



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



2024 IMPACT REPORT

The Rt Hon Lord Arbuthnot *President*

PTSD Resolution is, I'm delighted to say, going from strength to strength. Its awareness and recognition has helped to open new opportunities to help those who are or have been in the armed forces, those who are or have been in prison and other groups of people who need us. We are helping those who for one reason or another have not been able to benefit from other therapies. My thanks go to our wonderful team, volunteers and fundraisers who help to make all of this possible – but there is always more work to be done!



Colonel Anthony Gauvain (Retired) *Chairman*

Now in its 15th year PTSD Resolution continues to deliver free, prompt, personal and reliably effective treatment to veterans, reservists and family members, in person locally and online, at home and abroad. Delivery has been available to the prison population, and increasingly drug and alcohol users and those with complex diagnoses. You will see from this report that the per capita cost of treatment is highly competitive and a fraction of what is charged by other suppliers. But to maintain this valuable service requires continued funding. Please give generously to help us in this important work.



Charles Highett *CEO*

In a landmark year, PTSD Resolution has exemplified its commitment to doing more with less, delivering high quality mental health treatment to veterans, reservists, and their families. We've treated 460 clients while receiving 405 new referrals, maintaining our prompt response time of 12 days from registration to treatment. Our 80% therapy completion rate reflects that clients find the treatment highly acceptable and underscores the effectiveness of the therapy.

With over 60% of clients referred through trusted partners, our position in the military community remains strong.

Our success stems from the committed team at PTSD Resolution and dedicated network of therapists without whom we could not deliver the high-quality, cost-effective treatment for those who've served our nation.



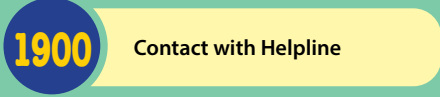
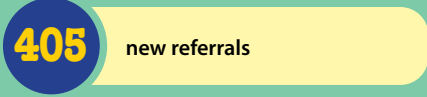
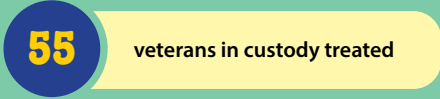
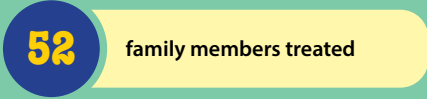
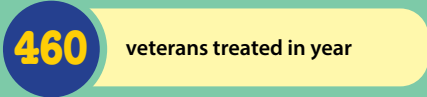
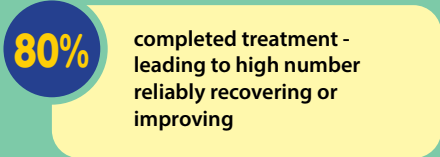
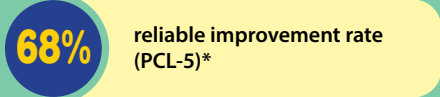
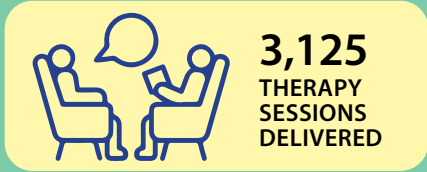


More Impact with Less Resources:

We have a self-employed team of ten personnel, to manage essential administration and referral processes to our national network of 200 qualified Human Givens therapists, with invaluable support from our Trustees, Ambassadors and other volunteers, whom we wish to thank and acknowledge. PTSDR achieved value for money with a total expenditure of £369,500, with 92% going directly to charitable objectives:



IN THE LAST YEAR:



* The PCL-5 (Post-traumatic Stress Disorder Checklist) is a self-report tool assessing PTSD symptom severity. Reliable Improvement: Indicates significant clinical effectiveness and measurable symptom change following treatment.

AT LEAST 8 CONFLICTS
Including Afghanistan,
The Falklands, Iraq, and
Northern Ireland



More with Less: Effective Mental Health Treatment for Veterans

PTSD Resolution CIO (PTSDR) is a UK-based charity providing efficient and effective mental health treatment for veterans, reservists, and family members at home and overseas.



Lean charity operation: No fixed assets or full-time staff.

As a military mental health charity we believe we were:



1st to treat veterans in prisons



1st to treat veterans and their families living overseas



1st to treat foreign interpreters that served HM forces in conflicts overseas



1st to treat veterans with substance and alcohol misuse providing sober at time of appointment



1st to support Ukrainian Territorial Defence Forces with resilience training

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.



Governance



| 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 charity's 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 11 Trustees and Directors, a list of whom can be found on page 8. Lord Arbuthnot is a distinguished member of the House of Lords with extensive military expertise, having served as an MP (1987–2015) and chaired the Defence Select Committee (2005–2014). 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 handles the operations, finance and administration of the Charity.

Regular Meetings

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

Continuous Improvement

Over the past two years, we have conducted in-depth research to enhance the effectiveness of our therapy services. Leveraging IT and AI, we continuously seek innovative ways to improve quality and efficiency. This ongoing effort includes strategic investments in time, talent, and technology.

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.

Regulators, Governance, Accreditation, Membership Organisations and Endorsements

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

Regulators & Governance:



CHARITY COMMISSION
FOR ENGLAND AND WALES

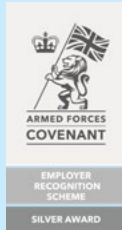


FUNDRAISING
REGULATOR



Accreditations:

Membership Organisations:



Endorsements:

Accountants and Independent Examiners:



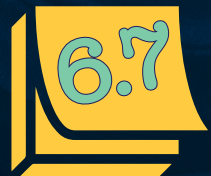
Mental Health Treatment Delivery



Average cost of treatment



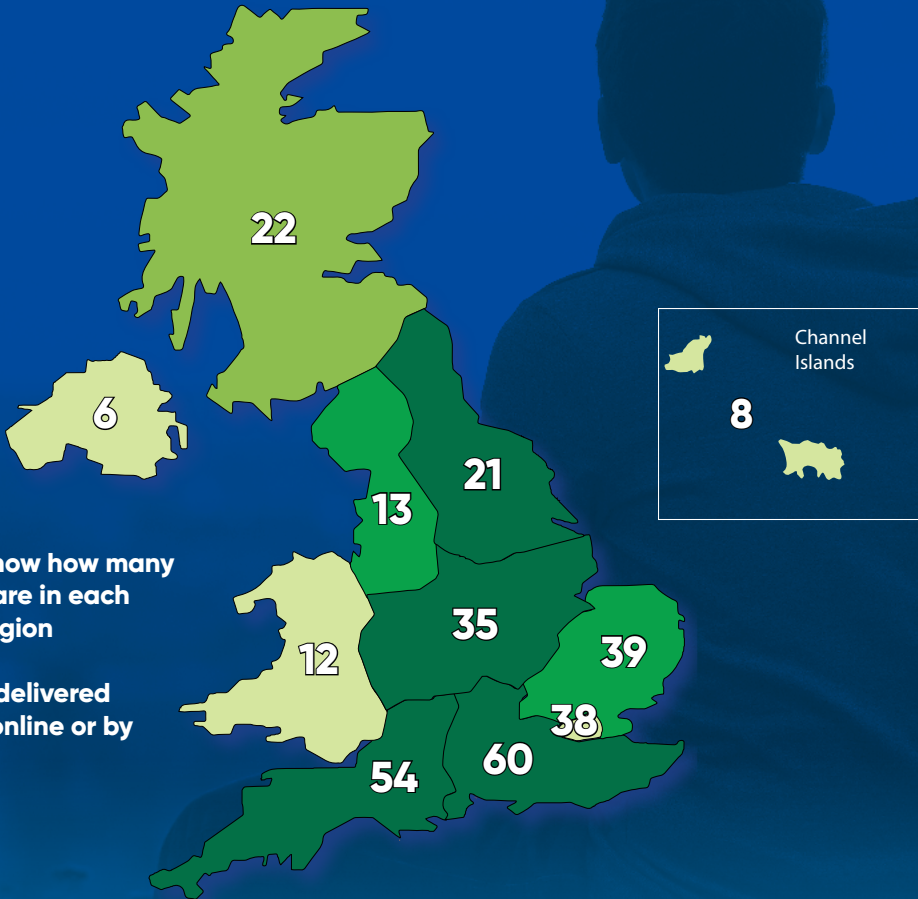
Average time from registration to appointment with therapist



Average number of out patient sessions

Treatment across the UK

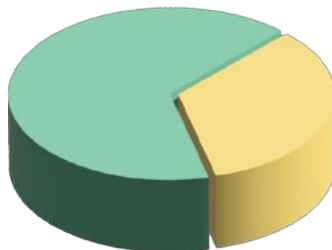
| Beneficiary DENSITY |
|---------------------|
| 0 – 100 |
| 101 – 200 |
| 201 – 300 |
| 301 – 400 |
| 401+ |



PTSD Resolution’s effectiveness is enhanced through strong partnerships with military charities and institutions across the UK. Our collaborative approach ensures veterans can access our services through multiple pathways.

62% of referrals are made through other charities or institutions, of which 36% are from military charities, 19% from institutions, such as NHS, Prisons etc.

SOURCE OF CLIENTS



38% of referrals are made directly by the client or through a family member.

Enhancing the Referral Process

Team Spotlight

At the heart of PTSD Resolution's unique referral process is Karolina, Clinical Liaison Manager whose dedication ensures swift access to therapy for those in need.



"Our team manages the call rota and registering clients seeking support," explains Karolina. "It's incredibly rewarding to help them feel heard from that first call, though hearing their struggles can be emotionally challenging even after years of experience."

After registration, Karolina matches clients with appropriate therapists from the charity's network of over 200 Human Givens practitioners across the UK. Treatment is delivered either face-to-face or online. From initial registration, appointments are typically scheduled within 2 days, with the first therapy session following within 12 days.

The streamlined process minimises barriers to seeking help. When clients contact the charity, Karolina, who is trained in HG therapy, gathers essential details and their reason for calling. If they wish to proceed, they are invited to call back for further information. Their assigned therapist then contacts them directly - with whom Karolina remains closely in touch.

Time from registration to first appointment



"Many Veterans reach out after facing previous rejections or long waiting lists," Karolina notes. "It takes great courage, especially when they've been conditioned to 'soldier on' alone."

The service is free to Veterans, Reservists and their families, with treatment costing the charity an average of £940 per person.



A client called us during an incredibly low point in his life. He was contemplating taking his own life and reached out because he didn't want to be alone. It was one of the most emotional calls I've ever had. He shared that he had lost a young soldier to suicide while on duty and felt immense guilt for not doing more to prevent it.

We managed to get him the support he needed right away, and a few weeks later I received feedback from the therapist that his life had been saved.

I'm humbled to have played even a small role in that, and it's a call I will never forget.



Kings College Report Findings



Background PTSD Resolution is a charitable provider of mental health support and treatment via Human Givens Therapy to members of the Armed Forces Community. This study utilized data from their client database to evaluate outcomes of their services.

Aims To determine whether treatment by the service resulted in improvements in mental health; to the extent possible, compare these outcomes with those of the NHS IAPT (National Health Service Improving Access to Psychological Therapies) services; and to evaluate how other factors, notable reported stress levels and prior treatment, impacted outcomes.

Methods Administratively collected data from the service provider collected between 2014 and 2016 were utilised. Clients still undergoing services were excluded. The CORE-10 (10-item Clinical Outcomes in Routine Evaluation) measure was used as the outcome measure. Demographic factors examined included age, sex, employment, accommodation, relationship status, distress at the time of presentation and prior treatment history. The effect of the factors was analysed using χ^2 test as well as linear regression and Poisson regression analyses according to the nature of the variable.

Results PTSD Resolution clients appeared to show a similar degree of improvement as IAPT patients. Job-seekers and those who are living alone benefited less from the treatment. Despite high levels of distress and prior treatment among this client group, these factors did not seem to affect treatment outcomes.

Conclusions The services of this provider appear to be an acceptable alternative for IAPT treatment, to the degree such a comparison can be made given differences in measures and client groups.

Key words Health service; mental ill-health; military; post-traumatic stress.



Nottingham Trent University
Psychology

Analysis of Project-100 Closed Cases: October, 2024



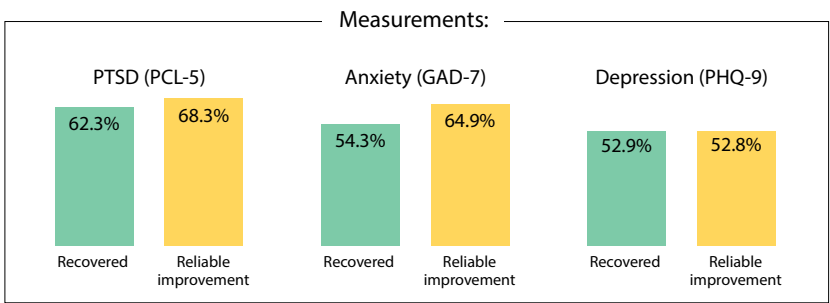
Research analysis by Nottingham Trent University 2024



Median age: **46 years**,
95% of cases between **25** and **72 years**

TREATMENT EFFICACY

Significant reductions across all mental health measures



SUSTAINED IMPROVEMENTS AT 3-MONTH FOLLOW-UP

More Acceptable, More Effective, Less Dropout

80% treatment completion rate (vs. **50-57%** in NHS IAPT services)

PTSD Resolution Prison Services Report Justice System Treatment Programme 2023-24

PTSD Resolution continued to make significant strides in providing trauma therapy within the justice system, having successfully treated 202 clients across 35 prisons nationwide. At HMP Risley we provided specialised treatment to 14 veterans during 2023-24, working in close collaboration with the prison's healthcare team. Our work there demonstrated the transformative impact of trauma-focused therapy within prison settings, which cannot be understated.

Our therapist, Beth Hamilton, working in HMP Risley noted:

"Three-quarters of the people I saw in prison had been charged with alcohol or drug led violence, GBH and disorderly behaviour. 50% of those I saw had signs of Neurodivergence but were undiagnosed. Is there a causal connection between unmanaged CPTS and criminality?"

ALL of the clients I saw did have previous untreated trauma and all presented with CPTS symptomology i.e. very poor sleep, nightmares, flash backs, anger, alienation, addictions etc. They would never have looked for help from PTSD Resolution in the community. Why? Because of their conditioning, their mindsets, or being let down by other services.

"We're seeing remarkable progress in helping veterans rebuild their lives and manage their PTSD effectively."



Beth
Hamilton

Our success was built on strong working relationships with key partners including, Ministry of Justice, HMPPS, Department of Work and Pensions, and Op Nova.

The programme maintained high engagement rates, with 79% of clients completing their full treatment course. Each client received an average of 7 sessions, with the final session dedicated to developing a personalised "Staying Well Discharge Plan" - crucial for long-term recovery management.

In 2024, 8% of PTSD Resolutions' client base was involved with the justice system, including those with previous convictions, pending investigations, or currently serving sentences.

The programme's structured approach and high retention rate highlighted its effectiveness in addressing trauma within the prison system, providing crucial support and reducing stigma for veterans in custody.



TATE: Trauma Awareness Training for Employers

2024: Our flagship workplace training programme continues to transform how organisations understand and support trauma in the workplace.

In 2024, TATE delivered critical mental health awareness training to professionals across key sectors including healthcare, education, and corporate environments.

The programme's effectiveness is demonstrated by exceptional feedback: 100% of delegates at Anglo American reported significantly increased confidence in identifying and supporting colleagues experiencing trauma. Major deployments included training 250 staff at Gloucestershire Health and Care NHS Foundation Trust, demonstrating TATE's scalability across large organisations.

Led by experienced trauma therapists, these workshops provide practical, immediately applicable skills for managers and HR professionals. Participants learn to recognise trauma symptoms, understand their workplace impact, and create supportive environments for affected staff.

The training is invaluable for organisations employing veterans, helping bridge the civilian-military understanding gap. TATE's proven methodology and consistent results make it an essential tool for organisations committed to mental health awareness and support.

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 online or face to face 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



Course Leader 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 workplace difficulties caused by trauma

FAITH

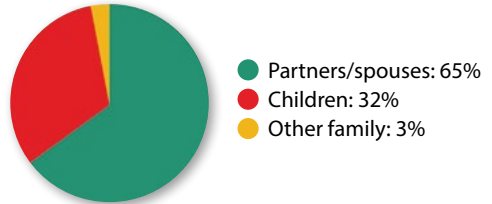
PTSD Resolution has launched FAITH (Family Assistance & Intervention for Trauma Healing), a pioneering programme supporting families affected by military trauma. The initiative responds to growing evidence that trauma can impact entire households.

Through FAITH, 68% of the Veterans and family members who engage in therapy see their condition reliably improved, even with long standing trauma

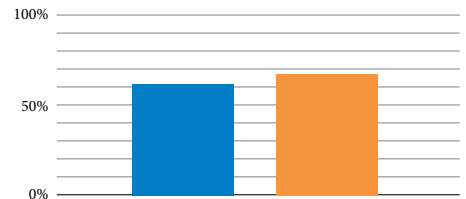
As with veterans' support, FAITH delivers free, immediate access to trauma therapy through the nationwide network of 200 qualified Human Givens therapists, requiring no GP referral or diagnosis. The programme launches following a successful pilot showing significant improvements in family members' mental health outcomes, with proven recovery rates of 61% among family members for those receiving therapy from the charity.

Recent data reveals that 17% of PTSD Resolution's clients are family members of veterans, with partners comprising 65% of referrals and children 32%. The remaining 3% includes parents and siblings affected by living with trauma-affected veterans.

Family Members Receiving Therapy



Recovery Rates 2023-24



● 61% Recovery rate

● 68% Reliable recovery

Significant increase from 44% previous year

Programme Impact

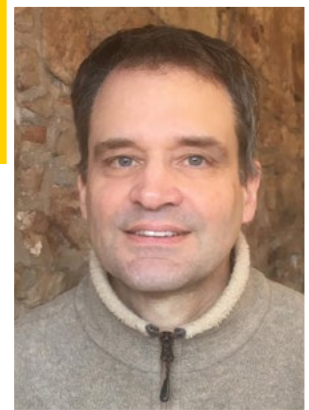
Treatment is tailored to meet each family's specific needs

17% of total PTSD Resolution clients are family members

"FAITH helped our whole family understand and cope with the changes. The therapy gave us tools to communicate better and heal together. Our children have their father back, and I have my partner back."

Sarah, Veteran's wife

Mental Health Resilience Training in Ukraine



As the conflict in Ukraine nears its third year, the mental health toll is escalating. In response, UK charity PTSD Resolution, renowned for its trauma support for military veterans, designed a groundbreaking two-week resilience training programme."

It was further developed in collaboration with specialists in Kyiv in late 2023. The result was a package that equips participants with practical tools to address mental health challenges and emphasises the critical role of community-based support.

"Our time in Kyiv was profoundly humbling. We witnessed firsthand the inspiring work of local volunteers providing daily support to their communities," said Malcolm Hanson, Clinical Director of PTSD Resolution. The resilience of the Ukrainian people in the face of such adversity is remarkable, but the need for mental health support is urgent and growing. Our experience in treating trauma among veterans has proven invaluable in this new context."

The charity's work comes at a critical time, as 54% of Ukrainians are reported to experience PTSD, according to The Lancet. Rooted in Human Givens Therapy, PTSD Resolution's training provides simple, effective strategies that can be adapted in resource-limited settings, creating a ripple effect of support across communities.

"Our efforts highlight the often-overlooked mental health consequences of conflict," Hanson added. "Addressing these issues alongside visible forms of aid is vital to ensuring a resilient and healthy society emerges from the ashes of war."

Learn more at: www.ptsdresolution.org

WHAT VETERANS SAY...

At the end of each therapy programme, the client 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.

DW, UK Veteran (Iraq, Bosnia, Kosovo)

"I would recommend PTSD Resolution without hesitation. Without sounding evangelical, it has changed my life. The relatively short period of time I spent with my therapist is much better value than the current NHS system."

SW, Wife of a Veteran

"I wholeheartedly recommend PTSD Resolution to anyone seeking a therapist who embodies empathy, skill - and an exceptional ability to foster genuine healing. My therapist has profoundly impacted my life, and I am forever grateful for her guidance and support."

JD, UK Veteran (Germany, Gulf I, Northern Ireland, Bosnia)

"I get far less anxious or depressed and feel a lot more at ease with myself. The thoughts of suicide that I got on a regular basis have faded out. I wish I had reached out and asked for help way before now - but at least I am on the mend, and I have a different view on life."

RS, UK Veteran in Prison

"It was like talking with an old friend and we covered many subjects together and talked about my life and how the events could be reviewed to try and make them less traumatic... I will never forget my therapist's calmness, rarely seen in other people, and the way he would sit and listen no matter what the subject."

MB, UK Veteran (Northern Ireland, Falklands)

"I've got a new job, I'm in a new relationship and I'm feeling good. I sleep better, I've got a handle on my thoughts and I use my grounding techniques every day... It's not that my therapist sorted my life. He showed me how to cope when things go wrong. Cos they do. Before therapy that used to paralyse me, but now I know I will always be okay - because I can rely on myself."

AG: UK Veteran (Afghanistan)

"The treatment I received was transformational. I still cannot believe that such straightforward techniques can be so effective, but they were."

MW, UK Veteran (Northern Ireland)

"I have found PTSD Resolution to be brilliant from my first contact until my last session. My therapist has a very similar background to myself and has taught me many coping techniques to deal with my PTSD and depression. Just knowing that I was going to have a therapy session helped motivate me to get up and move and want to get better."

DM, Son of a Veteran

"Today, I am able to look forward more easily, after spending so long living in the past with bad memories. Due to the support I have received I am in the process of becoming a volunteer in a care home - and I'm hoping this step will lead on to me getting back into employment."

SJ, UK Veteran, Welsh Guards (Falklands, Northern Ireland)

"Everything was explained to me, I was very relaxed, My therapist said it isn't even necessary to relay the details to her... I am back to being me again, sleeping well and I'm moving forward. I'm really well! I wouldn't have believed it, if I hadn't experienced it myself. I am eternally grateful."

DA, UK Veteran in Prison

"PTSD Resolution really focus on the problem - they are understanding and very easy to talk to. Since therapy, I feel better about myself. I have no desire to re-offend. I am sleeping better, eating better and much happier with life."

SK, UK Veteran (Gulf, Iraq, Northern Ireland)

"I would like to say a huge thank you to everyone at PTSD Resolution and my only regret is that I didn't hear about this service sooner!"

ND, Daughter of a Veteran

"I feel a better version of me now, making better choices with healthier and clearer thinking. The knowledge gleaned from my therapist has given me an unstoppable confidence and a purpose. It has really allowed my dreams to become a reality, knowing that the only thing that is going to stand in my way is me - if I let it."

Testimonial

CHRIS ELLIOTT'S STORY

Even before he joined the Royal Air Force, Chris Elliott was struggling. He had been groomed and abused by a respected senior riding instructor when he was just a young teenager - a silent trauma that would eventually "catch up with him." After 22 years of Service, Chris left the RAF - and long-running tensions began to surface.

Struggling with addiction, Chris was divorced three times and distanced himself from his family. Increasingly desperate, he was self-harming regularly and even planned his own "escape." Then - after years of searching for help, Chris was finally connected with PTSD Resolution.

Our non-invasive approach to therapy enabled Chris to fully engage with treatment and turn his life around. "The fact that you don't have to relive it, you don't have to tell the counsellor exactly what's gone on - is massive," he says.

He discovered that there were many things he could "fill his head with," other than the "grief, pain and sadness of the past" - and today Chris feels like a different person.

His relationship with his family has improved enormously. He completed the Great North Run with two of his daughters, with the rest of the family cheering them on. And that's not all...

Determined to help others access PTSD Resolution's transformative therapy, Chris has been instrumental in establishing - and fundraising for - a new outreach project, 'Just What We Need - Veterans.'

The JWWN-V programme promotes the Human Givens approach - as used by PTSD Resolution therapists - but offers Veterans the chance work in a group-based session, rather than one-on-one.

"This will also enable the charity to take their hugely successful approach into prisons," says Chris - "and help Veterans who may have fallen by the wayside, for whatever reason."

*"PTSD Resolution helped me change my life!
Now its time for me to help others change theirs."*

www.justwhatweneed.co.uk/veterans/



SUPPORTING VETERANS' JOURNEY FROM HOMELESSNESS TO HOPE: PARTNERSHIP WITH RBLI



PTSD Resolution's partnership with Royal British Legion Industries (RBLI) supports veterans moving from homelessness to independent living. Since 2018, this collaboration has provided essential mental health support to 105 veterans at RBLI's Mountbatten Pavilion in Aylesford, Kent, a facility offering emergency accommodation to veterans facing homelessness.

Through the RBLI STEP-IN programme, which combines welfare support, structured coaching and paid employment, PTSD Resolution delivers trauma-focused therapy and wellbeing support via qualified Human Givens therapists. In 2024, this partnership grew further with a £254,000 grant from the Armed Forces Covenant Fund Trust, which enabled PTSD Resolution to expand its mental health interventions within STEP-IN. In the current program alone, therapy has been provided to 30 veterans.

This collaboration is especially effective due to its complementary approach: RBLI offers emergency housing and structured support, while PTSD Resolution addresses veterans' mental health needs. Together, we create an holistic approach addressing both housing and underlying trauma, exemplifying the power of collaboration in transforming veterans' lives from homelessness to hope.



“ Our partnership with PTSD Resolution and our Op FORTITUDE partner, **The Riverside Group**, will be central to the success of the enhanced support. ”

John Cowman
Director of Living and Welfare
at RBLI



Our Special Thanks to these organisations that have supported us:



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).



EMPLOYER RECOGNITION SCHEME

SILVER AWARD

Proudly supporting those who serve.

HOW YOU CAN HELP:

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

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

Fundraising Stories

Tanya Hodges



A PTSD Resolution Ambassador and committed fundraiser, Tanya Hodges has supported the charity since 2018. She has summited Kilimanjaro, hiked to Everest Base Camp, completed a 100km Ultra Hike along the South Coast of England - and in 2024 took on the overnight 'Cotswold Way Ultra Challenge'.

Tanya completed the Cotswold Way event on Sunday 23rd June, after setting off on the previous morning - finishing the 100km hike in 23 hrs (with 2225m ascent). This was an impressive 3-hour improvement on her 2023 time, when she walked from Eastbourne to Arundel.

Tanya has raised an impressive £10,612 for PTSD Resolution, with more Ultra Challenge events in the pipeline and, in January 2025, a plan to climb Cotopaxi in Ecuador.

"I have seen first-hand – at PTSD Resolution's conferences – just how far the sponsorship money goes to saving the lives of our Veterans. I will continue to help in any way I can. I feel honoured to be an Ambassador and to raise funds and awareness for the charity."

Tanya Hodges

Tanya has raised £10,612

Jonathan Thomson

Jonathan Thomson is a former Royal Marine who has transformed his passion for long-distance cycling into support for an enormous number of Veterans

During the pandemic, Jonathan completed ambitious solo rides, including the North Coast 500 in Scotland. Since then, he has assembled a loyal team, collectively cycling an astonishing 4,107 km over 39 days, with 190,316 ft climb across Scotland, the Orkneys, Shetland, Wales and the French Pyrenees.

In 2024, in a remarkable feat of endurance, and in his 80th year, Jonathan completed his fifth and final cycling challenge for PTSD Resolution. 'Pyrenees 24' was a gruelling 700 km (435 miles) with an astonishing elevation gain of 35,832

feet - equivalent to cycling from London to Edinburgh and 1.23 times the height of Mount Everest from sea level.

Jonathan's fundraising efforts have raised over £153,000 to date - enough to fund therapy for more than 180 veterans and their families.

Jonathan was also a very deserving Finalist of the 2024 Soldiering On Awards, up for the 'Inspiration Award'

"Too many of our Veterans of all ages, and some men and women still serving, suffer the evil effects of Post Traumatic Stress Disorder. This wrecks their lives and deeply affects those of their families and close friends. It is also a major cause of suicide. PTSD Resolution provides well-developed and well-proven treatment for this condition, which is why we continue to cycle on their behalf."

Jonathan Thomson



Jonathan has raised £153,000

MAJOR DONORS

“ PTSD Resolution is an amazing charity, helping our armed forces and veterans. With minimal waiting times and no need for referrals, it is easily accessible for people when they are ready to seek support.

Their ability to include families of those with PTSD who may also need support, or guidance on how to support their loved one, shows a real understanding of how the ripples from trauma affect so many. I am especially impressed with the counsellors visiting veterans in prisons; many of whom are there precisely because of the effects and consequences of PTSD. Partnering with **PTSD Resolution**, for such an important cause is a no brainer for us.” By donating a proportion of every **PAL Personal Accident Insurance premium** we receive, we can help to ensure that all those serving and veterans who need this crucial and life changing support can access it, when they need it.

”

Rhiannon Bates
PAL Insurance and
The Risk Factor Ltd.

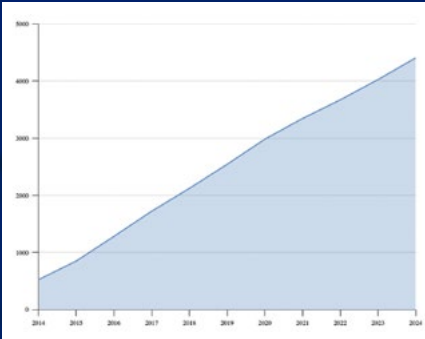


Financials 2024

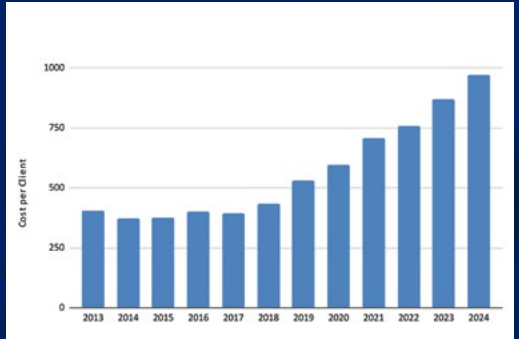


In the financial year ending 30th April 2024, PTSD Resolution spent **£369,500** helping our beneficiaries. We treated **460** beneficiaries, making the total treated since the start of the charity **4,407**.

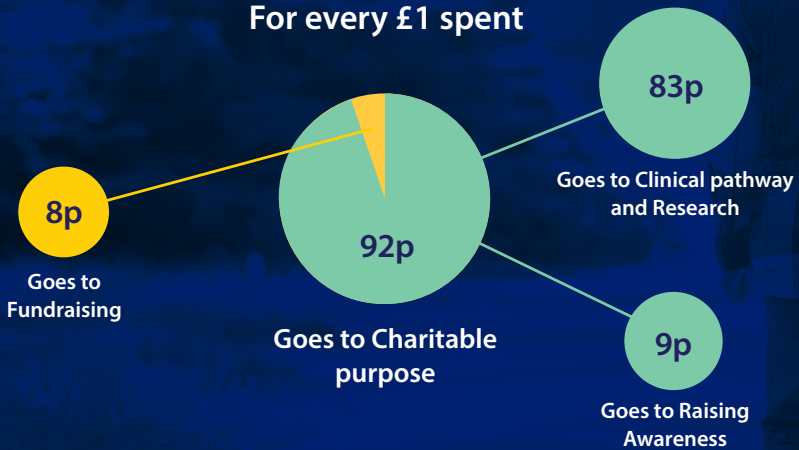
Total beneficiaries treated



Therapy costs per beneficiary



For every £1 spent



Income increased from **£367,843** in 2022-23 to **£375,893** in 2023-24

Cash and Reserves increased this year from **£501,078** to **£507,107** at the balance sheet date.

Total resources expended increased from **£299,867** in 2022-23 to **£369,500** in 2023-24.

This resulted in a surplus of **£6,393** as compared to a surplus of **£67,977** in the prior year.

Charitable purposes (Clinical pathway including Research and Social inclusion + Raising awareness) account for **92%** of total expenditure.

10 Year Financial Highlights

WE TREATED
3879
VETERANS

WE RAISED
£2.81
MILLION

OVER LAST 10 YEARS
£631
AVERAGE SPENT PER CLIENT

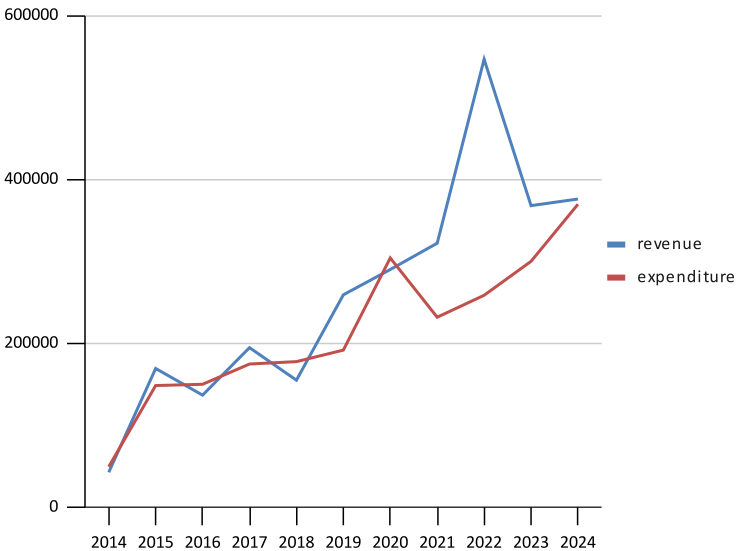
CURRENT COST PER BENEFICIARY
£940
(2024)

OVER LAST 10 YEARS

87%

of income spent on direct charitable objectives, balance on fundraising

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



THE FUTURE

“Doing more with less” CEO’s Forward-Looking Statement

Over the years, PTSD Resolution has built a solid foundation, treating over 4,300 veterans, reservists, and their families through its extensive network of therapists. As we look to the future, we are committed to building on this success, continually strengthening our impact through quality improvement, growth and innovation.

Our vision focuses on four key strategic areas:

1 Expanding Therapeutic Support
At the heart of our mission is delivering effective therapy to the military community. Our partnership with the Human Givens network of therapists has led to powerful outcomes, with over 80% of clients completing their treatment programmes. This impressive retention rate highlights not only our therapy’s effectiveness but also the trust it instils in those we serve.

2 Enhancing Treatment Protocols
Our ongoing research affirms our approach’s effectiveness and guides continuous improvement across our therapy network. Looking ahead, we are enhancing protocols for early identification of complex PTSD cases and developing adaptive treatment approaches tailored to each client’s unique needs.

3 Strengthening Strategic Partnerships
We will:

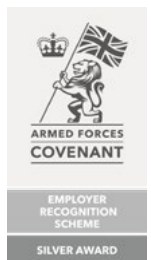
- Strengthen and expand our referral channels within the military charity community, other partners, and institutions, which currently account for 62% of our clients.
- Integrate drug and alcohol misuse support through collaboration with Change Grow Live, combining mental health and medical interventions.
- Support companies and institutions with trauma awareness, wellbeing and resilience programmes.

4 Building a Sustainable Future
We are deeply grateful to our current supporters, whose generosity enables our work. In addition, we are developing new revenue streams to sustain and expand our services. With nationwide coverage and a proven therapeutic model, we are well-positioned to scale our impact across the United Kingdom.

In all that we do, we aim to do more with less, remaining lean, agile, and effective. Our commitment is unwavering: to deliver accessible, high-quality mental health support to veterans nationwide in the most efficient way possible. The challenges our service users face are evolving, and we are evolving to meet them. Through innovation, strategic partnerships, and an unyielding dedication to those we serve, we are ready to face the future head-on.

Charles Highett

Chief Executive Officer, PTSD Resolution



HOW YOU CAN HELP

Your donation will help meet the cost of treatment for veterans, reservists & families. A course costs the charity an average of £940, delivered free of charge.

Donate On-Line

You can make donations to Who Cares Wins appeal quickly and securely through our website: www.ptsdresolution.org/donate

Every pound you donate helps.

Donate By Mail

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

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

Text To Donate

Text: RESOLUTION (amount)
to 70085

Scan QR Code

You can now donate using
the scan code with your
mobile device



For prompt help ring **0300 302 0551**

www.ptsdresolution.org contact@ptsdresolution.org

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

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