



Whitechapel Mission

2020 Annual Review

www.whitechapel.online





! SAFETY
Please read the fully food safety
instructions on the packaging
and do not exceed the recommended
use. Do not use if the packaging
is damaged or the contents are
expired.
Use the product as directed
and do not exceed the recommended
use.
If you have any questions, please
contact your supplier.
All products are subject to
change without notice.
© 2020 [Company Name]

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CONTENTS:

- 02 Director's Comments
- 04 New Kitchens
- 06 Meet Chan
- 07 Computer Suite
- 12 The Financial Bit
- 15 Christmas 2020
- 16 Comms Team
- 17 and Finally

Director's Comments

We are living in difficult times, with uncertainty being the new normal. We are told to self-isolate and "stay at home".

Our guests who are experiencing homelessness don't have the option to "stay at home" to avoid risk to themselves or others — so we are thankful for our supporters who help make it possible for us to continue our work.

We are closely monitoring the coronavirus (COVID-19), as well as pro-actively seeking and following the latest guidance from the Government and other community partners.

As the Whitechapel Mission cares for an increasing number of our most vulnerable guests during the coronavirus (COVID-19) emergency, we remain committed to the health, safety and well-being of all.

We continue to offer our essential services (**over 100,000 free meals served since March**). Our response balances the consideration that our guests are highly vulnerable to many challenges.



Organisations like ours have a duty of care and not prematurely suspend potentially life-saving services. We are seeing new faces, with new worries — people who are desperately in need of the food, shelter, advice and the hope offered at the Whitechapel Mission.

A huge number of people were found hotel accommodation during this pandemic, but sadly, there are still too many people on our streets. And a number of people are struggling to cope with being indoors or have additional problems to deal with.

Thankfully we have had the summer months to prepare and adapt for the oncoming winter. With reduced services available and thousands of people still sleeping on our streets we are expecting a difficult winter.

I personally promise you, that whilst it is safe to continue and we are allowed to keep our doors open, we will remain open and serving anyone who may be in difficulty or be sleeping rough.

People in need continue to be welcomed at our Whitechapel Centre.

We remain open and Serving!

Tony

Tony Miller MBE

We served 223,354 meals in the last twelve months. But it's about more than meals. By encouraging each person to address the issues which caused their homelessness, we help them to gain the skills and confidence to make lasting changes in their lives - We believe everyone deserves a chance, regardless of their background, race or religion - We are open every day of the year and expect to see over 400 homeless and vulnerable men and women every day. And we do this without public funding.



7,925
different
people used the
daycentre in the
last twelve
months

New Kitchens

Last year we served 108,398 breakfasts in total and this year we have served that number in only 5 months. A huge increase in need, which has been difficult to meet with the existing kitchen equipment and counters.

This pandemic has forced us to consider new ways of thinking and new ways of delivery. We needed to reflect upon the additional demands, but also on a safe way to deliver food and services.

We have upgraded the kitchens with new cookers, fryers and even a griddle for cooking eggs (there are only so many eggs that can be cooked in a frying pan).



We had to then consider the ventilation system to both remove heat & smells and supply fresh air from outside. A new boiler system to be able to have a constant boiling water supply for tea and coffee, and new



counters to be able to keep the distancing rules we need to adhere to.



As part of our regular risk assessments we felt the need to suspend showers, advice services and most medical services until we were able to find new ways to deliver. All these services have re-commenced, now with an appointment system.

We initially reduced the number of tables in the dining area to ensure social distancing and subsequently remove them totally to encourage people to take food and leave, rather than eating on-site. We had to extend the period of serving and even added a lunch for most days as many were not going to be able to eat again during that day.



Then we needed to consider contamination from items coming into the kitchen and into the Mission. We were forced to consider the risk, both to volunteers and from volunteers supporting the staff team, so suspended volunteering in March. The staff team has grown by an additional 4 members, and one you will be introduced to later in this review.



We moved away from plates and metal cutlery and over to biodegradable trays and wooden cutlery. Anything entering the mission had to be considered as a source of possible contamination. Gifts of food, clothing and toiletries have to be quarantined for a period of time and anything given out from the kitchens can not be returned.

Clothing given out via the showers is sealed in plastic bags and isolated for a period of time before being distributed.



And of course from September 23rd we had to step up the protections further as a second lockdown was possible. Masks for all guests and staff have been introduced.

143,945

breakfasts served
in the last 12
months

4,295

people a week
being fed



Meet Chandrani

The new Deputy Director of the Whitechapel Mission

Chandrani (or Chan as she prefers to be called) is the first holder of the post of Deputy Director for the Whitechapel Mission. Born in London, where she still lives, Chan worked in financial services, culminating in working for the Financial Ombudsman Service, before coming to work at the Mission. She is the only child of Indian parents and describes herself as very independent.

Prior to seeing the advertisement for the Deputy Director position Chan readily admits that she hadn't heard of the Whitechapel Mission, but the fact that the work of the Mission was with the homeless was something that appealed to her. This sector was one that she felt particularly attracted to having previously undertaken voluntary work at soup kitchens. She felt drawn to apply because she wanted to help people who were in desperate need of help and felt that she had a contribution she could make to the work as it was described in the advertisement.

Before coming to be interviewed for the post she came along for a look around the Mission and says she couldn't believe how many people turned up for help each morning. It was seeing the number of people coming through our doors that made her certain that this was what she really wanted to do and so she was desperate to be given the job. Describing herself as a 'people person', now that she is here, Chan says that working downstairs in the kitchen and working directly with our guests gives her the greatest satisfaction.

It was not the easiest of starts here for Chan as no sooner had she been offered and accepted the position then the whole COVID 19 problem exploded across society and we were all having to face what being in



lock-down meant and especially how the Mission could continue to operate under the restrictions being imposed. So from the start rather than learning the established ways of how Whitechapel operated, along with all the staff Chan had to work out which parts of the operation could continue as before and which would either have to be changed or dropped entirely. What a welcome to your new job! But despite all that Chan says that she really feels 'at home' and part of the Whitechapel family and that she can see herself being here for the rest of her working life.

She is passionate about mental health and the need to provide a safe, secure environment for both staff and guests. To help people retain or, for some regain their mental health she believes that yoga would be a big help and she would like to be involved in setting up and running sessions at some stage in the future.

Outside of work Chan says that she is at her happiest when spending time with her fiancée or her mother and that her main interest is around fitness, both physically and mentally. For this she enjoys going to the gym for a work-out and also practices yoga and meditation and has enrolled on a mindfulness course to learn more about meditating and an alternative therapy course to learn how to lead a balanced, holistic life at one with nature. As if all that wasn't enough she is also undertaking a coaching

course to help motivate and support others to reach their full potential.

Even at this early stage in her career at Whitechapel she has formed some ideas about how the Mission might develop in the future, so watch this space, there could be further exciting times ahead.

Welcome to the Whitechapel Mission Chan, we are glad to have you as part of the 'family'.

The Computer Suite

Just before lockdown we received funding to build a new computer suite. In the 2017 review we shared with you the role that computers now play in applying for work, looking for accommodation, applying for benefits and reconnection with family. Since then the demand has only increased and to the extent that we were struggling to offer the service to everybody each day.

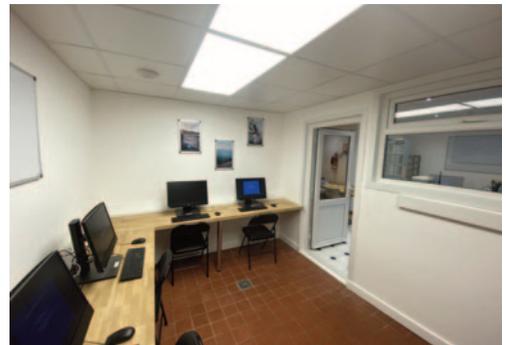
Although we are unable to run this at full speed just yet, we are already able to offer access to restricted numbers and rotate the computers being used every 3rd day.

We are using the suite to support and advise people in the use of Zoom and Teams. I wonder how many of us ever used such software to apply for a job or keep in contact with family before March 2020? Now a must have tool and the only method of applying for a job, housing or attending an interview.

We had hoped to be able to have this fully operational by now, but sadly it is just not safe to do so currently. We have volunteer groups waiting to be able to share their knowledge and experience with regular classes in computer skills.



We designed and planned to build a computer suite with enough computers to ensure that everybody needing/wanting access could have that access on a daily basis. We were able to knock down walls and build this suite during the spring months.



We Promise

We
make a promise to all
of our financial supporters
that all the money given to us
will only ever be spent to support
our homeless guests and will
never be used to advertise or
fundraise for more
money.

The Trustees understand the importance and responsibility that comes with running a charity and the accountability it brings.

That is why every single pound that the Whitechapel Mission receives is fully allocated to its designated project. Not a single penny is removed for other purposes. No donation will be used for:

Administration, Fundraising, Maintenance or TV adverts

You have never seen the Whitechapel Mission advertising on TV, and you never will. Your donations are only ever used for direct expense to assist those in need and will never be spent on expensive TV adverts.

For example: If you give £10 with the intention of it helping towards feeding the homeless, the Trustees will ensure that every penny of that £10 is used to feed the homeless.

Since the charity's inception in 1876, not a single penny has ever been deducted for fundraising or administration costs. In fact, over the years many hundreds of thousands of pounds of the administration fund has been allocated to our charitable cause. Even tax reclaimed from the UK government's Gift Aid scheme is spent on direct expenditure. This allows taxpayers to increase the value of their donation by 25% and know it is also being spent delivering services to the homeless.

All the charity's administrative and fundraising costs are covered by:

Investment income and Income generated from the Whitechapel Mission building. Money raised from rental income

The Financial Bit

The task of providing for the immediate needs and then working to turn around the lives of those who have been largely rejected by society has been carried out at The Whitechapel Mission for the last 144 years and continues today. But with the additional demand due to the pandemic, the daily cost of feeding and caring for people has risen from £2,739 a day last year to £3,835 this. And it is likely to be needed every day of next year for the work to be able to continue. As one of the only independently-funded homeless works in London, raising this money is a huge task. But it is vital.

It is vital because we cannot let down those who turn to us for help every day because they have been let down by others so many times. So we have given them a promise that tomorrow morning our doors will be open and we will be here with a warm welcome, the opportunity for a wash and brush-up and/or the use of toilet facilities and as many cups of tea or coffee as they want. Later on the showers will open, a cooked breakfast will be served and fresh clothing will be available for those who need it.

But for that promise to be fulfilled for as many tomorrows as it takes we need you, our caring supporters, to help provide the financial support that will enable us to continue to open our doors each and every day of the year for those who need us so desperately.

In addition to the £3,835 we need every day, we also need the donations of food, clothing, toiletries and volunteer time, so

1,924

people used our advice services during the past year.

439

were women

please continue to give your support to us by sending us clothing throughout the year and by adding those staple items that we use each and every day to your weekly shopping list. We are so grateful for all that you have done and are continuing to do; please do continue helping as and when you can. But there is one further way in which you can help and that is by encouraging relatives, neighbours and friends to become supporters of the Whitechapel Mission and help in our work here. If each and every one of our supporters could successfully encourage one more person to become a supporter, just think how much more we could achieve together.

If you are able to help us financially, there are forms included in this booklet to enable you to send us a donation, whether that be of a one-off amount or by setting up a bankers order to make a regular contribution to our work. If you are able to contribute regularly, by giving monthly to the Whitechapel Mission you become one of our **Hope Partners**.



Regular Giving - Hope Partners

Hope Partners are special friends who give monthly to the Whitechapel Mission, one gift each month of any amount. The gifts of Hope Partners are important and help us provide over 100,000 breakfasts, support our advice and counselling and ensure we are open throughout the night during freezing conditions.

If you are able to contribute regularly, **£5** a month is actually worth far more to us than **£60** a year. You can make your monthly gift by Credit Card, cheque or Bankers Order.

Donate by SMS text Message

Text HOMELESS to 70144 to donate £3

Text costs £3 plus network charge

Or text FEED to 70144 to donate £5

Text costs £5 plus network charge.

The Whitechapel Mission receives 100% of your donation
Obtain bill payer's permission. Customer care 03000 111 400.
Charity No: 227905

Gift Aid

This is an effective way to make your donation to us go even further – all without any additional cost to you. If you are a UK tax payer and complete a Gift Aid form, we will be able to reclaim from the Inland Revenue the tax you have paid on the amount of your donation at the standard rate. If you pay tax at the higher rate, you can claim further tax relief through your self-assessment tax return. At the present basic rate of tax, gift aiding your donation increases it by 25%.

Donate by phone, mail or fax

You can also donate by calling us 9am-3pm Monday-Friday on 020 7247 8280 or by mailing or faxing our simple donation form to 020 7392 2702.

Donate on-line safely and securely

Your gift to the Whitechapel Mission goes to work right away – providing meals, showers, shelter, medical care, life-skills classes and mentoring for poor and homeless men and women in London. Your gift is safe and secure. You can donate with confidence at www.whitechapel.online

Donate gifts in kind

The Whitechapel Mission accepts donations of various foodstuffs, toiletries and clothing. The web-site is updated on a regular basis to show which items we particularly need at that time.

Donations may be dropped off at The Whitechapel Mission from 5am to 3pm weekdays and 5am to noon on weekends.

There are, however, some items we cannot use, mainly retro or vintage garments, jewellery and accessories, CDs, videos and DVDs, homeware, china, ornaments, pictures, furniture, duvets and pillows.

Wills, Bequests and Planned Gifts

Leaving a gift in your Will really is a wonderful way to ensure that Whitechapel can continue to carry on its vital work and is one of the most significant ways that you can support us. It can also be a valuable way of reducing inheritance tax liability on your estate, as legacies to a registered charity are tax-free.

Gifts left in a Will, whatever their size really do make a big difference. Only with the support of such individuals can we plan ahead to continue our vital work and protect future generations from the misery of homelessness.

FORM OF BEQUEST BY WILL

For the guidance of friends who may desire to make bequests for the general work of the Whitechapel Mission, the following form of bequest is suggested:

I GIVE AND BEQUEATH to the Treasurer for the time being of the Whitechapel Mission, 212, Whitechapel Road, London, E1 1BJ, registered charity no: 227905, for the use of the said Mission the legacy or sum of £..... (free of duty) and direct the said last mentioned legacy or sum to be paid within twelve months of my decease from the proceeds of my real and personal estate, but primarily out of my personal estate, and the receipt of the Treasurer shall be sufficient discharge to my executors.

NOTE: The Mortmain and Charitable Users Act, 1981, enables testators to give by Will for the benefit of any charitable use not only pecuniary Legacies, but also tenements and hereditaments of any tenure. The Will must be signed by the testator at the foot or end thereof in the presence of two independent witnesses, who must sign their names, and addresses and occupations, at the same time, in their presence and the presence of each other.



17,387

showers have
been taken
during the
year

334

people a
week able to
shower and
get clean
clothing



Christmas 2020

#OurChristmasMission

In September we heard some very bad news, in that many of the services that are usually made available during the winter and specifically, at Christmas are not going to happen this year.

Daycentres and food runs that closed in March have not yet re-opened and are unlikely to be able to do so before the new year.

Winter night shelters have historically offered an escape from the streets during the coldest months, but new restrictions are going to prevent many from opening their doors this winter. Even some of the national providers are going to be restricted in how they can assist this year.

We are preparing for a bigger demand than we have ever seen before and intend to make sure that hot meals will continue to be served on a daily basis. We already know that we are not going to be able to welcome back volunteering groups this year and the staff team are going to be under pressure.

We plan to still decorate the Mission at the beginning of December and are hoping that we can offer gifts to everybody visiting the Mission over Christmas week. We would welcome "Socks & Chocs" to give out during the festive time. If you are able to wrap a pair of socks with a small bar of chocolate, we would be very grateful.

There will be a high demand for warm winter clothing, for both men and women. We just hope that we have a mild winter

but need to be prepared. With the latest advice from the government being to work from home if possible, we know that many offices in London will remain closed, which will mean that the coffee shops and food vendors will also be closed. It is going to be a lonely and difficult place for people sleeping rough.

We are currently working out how we will serve Christmas lunch, as well as breakfast, on Christmas day, but we are determined that it will happen. It is most likely to have to be take-away, but a hot Christmas lunch and a small gift will make a difference for so many people.

426

people were
found
temporary
accommodation
off the streets.



Communications Team

Say hello to Chan, Jess and Emma. If you ever call our office, or make a delivery, you are likely to be greeted by a member of our comms team.

When not answering the phones, you will find them updating our website, sorting our social media posts and posting our “thank you” letters.

Hopefully, you will have seen our increased presence on social media platforms, sharing what is happening each day within the Mission.

And in October, we launched our new website (pictured top right), with a new look and more mobile device friendly. This website is designed, built and managed by the Whitechapel Mission Team. We would welcome your thoughts and suggestions.

Not everybody is comfortable with the social media platforms and visit websites, only when they are looking for something in particular. We are about to introduce an electronic newsletter, which will be in the form of an email and sent only when there is news worth knowing about. If you wish to sign up, this can be done on the front page of our website. We will not fill your inbox with unwanted emails.



193
people
received
help in
claiming
benefits



With Christmas just around the corner, we have now been made aware that there will be far fewer services available for those people who find themselves sleeping rough. Many winter night shelters will not be opening this year and even some of the national charities will not be able to carry out their Christmas and winter programmes. More people than ever are going to be reliant upon the Mission for food, showers and warm clothing. We hope to be able to bring you news on a regular basis as to what is happening and how you may be able to assist.

and finally

thank you

This has to start with a huge thank you to the members of staff who insisted that the Mission remained open and continues to assist people on a daily basis. Everything that we have managed to achieve during this difficult time would not have been possible without the staff being here each day.

And then, to all of you who have supported us over the past year in so many different ways we say a sincere "Thank you". Our continued service could not happen without the support you have given us.

It cost
£3,835

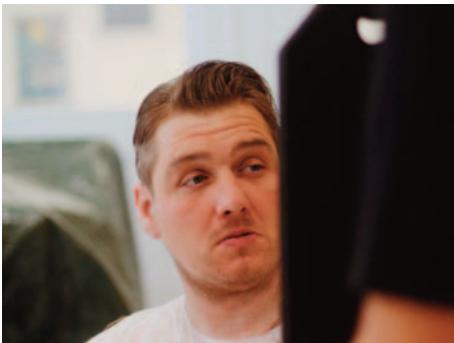
a day to
keep the
mission
open

We hope that you are proud to be a member of the 'Whitechapel family' and that we will be able to count on your continued support for a long time to come. To mention any groups or individuals by name when so many have played a part in our story during the past year is difficult, but we really do need to

thank our 5000club partners and supporters for their commitment to our work. The 5000club are those partners and supporters who have backed their giving of gifts and volunteering with a donation of £5,000 or more and their commitment is so important for the continuing work here.

During the past year our 5000club partners were:

Deutsche Bank
Dentons LLP
BNY Mellon
Clarkson Platou
Donald Forrester Trust
Eversheds Sutherland
Hogan Lovells
Northriver Limited
Stephenson Harwood LLP



MCKS Charitable Foundation
CMS Cameron McKenna Nabarro Olswang LLP
Worshipful Company of Leathersellers
Worshipful Company of Glovers
Worshipful Company of Coopers
Worshipful Company of Pewterers

Our aim is to serve the homeless and marginalised men and women who have become caught in the cycle of poverty, hopelessness and dependencies of many kinds, and our goal is to see their lives transformed to hope, joy and lasting productivity. Over the past twelve months your help and support has enabled us to reach out and made a difference to those who have nowhere else to turn. Together we are The Whitechapel Mission and together, with your continued help and support, we will keep going towards our goal.

In this Annual Review 2020 we have again tried to give you an insight into the work that goes on here at The Whitechapel Mission each and every day and hopefully you will have gained the sense of the urgency and the importance of what we do for those for whom The Whitechapel Mission and our promise is all they have to hold on to.

As we enter another year of service together, please will you continue to pray for everyone connected to the Whitechapel Mission – the staff, trustees, volunteers, supporters and guests alike, as all need your prayers.

And thank you all once again.



Whitechapel Mission
212 Whitechapel Road
London E1 1BJ

Phone: 03000 111 400

Phone: 020 7247 8280

Email: mission@whitechapel.online

Website: <https://whitechapel.online>

Blog: <https://whitechapel.blog>

Registered Charity No: 227905



 @whitechapelmission

 @whitechapelmiss

 @whitechapelmission

WHITECHAPEL MISSION

212, Whitechapel Road, London E1 1BJ
Tel: 020 7247 8280 Fax: 020 7392 2707
Registered Charity No: 227905



Bankers Order

To The Bank Manager

Name of your Bank

Address

..... Postcode

I
(Mr, Mrs, Miss, Ms or Title)

of
Address

..... Post Code

request you to pay to Barclay's Bank Plc
Mile End + Bow Business Centre
240, Whitechapel Road,
London E1 1BT
Sort Code (20-57-06)

for the credit of Whitechapel Mission (Account No: 80967807)

the sum of
(in words)

£
(in figures)

Annually
 Quarterly
 Monthly

from the day of 20
or immediately from receipt of this order, whichever is the later date, until further notice.

Your Account Number Sort Code

Signed Date

Bank please note: "This cancels and supersedes any other Standing Order in favour of Whitechapel Mission"

WHITECHAPEL MISSION

212, Whitechapel Road, London E1 1BJ
Tel: 020 7247 8280 Fax: 020 7392 2702
Registered Charity No: 227905



Title First Name Surname

Address

.....

..... Post Code

Telephone

We are trying to reduce our carbon footprint and would like to distribute this report by email in the future. Please consider giving us your email, and we promise not to abuse it, distribute it or bombard you with emails.

E-mail

I would like to donate £

Please debit my Mastercard/Visa/Switch/Amex (delete as appropriate)

Card number / / /

Expiry date (mm/yy) / Issue no. (Switch only)

Signature Date

OR

I enclose a cheque/postal order/charity voucher made payable to Whitechapel Mission

Please turn over for the giftaid declaration.

Tick this box if you would prefer not to receive any further Annual Reviews from The Whitechapel Mission

Please send me additional copies of the Annual Report

Gift Aid Declaration

In order to Gift Aid your donation you must tick the box below:

Boost your donation by 25p of Gift Aid for every £1 you donate

Gift Aid is reclaimed by the charity from the tax you pay for the current tax year. Your address is needed to identify you as a current UK taxpayer.

I want to Gift Aid my donation of £_____ and any donations I make in the future or have made in the past 4 years to:

The Whitechapel Mission

I am a UK taxpayer and understand that if I pay less Income Tax and/or Capital Gains Tax than the amount of Gift Aid claimed on all my donations in that tax year it is my responsibility to pay any difference.

My Details

Title _____ First name or initial(s) _____

Surname _____

Full Home address _____

Postcode _____ Date _____

Please notify the charity if you:

want to cancel this declaration

change your name or home address

no longer pay sufficient tax on your income and/or capital gains

If you pay Income Tax at the higher or additional rate and want to receive the additional tax relief due to you, you must include all your Gift Aid donations on your Self-Assessment tax return or ask HM Revenue and Customs to adjust your tax code.