

PTSD **Resolution**

Counselling Forces' Veterans & Reservists  
registered charity no. 1202649

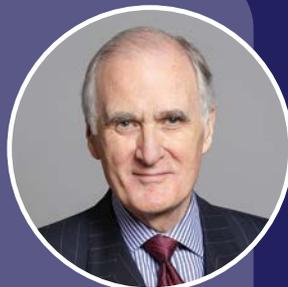
## Mental Health Support for Armed Forces' Veterans, Reservists and their Families



# 2025 IMPACT REPORT

## **Lord Jock Stirrup** *President (appointed 19 Jan 2026)*

I am delighted to accept the invitation by PTSD Resolution to join this important charity as President, and I pay tribute to all of its outstanding work in support of our Veterans, Reservists and their families. Our Service personnel perform their difficult and dangerous tasks with courage, determination and skill, but the cost to them does not end when they leave the military. Many veterans grapple with mental health issues long afterwards, and we owe them all the help which is in our power to give. As a society, we can do no less for those who have given so much on our behalf.



*Photo credit: Roger Harris*

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

It is an honour to be able to pass on the Presidency of this wonderful organisation to Lord Stirrup, a former CDS with vast experience of what the armed forces go through in action. His knowledge and support will bring real benefit to the many people treated by PTSD Resolution, which goes from strength to strength in the number of veterans and others going through its hands and the recognition it receives for the valuable work that it does. I have stepped back to being vice-President and continuing to help where I can.



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

This report reflects the quantum leap in service delivery numbers in the past year. It also reaffirms the continued quality of evidence-based practice delivered exclusively by Human Givens Therapists. This places PTSD Resolution uniquely at the forefront of mental health treatment provision across the UK and globally. I would urge everyone to look out for Veterans, Reservists or family members who in any way are struggling with their mental health and to help them refer to PTSD Resolution. I would also ask everyone to consider fundraising and donating to ensure the continuation of this exceptional service.



**Please note:** The Impact data in this report refers to the calendar year 2025; as the financial year and calendar year do not align, the financial information is reported separately for the fiscal year 1 May 2024 to 30 April 2025.



### More Impact with Fewer Resources:

We have a part-time team of eleven, equivalent to six full-time staff, managing all functions of the charity, with invaluable support from our Trustees, Ambassadors, and other volunteers, whom we wish to thank and acknowledge.

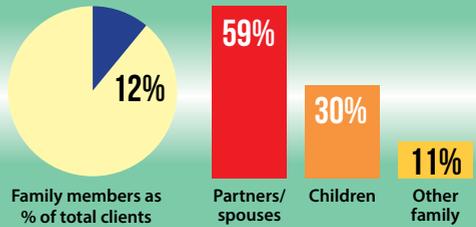
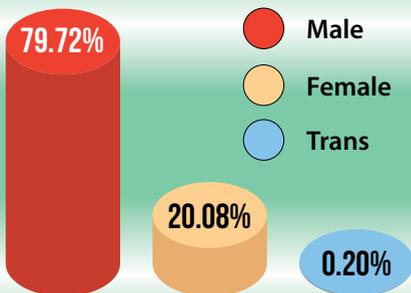
PTSDR achieved excellent value for money, with 592 clients treated during the year at a total expenditure of £363,165, of which 92.5% was spent directly on charitable objectives.



## 2025 Client Statistics



### Gender Distribution



# CEO Statement

**2025 has been a transformational year for the charity. We treated a record 592 clients in 2025, up 29% from 460 in 2024. We received 508 new referrals, up 25% from 405 the previous year.**

**This momentum accelerated in the second half of the year, and we believe this growth reflects increasing awareness of the high-quality service we provide.**



This growth occurs within a broader landscape where all providers of mental health support have an important role to play. Our contribution is to deliver a service that is accessible, acceptable, effective, and economically efficient.

We recognise that many who need help also require a helping hand - whether from family and friends or from the excellent veterans' charities supporting other aspects of military life. Collaboration across the sector is essential.

Over the past two years, we have strengthened partnerships across all four nations, including strategic partnerships with **Thrive Together, Veterans Outreach Support, The Poppy Factory, Bridge for Heroes, Change Grow Live** and many others across all four nations.

Today, more than **60% of our clients are referred through partner organisations**, helping us reach veterans who might otherwise remain under the radar.

We have met the challenge of increased demand through the dedication of our team and improved systems and processes. Throughout this period, none of our key performance indicators declined. Our benchmark of **12 days** from registration to first therapy held, as did the proportion (**82%**) of clients completing therapy to a planned ending.

Research is embedded in every therapy session. We are currently running two programmes: one measuring the prevalence of PTSD and Complex PTSD, and another examining dual treatment combining mental health therapy with substance recovery support.

Our commitment to the Armed Forces family was rewarded with the **Employer Recognition Scheme Gold Award**. Pro Bono Economics completed its rigorous evaluation, reporting that **PTSD Resolution delivers profound clinical and societal benefits with economic returns well above its costs**

**None of this would be possible without our funders, partners, supporters and our wonderful team at PTSD Resolution. Thank you!**

**Charles Highett**

*Chief Executive Officer, PTSD Resolution CIO*



# The Four Pillars Framework:

## Driving Quality in Veteran Mental Health Care

PTSD Resolution has seen a surge in demand for its services in 2025.

To manage this, the charity has integrated a system called the Four Pillars Framework: Accessibility – Acceptability – Effectiveness and Economic Efficiency– to ensure quality, transparency and value for money at every stage of the veteran’s journey.

### ACCESSIBILITY

Can the client reach treatment when needed?

#### Success Factors:

- Nationwide therapist network
- Digital-first model removes geographic barriers
- Low-barrier approach with multiple entry points
- Rapid response

#### Key Metrics:

- 200+ therapists
- 12 days to first session
- Digital-first delivery with face-to-face option
- Multiple referral pathways (62% partners, 38% direct)

### ACCEPTABILITY

Do clients stay with the treatment?

#### Success Factors:

- Empathetic contact with military cultural understanding
- Careful therapist matching to veteran needs
- Practical therapy approach
- Strong partner collaboration

#### Key Metrics:

- 82% completion rate (vs 54% NHS average)
- 94% attended 2+ sessions
- Average 7 sessions per veteran
- 35/35 median client satisfaction

### EFFECTIVENESS

Does treatment create lasting improvement?

#### Success Factors:

- Validated outcome measures
- Regular supervision and QA
- Real-time outcome monitoring
- Real-world evidence-based treatment

#### Key Outcomes:

- 66% PTSD recovery rate
- 74% reliable improvement (PTSD)
- Large effect sizes
- Peer reviewed and independently verified

### ECONOMIC EFFICIENCY

How many clients improve per £100k?

#### Success Factors:

- Comprehensive cost tracking
- Transparent resource allocation
- Focus on cost per outcome, not just cost per client
- Sustainable, scalable delivery model

#### Key Metrics:

- 60 veterans recovered per £100k
- 66 significantly improved per £100k
- £1,665 cost per recovery
- £910 cost per client
- 92.5% to charitable objectives

The Four Pillars framework ensures balanced excellence across all dimensions of service delivery. A service is only as strong as its weakest pillar. We don’t just excel in clinical outcomes - we ensure veterans can actually access treatment, stay engaged throughout, and that every pound invested delivers maximum impact.

*“If we cannot measure it, we cannot improve it.  
If we cannot prove it, we should not claim it.”*

# PTSD Resolution Charity Objects

## Statement of Purpose

- *The relief of mental sickness of Veterans and Reservists of the UK Armed Forces and their family members.*
- *Promoting 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 veterans, reservists and their families who have mental health problems, including post-traumatic stress disorder. The service is free and available to all who have served. We reach people other services don't, including those living overseas, in the justice system and those with co-occurring substance misuse issues.

Treatment involves one-to-one therapy sessions delivered in person or online by qualified Human Givens therapists. For those who engage with the process, outcomes are consistently positive, even when trauma is complex.

The treatment reduces symptoms, supports re-adjustment to normal life, and builds resilience through psychoeducation and practical techniques.



# Governance

PTSD Resolution's service excellence is built on four interconnected principles, Accessibility — Acceptability — Effectiveness and Economic Efficiency, that work together to deliver exceptional care while ensuring careful stewardship of donor funds:

We deliver clinically effective treatment that veterans can access quickly and engage with successfully, while maintaining exceptional efficiency with 92.5% of funds going directly to charitable objectives.

*"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 2024-25, 92.5% of donations went directly to pay for the charity's objects
✓	Making a positive difference to the cause they are working for	4,795 referrals treated since inception, 388 clients treated in 2024-25
✓	Honest and ethical fundraising	Adherence to the Fundraising Regulator, Charity Commission and Cobseo Code
✓	Being well managed	12-day average wait time from registration to first appointment; 82% treatment completion rate; sector-leading cost per client, healthy reserves, robust governance structure
✓	Making independent decisions	Lean, flat organisation with short command chain

## Governance Structure

PTSD Resolution has 9 Trustees and Directors. Our Vice President 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 quarterly Trustee meetings and additional meetings as required. The Executive meets monthly, at which risk, safeguarding and conflicts of interest are required to be declared. Accounts are reviewed quarterly with Trustees and approved at the AGM.

## Continuous Improvement

We conduct in-depth research to enhance therapy effectiveness. Leveraging IT and AI, we continuously seek innovative ways to improve quality and efficiency.

## Risk Management

Risk areas are monitored at monthly meetings. We look for early signals before risks become damaging, including legal, fiscal, compliance and clinical standards.

## Safeguarding

Our values and standards are maintained in accordance with comprehensive safeguarding policies, ensuring the protection and wellbeing of all beneficiaries.

## Conflicts of Interest

Areas of conflict of interest are required to be declared at each formal meeting, ensuring transparency and accountability in all decision-making.

# 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:



## Accreditations:



## Membership Organisations:



## Endorsements:



## Accountants and Independent Examiners:



## Mental Health Treatment Delivery



Average cost per client



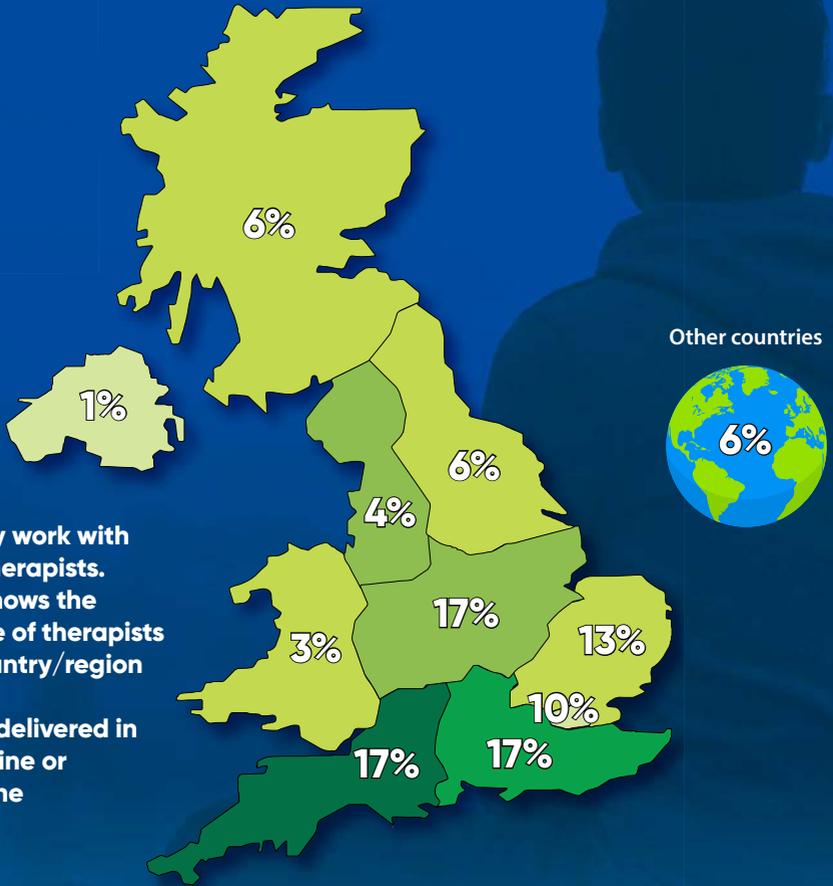
Average time from registration to appointment with therapist



Average number of therapy sessions

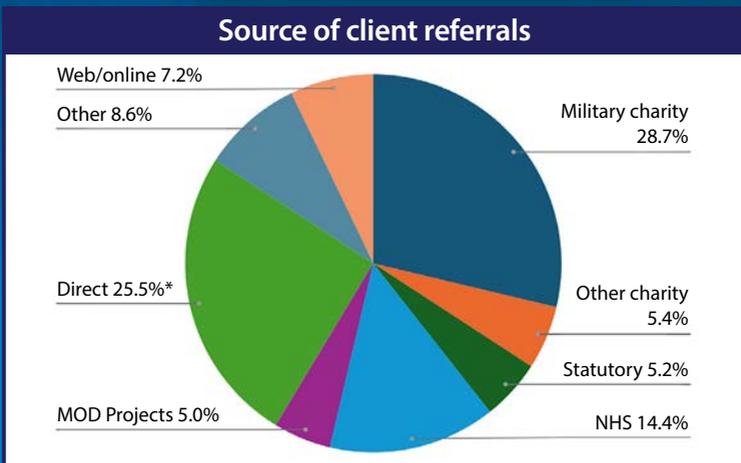
# Treatment across the UK

CLIENT DENSITY %
0 – 5
6 – 10
11 – 15
16 – 20
21 – 25



We actively work with over 200 therapists. The map shows the percentage of therapists in each country/region

Therapy is delivered in person, online or by telephone



\* The 25.5% shown above represents direct telephone referrals; when combined with web/online (7.2%) and other direct enquiries (8.6%), the total direct referral rate is 38%

# Pragmatic Tracker: The Data Engine Behind Our Clinical Excellence

From its inception, PTSD Resolution has worked in partnership with Solvefit Limited, using its outcome tracking software, Pragmatic Tracker (PT), as the system of choice. PT has proven to be a reliable, secure, and adaptable platform for capturing and analysing real-world data on treatment delivery and client outcomes across our nationwide network of therapists.

## WHY PRAGMATIC TRACKER MATTERS

**1 Session-by-session measurement.** PT enables therapists to capture outcome measures such as GAD-7, PHQ-9, PRN14 (meeting emotional needs), ITQ and PCL-5 and Goals/Problems at every session, allowing us to monitor progress over time. Each client's therapeutic journey can be tracked graphically, offering real-time insight into treatment effectiveness. Routinely, the PTSD Resolution clinical team uses PT to review cases with therapists, enabling data-informed decisions in the best interests of the client.

**2 Individual and aggregate insights.** Individual progress charts illustrate personal change, while aggregate scatterplots of thousands of cases enable statistical evaluation of overall outcomes. PT automatically calculates effect sizes such as Cohen's *d*, Glass's *Delta* and Hedges' *g*, giving robust metrics to support service evaluation.

**3 Service evaluation.** All the data used in our internal evaluations, public reports, and peer-reviewed publications have been harvested via Pragmatic Tracker. Most notably, the recent peer-reviewed publication by Hall & Greenberg in *Occupational Medicine* (2025) demonstrated the effectiveness of PTSD Resolution's therapeutic model, drawing on PT's data.

**4 Data governance and trust.** Given the sensitivity of our work with veterans and reservists, PT's secure, role-based system ensures robust data protection, compliance, and ethical transparency.



## Looking Ahead

We're integrating AI-enhanced analytics into Pragmatic Tracker (which is the next generation of PT). Machine learning prototypes show promise for real-time risk flagging, dynamic treatment recommendations, and AI-driven qualitative analysis – potentially revolutionising therapist support and improving outcomes.

# Independent Research Confirms PTSD Resolution Outcomes

*Published in Occupational Medicine, Hall, C. E. and Greenberg, N. (2025), Volume 75, Issue 2, pp. 105–112.*

**Background** PTSD Resolution is a UK-based charity providing Human Givens Therapy to military veterans, reservists, and their families. Following a 2019 King's College London evaluation, this 2025 Real-World Evidence study provides a contemporary assessment of clinical outcomes to inform commissioners and potential service users.

**Study Aims** To establish whether treatment resulted in positive outcomes at the end of therapy and follow-up; to identify risk and resilience factors associated with positive outcomes; and to compare PTSD Resolution outcomes with NHS Talking Therapies (IAPT).

**Methods** Sample of 211 closed cases between April 2022 and May 2023. Clients completed mental health screening tools: PHQ-9 (depression), GAD-7 (anxiety), and PCL-5 (PTSD) at initial assessment, throughout treatment, and at 3-month follow-up, where possible.

**Key Results**

**Treatment Completion:** 82% of clients had a planned ending compared to 54% in NHS IAPT services. Only 6% attended one session only.

**Clinical Outcomes:** Significant reductions across all mental health measures from entry to completion.

**Follow-up Data:** Scores at 3-month follow-up remained below caseness thresholds and were significantly lower than entry-level scores.

**Combined GAD-7 and PHQ-9:** 79% of clients showed reliable improvement on combined anxiety and depression measures.

**IAPT Comparison:** The 79% combined reliable improvement rate exceeded England-level IAPT (67%) and veteran-level IAPT (68%).

**Conclusions** Veterans who engage with PTSD Resolution should expect similar benefits to NHS outpatient care. The vast majority completing treatment reached planned endings and experienced positive outcomes. The evaluation suggests PTSD Resolution is an acceptable alternative to NHS IAPT treatment.

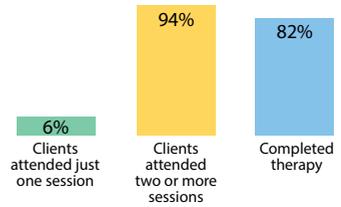
**Note:** This service evaluation was funded by PTSD Resolution. The funder had no input on study methodology or paper contents.

# Clinical and Engagement Outcomes in PTSD Resolution Therapy

‘Service Evaluation of PTSD Resolution Therapy for Military Veterans’ (Occupational Medicine, Volume 75, Issue 2, March 2025, C E Hall, N Greenberg) examined the outcomes of 211 veterans and family members who engaged in therapy with PTSD Resolution between April 2022 and May 2023. Of these, 172 clients provided complete clinical data.

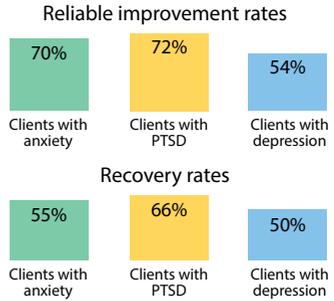
## ENGAGEMENT WITH THERAPY

Engagement levels were notably strong. Only 6% of clients attended a single session, while 94% attended two or more. Moreover, 82% completed therapy with a planned ending, substantially exceeding typical NHS Talking Therapies (IAPT) figures, which average around 54% for treatment completion.



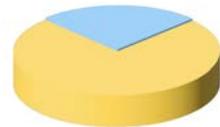
## CLINICAL OUTCOMES: Anxiety, Depression and PTSD

At entry, most clients presented with significant symptoms: 90% met caseness for anxiety, 76% for PTSD, and 80% for depression. By the end of therapy, substantial improvements were observed. Reliable improvement was achieved by 70% of clients with anxiety, 72% with PTSD, and 54% with depression. Recovery rates were similarly strong: 55% recovering from anxiety, 66% from PTSD, and 50% from depression. When anxiety and depression scores were analysed together, 79% achieved reliable improvement.



## SUSTAINED BENEFITS AT FOLLOW-UP

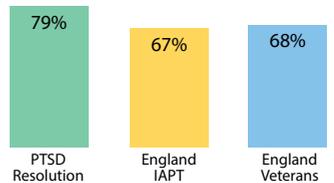
Around one-quarter of clients provided follow-up data at the three-month point. All mean follow-up scores remained below clinical caseness thresholds and were significantly lower than initial assessment scores, suggesting therapeutic gains were largely sustained.



One quarter of clients provided follow-up data at the three-month point

## BENCHMARKING AGAINST NHS COHORTS

PTSD Resolution clients demonstrated comparable recovery rates to NHS benchmarks. For reliable improvement, PTSD Resolution outperformed two of three comparison cohorts, achieving 79% versus 67% (England IAPT) and 68% (England veterans).



## CONCLUSION

This evaluation demonstrates that PTSD Resolution provides an accessible and effective therapeutic option for veterans and family members. Engagement levels are exceptionally high, clinical outcomes are robust, and comparison with NHS benchmarks demonstrates equivalent or superior performance in several domains.

# Justice System Treatment Programme

Our success is built on strong working relationships with key partners including the Ministry of Justice and HMPPS.

## Expanding into Scotland

In late 2025, a SSAFA Lanarkshire caseworker with responsibility for prison outreach made introductions between PTSD Resolution and HMP Low Moss and HMP Shotts. Work with veterans at both establishments is ongoing, and we aim to develop further prisons work across Scotland.

While still early, the response has been encouraging. Prison staff, especially the VICSOs (Veterans in Custody Support Officers), have been highly supportive, and our work is coordinated with other clinical practitioners at the prisons.

Our therapist for HMP Low Moss and Shotts - himself a veteran - attended the

Remembrance Day service at HMP Low Moss, demonstrating the shared bonds of service that underpin our approach.

**“Veterans in custody are often there precisely because of untreated trauma. By bringing effective therapy into prisons, we can help break cycles of reoffending and support veterans to rebuild their lives upon release.”**

**Malcolm Hanson,**  
Clinical Director,  
PTSD Resolution



# TATE: Trauma Awareness Training and Education

Transforming how organisations recognise, understand and respond to trauma.

## What is it:

An evidence-based training programme from PTSD Resolution, helping organisations recognise, understand and respond to trauma with confidence and compassion.

## Why it matters

Trauma often goes unseen. When unrecognised, it can lead to stress, burnout, absenteeism, addiction and breakdown in performance and wellbeing.

## Who it is for

Line managers, HR professionals, caseworkers and anyone responsible for supporting colleagues or clients. Our TATE course is available as half-day or full-day modules, online or in person.

## What people learn

- How to recognise signs of trauma and post-traumatic stress
- How trauma affects behaviour and performance
- How to respond supportively and confidently
- Practical ways to reduce stress and build resilience
- Clear routes to further support

**“TATE’s proven methodology and consistent results make it an essential tool for any organisation committed to mental health awareness and support.”**

*Charles Highett, CEO, PTSD Resolution*

## Our impact this year

80+ caseworkers, referral partners and charity staff trained. Consistently rated 5/5 by delegates.

**[Heartfelt thanks to Rosalind for delivering the training - it was absolutely fantastic... by far and away the most accessible and interesting for the lay person].**

*Debbie Boughtflower, Director of Operations, The Poppy Factory*

To book a workshop for your organisation: [contact@ptsdresolution.org](mailto:contact@ptsdresolution.org)



# Supporting Veterans Worldwide

**PTSD Resolution has extended our reach beyond UK borders to provide critical mental health support to British Veterans living overseas. Since launching this pioneering initiative, the charity has successfully treated 38 Veterans residing abroad, demonstrating that trauma knows no boundaries - and neither should access to effective therapy.**

The programme addresses a significant gap in mental health provision for the estimated 55,000 Armed Forces Pension Scheme recipients living overseas. Veterans have been supported in over 20 locations worldwide, including Cyprus, Spain, Australia, Canada, Germany, Thailand and the United States. Through online and telephone therapy delivered by our network of 200 qualified Human Givens therapists, distance is no longer a barrier to receiving vital support.

**Sarah Geddes, winner of the Soldiering On Award Lifetime Achievement Award 2025 and founder of the Veterans Information Portal (VIP), reflects on this partnership:**

*"The VIP was formed after I reached my lowest point and discovered there wasn't any PTSD support in Cyprus or the UK for Veterans living abroad - a shocking realisation when there are thought to be 20,000+ Veterans in Cyprus alone. We are honoured to be supported by PTSD Resolution and have already signposted a struggling Veteran who told me they feel able to reach out due to the professionalism shown. Thank you!"*

**Sarah Geddes**



## Global Reach, Local Impact

The overseas programme maintains PTSD Resolution's hallmark efficiency, delivering the same brief, effective treatment that achieves measurable clinical recovery in an average of seven sessions. Working collaboratively with the Veterans Information Portal and other support networks worldwide, we ensure Veterans can access therapy through multiple pathways - reaching those isolated from traditional support structures.

**Many Veterans settle abroad after service, but trauma doesn't respect borders. Our message is clear: you're not alone, and help is available.**

# Resilience Training

**Building on resilience training delivered in Kyiv in 2023, PTSD Resolution is exploring ways to extend this work to UK reservists and cadets. Whilst not therapy, resilience training is a natural extension of our Human Givens therapeutic approach, which is rooted in the social aspects of a person's life.**

It goes beyond mental health into a broader framework linking wellbeing, resilience and the ability to thrive. Using simple, common-sense principles that encourage social connection and cohesion. With the role of reservists and cadets taking on greater significance, this is an ideal time to build on experiences shared and refined with the Ukrainian Territorial Defence Force.

The content is designed as a progression: first, individual skills that help someone become a better team member (such as understanding our psychological responses); then group skills that enable colleagues to look out for and support each other (such as recognising when someone is struggling); and finally, a focus on sustaining group cohesion beyond the course itself.

For cadets, this means gaining age-appropriate resilience skills and developing emotional intelligence at a critical stage in their development. They learn leadership, self-management and how to support team members - preparing them for future military careers. They also gain an understanding of peer support and how to strengthen the moral component of any activity.



**Subjects covered include: stress management, psychoeducation, tools and techniques for self-care, sleep hygiene, and group activities.**

# 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.

## SM, UK Veteran (Afghanistan)

"I recently referred a friend who was suicidal. After contacting many charities, organisations and even the emergency services, PTSD Resolution was the only organisation that gave him the time of day and the support call he received later that day no doubt saved his life."

## MB, Ex-Partner of UK Veteran

"I am very well and have benefited from the treatment immensely. I sleep, I no longer fear and I trust my judgment much more. I am using the things I learned daily - and am a much nicer person to be around. Life is lighter."

## PJ, UK Veteran (Northern Ireland)

"I would recommend PTSD Resolution as the process is tailor-made to the individual without any pre-judgement. The people you talk to actually engage with you, rather than at you. They listen."

## SY, Daughter of UK Veteran

"By the time I found out about PTSD Resolution, I was desperate for help. They put me in touch with a therapist who recognised that my PTSD was caused by years of abuse and, more importantly, that it was not my fault. This really warmed my heart. I am now so much calmer and starting to rebuild my confidence."

## MP, UK Veteran (Kosovo, Northern Ireland, Afghanistan)

"When I called PTSD Resolution, I was in a really bad way and had already developed a plan for suicide. They were really quick to act: within 24 hours, they had put me in touch with a local therapist and my treatment began... Without PTSD Resolution, there would certainly be more suicides and I, for one, would not be here now."

## DE, Wife of UK Veteran

"I appreciated that there was no need to delve deep into distressing things. I also appreciated feeling better after each session. The 'rewind' technique was magical in its effectiveness... it works!"

*Please click on the red play icon to watch each video*

### Natasha (Ex-Wife of UK Veteran)



"I went through the assessment on the phone, absolutely fantastic, can't fault them at all - and then I was paired up with my therapist, who absolutely changed my life. We visited lots of things, did a lot of crying, a lot of discovery - but mainly my life became bearable again. I had focus, I had confidence, and he gave me some great tools to go forward in life that I still practice to this day."

### Matt (UK Veteran)



"I'd been through therapy three times in my life, prior to coming to PTSD Resolution. I couldn't honestly say that any of those approaches were of any benefit long-term. But this really did work for me, and I've been singing its praises for a number of weeks and months now and I've recommended a number of people to get in touch. It's genuinely, genuinely saved my life."

### Kelly (Wife of UK Veteran)



"My therapist has been amazing... We did lots of breathing techniques; she shared podcasts with me, books with me, just ideas on what would be helpful to me - not what's helpful to everybody else. It was really client-focused therapy I found... I expected it to be a lot about my husband and his PTSD, but it really wasn't; that's what his sessions are for. I just found that really helpful."

## Testimonial

### RETIRED MAJOR WAYNE OWERS' STORY

#### A renewed sense of purpose through PTSD Resolution

Retired Major Wayne Owers' service began with distinction, leading a bomb disposal team in Afghanistan and earning multiple honours. After years of frontline duty, however, he returned home with mounting trauma symptoms: nightmares, flashbacks and increasing social withdrawal.

These symptoms intensified as Wayne managed responsibilities at the Defence Terrorist Bomb Disposal Training School. The strain affected every aspect of his life, including his relationship with his wife and daughter.

In 2015, an NHS/RAF assessment identified PTSD, but traditional routes did not resolve his trauma. Counselling reduced symptoms temporarily but failed to restore his sense of self or prevent relapses. His condition deteriorated until he was medically discharged in 2017, after 27 years' service. He describes a "half-life" where fear and hyper-vigilance shadowed daily activities, and medication left him feeling "like a zombie."

The turning point came when a Human Givens therapist suggested PTSD Resolution - after reading about Wayne's experiences in a Telegraph article. After six sessions, Wayne reported a substantial shift: nightmares had receded, obsessive-compulsive symptoms had lessened, and daytime anxiety was markedly reduced. Importantly, he regained the capacity to enjoy family life, including attending a concert with his daughter.

Today, Wayne hopes his experience will encourage other veterans to seek help, underscoring that effective, tailored therapy can transform lives.



*"I want to get the message out there and tell any veterans or their dependents who still have PTSD to get in touch with PTSD Resolution. They offer free therapy and it has changed my life and many others' more. For the first time in years I feel happy and contented, like a huge weight has been lifted."*



Our special thanks to the following organisations for their support



# BUILDING BRIDGES:

## Expanding Outreach Through Collaboration

In 2025, PTSD Resolution continued to extend its reach and impact through a series of formal collaborations designed to enhance access to trauma therapy and wraparound care for the Armed Forces community. These partnerships are at the heart of our outreach, ensuring that no veteran, reservist or family member is left behind.

### What Outreach Means to PTSD Resolution

Outreach is not marketing; it is connection. It is the process of reaching those who may never otherwise come forward for help: veterans in custody, those struggling with substance misuse, family members affected by secondary trauma, or individuals who have lost trust in formal systems. Our outreach ensures that treatment is received, not just offered.

Through community engagement, awareness events, education programmes and direct partnership working, we meet veterans and families where they are - in veteran hubs, housing schemes, prisons and workplaces, and online - and provide immediate pathways to free, effective trauma therapy. In this way, outreach is clinical safeguarding in action: early intervention that saves lives, stabilises families and reduces social harm.



### Strength in Partnership

Over the past year, PTSD Resolution has formalised several significant partnerships through Memoranda of Understanding (MOUs) and Data Sharing Agreements, reinforcing our “no wrong door” approach.

### Thrive Together South East / Veterans Outreach Support (VOS)

As part of the Armed Forces Covenant Fund Trust’s Partnership in Mind initiative, PTSD Resolution and VOS have built a shared referral and support framework covering nine counties in the South East. This collaboration ensures veterans and families receive seamless access to both mental health therapy and welfare services. The partnership also includes joint delivery of Trauma Awareness Training and Education (TATE) and family support through FAITH (Family Assistance & Intervention for Trauma Healing) enhancing the capacity of over 30 organisations in the regional network.

## Bridge for Heroes – East of England

A new MOU signed in early 2025 with Bridge for Heroes marks an important step in strengthening outreach across the East of England. The King's Lynn-based charity is a trusted community hub supporting Armed Forces veterans and their families. Under this agreement, PTSD Resolution provides direct referral pathways into therapy from Bridge for Heroes' wellbeing centres, while Bridge for Heroes offers veterans ongoing social and welfare support before, during and after treatment. The Data Sharing Agreement between the two organisations ensures continuity of care and safeguards client privacy, allowing for rapid, secure coordination of support.

This collaboration demonstrates how local partnerships can deliver national impact, connecting veterans in rural and coastal areas with the same rapid access to therapy that defines PTSD Resolution's service model.

## The Poppy Factory – London Armed Forces Network

In the capital, PTSD Resolution signed a new MOU with The Poppy Factory, the lead organisation for the London Armed Forces Network (LAFN). This partnership integrates trauma therapy into the broader employability and wellbeing support available through The Poppy Factory and its network of local authorities, NHS bodies and veteran charities across Greater London. By aligning referral and data protocols, both organisations ensure that veterans transitioning into work or training can access timely, confidential mental health treatment without disrupting their employment journey.



Joint outreach events and trauma awareness sessions will further embed trauma-informed practice across the LAFN, extending the reach of PTSD Resolution's expertise to hundreds of frontline professionals who regularly engage with veterans.

## A United Purpose

Each partnership reflects a shared belief: that collaboration, not competition, delivers the best outcomes for veterans and their families. Together with our partners - from large regional networks to local veteran hubs - we are creating a connected ecosystem of support, united by trust, shared values and measurable outcomes.

Outreach remains the heartbeat of PTSD Resolution. It is how we reach those who think no one will listen, how we bring therapy to those who have given up asking, and how we uphold our mission.

## Karolina Grzyb - Finalist, Soldiering On Awards 2025



Karolina Grzyb has served as PTSD Resolution's Clinical Liaison Manager for 14 years, as the crucial first point of contact for veterans in crisis. She has directly helped over 4,000 veterans and their families receive therapy.

Born into a Polish military family spanning three generations - from her grandfather's WWII partisan service to her brother's current service - Karolina's heritage creates immediate connections with veterans and helps rebuild trust with those failed by other services.

*"Veterans very often come with broken trust," Karolina explains. "But their voice is completely transformed during that call. They say: 'This is the first time someone took time to listen and understand.'"*



## Ministry of Defence Awards PTSD Resolution ERS Gold

PTSD Resolution has been awarded the Employer Recognition Scheme (ERS) Gold Award, the Ministry of Defence's highest honour for organisations supporting the Armed Forces community.



The award was presented on 23rd September 2025 at the Army Flying Museum by His Majesty's Lord-Lieutenant of Hampshire, Mr Nigel Atkinson.

This places PTSD Resolution among just 16 organisations across the South East to receive Gold recognition in 2025.

*"This recognises the dedication of our entire network who work tirelessly to ensure no veteran faces mental health challenges alone," said Charles Highett, CEO.*

# 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 veteran*
- *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."*



**ARMED FORCES  
COVENANT**

**EMPLOYER  
RECOGNITION  
SCHEME**

**GOLD AWARD**

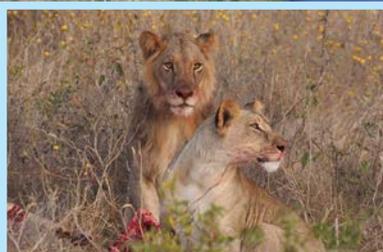


**CSR**  
Corporate  
Social  
Responsibility

## KENYA 400: Six Lifelong Friends Complete Challenge



This August, six former classmates in their 70th year showed how friendship, commitment, and a common goal can carry people a long way - literally. Tony, Alistair, Simon, Adam, Paul, and Charles (PTSD Resolution's CEO) completed a five-day, cycling journey through the Kenyan countryside, raising £12,750 for PTSD Resolution.



# KENYA 400

**25th - 29th August 2025**

## Watamu or Bust!

6 lifelong friends **Tony, Alistair, Simon, Adam, Paul & Charles** (our CEO!) - will cycle 420 km across Kenya to raise vital funds for PTSD Resolution!

**PTSD Resolution**  
Counselling for Veterans & Reservists  
registered charity no. 1202649

**DAY FIVE: Friday 29th Aug 2025**  
**DISTANCE CYCLED: 420 km**  
**FUNDS RAISED: £12,750**

[www.justgiving.com/campaign/kenya400](http://www.justgiving.com/campaign/kenya400)

### Five Days Across Kenya

Starting near Kilimanjaro on the Kenyan border, the team faced scorching heat, dusty terrain, and the wildlife of Tsavo West and Tsavo East National Game Parks before reaching the coastal finish at Watamu. The challenge covered 420 kilometers with 3,000 meters of climbing across five demanding days.

*"After finishing each day's cycling, we were fortunate to have time to see more of the local wildlife. In the evenings, we drove through the park near where we were staying, observing some of the magnificent animals that Kenya's national parks have to offer. We saw lions, hippos, crocodiles, antelope, giraffes, and zebras. It felt like a real privilege to witness nature so closely, living entirely in its natural environment."*

**Charles said**

*"After five days of cycling, we were delighted to finish and enjoy some well-earned rest before heading home. Tired and aching, but with a great sense of achievement!, thank you everyone who contributed so generously!"*

# PTSD Resolution Conference 2025

## Being Exceptional - The Challenge of Difference

Victory Services Club, London - 4 October 2025

The 2025 PTSD Resolution Conference brought together therapists, academics, referral partners, veterans' organisations and supporters. The theme, "Being Exceptional - The Challenge of Difference," invited reflection on how practitioners can best support those who live outside the mainstream - individuals for whom systems often fail, yet who continue to show remarkable resilience.

**Colonel Tony Gauvain** (Retd), Founder and Chairman, opened proceedings, reflecting on the charity's sixteenth year of service

**CEO Charles Highett** followed with an update highlighting the charity's 82% therapy completion rate, expanded referral partnerships, and innovative programmes including Family Assistance & Intervention for Trauma Healing (FAITH) and Trauma Awareness Training and Education (TATE).

**Dr Ben Grall**, National Lead for Veterans at Change Grow Live, explored the intersection of trauma and addiction, outlining a new model of integrated care developed in partnership with PTSD Resolution that combines Human Givens Therapy with evidence-based addiction treatment.

**Carmen Kane** and **Chris Elliott** introduced Just What We Need - Veterans (JWWN-V), a group-based programme built on Human Givens principles. Chris, a PTSD Resolution beneficiary turned ambassador, spoke movingly about the importance of peer support.

**Adrian McNulty** from the Lucy Faithfull Foundation offered insights on the relationship between trauma, offending behaviour and safeguarding.



**Dr Sarah Troughton**, Consultant Psychiatrist and Clinical Lead, NHS Veterans Network introduced moral injury - the emotional distress caused when deeply held moral beliefs are violated.

**Chris Parsons** and **Dr Julie Parsons** shared a decade of success from LandWorks, a rehabilitation project supporting people leaving prison with remarkable outcomes: reoffending rates below 6% and employment rates above 90%.

**Bill Andrews**, Research Coordinator, concluded with developments in PTSD Resolution's research programme, including Project-100 and Project ITQ.

Delegates departed inspired by the shared belief that difference is not a barrier to recovery - it is where empathy, understanding and transformation begin.

# Major Grants and Corporate Partners

PTSD Resolution received generous grant and contract support throughout the year, enabling us to deliver life-changing therapy to veterans, reservists, and their families, as well as to continue vital research. We are deeply grateful to all the organisations whose commitment made this work possible.

Our donors' generosity underpins our barrier-free service model, ensuring that no veteran is ever turned away due to financial circumstances. It also enables us to strengthen service delivery through ongoing research and learning. We maintain exceptional stewardship of our resources, with **92.5% of all funding directed to charitable objectives.**

	
Grantor / Partner	Purpose & Impact
<b>The Risk Factor</b>	A specialist insurance provider offering PALS cover to HM Armed Forces personnel, and a partner with PTSD Resolution in supporting access to mental health treatment for those who have served and their families.
<b>Lest We Forget Association</b>	A long-established voluntary charity supporting the welfare and happiness of disabled serving and former Armed Forces and Merchant Navy personnel through events, outings and practical assistance.
<b>ABF The Soldiers' Charity</b>	The Army's national charity, providing lifelong financial and practical support to soldiers, veterans and their families.
<b>The MacRobert Trust</b>	A Scottish charitable trust providing grants, training opportunities and community support, with a historic commitment to the Armed Forces community.
<b>Veterans' Foundation</b>	A UK charity that raises funds and distributes grants to organisations supporting veterans and their dependants in need.
<b>Lloyds Veterans Charity</b>	A Lloyd's-market charity that funds mental health, employment and welfare projects for veterans and their families.

These grants make it possible for us to provide vital support to veterans and families urgently seeking recovery from the mental wounds of service. Through disciplined resource management, we maximise the impact of every donated pound. We extend our sincere thanks to all who invest in our model of care — your support directly restores lives affected by trauma.

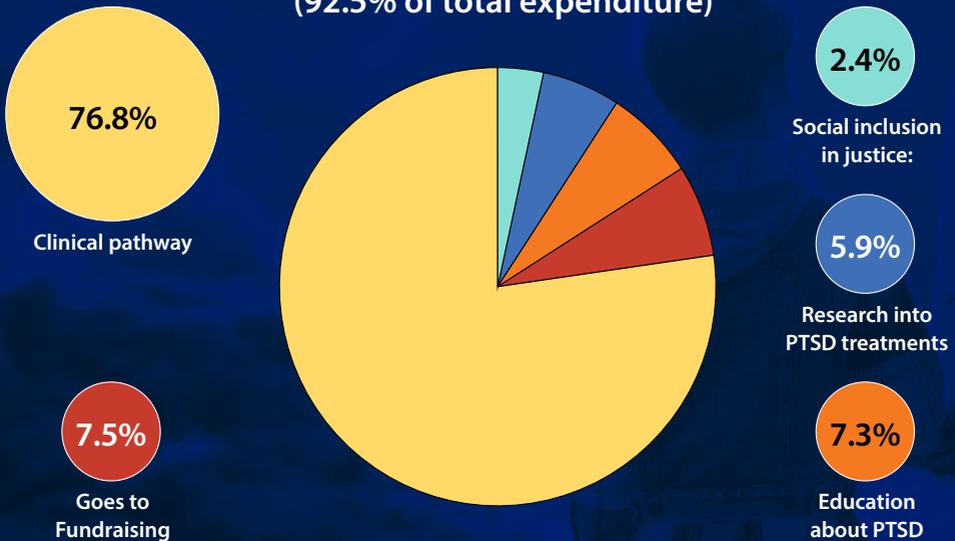
# Financials 2025 (2024-25)



In the financial year ending 30th April 2025, PTSD Resolution spent **£392,713** helping our beneficiaries. We treated **388** new referrals, making the total treated since the start of the charity **4,795**.

## EXPENDITURE BY CHARITABLE OBJECT & FUNDRAISING

Total Charitable Activities: **£363,165**  
(92.5% of total expenditure)



Income decreased from **£375,893** in 2023-24 to **£346,876** in 2024-25

Cash and Reserves decreased this year from **£507,107** to **£461,270** at the balance sheet date.

Total resources expended increased from **£369,500** in 2023-24 to **£392,713** in 2024-25.

This resulted in a deficit of **£45,837** as compared to a surplus of **£6,393** in the prior year.

Charitable purposes (Clinical pathway including Research and Social inclusion + Raising awareness) account for **92.5%** of total expenditure.

**Note:** 2024-25 was a year of significant investment in **Outreach, Technology, and Research**. These investments are expected to deliver significant benefits in the years ahead.

In **Outreach**, which refers to our engagement with the partner network and other military support services, we expanded our activities, requiring additional investment in staff time and travel.

In **Technology**, we focused on leveraging the capabilities of modern IT systems, most notably the implementation and embedding of Salesforce throughout the organisation.

Our **Research** programme advanced on three fronts: completing the audit and publication of Project 100 and extending the study to 460 clients; launching the ITQ C-PTSD research initiative; and beginning a collaborative research project with Change Grow Live to explore co-treatment approaches for substance misuse alongside the therapy provided by the charity.

# 10 Year Financial Highlights 2016 – 2025

**WE TREATED**  
**4,795**  
**VETERANS**

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**WE RAISED**  
**£3.16**  
**MILLION**

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**OVER LAST 10 YEARS**  
**£730\***  
**AVERAGE SPENT PER CLIENT**

**CURRENT COST PER BENEFICIARY**  
**£910\***  
**(2025)**

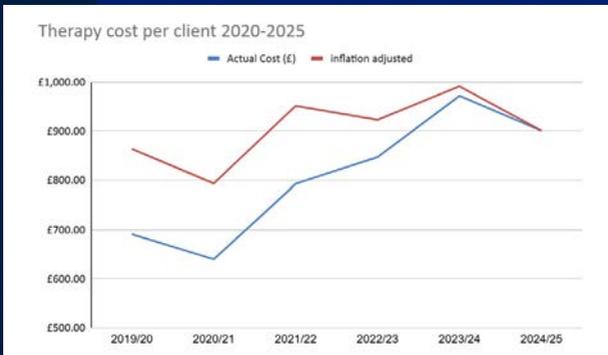
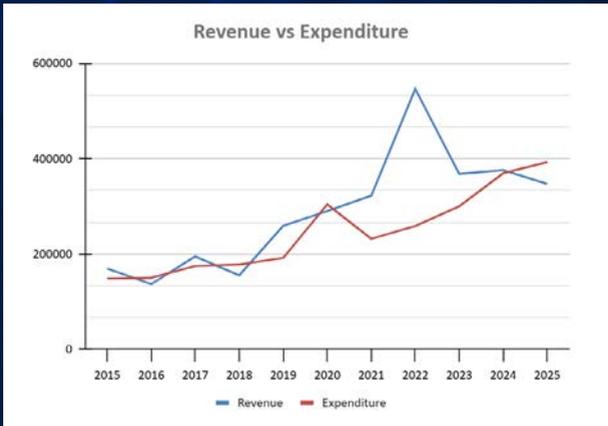
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**OVER LAST 10 YEARS**  
**88%**  
**of income spent on direct charitable objectives, balance on fundraising**

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

*\*Adjusted to exclude £43,000 of strategic investments made in 2024 - 25 in Outreach, Technology and Research programmes. Without this adjustment, the current cost per beneficiary would be £1,012 and the 10-year average would be £740 per client.*



## 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 £910, delivered free of charge.

### Donate On-Line

You can make donations quickly and securely through our website:

[www.ptsdresolution.org/donate](http://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 CIO  
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](http://www.ptsdresolution.org) [contact@ptsdresolution.org](mailto:contact@ptsdresolution.org)

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

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