 12% increase in officers attending.

The PTC felt strongly that it had a responsibility to respond to the growing demand for psychological treatment, and the only way it would be able to do this, would be to increase its real estate and facilities. An application was submitted for a grant through the LIBOR bank fine process.

Patrick Cairns, CEO, said: *'This really is tremendous news and I am absolutely delighted with this grant from HM Treasury. The PTC is the only police charity to be awarded a grant in this round of the scheme.'*

We believe this is not only an endorsement of the PTC and who we are and what we do; but it is also wider recognition that the PTC Psychological Wellbeing Programme makes

a real difference to the work and lives of our police patients.'

During 2018 the PTC will refine its plans and ensure that this grant money is used in the most effective manner possible to expand the Psychological Wellbeing Programme.



Patient Experience: Adam's Story

Adam Cupples, a serving Police Officer from Cheshire Constabulary, has attended St Andrews on two occasions.

Adam's injury occurred nine weeks into his tutor period, when he was attending a concern for safety. As Adam climbed through an open window, he landed awkwardly on his knee.

Adam has unfortunately been on restricted duties since his accident in September 2016. Since his injury, Adam has had two operations on his knee and attended St Andrews before and after his surgery.

Having signed up as a student officer and benefitting from a free year and immediate access, Adam was able to attend the PTC in order to get back to full duties as quickly as possible.

Whilst at the PTC, Adam was able to access specialist treatment for his injury and was recommended numerous classes, including a bespoke exercise programme in order to achieve his goal.

'I wanted a programme to help me continue to develop following my two weeks at the PTC. The idea was to provide me with a solid base of fitness and then push on to work towards my personal safety training'

Adam made use of the first-class rehab facilities including the anti-gravity treadmill, which he found particularly useful.

In addition, Adam benefitted from the information and advice provided by his physiotherapist and the personal trainers as well as the hands on treatment multiple times a day from his physiotherapist. Adam was able to maintain his exercise programme after he left the centre in order to continue his rehabilitation.

Adam hopes to return to full duties in April 2018 with the support of the PTC.

'My injury has improved, although I recognise that this will be a long process. The PTC has reassured me that I need to be patient and it has given me the confidence to be able to continue to train, strengthen my knee and work towards

my personal safety training.'

Adam's story highlights the importance for the PTC to continue to attend student officer inputs across the country and encouraging them to donate to the PTC. Injury or illness can affect Police Officers at any stage of their career and it is vital that the PTC promotes the excellent treatment and facilities available to all officers.



Patient Experience: Graham's Story

Graham Johnstone, a retired Police Officer from Humberside Constabulary, has attended St Andrews on numerous occasions whilst both a serving and a retired officer.

Graham first attended St Andrews when he was just six months into his service, in 1982. Graham benefitted from intensive physiotherapy and returned to work as soon as he could.

Since then, Graham has attended the Centres a further six times as a serving officer, for a variety of different injuries and recuperation following a heart operation.

'Each time I would walk in to the Centres with little or no movement / use of my injured limb and two weeks later have 80%-100% movement back again...simply phenomenal.'

Whilst Graham benefitted from the extensive Physiotherapy Programme and saw obvious physical improvement to his injuries, he also profited from the holistic attitude of the Centre. Graham was able to relax and recuperate in the company of fellow officers, many of whom remain his good friends.

'The facilities at both centres can only be

described as amazing. From the staff, in every function, to the bedrooms, dining room, gym, pools and grounds, all are simply first class. Both Centres are designed to get people better, and I have never failed to achieve that outcome.'

Graham continued to donate to the PTC into his retirement, although he thought that he would not need to use the Centres. However, since retiring Graham has attended three times. Graham benefitted from a week of intensive treatment and early intervention.

'I know that having frequent early intervention and intensive treatment, now gives me pain free, ease of movement and quality of life, that is far better than it otherwise would have been.'

Graham is also a valued Ambassador for the PTC, as he wanted to give something back for the support offered to him over 35 years. Graham not only fundraises for the PTC, he also attends both pre-retirement and student officer inputs and provides an invaluable personal account of his experiences at the Centres. Furthermore, Graham attends wellbeing conferences on behalf of the PTC. Utilising his connections within forces, Graham

is able to ensure that the PTC is positively represented and receives donations from such events.

'It rewards me personally, knowing that I am able to have a positive impact for the PTC, at the expense of just a few hours of my time each year. It's my way of saying thank you to an inspiring organisation.'



Psychological Wellbeing Programme

3000 Hours

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

12%

A total of 781 Police Officers came on the Psychological Wellbeing Programme, an increase of 12% from 2016

200 Hours
of Mindfulness

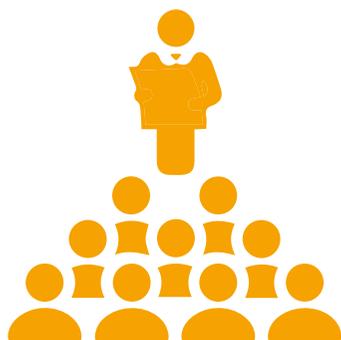
2100

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

4450 hours

Deeply Relaxing
Complementary
Therapies offered

Aromatherapy
Reflexology
Swedish Massage
Reiki
Indian Head Massage
Eastern Face Massage
Thai Foot Massage
Hot Stone Massage



Department Spotlight: Complementary Therapy

The PTC aims to be a centre for holistic treatment in order to improve patients' health, fitness and wellbeing. All departments play an important role in ensuring this objective is achieved. The Complementary Therapy team is a vital element of the Psychological Wellbeing Programme and patients consistently achieve positive outcomes.

Complementary Therapy is available to those patients who attend for the Psychological Wellbeing Programme. Both Centres have highly trained therapists who liaise with clinical staff in the provision of Complementary Therapy to patients.

The therapists can provide a wide range of therapies including, but not limited to, Aromatherapy, Reflexology, Reiki and Dao Yin Tao (a Chinese massage with acupressure points).

The Complementary Therapy team take a brief case study of each patient during their first appointment to assess the general health of the patient and also discusses any contraindications to treatments or oils. This also begins to establish a rapport with the

patient and ease uncertainties.

Complementary Therapists will see multiple patients during the day and over the course of the patients' stay can see how the therapies are benefitting their wellbeing.

The therapists have commented that patients benefit on many levels and it is important that Complementary Therapies should be seen as treatments and not treats. The therapists explain that it can take some officers a while to fully relax, however it is important that this is achieved as a relaxed body and mind is better able to heal.

The therapies can be a steep learning curve for some officers and some can be sceptical about the effect of the treatments. However, the therapists have commented that even the most sceptical of patients have received benefit by the end of their stay and mentioned that they wish to continue treatments at home.

The therapists introduce ways patients can look after themselves after they leave the Centres and take responsibility for their own

health and wellbeing. The therapists are also able to help officers to feel valued and to be a 'normal person' away from their daily uniform.



Making an Impact: 2017 Patient Feedback

Measuring patients' experiences of care, treatment and facilities not only highlights success but also improvements that are necessary to provide patient-centred treatment.

Patients at the PTC are asked for their feedback at the end of their stay. This information is collated throughout the year and routinely shared with staff in order to recognise successes and suggestions for development.

The feedback also enables the PTC to qualify the effect of both the Physiotherapy Programme and Psychological Wellbeing Programme.

Patients are asked to comment on any element of their stay that could be improved. Whilst the majority of patients state that they do not feel that anything could be improved, some offer suggestions for facilities, catering, treatments and programmes.



Every member of staff I have encountered has been friendly, happy, polite and professional.

As a result of patient feedback, the Psychological Wellbeing Programme has been enhanced, and a range of new therapies and workshops will be available in 2018. The programme capacity has also been extended to ten patients after feedback received regarding the waiting list for Police Officers hoping to attend the Centres.

As part of the feedback process, patients are asked to comment on whether the treatment they have received has helped them and how.

The main themes that are consistently mentioned are:

- ▶ improved strength and fitness
- ▶ increased mobility and flexibility
- ▶ greater knowledge of injury and a plan for continued rehabilitation
- ▶ enhanced confidence
- ▶ improved mental wellbeing
- ▶ reduction in stress and anxiety

The PTC consistently receives overwhelmingly positive feedback for all departments across both Centres.



It is not just physiotherapy; it is a sanctuary where you can get off the hamster wheel of life.



2017 Highlight: Castlebrae Centre Improvements

During 2017, the Castlebrae Centre saw several improvements to its facilities on both the Physiotherapy Programme and Psychological Wellbeing Programme.

In the early months of 2017, Castlebrae received the first of two 'state-of-the-art' AlterG treadmills. The AlterG's unique unweighted rehabilitation treadmill technology allows patients to move with less pain, reduces the risk of further injury and gets patients back to regular training. The first treadmill was funded by the kind donation from HH Sheikh Hamdan Bin Rashid Al Maktoum. The second treadmill arrived at the Centre in September 2017, after funding from the Police Federation of Northern Ireland. The PTC is fortunate to already have two AlterG treadmills at St Andrews, Harrogate.

The Physiotherapy Department was refurbished during the summer. This included the construction of an enclosed office

space for the physiotherapists to complete confidential paperwork. In addition, the treatment areas were updated and are now bright and spacious; aligning with the new health and fitness facilities that were opened in 2016.

Pauline Johnstone, Head Physiotherapist at Castlebrae, said she was delighted with what has been achieved. *'I am very proud of the team as they continued to treat patients while work went on, the refurbishment costs came within budget and the end result is fantastic.'*

Both of the Counsellor rooms were refurbished throughout November and December, with the support of the Scottish Police Benevolent Fund. This refurbishment resulted in a more relaxing atmosphere for an essential element of the Psychological Wellbeing Programme.

Finally, a new Wellbeing Courtyard was created. During 2017 this unused space was

turned into a peaceful and relaxing courtyard with decking. The intention is to use this space for classes during the summer months.



2017 Successes: Award Winning Estates

In September 2017 St Andrews was awarded the Silver Gilt Award in RHS Yorkshire in Bloom, in the Yorkshire Rose Public, Private and Charitable Establishments Category.

'Visitors to this peaceful place are met with a calm and serene atmosphere which clearly does so much to help the patients here. It was lovely to meet the hardworking team who do their best to make the stay here a healing experience for those involved.'

The border in front of the main entrance showed evidence of thoughtful planning and had a colour scheme which created a calm and soothing atmosphere. The wildlife area, left unmown, around the border of the site is a good idea, providing the soothing feel of being in the countryside whilst still in the safety of the site.

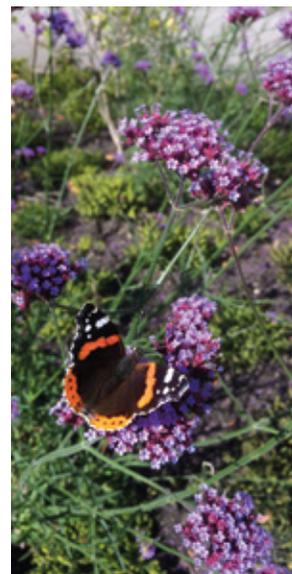
The wildlife pond with ducks is a lovely feature as is the man made stream running between the two ponds with the soothing sound of running water.

The sensory garden has lots of impact. The planting is varied and includes planting for sound and movement, which is pleasing. The separate garden rooms within it, with seating

provide an opportunity for privacy if needed.'

Huge congratulations to Chris Platt and his team, and Ronnie Macmillan, Head Gardener at Castlebrae, who designed the sensory garden at St Andrews.

During 2017 the PTC also received recognition of its efforts to reduce its environmental impact. St Andrews was awarded a Certificate of Recycling, to certify that it is a business that cares about the environmental impact of its activities. Well done to everyone who contributed to this amazing achievement.



Fundraising

Every year, it costs the PTC £4.5million to run both Centres. 90% of income is generated from the donations of serving and retired officers, which results in a shortfall each year. This shortfall is made up through income generation and fundraising events. Everyone at the PTC would like to take this opportunity to thank those who have supported the PTC throughout 2017.

Patients' Social Committee

Social Committees at Castlebrae raised a staggering £38,651.21, which is an 8% increase from 2016. Committees at St Andrews raised an amazing £29,532.00 which contributed to an overall total of **£68,183.21**.

This income has been used in a variety of ways, such as to purchase weight vests, a mini hifi for the pool area, ipod shuffle and dock for the Complementary Therapy team, ceiling speakers for the Physiotherapy Department and a greenhouse and accessories for the gardens at Castlebrae.



Fundraising Events

The PTC also held large scale fundraising events throughout 2017. These have been new developments for 2017 and we hope that these will continue into 2018.

Back on the Beat Cycle Sportive 2017

2017 saw the launch of the inaugural Back on the Beat Cycling Sportive. Over 180 riders took part on the day, taking on either the 50km or 99.9km routes. The Sportive was a huge success, which was achieved with the support of the fantastic volunteers and especially Pete Oram at England Police Rugby Union and RTB Sportives.

The event raised an amazing **£13,816.61** for the Centres. The event has been launched for its second year in 2018, and we hope that this will achieve the same success.



Red Devils Skydive

Members of the England Police Rugby Union Football Club and two St Andrews staff took part in a tandem skydive jump with the most recognised and skilled Sky Divers in the UK, The Red Devils!

The first jump on 6th September 2017 went really well. The PTC's own Fran Greenwood and Mark Oxley also jumped on 6th September; Fran was so exhilarated that she was ready to do it all over again. So far the Red Devil's Skydive Team have raised a staggering **£16,581.22**; with just two Chief Constables left to jump.





Victoria Wilson, a former patient, took part in the Great North Swim and has raised £507.07

Fundraising Heroes

Matthew Davidson ran the Fire and Ice Ultra Challenge, a five day 250km race. This raised £1,733.80



Claire Stott-Barrett ran the Dublin Marathon and raised £619.00

Stuart Connell, ran the York 10K and raised £281.67

Martin Lambert, a BTP Officer and former patient raised £121.29 with a ride of remembrance through France

Patrick Joyce has set up an appeal to support the PTC and has raised £83.09

**Total Raised:
£5,697.48**

Deb and Graham Johnstone raised £856.70 from raffle held at Humberside and South Yorkshire Wellbeing Days.



Pieter Whitehouse completed a thirty mile cycle challenge and raised £59.00



Housekeeping Staff at St Andrews raised £348.19 at a cake stall

Norma Burke, a Merseyside Officer has held two events throughout 2017 and raised £404.07

Graeme Carter of Cleveland Police organised a Rollapaluza indoor cycling event, which raised £683.60



Income Generation

Charity Lottery

£124,156

raised through the lottery in 2017



2272
players with 9929 chances



6%
increase from 2016

A total of £20,000.00 was paid out in cash prizes to lottery winners throughout 2017. Fantastic special prizes were also donated including; flights for two to Palma, a luxury stay at Rudding Park and a voucher for a Four Ball at Gleneagles.



Joining the PTC Lottery was a bit of a no brainer – anything that puts something back into these fantastic facilities!

Hospitality

over **£78,000**

raised through the Hospitality Rooms



960
Rooms were sold between Harrogate and Auchterarder



21%
increase from 2016!

These 960 rooms included some special events held across both Centres, such as Post Incident Management Seminars (PIMS), Back On The Beat Cycle Sportive and Health and Wellbeing Weekends. Bookings for special events such as these will continue into 2018.

2017 saw a growth in group bookings for B&B. Merseyside Police OSU Golf Society enjoyed an excellent weekend at Castlebrae in June 2017. Organiser Rob MacDonald said: "Our accommodation represented fantastic value for money and the non-police members of the group were astounded at the facilities on offer!"



Lovely place, warm, welcoming, inviting, calm and peaceful. A brilliant weekend stay!



Our Supporters

We would like to thank the following organisations for their generous support in 2017



AM Fenton Trust

Ayrshire RPOAS

Blatchford

CFFC

Childbase

CP Thackeray Charitable Trust

CSIS Charity Fund

Durham Police

EA Allen Legacy

Eric Wright Group

GMP

Hearing Star

Hebdon Family Trust

HH Sheikh Hamdan Bin Rashid Al Maktoum

Hugh Hamilton Burrell Legacy

Lincolnshire Police

North Yorkshire Police Federation

Nottingham Police and Crime Commissioner

Persimmon Charitable Trust

PFNI

Police Dependents' Trust

Police Healthcare

PMAS

PSNI

Richmond Police

Scottish Police Benevolent Fund

Scottish Police Credit Union

Slater Gordon

Women in Policing

York Minster

Employees and Trustees

Our Patron:

HRH the Duke of York, KG

Honorary President: The Hon. Simon Howard

Vice President: Baroness Angela Harris

Chair of Trustees: Ian Hanson QPM

Vice Chair of Trustees: Liam Kelly

Chair of Finance & Human Resource Committee: Craig Grandison

Treasurer: Peter Henson

Senior Management Team:

Chief Executive: Patrick Cairns

Deputy Chief Executive: Paul Grant

Chief Finance Officer: Peter Moore

Head of Clinical Services: Mark Oxley

HR Manager: Steve Cook

Departmental Heads

St Andrews, Harrogate:

Operations Manager: Adele Martin

Head Physiotherapist: Sarah Ward

Head Nurse: Helen Birks

Head of Catering: Liz Ehren

Castlebrae, Auchterarder:

Operations Manager: Alison Daly

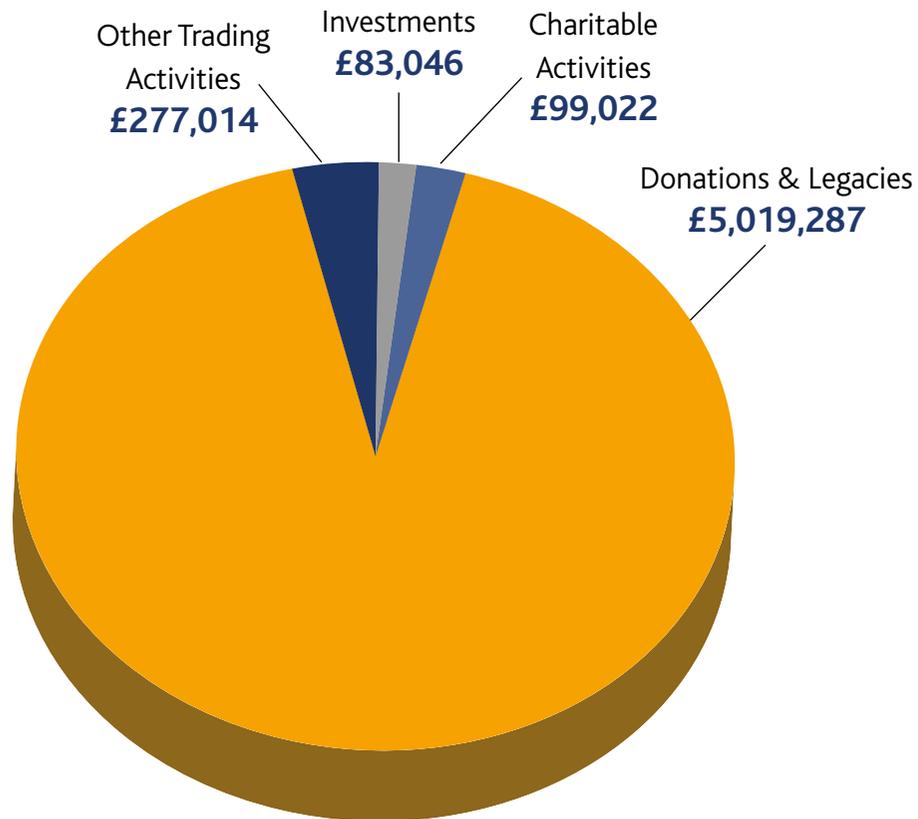
Head Physiotherapist: Pauline Johnstone

Head Nurse: Amy Williamson

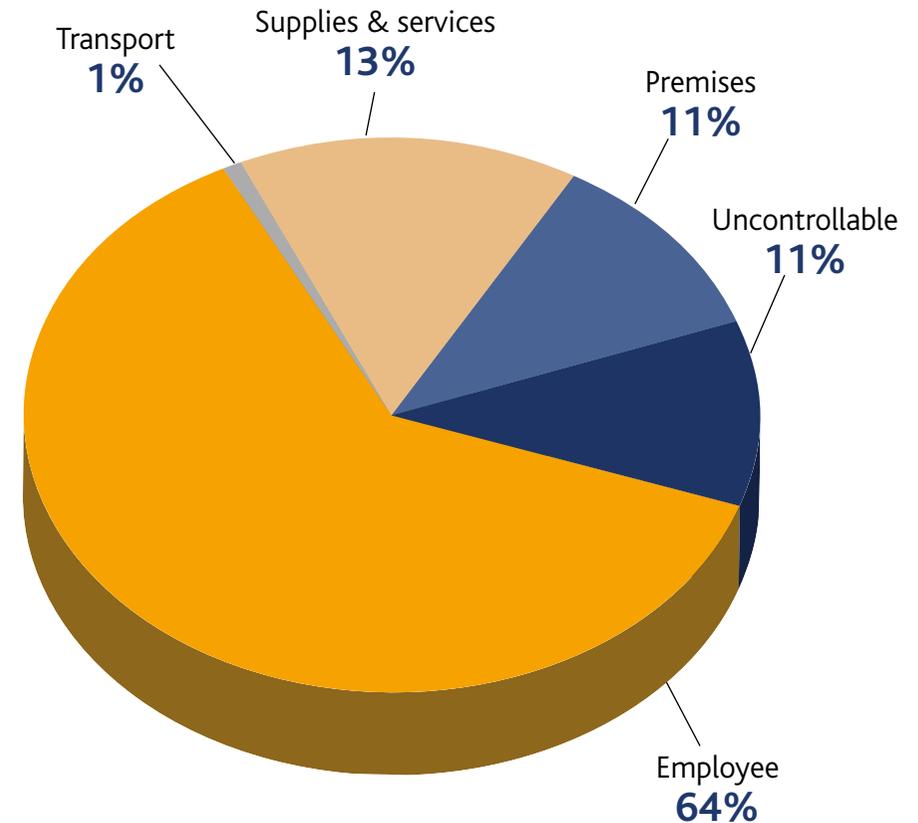
Head of Catering: Chris Parry

Our Finances

Income breakdown 2017 (£)



How the budget is broken down



The Future

There is little doubt that 2017 was a successful year in all respects for the PTC and it must ensure that performance is maintained into 2018.

The PTC remains fully committed to the ongoing improvement of the treatment and support it provides to the Police Family. Whilst the PTC continues to be successful, it is important that it develops and evolves to meet the ever changing needs of the Police Service and expands its donor pool to appropriate members of the Police Family.

There are currently over 44,000 serving officers who donate to the PTC. Although the PTC has retained a higher proportion of its donating officers relative to the overall total lost from the Police Service in recent years, there are still some financial challenges ahead that we must address if we are to continue to provide treatment and support to the same class leading standard that we do at the moment.

Some of these challenges have been mitigated by an increase in the donation rate in 2016 and the addition of Derbyshire to the PTC in 2017, and aligned with this, the PTC continues to work hard to raise the number of donors to the charity in order to increase our income.

We aim to do this by presenting to as many new student officer intakes and pre-retirement seminars as possible, and by building robust and long lasting relationships with new groups of donors. It is also important that the PTC continue to remind serving officers of the eligibility criteria and the importance of donating to the Charity. Alongside this work, the Clinical Team will continue to engage with Occupational Health teams across the country, to ensure full cooperation and facilitate working together to achieve common goals.

2018 will also see the plans develop for use of the £1.5million LIBOR fund and the need to raise the match funds for this donation.

Thank you for your support throughout 2017 and we look forward to working closely with you in the years to come.





You're more than just a Police Officer



The Police Treatment Centres

A Force for Promoting and Improving Health & Wellbeing

The Police Treatment Centres

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North Yorkshire HG2 0AD

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Company No. 07822534