



Annual Review 2004

Our Impact over the Last Twelve Months

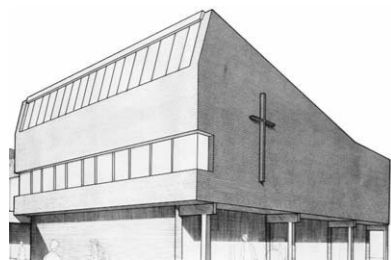
General Office

The Whitechapel Mission, 212 Whitechapel Road, London E1 1BJ

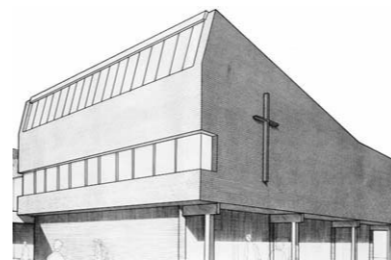
Registered Charity No: 227905

Phone: 0207 247 8280 Fax: 0207 392 2726

Email: mission@whitechapel.org.uk Website: www.whitechapel.org.uk



Whitechapel
Mission



Whitechapel
Mission

Caring for the poor and homeless of London regardless of race or religion, in their struggle against hunger, poverty, disease, prejudice and exclusion since 1876

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mission

statement

Founded in 1876, Whitechapel has been caring for the poor and homeless of London regardless of race or religion, in their struggle against hunger, poverty, disease, prejudice and exclusion. Our work is inspired by our Christian concern.



thank you

to all our supporters

We would like to thank all who donated money, food, clothing and time to The Whitechapel Mission over the last 12 months. Special thanks to those trusts, companies, churches, schools and individuals that have made our progress possible.



- Lovells Legal Services
 - Mr Winston Settle
 - Mr John Drake
 - Mr Peter Dane
 - Mr John Bridge
 - George John Livanos Charitable Trust
 - Norwich Cathedral
 - Mayer Brown Rowe & Maw
 - StreetSmart
 - Wingrave Methodist Church
 - The Alexandra Trust
 - The Tanner Trust
 - The Joseph Rank Benevolent Trust
 - District One Ladies Network
 - Norton Rose Legal Services
 - The Pearly Guild
 - The Woolnoth Society
 - The Worshipful Company of Coopers
 - The Worshipful Company of Innholders
 - The Leathersellers' Company Charitable Fund
 - The S.M.B. Charitable Trust
 - St. Botolphs without Bishopsgate
 - 13th Southgate Scout Troop
- The Churches, Schools, Groups and Organisations too numerous to mention who support our work with regular donations of food, toiletries and money.

review of our work



Tony, Sue and family

The year has been an exciting one presenting, as always, fresh opportunities and new challenges. The demands for the services we provide, on your behalf, have again increased as people who are homeless come through our doors for the first or umpteenth time.

Our staff have again proved their worth coping with all the demands made upon them in their usual cheerful and efficient manner.

The introduction of the "Whitechapel Christmas Cards" was well received by our supporters and, despite late delivery from the printer, we achieved an encouraging level of sales. As a result we will be offering cards for Christmas 2004 in good time!

A noticeable feature of the work this year has been the increasing number of young people from Asian and East European backgrounds visiting us. Both groups have their own particular problems, the former often based on the difficulties of equating traditional family background and culture with the lifestyle of this thriving modern city. For the latter, the difficulties of confirming their status in this country can pose the greatest problem.

This year has seen the launch of our first Corporate Appeal Brochure, aimed at the major City Companies seeking their support for "The Centre for the City's Homeless since 1876". The brochure highlights the significant part played by the City Institutions in the beginnings of the work at Whitechapel and invites them to renew the support given by their forefathers.

We do make a difference every day, but only because of the support of people like you. Thank you.

Tony

clothing store

'Can you help us with some clothes please?' A regular request from one of the departments at the nearby London Hospital for assistance with clothing a homeless patient or an accident victim whose clothing has been cut away in an emergency or was too dirty for further use.

Over the last few years we have seen the demands for clothing from our store continue to rise. The store is believed to be the largest store of free second-hand clothing for many miles around.



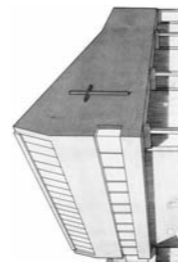
For years now we have been trying to squeeze more and more into the same small area which is located within the basement of the Mission. Were it not for the valiant efforts of Jack (one of our Trustees who comes every week to sort through clothing) and the help of volunteers from Billericay and the ladies of the Woolnoth Society, the strain on our limited resources would have been too great to cope with.

Help came in a surprising way. Through our web pages came a contact with an international law firm who, after a tour of the building, asked if there was a special project they could help with. The improvement of the clothing facilities was crying out to receive attention and so in May of 2003 we began an ambitious plan to completely redesign and then rebuild the clothing store.

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WHITECHAPEL MISSION
212, Whitechapel Road, London E1 1BJ
Tel: 020 7247 8280 Fax: 020 7392 2726
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

Postcode

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)

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Annually
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Quarterly
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Monthly

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

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Your Account Number

Sort Code

Signed Date

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



The refurbishment was completed by the end of August and an unbelievable improvement has been achieved. We can now lay our hands on the most commonly requested items quickly, and it is a much lighter and pleasant place to work in.

We are desperate for the following items:

- | | |
|-----------------|-----------------|
| Hand Towels | Bath Towels |
| Men's Underwear | Socks |
| Jeans | Men's Shoes |
| Winter Coats | Jogging Bottoms |
| Sleeping bags | Blankets |



And **ALL** items of women's clothing suitable for the 16-25 age group

We are always ready to receive clothing in a condition which is consistent with our aim of re-building the self esteem of damaged individuals.

Our most grateful thanks go to the Partners of "Norton Rose" - for making the funds available for the project. And to Fred Hart, builders, of Saffron Walden - for an excellent job.

Gift Aid Declaration

If you are a UK tax payer and you complete the form below we will be able to reclaim from the Inland Revenue the tax you pay on donations received after 6th April 2000. If you pay tax at the higher rate you can claim further tax relief in your self-assessment tax return. The additional income we generate - at no extra cost to you - will provide a significant boost to our work with homeless people.

Signature Date

I am a UK tax payer and I want The Whitechapel Mission to treat all donations I make from 6th April 2000 (until I notify you otherwise) as Gift Aid donations.

Yes No My donations to Whitechapel are already registered as Gift Aid

Please Note: The amount of income and/or capital gains tax you pay during the fiscal year must at least equal Income Tax at the standard rate on the total Gift Aided donations.

Thank you for helping The Whitechapel Mission to offer hope and support to the street homeless

Whitechapel Mission
 212, Whitechapel Road, London E1 1BJ
 Tel: 0207 247 8280
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harvest

Our grateful thanks to the many churches and schools that support us with the proceeds of their Harvest Festival or Harvest Services. These gifts save the Mission many thousands of pounds each year and allow us to release funds for other valuable areas of the work.

Our main need is for non-perishable foodstuffs which can be used for breakfast. We are looking for beans, plum tomatoes, cereals of all kinds, sugar, coffee etc. We are also looking for items that can be used to make sandwiches or quick meals. It is not unusual to have a knock at the door at 2am with a request for a sandwich or something to eat. A Pot Noodle, with a sandwich, always goes down well.

Nothing will go to waste. If you can donate it to the Mission, we will find a use for it.



We would be delighted to hear from new groups that wish to donate the proceeds of their Harvest Festival to the Mission. We are grateful for any and all gifts. They will never go to waste.

It assists us greatly if you can deliver them - however, we do have vans that we use to collect food and clothing. This is not always easy, but we will do our best to collect if you can give us enough notice.

For detailed and up to date information, please visit our web site at:
www.whitechapel.org.uk/harvest.htm



WHITECHAPEL MISSION

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Tel: 020 7247 8280 Fax: 020 7392 2726
Registered Charity No: 227905



Donation Form

Title First Name Surname

Address

Post Code

Telephone E-mail

I would like to donate £

Please debit my Mastercard/Visa/Switch (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

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

Please send me additional copies of the Annual Report

and finally

Thanks to all our hard working supporters who continue to send us donations of food, clothing, toiletries and money. The Mission depends upon these gifts to enable its work to continue.

Income has increased substantially over the last three years which has helped ensure the work continues on a firm financial base. Whitechapel Mission is always looking to increase its funds to enable its work to move forward to meet increased demands which it constantly faces.

We would like to say a **big thank you** to our friends who support us financially and in a tax efficient and less burdensome way:

- To the 108 supporters who commit their giving by regular standing order; just £3 a month provides a nourishing hot breakfast for one person for a week;
- For **Gift Aiding** donations which helps increase every pound given by taxpayers to **£1.28** without cost to the donor;
- Regular monthly giving by Churches and Groups reduces the effect on individuals.
(Why not speak to the Treasurer?)
(Just £8 monthly from each of the Methodist Churches in one London District could raise enough money to finance Whitechapel Mission for a whole year!)

To find out more about ways of giving to the Mission ring 020 7247 8280 or visit us at www.whitechapel.org.uk or use the donation slip attached to this review.



education centre

a vision for the future

Many of you will want to know what has happened to our plans. The project remains our vision for the future but bureaucracy and lack of capital have hindered progress.

Funding the running of the centre does not appear to be a problem, but raising the capital to build it in the first place is proving to be far more difficult. We have estimated we need to find £400,000 to refurbish and equip our premises for this purpose and are currently still £250,000 short of our target.

We firmly believe that this is the right way forward and have been encouraged by responses to our surveys to establish the need for such a centre. Every day sees the men and women who use our Day Centre aimlessly gathering in groups and wandering the streets without purpose or skills to move out of their often desperate situations. The sad reality is that the age group we minister to seems to be younger.

The new centre would provide:

1. For those who are ready to engage in learning, the Life Skills courses would teach basic literacy and computer skills, cooking, budgeting, finding their own accommodation etc.
2. For schools, a resource centre/lecture theatre offering students the opportunity to study the problems associated with homelessness and also the work of the Mission as part of the Citizenship Curriculum studies.
3. An after-school homework club for motivated students to advance their studies after school hours with trained teaching support. Often these children have inadequate encouragement or facilities at home.

Please look out for our Newsletters which will contain up-to-date information.



thanks to our staff

its a tough life.....

It's 2am in the morning and you are fast asleep. The doorbell at the Mission rings and an urgent plea for a blanket. You rouse yourself, throw on a dressing gown and get a blanket from the store in the basement. The caller is the worse for drink, but he still needs to keep warm and is grateful for the shelter of the Mission doorway. Questions fall on deaf ears: "Why didn't you come earlier?" "Where are you sleeping tonight?" As the door closes and you wend your way back to bed you remember even though still half asleep that in just three hours time you will be up again preparing breakfast for a hundred hungry people. "Why do I do it?" and the answer is always the same:

' I was hungry and you gave me nothing to eat, I was thirsty and you gave me nothing to drink, I was a stranger and you did not invite me in, I needed clothes and you did not clothe me, I was sick and in prison and you did not look after me.' and they will answer, 'Lord, when did we see you hungry or thirsty or a stranger or needing clothes or sick or in prison, and did not help you?' and he will reply 'I tell you the truth, whatever you did not do for one of the least of these, you did not do for me'.
(Matt.26 v 42-45)

Thanks never seem enough for our dedicated staff, Ruth, John, Will, Chris, Sue and Tony who continue, with the help of our many volunteers to minister to the needy of East London.



on reflection

It doesn't seem possible that nearly two years have passed since I responded to the request in the 2001 Annual review for a volunteer to help out in the office. That appeal struck a chord - somehow it seemed right for me.

Having spoken to Tony Miller on the phone I was invited to come along for a chat. I duly presented myself at 212, Whitechapel Road, where I met Tony and Sue. My first impressions were very positive. The atmosphere was akin to that of the Children's Charity, which was also founded on Christian principles, where I had worked in the early 1990s - no luxury offices with pile carpets, just the means to get the job done.

After a good chat about the work and a tour of the premises it was agreed that I should start the following week to see if I suited the post and vice versa.

Two years on I am still here and know that those first impressions were right.

I have been made to feel very much part of what is, to all intents and purposes, an extended family here at Whitechapel. It is particularly gratifying to be involved with a charity where every penny donated goes direct to the work among people who are homeless.

I have learned a lot since joining the team here, including how I got the job - I was the only applicant!

Ian Sheach



treasurer's

report

Just a quick look at our accounts this year shows clearly a drop in income and a rise in expenditure. We have seen a drop of £27,000 in donations received from individuals and churches, and a smaller amount received in legacies.

We wish to offer our thanks to Mr David Hodgkinson from Broomfield who agreed to give up a large part of his time during this financial year in an attempt to raise the profile of the Mission and to raise money towards the education centre. There is a small increase in fundraising and publicity expenditure this year as a result of his efforts.

And as reported elsewhere in the review, the demands for our services continues to rise and as a consequence we see a 37% rise in direct expenditure.

Last year we reported that 34 people chose to support us by using a standing order form for a few pounds a month. We can report that this has increased this year to 128 people, and we are grateful to those that are able to use this method to support our work. We also reported last year an increase in gift aided donations allowing us to claim back from the tax man the amount of £5267, and can report this year a further increase in such donations and an additional income of £8197 this year from the tax man. We therefore urge all our supporters to make their donations tax efficient if possible.

It just leaves me to thank everybody for their support and for allowing our work to continue amongst London's homeless. Your donations do make a difference and we ask you to continue to support our work financially.



volunteers at breakfast

We were shocked to discover that as we opened our doors at 6am on one Bank Holiday morning the numbers waiting to come into the centre were higher than normal. We would expect to see between 80 and 120 people on a normal Friday morning.

By 8am we had served two days worth of breakfasts and could not cook a third day's breakfasts quota fast enough to meet the demands - over 200 in all. Where had all these people come from? Why were they piling through the doors in such great numbers? Because so many places had shut for the holiday. Professional workers not prepared to work unless they get double time and time-off in recompense.

When attempting to get people booked into hostels, the same answer came back over and over again. "Sorry, there are no staff on duty who can sort this until next Tuesday"

Whitechapel is unique in that at holiday time we welcome volunteers from all over London and the Home Counties to help ensure that a service to the homeless of London is available. Without that help we would have to close too!

Whilst not denigrating the work that professional workers do, there is no substitute for the time freely given up by our supporters. As can be seen by the numbers at our door at such times, this help is much in demand. We want to be able to offer our service when others are closed and if you can get a group of four/five to help at the following holiday times, it would be much appreciated so that our long suffering staff can spend time with their loved ones:

Easter, May Bank holiday, Christmas/New year
Please contact the Mission on 020 7247 8280 if you can help.



STATEMENT OF FINANCIAL ACTIVITIES
for the year ended 31st August 2003

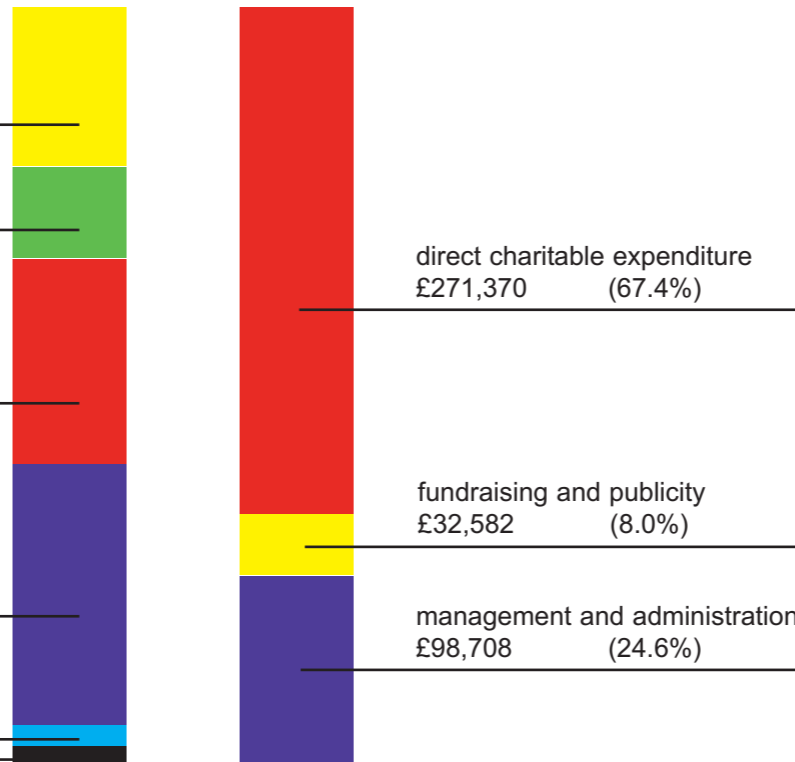
INCOME AND EXPENDITURE	2003	2002
Donations	68,575.00	95,578.00
Grants	41,450.00	33,002.00
Other Income	3,187.00	11,585.00
Rental Income TJH	82,128.00	83,340.00
Rental Income Other	34,825.00	36,305.00
Investment Income	7,038.00	10,253.00
Legacies	87,879.00	100,000.00
Total Incoming Resources	325,082.00	371,063.00
RESOURCES EXPENDED		
Direct charitable expenditure	271,370.00	197,076.00
Fundraising and publicity	32,582.00	21,496.00
Management and administration	98,708.00	101,745.00
Total Resources Expended	402,660.00	320,317.00
Net Income/(Deficit) for Year	-77,578.00	50,746.00

Approved by the Managing Trustees on 14th July 2004 and signed by:
E WARNER
B YELLAND Hon. Treasurers

WHITECHAPEL METHODIST MISSION

Summarised Accounts

donations	£68,575	(21.1%)
grants	£41,450	(12.8%)
legacies	£87,879	(27.0%)
rents	£112,250	(34.5%)
other income	£3,187	(1.0%)
investments	£7,038	(2.2%)



General Office

The Whitechapel Mission
212, Whitechapel Road,
London E1 1BJ
Phone 0207 247 8280
Fax: 0207 392 2726

Bankers

Barclays Bank PLC
Mile End and Bow Branch
240, Whitechapel Road
London E1 1BS

Solicitors

Hadfields Butt and Bowyer
104, West Street
Farnham, Surrey GU9 7ET

Auditors

Pollock Taylor
Chartered Certified Accountants
1-3 York Hill,
Loughton,
Essex IG10 1RL

Investment Advisers

Central Finance Board Investment Unit
4th Floor, Friendly House
52-58 Tabernacle Street,
London EC2A 4PL

Note: These summarised accounts do not provide all the information required by law to be included in the accounts of the charity.
The full accounts (which have been audited by an independent auditor) have been submitted to the Charity Commission.