



Whitechapel Mission

2016 Annual Review

www.whitechapel.org.uk

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for support

and finally 16
thank you

We served even
more people
this year



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 Monday

TB Chest xray monthly on a Monday

6,941
different
people used
the daycentre
in the last
twelve months

director's comments



It's always thought provoking to look back at the year and acknowledge what we have done at The Whitechapel Mission through your generosity.

Your contributions of time and financial resources are providing critical care and rebuilding hope for thousands of homeless, hungry and hurting people.

Offering basic care that people need to survive provides stability for our weary guests. Imagine trying to pull yourself out of poverty, addiction or chronic homelessness when the only thing you can think about is finding nourishment or rest.

Our daycentre has witnessed a 30% rise in the numbers of homeless men looking for a hot meal and a shower each morning and over a 100% rise in the last 5 years. These increasing demands upon our services are stretching our resources, and the building to the limits, but so far we are managing to keep delivering.

We have seen a couple of staff changes this year, with Ayan leaving us to spend time with her family and replaced by Michelle, who is already helping us to make a bigger difference for those looking for help.

We are grateful for your gifts and volunteering, transforming lives right before our eyes. Whether a street girl suffering from self-confidence conquered her fears through our ladies day or a young drug addict regained a stable footing through our lifeskills counselling program, each success story happens because of friends like you.

While giving usually declines during the summer, I am confident we can count on your generosity to keep our doors open this winter to anyone who turns to us for help. You always seem to provide, and I look forward to seeing how we can use your gifts to make an ever bigger difference to peoples lives in the days and months ahead.

The path to life transformation really can start with a meal at The Whitechapel Mission. And that meal can start with a generous gift from friends like you.

Thank you for giving hope with every meal.

Tony

Tony Miller MBE

Meet Michelle,

the Newest Member of the Kitchen Staff

Michelle was born in Bloemfontein, in the Republic of South Africa, where her family and friends still live. She came to the UK 14 years ago and moving from a farm in South Africa to the East End of London certainly provided a massive cultural shock.

She obtained a job in Docklands working with paraplegics, but after a while decided to return to South Africa. However whilst over here, a certain young man had fallen in love with her and decided to go over to South Africa to find her. Things worked out between them, but after two years they decided that their future lay in England and so they returned.

Upon their return Michelle, who during her previous time over here had met Tony and Sue, came to look at The Whitechapel Mission; she absolutely loved the atmosphere and ethos of the place and as there was a vacancy for a Kitchen Assistant, decided to apply for the post. Her application was successful and so she started work here at the Mission earlier this year.

Working in the kitchen at The Whitechapel Mission means making an early start, so when on duty Michelle has to get up at 4.00am to be here for 5.30am, her first task being to prepare everything for when the Volunteers, who will be helping to prepare and serve breakfast, arrive. When they arrive, Michelle gives them a briefing, explaining what the work entails, then she encourages them to appoint a team leader who then allocates the jobs to the other team members.

If it is their first time volunteering at The Whitechapel Mission, volunteers are often apprehensive about what they will encounter and Michelle says that she finds the best way for them to overcome their apprehension is to make the job enjoyable by introducing an element of fun into the proceedings.



113,515
breakfasts
served in
the last 12
months



Very much an extrovert, Michelle is also a very hands-on person and very much a people person. For her, she says, the best part of the job is that whilst the work is essentially the same each day, every day is actually different. Because of the interaction with those who come to us seeking help, she finds that she is never fully in control of what the day brings, but the day is in control of her and that creates the variety that makes the work so enjoyable. Interaction with the volunteers and seeing their interaction with the clients and how that develops as their confidence grows as the morning progresses is something that gives her immense satisfaction.

As well as ensuring the wellbeing of our clients, Michelle also strives to ensure that the volunteers all get something out of the morning they spend here and she finds that the best way to ensure that this happens is to make sure that everyone is active whilst they are here. That way they feel that they have been a vital part of what The Whitechapel Mission is all about.

And when the morning's work is over she will show the centre off to the volunteers to increase their feeling that what they have done has made an important contribution to the work here. If the Volunteers go away feeling good about their time here, then they are more likely to come back again, so to Michelle and all our staff here, we say a big "Thank you" for not only the tremendous job that you do serving those who come through our doors day by day, but also for the way you help and encourage our Volunteers, without whose help we could not do what we do.

Michelle may have been born in South Africa, but London, with all its' diversity and differences is, she says, well and truly her home now. So hopefully that means that she will be part of the staff here at The Whitechapel Mission for a long time to come.

New figures reveal that 3,569 people were found sleeping rough on any given night in England in 2015, an increase of 30% on the previous year.



Chris's Story

Chris was born in the East End of London; his father was a Jamaican who came over to England after the Second World War and his mum was a Cockney. His childhood and his time at school were on the whole good times, although he did experience some bullying due to his mixed race, which at that time was fairly rare. However, with two loving parents, food, shelter and plenty of good friends, he felt safe.

At 16, Chris left school and became an apprentice carpenter and joiner with the local council, gaining his City & Guilds qualifications and progressing well with the practical skills. He took up amateur boxing, a sport which he enjoyed and found that he had a natural talent for it. Life was good for Chris at this time.

However everything changed when his mother died of cancer when he was 21 and although he decided to turn professional as a boxer Chris began drinking heavily. He and his partner had twins, which began to settle him down, but she then began suffering from post-natal depression and as he couldn't understand the problem Chris began drinking heavily again.

As so often happens, one thing led to another and for Chris drink led to drugs; this in turn led to the children missing out as he was rarely there for them and was spending a lot of money on drugs. It wasn't long before he started on crack cocaine and as feeding that habit was costing more than he was earning, bills were not getting paid. His attendance at work became erratic, the standard of his work when he was there became unacceptable and he was sacked. Finding himself with



24,440
showers
have
been taken

38%
of people
using our
services
have been
in prison

no job he sold his tools to help fund his drug habit, lost his flat because he couldn't pay the rent and as a result he lost his children.

You might think that things couldn't get any worse, but the downward spiral continued. He was stabbed during an argument and found himself going in and out of jail for carrying out street robberies and mugging people to get money for his drug habit. In 2002 he hit rock bottom when his father died and he struggled to cope with the situation. It was at that point that he suddenly realised that he doesn't like the person he has become.

It was then that he started to come to The Whitechapel Mission, where a shower and a hot breakfast were always available and guaranteed to make you feel better. But it was more than that, he felt safe and in a way that he couldn't really describe, at peace, something that he hadn't felt for a very long time. He found that he could talk to the staff, that they would listen, seem to understand and make you feel better, not judge or criticise you.

Shortly after reaching this point of some comparative stability in his life, at least compared to what had gone on before, Chris caught pneumonia and was taken to hospital. After he recovered and left hospital he moved to a new hostel and around the same time heard God speak to him. Since childhood, God had not figured in his life so this sudden intervention by God in his life brought him up short; he determined to leave his drug habit behind and sought a drug rehabilitation course. He was put on a 10 week residential rehabilitation course in Norfolk where he found that people were interested in him as an individual, they wanted to know how he was; and he heard many stories similar to his.

After completing this course he undertook a secondary course on the Isle of Dogs to sort out his anger issues, which was spread over a three month period of time. Out of this course he was given a programme to follow to help keep his anger in check,

311
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.

which he continues to follow, and a mentor he can ring up at any time if he feels things are getting too much.

With Tony's help, Chris has been able to obtain a new set of tools and commenced work as a self-employed carpenter 10 years after he lost his job due to his addictions and he feels that he has now got his life back. It is now 9 years since he last had a drink and he now mentors others who are looking to stop.

As he says himself, he should be dead, but he is still here, following where God is leading him. And those first steps on the path towards his changed life came through the love and concern that he found here at The Whitechapel Mission.

From the 1987 Review

SHARING THE SUFFERING

Whitechapel is a sort of wilderness - it challenges people to their depths; it draws out gifts and insights into life and the human soul; it is a place of growing up in the faith. We choose to share the suffering and isolation, the wounding and the dying of society's outcasts. It is tough. We strive to build and maintain the spiritual life and grow as a Christian community in the face of a tidal wave of human need. We seek to be the hands, feet, heart and mind of Christ. We find our weakness as well as our strengths and we meet the Lord of the Poor in those who come to us for help and comfort.

Sometimes we are overwhelmed. We are only too aware that we merely touch the tip of the iceberg of all this suffering and need. Sharing all this with one of our street friends, feeling very humbled and small in the face of what we knew was happening to him, we were sorry we could do so little. "Don't put yourselves down and under estimate what you do", he said. "You care and try to do something about it. We know that." In the name of Christ, help us to go on doing that. Without your help, we would go on caring, but could do nothing to show it and make it real. In the unsentimental light of street reality, sympathy means nothing. Help means the difference between warmth and cold, cleanliness and infestation, food and hunger, care and indifference. When I was hungry ... cold ... ill-clothed ... in prison ... Well, did you ... ?



Impressions of Whitechapel

Volunteers thoughts

THERE were eight of us. Martin, Jan, Dave, Sally, Dave and Nance, Tony Morling and me. On the Tuesday we would leave the hotel in Stratford very early, catch the bus to the Whitechapel Mission and start feeding breakfasts mainly to men and mainly to those who slept rough outside on the streets from 6am onwards.

In a curious way I was looking forward to it although I never made it to the Mission that first day. I wasn't wimping out (I had a stomach bug) but afterwards I was told by the group about their morning ... a very unusual morning for all of them ... for they weren't feeding a mere handful of people. No; for usually there are anything up to 300 people who pass through the Mission doors each day and although breakfasts are only 50p each, some of the customers can be very fussy with what they want to eat and drink and as Sue and Tony Miller, who run the Mission told me the next day, you never know who to expect; what other problems their 'customers' might have and – quite important to a mission such as this – what mood their clientele may be in.

Anyway, so it was that our group got down to work.

To this day I don't know quite how many eggs they cooked ... over 200? How many loaves of bread they toasted; how many sausages, slices of bacon; how many tins of beans they opened ... you get the picture ... but it was a learning for everyone and although most of the customers seemed to appreciate their early morning meal, not all of them said 'thank you' for the Mission's clients aren't your normal, everyday – type restaurateurs. If they had been they wouldn't have been there ... but then who knows what drives anyone to live under the stars; although as Sue said; 'don't think they'll all on drugs or alcohol. In our experience not all who have been reduced to this nomadic way of life are alcoholics.

Rough
sleeping in
England
has now
doubled
since 2010



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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 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

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 Whitechapel Mission by telephone or letter, 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

So when I DID make it to Whitechapel the next day ... this time to help our group sort out and label clothes before hanging them up on a huge stack of hangers Sue and her husband Tony, who have been running the Mission for the last 30 years, gave a few examples of the lives of some of the people who'd they known. 'We keep a book of all of the people who've come here, some of them for many years, but who've died. We decided to do this because for some of them when they do pass on, there's no-one at their funeral; no-one to visit their paupers' graves. But the book, and our telling of their stories and their personalities, I like to think, keeps their memories alive'.

I could write more but I'll leave this article with one story Sue told the group; about a young woman who had turned to prostitution, drugs and alcohol.

'Which came first, the drugs or the prostitution?' Sue had asked – a reasonable question, you would think. But instead the woman looked back at her, almost in disbelief. 'What do you think?' She was told. 'Mum' (who was also a prostitute) 'put me on the streets as soon as I was 11 ...'

I cannot put into words the admiration I have for Sue, Tony, the staff and volunteers and the Whitechapel Mission, nor for its necessity for people whose lives have seen them with no homes to go to; people who could be you or me ... Humanity. For aren't all of us part of a greater society?

Chris Lake

3714
people
used our
advice
services
during the
past year.

293 were
women.



113 people were found accommodation in their own flat.

146 people were found temporary accommodation off the streets.

20 birth certificates were obtained to enable people to claim benefits.

29 were helped to find their way back in to meaningful employment.

23 people were referred to drug and alcohol programmes.

The Financial Bit

To enable Tony and all the staff here at The Whitechapel Mission to continue in their task of providing for the immediate needs of those who have been largely rejected by society and then working to transform their lives requires the raising of around £1,900 each and every day of the year. As the only independently-funded homeless charity in London, raising this money is a huge task.

We have given those who come to us every day for their very survival a promise, that whatever mess their lives may be in, whoever else may have let them down, at 6.00am tomorrow morning our doors will open and they will receive a warm welcome. To keep this promise the Mission needs to be open tomorrow and tomorrow and tomorrow. We need to open on Sundays and Bank Holidays, at Easter and at Christmas. We have to be open every day to be the stability in chaotic lives, to be the rock on which people who need us can rely and hopefully begin to rebuild their lives.

Just as those who come through our doors every morning rely on us, so we rely on you, our supporters, to provide the financial support that is necessary to enable us to fulfil our promise to be there for them when they need us most.

The £1,900 we need every day does not include the enormous amount of resources we receive in donations of food, clothing, toiletries and volunteer time – if these donations were not there the amount of money needed would be very much higher. Nor does it include money to enable us to expand the range of services we provide. So please, please keep volunteering, keep sending us clothing throughout the year and keep adding an extra tin of beans, bag of sugar, box of tea bags or

whatever you can to your weekly shopping list for the work here at The Whitechapel Mission. And if you can, encourage friends and relations to do the same. We are so grateful for all that you have done and still do, but we do need you to keep doing it!

If you are able to help us financially, there are forms included in this booklet for this purpose, whether you are looking to make a one-off donation, or to set up a bankers order to make a regular contribution to our work. But there are also other ways by which you can donate to help our work:

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 'MISS15' followed by the amount you wish to donate.

eg MISS15£2 or MISS15£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 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 9-3 Monday-Friday on 020 7247 8280 or by mailing or faxing our simple donation form to 020 7392 2707.

15%

of people using
our services
have been in the
armed services



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.org.uk



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.

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 4am to 3pm weekdays and 6am to 1pm 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.

It costs
£1,900
a day to keep
the mission
open



and finally

thank you

To all of you who have supported us over the past year in so many different ways we say a sincere “Thank you”. 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 special mention does need to be made of 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 they are:

Olswang LLP
BNY Mellon
Dentons LLP
Eversheds LLP
Hogan Lovells
Bank of England
ED&F Man Holdings
Threadneedle Investments



In total, our
volunteers
have given
us
15,704
hours of
their time

In addition St Nicholas Church, Chislehurst and Petts Wood Methodist Church should be given special mention, as they have both continued to provide volunteers to prepare and serve breakfast on two Saturdays every month throughout the year. And never forgetting Raunds Methodist Church who fill the gaps.

These three churches donated 222 volunteers and 979 hours.

Thanks to this level of commitment almost half our weekend volunteering requirements we know are covered, which helps us tremendously.

With your help and support we have over the past twelve months reached out and made a difference to those who have nowhere else to turn. And with your continued help and support we will continue to do so. 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. Together we are The Whitechapel Mission and together we will keep going towards our goal.

In this annual review we have tried to give you a feel for the work undertaken here at The Whitechapel Mission each and every day so that hopefully you will have gained the sense of how important the work here is to those for whom The Whitechapel Mission and our promise is all they have to hold on to.

Please continue to think for everyone connected to The Whitechapel Mission – the staff, Trustees, volunteers, supporters and service users alike, as all need your support. And thank you all once again.

24%
of rough
sleepers have
been on the
street for 2
years
or more



Belief

Experience Go
More Confidence
Working with others
Motivation
SELF-ESTEEM
COMMUNICATION SKILLS
TOLERANCE



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





@whitechapelmiss



WhitechapelMission

General Office

Whitechapel Mission

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Email: mission@whitechapel.org.uk

Website: <http://church.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

