

# Whitechapel Mission

2014 Annual Review

[www.whitechapel.org.uk](http://www.whitechapel.org.uk)

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for support

and finally 16  
thank you

We served even  
more people  
this year

# Our year in brief

## What we have achieved

Over the past year there have again been changes and successes to report:

The kitchen is in the process of having a major refit.

The men's showers are currently in the process of being given a full refurbishment.

The process of replacing the existing light fittings with new LED fittings has now been completed.

All the corridors leading to the flats have been redecorated.



154 people were found accommodation in their own flat.

178 people were found hostel accommodation.

59 birth certificates were obtained to enable those concerned to claim benefits.

36 were helped to find their way back in to employment in meaningful jobs.

43 people were referred to drug and alcohol programmes.

# 4932

different people  
used the daycentre  
in the last twelve  
months

Our work is inspired by our Methodist church heritage and our Christian beliefs.

# director's

## comments



Welcome to our latest Annual Review, keeping you informed about what has happened over the past year here at The Whitechapel Mission.

Much of what appears in the following pages could have appeared in any of our reviews over the past 100 years; indeed, if Rev Thomas Jackson were to read our reports he would see much that he could relate to and understand, for the problems we face and the tasks we undertake would be very familiar to him. The method of operating may be very different but the goals are the same and the desire to obey our Lord's command to feed and clothe the poor and hungry is the same desire that drove him to dedicate over 40 years of his life to this work.

That there is the need for The Whitechapel Mission to still be here after nearly 140 years facing the same problems and tackling the same issues is a great sadness to me as I know it is to so many of you. But it also motivates me to continue the work and spurs everyone here to try even harder. If I ever feel discouraged, I look at the number of people who with our help have been able to turn their lives around and know that it has been worth the effort; I picture the faces of those who were in for breakfast this morning and I know that we cannot give up.

But the work here is a team effort and I am grateful to the staff who once again have been able to achieve so much with such limited resources. I am grateful to all the volunteers who come so willingly and with so much enthusiasm, committing their time and energy day after day. I am grateful for the support and guidance provided by the Trustees throughout the year. But especially I am grateful to you who have supported us through another year, sharing the same vision that drives us forward. Together we can continue to give hope to those who have been rejected by everyone else; we can help turn lives around and give people a fresh start; we can continue to make a positive and lasting difference to the homeless who come here every day and ask for our help.

To say "Thank you" for all that you do and all the support you give seems so inadequate, but it is sincerely expressed because you are integral to who we are and what we do. Together we are The Whitechapel Mission.

*Tony*

Tony Miller MBE

# 100 Years Ago

So much has been written and produced about the events of 1914 that we thought it would be interesting to look back at the work of The Whitechapel Mission at the time that the Great War broke out. Unfortunately the archives do not have copies of the Annual reviews for the years 1899 to 1918, so the information we have is somewhat sketchy, but in that year, the Rev Thomas Jackson, then aged 65, was in his 39th year as Superintendent of The Whitechapel Mission. 165 men from The Whitechapel Mission were to die on the battlefields of Europe, but it was a problem with the soldiers who were going off to war that Thomas Jackson was concerned with.

Soldiers were arriving in London from all over the British Empire and there was a shortage of places where they could sleep before being sent off to the front. Consequently Thomas Jackson offered the Institute and Brunswick Hall as an hostel for the soldiers, an offer that was speedily accepted. As Thomas Jackson later said, "while the need existed, we had the pleasure of welcoming men from all parts of the British Empire.

"To protect the valuables of the soldiers from mal-appropriation we had a cloakroom for their safe keeping. Those who wished for simple refreshments were provided with them at a small charge, and the sojourn with us was free from the temptations that many others fell victims to.



105,136  
breakfasts  
served

“Of all the representatives of the various parts of the Empire we give the palm to the coloured men from the West Indies; for cheerfulness, politeness, honesty, and affability they surpass all others. We were delighted to comply with their request to be photographed with a group of them. By this temporary hostel we were the means of rendering welcome and appreciative service in a crisis to upward of six hundred soldiers.”

The language comes to us from a different era; the problem he was faced with is the same that we face today, to feed and shelter people who were in need of both at a time of crisis.

## Spotlight on the Dining Room

In last year’s Review Sonia, our LifeSkills worker, gave us a taste of what a typical day in the LifeSkills Centre is like. This year Will, one of our Daycentre workers, describes a morning in the dining room where you need to have your wits about you as you never know what will happen next.

“As a member of the Daycentre staff for the past sixteen years I am at the forefront of meeting with all the people that come through our doors. Using the experience and knowledge I have gained, I look to spot the very vulnerable men and women who are trying not to be noticed, sitting quietly at the back, hiding for their own reasons; or the one who is here for the first time today, who needs information on what we do and how they can get further help. Some days I feel I need to have eyes in the back of my head, but I would not change my job for anything

10%  
of people  
using our  
services are  
under 26  
years of age



“My job has taught me so much, such as tolerance, being non-judgmental, and most of all to be able to show empathy when needed.

“It is 6.45am and the road outside is blocked as some of our guys are fighting in the street. I make my way into the hall where a stream of men and women are coming in, heading for their favourite seats before others take them. Yet others come looking unsure as it is their first time here.

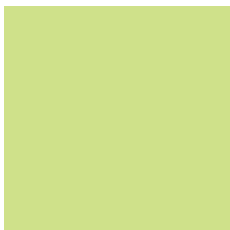
“Tickets are being given out for showers and the queue is full because of the rainy weather. The atmosphere feels a little tense due to the sheer number of people trying to access the various services; some are wanting their phones charged, others are asking for toiletries for washing or shaving, yet others asking for a ticket for the showers. Then in the middle of all this there are the rough sleepers who have been out all night and been unable to sleep, now trying to find a small corner to catch up on some sleep sat at a table or even stretched out on the floor.

“By now it is 7.30am and the place is beginning to come alive as it gets closer to the time for breakfast to be served. The ex-service men from local hostels are arriving, the people from the local community who have their own accommodation and clients who live in hostels, all coming seeking various forms of support.

“Its 8.20am now and the queue for showers is slowing down. The breakfast queue is busy as always and seats are becoming hard to find.



**38%**  
of people  
using our  
services have  
been  
in prison



“Some people lose their phone tickets, or order breakfast without having any money to pay for it, whilst others miss the showers, and this has a knock-on effect to the ambience of the Daycentre, causing a ripple of disturbance throughout the hall. At times it seems like organised mayhem, but it is a mayhem that works and staff ensure that everyone receives the help they need to start the day.

“It’s now nearly 9.00am and the queue is building outside the LifeSkills office for those who need extra help or need use of the phones to ring about their benefits and various other services.

“The socializing aspect in the daycentre is full on, inside and out, new friends being made, old friends falling out.

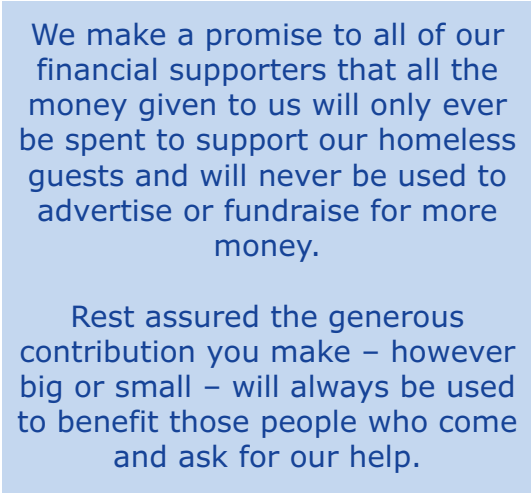
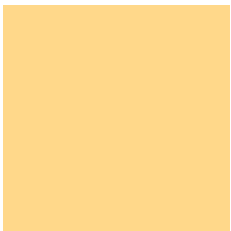
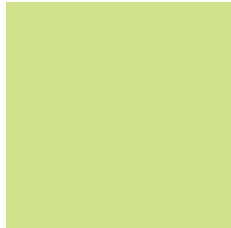
“One day a man was spotted looking very “clean white shirt”, suited and booted carrying a large case. After approaching him it turned out he needed advice on where to go; he had spent the night on the streets and had no idea what he would do next. His marriage had broken down, he had lost his job and in turn lost his home; he was referred to LifeSkills who supported him...not instantly but over time.

“Sometime much later I got a funny feeling when someone told me that a man was looking for me; to my surprise it was the “white shirt” man, still with his white shirt but this time a smile and a card to say thank you as he now had a roof over his head and things were going well.

“This is what helps to makes our work at the mission so rewarding.”



**298**  
people  
received help  
in  
claiming  
benefits



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.

Rest assured the generous contribution you make – however big or small – will always be used to benefit those people who come and ask for our help.



# Today

As said before, much of what happens here day by day would be familiar to Thomas Jackson, although the method of delivery is very different. Today we serve (mainly) men not only from all around the UK and the Commonwealth, but from all around the world; we provide a basic hot breakfast for a small charge, there are facilities for washing, shaving, showers and toilets, and there is the provision of clean clothing.



But there is much that we take for granted today that he would not recognise, such as the fridges, freezers, the disposable razors the men use for shaving, the computers in the Lifeskills Room for job searches, job applications and emails to all and sundry, the television in the dining hall and, of course mobile phones. All these things are now essential to carrying out the vital work done here at The Whitechapel Mission, but they would all be strange to him.

Some of the activities provided by the Education and LifeSkills Centre would also be different from what he would have experienced, activities such as:

- Legal advice every other Monday morning
- Maths classes every Tuesday
- Get Computing, the provision of basic computer skills, is available every Wednesday
- Get Cooking, a basic cookery course, takes place every Thursday afternoon
- Women Together, a time set aside just for the ladies, is every Friday afternoon
- The mobile dental van comes every Wednesday
- Benefits advice every Thursday
- Job club every Thursday
- TB Chest xray monthly on a Monday

Through joining in these activities, people are enabled to learn the skills that most of us have picked up from our childhood, often without realising that we were doing so. We gained them by watching our parents and other adults day by day and now they are second nature to us; we use them every day without appreciating how important they are in our daily life and what our lives would be like if we didn't have them. Imagine how you would manage if you couldn't cook a simple meal, budget correctly so that you always have money to pay bills when they fall due, read a bus timetable or if you didn't have the necessary skills to hold down a job. Passing on these skills to others is an essential part of turning people's lives around; it is vital if they are to be able to look after themselves and run a home independently.

At the centre of all that we do is the promise that we give to all who come to The Whitechapel Mission for help – that whatever mess their life may be in, whoever else may have let them down, come 6.00am tomorrow our doors will open and they will receive a warm welcome. If everyone else has rejected them, banned them, turned their backs on them we cannot and will not. So we are here 365 days of every year and we serve all who come in need.

## A story you made possible

Nick was a drug addict, frequently in trouble with the law, with no money and nowhere to live. A regular visitor to the Whitechapel Mission, coming to us for somewhere warm and safe to relax, he decided he wanted to get his life back on track. With our help and support, he was able to leave the streets of Whitechapel and join a rehab programme. Now Nick is clean of drugs and alcohol, we're working with him to secure him a place to live.



451  
used The  
Whitechapel  
Mission  
address to  
receive their  
post

# Gift Aid Declaration

Please treat the enclosed gift as a Gift Aid donation.

I confirm I have paid or will pay an amount of Income Tax and/or Capital Gains Tax for the current tax year (6 April to 5 April) that is at least equal to the amount of tax that all the charities and Community Amateur Sports Clubs (CASCs) that I donate to will reclaim on my gifts for the current tax year. I understand that other taxes such as VAT and Council Tax do not qualify. I understand the charity will reclaim 25p of tax on every £1 that I have given. 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 taxpayer 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:** 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.*

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



# 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

..... 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 2726  
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 communications from The Whitechapel Mission

Please send me ..... additional copies of the Annual Report

# The Financial Bit

Our work with London's poor and the homeless has already achieved great things, but there's still so much that we want and need to do. The challenge we face as demand for our services increases, is to secure our future funding so that we can keep doing what The Whitechapel Mission has always done since it was founded – be there, open every day, to provide for those who rely on us so much. In this we rely on you, our supporters, to help us keep these services going.

To keep The Whitechapel Mission running costs money, a lot of money. Without counting the enormous amount of resources we receive in volunteer time, food and clothing from our generous supporters, it takes around £2,000 every day to keep The Whitechapel Mission running and to provide the services we offer. As the only independently-funded homeless charity in London, the effort needed to secure this income each and every year can't be underestimated. And if we want to increase the range of services we offer, that will require additional resources.

In this booklet there are forms for you to use to make a one-off donation, or to set up a bankers order to make a regular contribution to our work. Please consider carefully whether or not you are able to help in this way and if you are a UK tax-payer, please consider also gift-aiding your contribution, which will increase your donation by a further 25% at the present basic rate of income tax.

To all those who have supported us in any way over the past year, thank you and please keep up the good work if you can. It is always invidious to list names of supporters, but special mention should be made of our 5000club partners and

It costs  
£1,944 a day  
to keep the  
mission open

## A story you made possible

Tony arrived in the UK back in the 1960's and after retiring found he was very alone and needing support. He has been using the Whitechapel Mission for companionship and support for his low income. A Breakfast with friends and somebody to talk to.



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. They are:

Olswang LLP  
Credit Suisse  
Deutsche Bank  
Ares Management  
Hogan Lovells  
TripAdvisor

BNY Mellon  
Dentons  
Kiln Group  
Blackrock  
XL Group

In addition we must mention also St Nicholas Church - Chislehurst, Petts Wood Methodist Church and Raunds Methodist Church, all of which have provided volunteers to prepare and serve breakfast regularly on Saturdays throughout the year, a level of commitment that means we know that over half our weekend volunteering requirements are covered before we start.

Your donations to The Whitechapel Mission help transform lives! It is financial contributions and donated goods and services that make it possible for The Whitechapel Mission to provide help and hope to the homeless and poor of London. There are many ways for you to donate and help bring about life transformation in men and women in London.

## A story you made possible

Wendy was a drug addict, involved in prostitution and street sleeping. A regular visitor to the Whitechapel Mission, coming to us for somewhere warm and



safe to relax, she was never quite ready to get her life back on track. With our help and support, she was able, eventually, to leave the streets of Whitechapel and move into permanent accommodation, but continued to abuse drugs and fund it through prostitution. Wendy died in 2012, leaving two children. We were never able to reach Wendy, but could offer her friendship and somewhere she could be safe.

30%  
of people  
using our  
services  
have been in  
care at  
some time



## 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.

## Regular Giving - Hope Partners

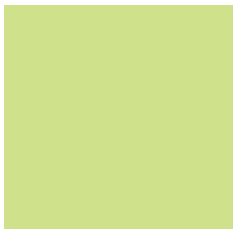
Hope Partners are special friends who give monthly to The Whitechapel Mission, one gift each month of any amount. The gifts of Hope Partners are important and help us provide over 100,000 breakfasts, support our advice and counselling and ensure we are open throughout the night during freezing conditions.

If you could 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. To become a Hope Partner, simply email us or call 020 7247 8280.

## Donate by SMS text Message

Simply text to the number 70070 with the message 'MISS10' followed by the amount you wish to donate.

eg MISS10£2 or MISS10£10

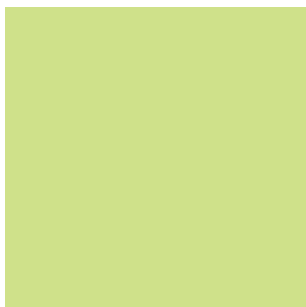


## Gift Aid

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 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 9-3 Monday-Friday or by mailing or faxing our simple donation form to 020 7392 2707.



## 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.



15,712  
showers have  
been taken

## Donate Shares

Are you amongst the thousands of people across the UK owning a handful of shares which you are not sure what to do with. They might have been left to you by a relative or given to you following a company privatisation or take over. Why not put yours to good use by donating them to the Whitechapel Mission?

There is a share donation form on the web-site, or call 020 7247 8280 for more information.

**15%**  
of people  
supported by The  
Whitechapel  
Mission have been  
in the armed  
services



## 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 6am to 3pm seven days a week.

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



In total, our  
volunteers  
have given us  
more than  
**24,000**  
hours of their  
time



### A story you made possible

Pete was a glue sniffer for many years, and an alcoholic. Very familiar to the police and criminal system and never quite



ready to change his life. And then one morning he said he had had enough and would we help him sort things out. We managed to find a detox and rehab which Pete grabbed with both hands and sorted out his addiction problems. Upon completion of the therapy, we were able to find a hostel, but with no work experience, a criminal record, it was going to be difficult to move forward from there. But, we managed to find him employment and he was able to move into his own flat and finally start his life.

## and finally

thank you

With your help and support we have created a community, a family, and every day we reach out and make a difference. Please help us to continue this work with your support, your donations, both financial and in kind and by encouraging others to join us as together we meet the challenges that will face us tomorrow and as many tomorrows as we are needed. When you have read this report, please don't leave it lying around and forget about it: instead, pass it on to a friend or neighbour and ask them if they will join you in supporting us. If every report were to be passed on in this way, just think of how much extra help we might receive.

22%  
of rough  
sleepers have  
been on the  
street for 2  
years  
or more

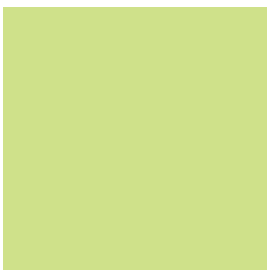
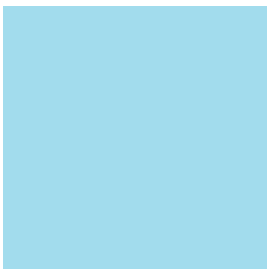
And finally, can we ask just one more thing of you. If you, like us, believe in prayer, please will you pray for all the members of the Whitechapel family – the staff, Trustees, volunteers, supporters and service users alike. All need your prayers and in that strength we can move forward together.





Before we can help somebody make a claim for housing or unemployment benefit, they need to be able to prove who they are. This means a birth certificate, passport or other photo ID.

Not so easy if you are sleeping rough. To help somebody get their foot on the first rung of the ladder costs £11.50.





@whitechapelmiss



WhitechapelMission

General Office

Whitechapel Mission

212 Whitechapel Road, London E1 1BJ

Phone: 020 7247 8280

Fax: 020 7392 2707

Email: [mission@whitechapel.org.uk](mailto:mission@whitechapel.org.uk)

Website: [www.whitechapel.org.uk](http://www.whitechapel.org.uk)

Registered Charity No: 227905

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

