



Whitechapel Mission

2018 Annual Review

www.whitechapel.online





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Director's Comments

The Whitechapel Mission has served homeless and hungry Londoners since the 1870s. Last year, The Whitechapel Mission provided more than 103,000 hot meals, 750 nights of shelter during the coldest weather, offered 23,800 showers and 3,189 onsite medical, and dental exams.

Each meal and every service is an invitation to advice, counselling and community programmes that help guests make progress.

Our work is privately funded by the generous donations and in-kind gifts of caring individuals, and supported by the efforts of thousands of volunteers.

As I look back on 2018, I am filled with joy at the lives changed through your support of The Whitechapel Mission!

As you may know, homelessness in



London has reached the highest levels since the Great Depression.

We may be the financial capital of the world, but our homeless and working poor neighbours experience extreme suffering.

Thanks to your generosity, thousands of men and women experiencing hunger and homelessness found renewed hope and new life. As we bring together more caring partners like you, I look forward to seeing us transform more lives in 2019!

Thank you again for sharing your heart with the people at The Whitechapel Mission.

Tony

Tony Miller MBE

New
official figures
reveal that **8,096**
people were found sleeping
rough on any given night in
London in 2017, an
increase of **7%** on the
previous year.

Last

year we served 101,835 meals.

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 as many as 300 homeless and vulnerable men and women each day.

And we do this without public funding.



5,412
different
people used the
daycentre in the
last twelve
months

Meet Jenny

Having worked in the Newspaper Advertising Industry for over 20 years, I felt that I was in need of a change. 11 years ago, I started at the Whitechapel Mission.

As the Mission Administrator, my role is varied, often interesting and sometimes challenging.

One moment I can be speaking with a service user, the next a representative from a large international firm, interested in supporting the work of the Mission. I deal with Corporate Social Responsibility representatives, volunteers, donors and clients.

Working with such a diverse group of people means that no 2 days are the same.

Every day, 365 times a year, we must have a team in place who will arrive at 5.45am, ready to prepare, cook and serve Breakfast to all who come through our doors.

This Team activity is known as the Breakfast Challenge.

The Day Centre staff not only run the kitchen with great efficiency but also help to make the session enjoyable for volunteers and Clients alike. It is often booked up months in advance and most of the groups that attend are eager to return with colleagues and/ or friends on another occasion.

It is my job to ensure that there is a team here on site, every day of the year. The volunteer diary is a jigsaw that must also

include sufficient Clothing Challenge Teams to sort the donated garments that we receive, Gift sorting for the food and toiletry items and Lifeskills volunteers to support Sonia in the Lifeskills Room. We also have a team of volunteers working with our Ladies Group on a Friday afternoon.

New volunteer groups are often unsure about what to expect from their Challenge and it is difficult to explain the work that goes on here over the telephone. I therefore show a representative from each team around the Mission prior to their event. This ensures that any concerns can be addressed before the day. Visitors are often surprised by the upbeat atmosphere in the Kitchen and this cements the realisation that it will be fun as well as worthwhile.



The Mission receives numerous enquiries each day and my colleague Cathy and I answer these calls, e-mails and letters in a timely manner.

All donations, both Monetary and Gifts in kind are recorded, processed and a letter or E-mail of thanks is sent. We also record Gift Aid mandates and ensure that we have the relevant information to enable the Mission to claim this valuable addition to each donation.

I arrange the collection and delivery of the larger Gifts in Kind Donations, ensuring that they are met on arrival and we have sufficient storage space to accommodate them.

It is vital that the work that Whitechapel

Mission does is spread to as wide an audience as possible and to this end, I schedule Tony's speaking engagements to Clubs, Companies and Groups. I also schedule his many meetings in his diary. The Whitechapel Mission could not operate without the volunteers who give so freely of their time and the donors who so generously contribute to the costs of running the centre. The Virgin London 10K Run is one of the ways that we raise extra funds and I organise the team of around 100 runners for this event each year.

Throughout the time that I have worked at the Mission, I have enjoyed building a rapport with our corporate contacts, supporters, volunteers and clients. I remain often surprised by the generosity of all of the people who make this work possible.

101,835

breakfasts served
in the last 12
months

Rough sleeping in
England has now
increase by
134%
since 2010



reversible thinking

When a person first comes in to The Whitechapel Mission they are often at a very low point, with very little self-esteem and they cannot see a way out of their particular situation and their thinking often follows a pattern like this:

I'm going to end up reliant on drugs
Just because my dad is
You're wrong if you think
There are other possibilities for me
I know
An addict breeds an addict
It's not true there's good in everyone
My dad's a bad person
Don't think that
It could be different for me
That's where I'm going
Doing well at school
Finding a good job
That's not important to me
Getting the next fix
is what matters
listening to me
you should just write me off
and don't ever believe
that I want to succeed
I've dropped out, I'm out of reach
Don't assume that
I can become anything
You see
The script of my life has already been written
Don't dare to say
There's still hope for me
If things were done differently
There could be potential
It's over

But at The Whitechapel Mission we work hard to reverse that thinking, to get each individual who comes here for help to believe that life can be different, that there is hope for a better future, to think that:

it's not over
There could be potential
If things were done differently
There's still hope for me
Don't dare to say
The script of my life has already been written
You see
I can become anything
Don't assume that
I've dropped out, I'm out of reach
I want to succeed
Don't ever believe
You should just write me off
Listening to me
Is what matters
Getting the next fix
That's not important to me
Finding a good job
Doing well at school
That's where I'm going
It could be different for me
Don't think that
my dad's a bad person
there's good in everyone
it's not true an addict breeds an addict
I know
There are other possibilities for me
You're wrong if you think
Just because my dad is an addict
I'm going to end up reliant on drugs

32%

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

A trustees thoughts

As a Methodist who has spent the last 35 years working in Prisons and Probation, I was aware of the work of the Whitechapel Mission and felt very privileged when I was asked to consider becoming a Trustee. Nevertheless, visiting the Mission for the first time was a special and humbling experience. Sue was marshalling an enthusiastic bunch of volunteers; breakfast was being served with good humour; pastoral support and practical help were on offer; and there was real sense of purpose and care for everyone.

It's that unconditional, non-judgmental care for individuals which will stay with me from that visit – and which characterises the whole ethos of the Mission.

Paraphrasing Rev William Temple – 'no-one is homeless and nothing else' and it was clear to me that the Mission works because it has this truth at its heart. It doesn't work with 'the homeless and destitute' it works with Pete, Billy, Nick, Wendy and thousands of other unique individuals who find fellowship, support, practical help and a warm welcome within its walls. Because it takes no statutory funding the Mission is free to offer its services 'to all in need' with no strings attached. And it does this every day – helping people from all walks of life and from all parts of the world – who find themselves in difficulty on the streets of London.

From a relatively small space the Mission has a huge outreach. The numbers – over 3000 volunteers, working with almost 5000 men and women, serving 110,000 breakfasts and providing 25,000 showers are really impressive. But it's the daily difference that it makes to the lives of each person who comes through its doors which is truly inspiring. And it does make a difference – just ask those who come to visit

what it means and you can't fail to be moved.

It is a real everyday example of love in action – caring for 'all in need' and I'm pleased to be able to play a small part in its amazing work.

Michael Spurr

38%

of people using
our services
have been
in prison



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 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

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 Annual Reviews from The Whitechapel Mission

Please send me additional copies of the Annual Report

Gift Aid Declaration

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.

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

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.

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 142 years and continues today. But the work of picking up the pieces of shattered lives comes with a large price tag – at The Whitechapel Mission £2,055 is needed every day of the year for the work to be able to continue. As the only independently-funded homeless charity 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 at 6.00am 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 available 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 £2,055 we need every day, we also need the donations of food, clothing, toiletries and volunteer time, so

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**.

5,412

people used
our advice
services
during the
past year.

761

were
women



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

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%.

258

people were
found
temporary
accommodation
off the streets.

79

people were
found
accommodation
in their own flat.

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.

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 4am to 3pm weekdays and 6am 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.



23,800

showers have
been taken
during the
year

457

people a
week able to
shower and
get clean
clothing



Farewell Billy

Friends, staff, supporters and members came together at a service of thanksgiving and celebration for the life of Billy McDowall on Tuesday 18th September at noon.

As everyone stood to pay tribute, Billy's ashes were brought into the church by two members of staff, to the sound of the pipes and drums.

We were able to hear and see some of Billy's own reflections on his life, what had drawn hi to Whitechapel Mission and what work he did.

Tony Miller, Whitechapel Mission Director, spoke movingly of his own personal experience of working with Billy; trying to help Billy; eventually being part of the work that helped Billy's life to be transformed; and then supporting Billy as he became an essential and valued part of the Whitechapel Mission Team. Tony spoke with much pride in having had the chance to share his life with Billy, and really proud of the way in which Billy was a much loved (especially by the volunteers). Tony shared that he would have loved Billy to have been present to see just how many people had come to show their support.

John Hayes, Whitechapel Mission's Minister, shared how Billy's life had been transformed by love, the love that had been the inspiration for the Mission, and the love that was still being shared for everyone, Gods love as lived out by following the way of Jesus. Billy continued the tradition, and his honesty and passion showed in the love that reached out to so many people. John also shared his own pride in the way in which the Whitechapel Mission family had supported Billy during his illness and death. They had looked after him in such a loving way and enabled him to reconcile with some of his family. They had made his life special, sharing in caring, listening and remembering.

Psalm 23 , You'll never walk Alone, sharing our stories of good times spent with Billy and remembering "auld acquaintances" were woven together with his Scottish heritage, laughter, silence, tears and reflective moments; all to celebrate the honest and real life that Billy had lived, giving thanks to God for all his blessings.

Prayers of thanksgiving and commendation were shared. Billy's ashes were blessed and commissioned on their way to be scattered in the sea at Ramsgate by staff and friends.

After the service there was a chance for more conversation, shared stories and getting to know those who had shared their lives with Billy. We also were treated to a superb buffet meal, prepared and served by our gifted kitchen and operations team. Billy was such a special person in the life of Whitechapel Mission. He was welcomed, encouraged, challenged, he changed and flourished. He welcomed, encouraged, helped, shared and loved. He is greatly missed – but will always be in our hearts and minds and in our stories.



Brutus the Crocodile

Hearing all the talk once again about how the report from this government on just how it intends to end the scourge of rough sleeping (just how many reports can you recall having been written by governments of all persuasions?) brought to mind a story I came across many years ago about a crocodile names Brutus and a tree surgeon in Darwin, Australia called Freddy.

Northern Australia has an estimated population of 100,000 salt-water crocodiles and one of them became irritated by the noise of Freddy's chainsaw as he was clearing a fallen tree after a recent tropical cyclone. The noise of Freddy's chainsaw got on Brutus' nerves so much that it took it off him and chewed it to bits.

The chainsaw, which was still going when Brutus was crunching into it, was left in more pieces than it was originally made from and is now part of that great scrapheap in the sky. The crocodile lost a few teeth in the process, but seemed pretty pleased with himself as he slid back into the swamp to resume his afternoon of lazing around in what was now peace and quiet. Freddy was shaken (and presumably stirred as well) but otherwise unharmed. For Brutus it was job done.

Freddy had found out what Captain Hook could have told him, namely that crocodiles get wound up by repetitive noise. The thing with crocodiles is that they don't muck about and you get their goat at your peril. In a way I think that it would be a good idea if homeless charities like The Whitechapel Mission, and all of us who support the work they do, took a leaf out of Brutus' book. We seem to have this constant irritating



198
people
received
help in
claiming
benefits

background noise going on all the time about the latest new initiative to come out of government and the outstanding results it is going to achieve, but after all the noise has died down, has anything actually changed?

Of the 100,000 or so salt water crocodiles in Northern Australia, it only took one to decide something needed to be done and to do it for the situation to change. If all of us who care about the plight of the homeless could, like Brutus, decide to act to press for a change, then maybe something would happen. Approaching our MP and telling them to stop producing any further reports on homelessness and rough sleeping until the existing reports have been actioned would be a start.

Trustee

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 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.

It costs
£2,739

a day to keep
the mission
open

During the past year our 5000club partners were:

Dentons LLP
CMS Cameron McKenna
Nabarro Olswang LLP
BNY Mellon
Columbia Threadneedle Foundation
Clarkson Platou
Donald Forrester Trust
Eversheds Sutherland
Hogan Lovells
Northriver Limited
Stephenson Harwood LLP
MCKS Charitable Foundation
Worshipful Company of Coopers
Bank of England



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 2018 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 service users alike, as all need your prayers.

And thank you all once again.

41

people were referred to drug and alcohol programmes.

In total, our
volunteers
have given us
27,690
hours of their
time



General Office:

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



Whitechapel Mission



Always the homeless first



@whitechapelmiss



WhitechapelMission