

**PTSD Resolution**



Counselling Forces' Veterans & Reservists  
registered charity no. 1202649

## Mental Health Support for Armed Forces' Veterans, Reservists and their Families



**10 YEAR  
IMPACT REPORT  
2014 - 2023**

# ALL THERAPY IS FREE FOR FORCES' VETERANS, RESERVISTS AND THEIR FAMILIES

## PROMPT

The beneficiary will usually see an appointed therapist within two weeks of deciding to proceed with therapy. There is no waiting list.

## EFFECTIVE

Our therapy is proven to be highly effective with most beneficiaries showing significant improvement.

## LOCAL & ONLINE

With the network of 200 therapists across the UK, the beneficiary is able to see a therapist nearby, or online if they wish.

## BRIEF

The beneficiary is treated within an average of six sessions. More sessions are available if necessary.

## PRAGMATIC

Substance abuse can be a refuge from pain.

We believe we are the only charity which will treat beneficiaries with this issue, providing they are sober at the time of treatment provided.

We have treated beneficiaries within the prison service for over ten years.

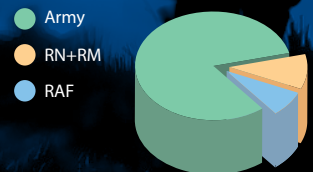
Treatment is confidential, non-intrusive and non-invasive.



Time from registration to first appointment



Services treated



## MILESTONES

\* Royal College of Psychiatrists

## **The Rt Hon Lord Arbuthnot** *President*

I first came across the work of PTSD Resolution when I was chairing the Defence Select Committee in the House of Commons. I was, and remain, enormously impressed. Its work is effective, quick, innovative, free at the point of delivery and very valuable to the well-being of those who have served their country in the armed forces and elsewhere. It needs, of course, to be funded, and I strongly commend PTSD Resolution to those who may be able to help in that respect. I would like to thank its volunteers and staff for their most important work – long may it continue.



## **Colonel Anthony Gauvain (Retired)** *Chairman*

In 2009 we realised that Human Givens Therapy (HGT) could be a useful intervention for traumatised troops returning from operations. PTSD Resolution, was formed to deliver free treatment to Veterans, Reservists and families. There continues to be a need for therapeutic support that is prompt, local, brief and effective. I am pleased to have been able to help create the charity and to help it grow. It now needs a further injection of funding and energy to enable it to continue to meet the needs of the Veterans, Reservists and their families in this current and post-coronavirus era.



## **Charles Highett** *CEO*

PTSD Resolution continues to address unmet mental health needs of veterans, reservists and families and have had over 4,000 referrals. Our goal remains to continuously improve the quality of services, increase the number of treated beneficiaries from 350 to 450 per annum by 2025, and use research and data collection to better understand the needs of those we help. PTSD Resolution is committed to working closely with other charities, the NHS, treatment providers, and complementary service organisations to ensure the continued well-being of those we serve.



## **The Lord Ramsbotham** *GCB CBE*

With great sadness, PTSD Resolution announced that our founding President passed away during 2023. Our gratitude to David for his great support and guidance, and our condolences to his family.

# PTSD Resolution Charity Objects

## Statement of Purpose

- *The relief of the mental sickness of veterans of the armed forces, and their families, with post-traumatic symptoms.*
- *Research into the treatment of PTSD.*
- *Educating veterans and the public about PTSD.*
- *Promoting social inclusion of veterans in the justice system.*
- *Provide training and support to therapists dealing with trauma from foreign war zones.*

PTSD Resolution helps ex-service men and women who have mental health problems, including post-traumatic stress disorder. The service is available to all Veterans, Reservists and their family members. We work with people other services do not reach or have not been able to help. We work in prisons, and with people with alcohol and drug problems.

The programme involves a series of one-hour therapy sessions one-to-one, in person or online. For those beneficiaries who engage with the therapeutic process and meet their appointments the outcomes from PTSD Resolution are good, even when the trauma is complex.

The purpose of the treatment is to reduce trauma symptoms and help with re-adjustment to normal work and family life. The treatment provides psycho-education and training to lower emotional arousal and build resilience.



## Testimonial

### IAN YOUNG'S STORY

It's been a long recovery journey for Ian Young - but today he is keen to break the stigma surrounding Post Traumatic Stress and emphasise the importance of asking for help.

In 2017, Ian was at rock bottom. With trauma dating back to his eleven years' Army service, he was self medicating with alcohol and felt his life was unravelling.

Aware something was very wrong, Ian reached out to PTSD Resolution and had his first free, local counselling session booked within the week.

Since then Ian has used the tools and techniques he learned in therapy to build a full life. A keen fundraiser and marathon runner, Ian represented Great Britain at the 2017 Invictus games in Canada. He went on to be an Ambassador for the 2018 games and is an Invictus athletics coach.

Ian has a powerful message for anyone suffering, about trusting your instincts if something feels wrong:

*"My advice is, if you feel it, then for you it's real. You don't have to convince anyone. Speak up and get the help and support that you deserve."*



# Governance



*“The public want charities to demonstrate good stewardship of funds, to live their values, and to demonstrate impact”*

Factors Determining Trust *		How PTSDR measures the factors
✓	Reasonable level of donations go to charitable cause	In the financial year 2022-23, 93% of donations went directly to pay for the charities objects
✓	Making a positive difference to the cause they are working for	3652 referrals treated in last 10 years
✓	Honest and ethical fundraising	Adherence to the Fundraising Regulator, Charity Commission and Cobseo Code
✓	Being well managed	Short response times; positive feedback
✓	Making independent decisions	Flat organisation, short command chain

*\*Source: Populus/Charity Commission*

**PTSD Resolution** has nine Trustees and Directors, a list of whom can be found on page 20. Our Patron Lord Arbuthnot as a former MP chaired the House of Commons Defence Select Committee. He is a Senior Associate Fellow of the Royal United Services Institute for Defence and Security Studies. The Trustees and Directors have a broad mix of backgrounds, which complement each other’s skills and add integrity to the functions of the board. The board supervises the team that handle the operations, finance and administration of the Charity.

## Regular Meetings

The Charity holds monthly meetings to deal with formal and operational matters. The operations and governance are reviewed on a quarterly basis with Trustees. We ensure good practice by compliance to relevant regulatory bodies for the medical, legal, fiscal and fundraising operations.

## Continuous Improvement

The Charity’s operation and governance are reviewed annually using the guidelines formulated by Cobseo, the Confederation of Service Charities. In 2022 we achieved the quality and governance accreditation QNVMHS from the Royal College of Psychiatrists.

## Risk Management

Risk areas are monitored at the monthly meetings. We look for early signals of any risk before it becomes damaging. The areas of risk monitored include legal, fiscal, compliance to regulatory bodies codes and medical standards.

# Governance, Regulators and Collaborations

We are fully compliant with the rules and standards set down by the following organisations and regulators

## Regulators



## Clinical Governance:



## Collaborations



## Accountants and Independent Examiners



## Mental Health Treatment Delivery



Average cost of treatment



First Appointment within 2 weeks



Average number of out patient sessions

# Justice

**PTSD Resolution is one of the few armed forces charities to treat veterans in the Criminal Justice System, delivering therapy to some 143 ex-servicemen and women in 28 UK prisons to date.**



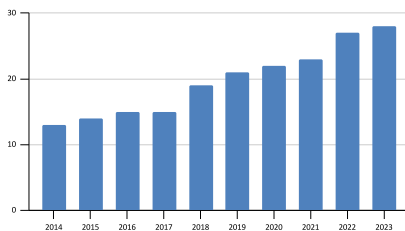
PTSD is on the rise for ex-military personnel and, unsurprisingly, amongst those in prisons. A 2018 study of mental health worldwide found that up to 27% of male prisoners and 37% of female suffer Post Traumatic Stress symptoms: 90% of detainees with PTSD have received no psychological treatment.

For six years therapist Andrew Hawkins has worked in the PTSD Resolution network, treating over a hundred veterans, many serving either life or very long sentences.

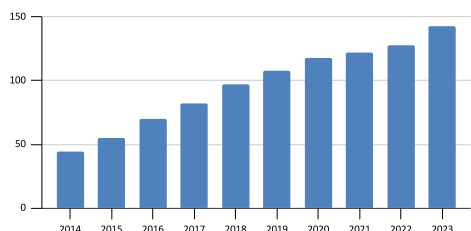
Helping a person in prison with PTSD is the same process as helping any veteran, Andrew says. "Finding out what is missing in a person's life - security, control and relationships - is the primary focus, then looking for ways to supply it. Getting veterans' emotional and physical needs met in prison is not easy for obvious reasons."

Importantly, PTSD Resolution treatment requires no 're-telling' of traumatic events. Instead, over several one-to-one sessions, therapists work to relieve symptoms and improve management of anger and stress.

Number of prisons we work with



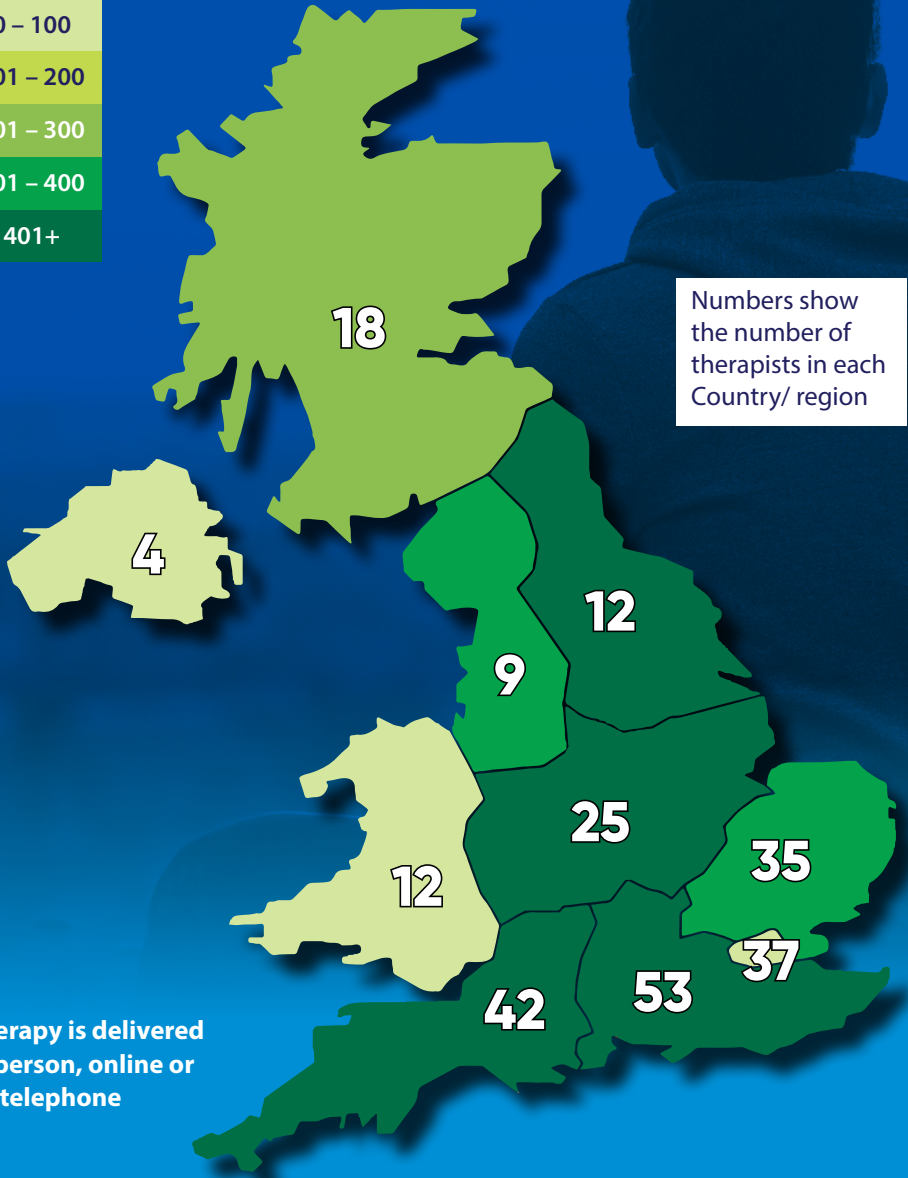
Total prisoners treated





# Treatment across the UK

Beneficiary DENSITY
0 – 100
101 – 200
201 – 300
301 – 400
401+



Therapy is delivered in person, online or by telephone

# Kings College Report Findings



**Results** PTSD Resolution clients appeared to show a similar degree of improvement as IAPT patients. Despite high levels of distress and prior treatment among this beneficiary group, these factors did not seem to affect treatment outcomes.

---

**Conclusions** The services of this provider appear to be an acceptable alternative for Improving Access to Psychological Therapies programme (IAPT) treatment, to the degree such a comparison can be made given differences in measures and client groups.

The King's College report highlighted the need for further research using measures consistent with those used for IAPT services. In 2022 Project 100 research was started with the generous support of Veterans' Foundation.



## Real-World Evidence (RWE) PTSD Resolution's Project 100 report

This report conducted in 2022 / 23 is the follow on research recommended by the 2019 King's College Greenberg / Burdett report. It provides preliminary findings, on a cohort of 171 beneficiaries, investigating the efficacy of Human Givens (HG) therapy for treating psychological trauma in military veterans.

- Using established outcome measures (CORE-10, PHQ-9, GAD-7, PCL-5), initial results suggest promising recovery and consistent improvement rates, aligning with or surpassing national standards.
- The therapy showed high beneficiary engagement and low dropout rates, demonstrating its acceptance among veterans. It highlights the value of complementary real-world research as per the NICE Guidelines.
- Evidence suggests the HG therapy approach, implemented by PTSD Resolution, is effective for addressing psychological trauma.

# Efficacy

## Project 100 - Key findings

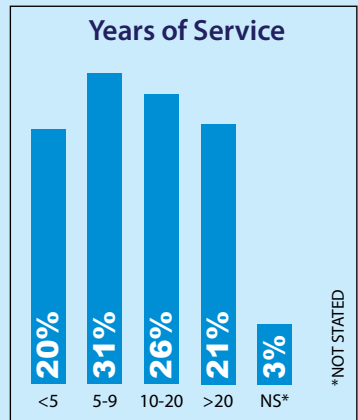
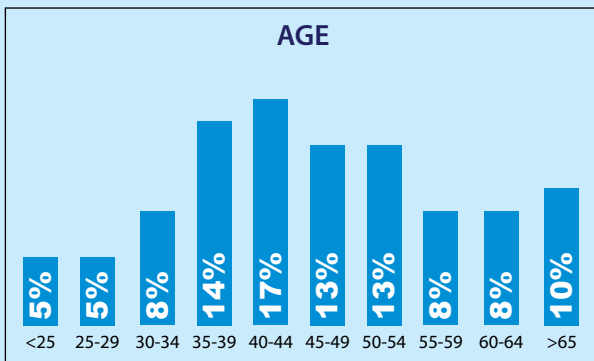
More than 3 out of 4 beneficiaries stay in treatment to an agreed planned ending. Demonstrating a high level of acceptance of the treatment.

Treatment effect sizes are large on all measures used.

Recovery rates are broadly equivalent to the ambitious targets set by the Improving Access to Psychological Therapies Services with a high proportion of referrals engaging in treatment.



- **73%** of beneficiaries self-refer (27% are referred from other organisations)
- **88%** of initial enquiries progress to therapy
- **77%** of beneficiaries who start therapy remain in treatment to an agreed planned ending
- **24%** of referrals are female
- **21%** of referrals are family members of veterans
- **>90%** data completion for sessional measures
- Average number of treatment sessions was **6.4**
- Recovery rates on combined GAD-7 & PHQ-9 measures were **50%** (reliable recovery **47%**)
- Reliable recovery rates on PCL-5 are **62%** for beneficiaries who stay to an agreed planned ending
- Effect sizes on all measures are large (**>1**)



<b>Beneficiary or Family member</b>	<b>Beneficiary 75%</b>
	<b>Family Member 21%</b>
	<b>NS* 3%</b>

\*NOT STATED

# Fundraising Stories



## Oliver Hopkins

When Oliver Hopkins lost his father to PTSD in 2018 he put out a call to “raise money to stop this silent killer.” Oliver initially aimed to raise just £3,500 - but his honesty, eloquence and love for his dad struck a chord and he has raised over £15,000:

“My dad had been in the 9/12th Lancer regiment since he was 16 years old. After leaving the Army he carried on within the forces and joined the South Wales Police force and progressed to become a negotiator.

“My dad loved his job, but behind the smiles he was carrying a burden of the sights he had seen and the events he witnessed, and became very unwell, suffering with PTSD, and we lost him on Christmas Eve 2018.

“I do not want my dad’s death to be in vain, nor do I want the bad to be remembered. Only the positive. My dad was a good man who affected everyone he met in a positive way.”

**Oliver Hopkins has raised £15,686**



## Jonathan Thomson

In June 2022, Jonathan Thomson, a 77-year-old former Royal Marine, embarked on a demanding 465-mile mountain cycling challenge through Wales. The journey, which began and ended in Swansea, spanned seven days and included a formidable 35,000ft climb. All to raise funds for PTSD Resolution and UK forces beneficiaries.

His past endeavours included a journey along Scotland's north coast in 2020 and a gruelling ride through the French Pyrenees in 2021. All expedition costs are met privately so all funds raised go directly to PTSD Resolution.

Joining him on the 'Cycle Wales' challenge were Jim, a former Royal Navy helicopter pilot, Neil, a former Royal Engineer, and Jez Scarratt, another ex-Royal Marine. The team rode unsupported, carrying all their gear and limited supplies on their bikes, symbolising the lack of support faced by beneficiaries.

Update: On Sunday 18th June 2023, Jonathan and his team will set off from Northern Scotland on a dramatic 7-day, 750 km bike ride around the Orkney and Shetland islands.

This will be Jonathan's fourth cycle ride for PTSD Resolution, and his fundraising total is so far is an impressive £75,000.

**Jonathan has raised £75,000**

# Our Special Thanks to these organisations that have supported us:



# NHS Funding For Forces Beneficiaries Social Support



Since 2015, PTSD Resolution has provided social support to beneficiaries post- therapy, addressing practical needs. Our beneficiaries often face social isolation, financial strain due to service-related injuries, and difficulties navigating benefits or military claims systems.

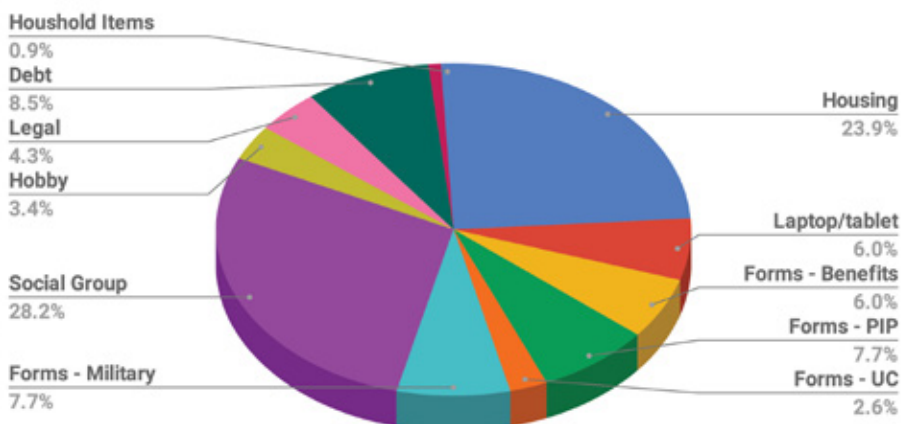
In 2020, an NHS grant enhanced this aspect of our service. We engage in long-term supportive dialogues with beneficiaries, collaborating with other charities, GP surgeries, and external agencies for comprehensive client support.

The NHS grant enabled the appointment of a dedicated manager, the creation of a new social support framework, and the expansion of our specialist services network. Referrals average 9 per quarter.

We've served 140 beneficiaries so far, averaging around 10 hours of dedicated, direct contact per beneficiary. We appreciate the support from the Armed Forces Health Commissioning, NHS England, and NHS Improvement.

**Social support and advice by PTSD Resolution**  
 Housing, social support and engagement, household items, debt issues, legal problems, hobbies and recreation, application form filling for benefits and other support, computer laptops.

## Category of Needs





**TATE**

## Trauma Awareness Training for Employers

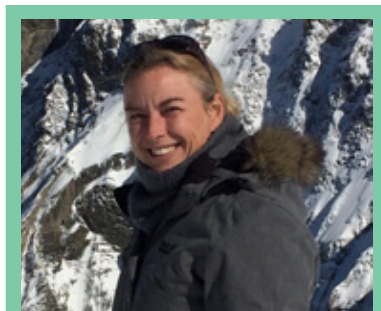
Trauma left untreated can result in absenteeism, addiction, family breakdown and even suicide. However, the symptoms are often hard to identify. It is a difficult issue for employers to raise with a staff member when they suspect someone has a problem. Employees themselves may be reluctant to get help, for many reasons.

TATE (Trauma Awareness Training for Employers) is a popular and effective solution, with half or one-day workshops available nationwide. Each session is led by an experienced trauma therapist, such as Ros Townsend. The course can be delivered over the internet or live, with a Q&A session.

It is an invaluable and interesting event for line managers, HR and Learning & Development and other staff. Following a course delivered for Anglo American, 100% of delegates felt 'strongly' or 'very strongly' that they left the training feeling more confident in their ability to identify and support colleagues who are experiencing trauma or emotional distress.

TATE was also delivered to the staff at Greenfield Academy, Bristol, and also 250 staff in Gloucestershire Health and Care NHS Foundation Trust.

**To discuss a private workshop for your organisation please email: [contact@ptsdresolution.org](mailto:contact@ptsdresolution.org)**



*Course Leader and Trustee Ros Townsend*

### The course enables attendees to:-

- Recognise post-traumatic symptoms
- Understand the effects of trauma on human behaviour
- Engage with traumatised people to explore practical options
- Identify clear routes to resolving work- place difficulties caused by trauma



## What Beneficiaries say...

At the end of each therapy programme, the beneficiary is invited to make a statement about the impact of the therapy on his or her symptoms and life situation. More statements can be found on the website.

### AB, Service in Afghanistan

"My treatment has really calmed me down and I can talk about my job and active duty without freaking out. Even the creaks in my old house don't bother me anymore! My family have noticed a big difference too: I no longer detonate over nothing and we're all getting on so much better."

### JF, Service in Bosnia, Kosovo, Iraq and Afghanistan

"I finished each of the sessions feeling better than when I started. So far, I've not had a single flashback nor have I had any problems with anxiety or sleeplessness. Even better, I have a range of skills to help me cope with anxiety, depression and any stressful situations which I might encounter in the future."

### SP, Partner of a Veteran

"In January 2015 my husband attempted suicide after receiving a diagnosis of PTSD and our marriage subsequently broke down. Our PTSD Resolution sessions have made the traumatic memories fade more quickly and feel less significant. I really feel positive about the road ahead and my marriage is back on track."

### CL, Service in Afghanistan

"I used to spend all my time in bed or in my shed, hiding away from people, but I'm now planning on going travelling - that's how much things have changed. At first, I thought this treatment was a 'fluke' but now I realise that it really does work and things just keep getting better and better!"

### DT, Service in Falklands

"Without question, I would recommend this treatment to others. I found the service provided by PTSD Resolution to be non-threatening, welcoming, open and comforting."

### RJ, Royal Air Force

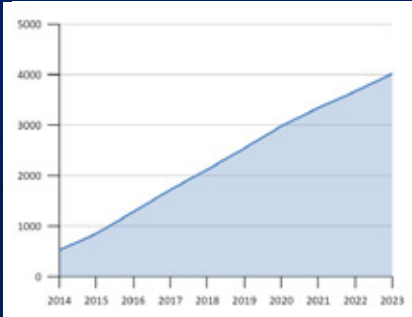
"PTSD Resolution cured me on day one! I relaxed immediately and my therapist gave me the confidence to talk about the events which had traumatised me. I feel so much better - I'm sleeping properly, I'm relaxed around others and I have more confidence. I would highly recommend them to others and I already have - to around 30 people!"

# Financials 2022/23

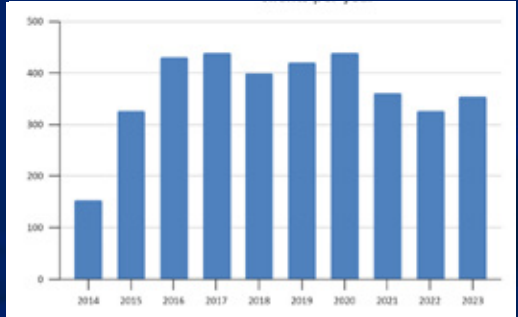


In the financial year ending 30th April 2023, PTSD Resolution spent **£299,866** helping our Beneficiaries. We treated **354** beneficiaries, making the total treated since the start of the charity of **4027**.

Total beneficiaries treated over ten years



Beneficiaries per year

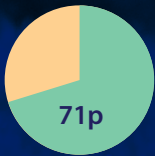


- Supporting Beneficiaries
- Raising Funds

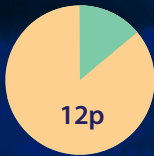


**FOR EVERY £1 SPENT on fundraising we raise £18 for the charitable cause**  
**£1 = £18**

## How each £ breaks down



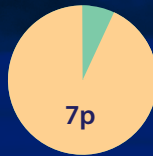
Treatment of Beneficiaries and their families



Research



Educating and promotion of and about PTSD



Fund Raising



Promoting social inclusion of Beneficiaries within HMP through treatment & support

Income decreased from **£546,386** in 2022 to **£367,843**

Total resources expended increased from **£258,468** to **£299,866**

Reserves increased this year to **£540,558** at the balance sheet date.

This resulted in a surplus of **£67,977** as compared to a surplus of **£287,918** in the prior year.

# 10 Year Financial Highlights

WE TREATED  
**3652**  
BENEFICIARIES

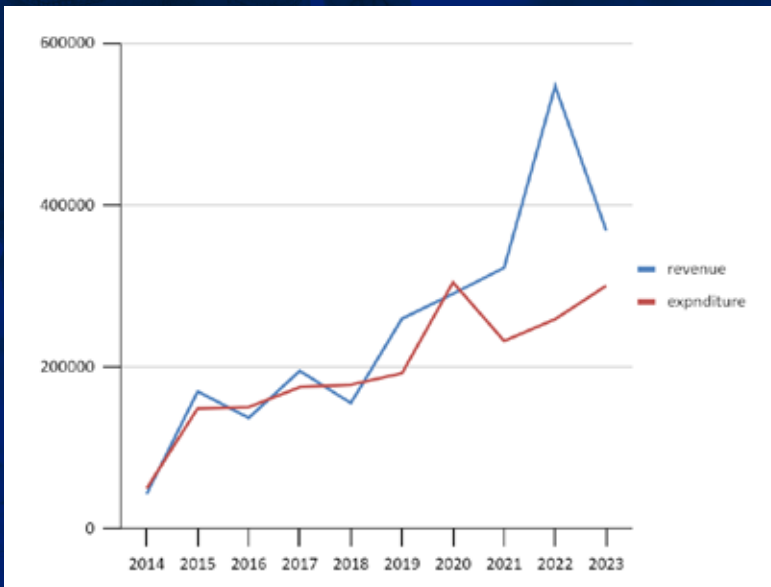
WE RAISED OVER  
**£2.48 Million**

OVER LAST 10 YEARS  
**85.76%**  
OF COSTS HAS BEEN SPENT  
ON CHARITABLE OBJECTS

OVER LAST 10 YEARS  
**£544**  
AVERAGE SPENT PER  
BENEFICIARY

CURRENT COST PER BENEFICIARY  
**£847**  
(2023)

Over the last 10 years our income has kept up  
with the demand for our services



# Companies & The Public Sector

Organisations that support PTSD Resolution can protect the mental welfare of staff and meet their CSR commitments under the Armed Forces Covenant (AFC). Some have gone on to win gold awards under the Defence Employer Recognition Scheme (ERS).



## HOW YOU CAN HELP:

- *Sponsor a beneficiary*
- *Donate*
- *Staff payroll giving*
- *'Charity of The Year' - our guest speakers at your events*

[Contact@ptsdresolution.org](mailto:Contact@ptsdresolution.org)

## Stewart Sharman

Deputy MD (UK) & Head Ex-Forces Programme at FDM Group:-

*"FDM has developed an excellent working relationship with PTSD Resolution. Their support has enabled 16 of our ex-forces employees to manage their Post Traumatic Stress Disorder successfully, minimising the impact on the individual, their families and their ability to work and progress their careers.*

*"I would highly recommend PTSD Resolution to any employer who wishes to provide the best possible care to their ex-service personnel. It is instrumental in ensuring the wellbeing of our ex-forces community."*



**CSR**  
Corporate  
Social  
Responsibility

## HOW YOU CAN HELP

Your donation or fundraising will help meet the cost of treatment for beneficiaries, reservists & families. A course of therapy costs the charity an average of £850, delivered free of charge to the beneficiary.

### Donate On-Line

You can make donations to Who Cares Wins appeal quickly and securely through our website: [www.ptsdresolution.org/donate](http://www.ptsdresolution.org/donate)  
Every pound you donate helps.

### Or Donate By Mail

Please make your cheque payable to:  
"PTSD Resolution" and send it to:

PTSD Resolution  
c/o

Chantry House, 22 Upperton Road,  
Eastbourne, East Sussex BN21 1BF

### Text To Donate

Text: RESOLUTION (amount)  
to 70085

For prompt help ring  
**0300 302 0551**



[www.ptsdresolution.org](http://www.ptsdresolution.org)

[contact@ptsdresolution.org](mailto:contact@ptsdresolution.org)

[f](https://www.facebook.com/ptsdresolutionUK) ptsdresolutionUK   [@ptsdresolution](https://twitter.com/ptsdresolution)   [in](https://www.linkedin.com/company/ptsdresolution) @ptsdresolution

PTSD Resolution Ltd c/o Chantry House, 22 Upperton Road, Eastbourne, East Sussex, BN21 1BF