

WHITECHAPEL MISSION

Annual Review 2021



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DIRECTOR'S COMMENTS

A second year dominated by the virus and the restrictions it brings upon us. A difficult year for all of us, but especially for those sleeping on our streets.

Many of London's daycentres and soup kitchens remained closed this year and finding a safe place offering food, shelter and advice was often very difficult.

As winter approaches, the difficulties continue. Many centres remain closed and winter night shelters are requiring a double vaccination before one can be admitted.

But it is not just about offering food, showers, and clean dry clothing. Each individual experiencing homelessness needs a community of care that values the person's goals and dreams, clearly sees the challenges and obstacles, and walks alongside the person every step of the way from homelessness to independent living.

Our advice centre has seen higher numbers than ever before and our outcomes are also higher than ever. Many hard-working Londoners have lost their livelihoods, and some have joined the thousands who were already living



unsheltered in doorways or parks. While the rate of homelessness in London has intensified due to the impact of the pandemic, The Whitechapel Mission is striving daily to provide much needed relief and hope to our guests in need!

We welcome Pardip, Sam, Hayley, and Emma to our staff team this year. And we see Lukasz and George move on to new pastures. The Whitechapel Mission has witnessed countless acts of courage, generosity and resilience by our staff and volunteers. We are grateful to the essential workers who kept our doors open to serve our guests in need!

Thank you to everybody who has supported us, so ensuring we could remain open and responding to the growing need.

We remain open and serving!

TONY MILLER MBE

VOLUNTEERS

In March 2020, it was necessary to suspend our volunteering programme, to keep everybody safe. For most of the last 15 months, we have been without breakfast volunteers, although it was possible to welcome many Clothing Store volunteers between lockdowns. These fantastic people helped ensure that we had enough dry, warm clothing for everybody who needed it.

In July 2021, we saw the first volunteer groups return to the kitchens, with requests for breakfast volunteering going crazy from mid-September. **Volunteers are an important and integral part of our work, and we are pleased to see the return of some old friends and welcome many new ones.**

We are still needing to consider the safety of our guests as well as the volunteers. We are restricting numbers of volunteers onsite at any time and requesting masks to still be worn. Due to the numbers of people we are serving we have extended the times for serving meals, to reduce the size of any queues. This pandemic has forced us to consider new ways of thinking and new ways of delivery. We needed to reflect upon the additional demands, but also on a safe way to deliver food and services.

Our new upgraded kitchens delivered over 350,000 more meals. Not only our famous traditional breakfasts, but we added lunches, as there were so few places to get food at other times of the day. The next step is to bring back volunteers to our advice centre and lifeskills. This should be possible by the New Year, but until then, Sonia and Hayley with the assistance of our Deacon Terry, continue to deliver the service every weekday.

Over **1,325**
volunteers, offering over
17,486
hours of their time.





“That is what we offer in the LifeSkills, all said and done, we offer hope.”

– Sonia, Advice Worker

SERVICES

In May 2021 it was possible for us to put some dining tables back in the dining-hall and allow people to eat their meals inside the centre, but with the encouragement to “sit, eat and go”. We are hoping to have all the tables back by Christmas. Many of our guests have not yet had the opportunity of a vaccination and we need to be careful when people just wish to sit at tables.

2,724
people used our
advice services during
the past year.

The computer suite remains as busy as last year, with many people using the service to apply for housing, work, or benefits. Many hard-working people have lost their livelihoods, and some have joined the thousands who were already living unsheltered in doorways or parks. These people have no history of homelessness and are experiencing the fear and isolation of rough sleeping for the very first time, and at a time when available services remain very low.

Sonia and Hayley start work at 8am each morning and usually find a queue of people already waiting for assistance. Very rarely are they without a large number of people waiting to see them, but they do not go home until everybody has been seen. We look forward to the time when we can have volunteers assisting in this area.

Some people just need a listening ear and somebody to share their fears with. Terry is invaluable and can offer the time to just sit, listen and offer both emotional support and practical advice.

The showers also continue to be in high demand with many people desperate for warm dry clothing as well as the opportunity to take a hot shower. One of the few benefits of the pandemic is that supporters have had plenty of time to clear out their wardrobes and we have seen an increase in donations of clothing.

447
of people using our
services are under 26
years of age.

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 145 years and continues today. But with the additional demand due to the pandemic, the daily cost of feeding and caring for people has risen from £2,739 a day last year to £3,835 this. And this amount is likely to be needed every day of next year for the work to be able to continue. As one of only a handful of independently funded homeless charities working in London, raising this money is a huge task. But it is vital.

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

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

In addition to the £3,789 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 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 friends, neighbours, and relatives to become supporters of the Whitechapel Mission and help in our work here.

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 banker's order to make a regular contribution to our work.

Figures reveal that
10,726
people were found
sleeping rough on any
given night in London.

An increase of **7%** on the
previous year.

If you are able to contribute regularly, by giving monthly to the Whitechapel Mission you become one of our Hope Partners.

Regular Giving - Hope Partners

Hope Partners are special friends who give monthly to the Whitechapel Mission, one gift each month of any amount. The gifts of Hope Partners are important and help us provide over 100,000 breakfasts, support our advice and counselling, and ensure we are open throughout the night during freezing conditions. If you are able to contribute regularly, £5 a month is actually worth far more to us than £60 a year. You can make your monthly gift by Credit Card, cheque, or Bankers Order.

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 generous 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, provide their addresses and occupations, at the same time, in the presence of each other.

WAYS TO DONATE

SMS text Message

Text **HOMELESS** to **70144** to donate **£3**
Text costs £3 plus network charge

Or text **FEED** to **70144** to donate **£5**
Text costs £5 plus network charge.

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

Phone or Mail

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

Website 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 <https://whitechapel.online>

Gifts in kind

The Whitechapel Mission accepts donations of various **foodstuffs, toiletries, and clothing**. The website 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 5:30am to 4pm weekdays and 5:30am 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.

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 taxpayer 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%.

How we use your donations

100% of your donations are used to provide relief for those in need.



The Trustees understand the importance and responsibility that comes with running a charity and the accountability it brings. That is why every single pound that the Whitechapel Mission receives is fully allocated to its designated project. Not a single penny is removed for other purposes.

No donation will be used for: Administration, Fundraising, Maintenance or TV adverts You have never seen the Whitechapel Mission advertising on TV, and you never will. Your donations are only ever used for direct expense to assist those in need and will never be spent on expensive TV adverts.

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

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

All the charity's administrative and fundraising costs are covered by: Investment Income and rental income from the Whitechapel Mission building.

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)

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

WHITECHAPEL MISSION

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



Title First Name Surname

Address

..... Post Code

Telephone

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

E-mail

I would like to donate £

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

Card number / / /

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



Signature Date

OR

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

Please turn over for the giftaid declaration.

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

Please send me additional copies of the Annual Report

Gift Aid Declaration

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

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

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

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

The Whitechapel Mission

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

My Details

Title _____ First name or initial(s) _____

Surname _____

Full Home address _____

Postcode _____ Date _____

Please notify the charity if you:

- want to cancel this declaration
- change your name or home address
- no longer pay sufficient tax on your income and/or capital gains

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

MARIA'S STORY

Part one

Last year, I lost my mum. I had to move out of the house that I had grown up in. My Mum had moved to this house a week before I turned one. And in the recent years I had been staying with her for 2 or 3 nights a week.

When my Mum had a fall, I gave up my job and I moved in to be her full-time carer. We were in the process of getting the tenancy changed over to my name, which would have been completed on 15th March 2020 last year, but my Mum died in January 2020 which meant the tenancy was still in her name at the time of her passing.

As I wasn't registered with Tower Hamlets, I lost the house.

I moved in with my brother but that didn't work out and then I went to sleep on a friend's sofa. She took me in and that's when I came to the Whitechapel Mission. I never knew of this place, someone recommended it to me.



From day one Sonia and Hayley were the only two people who wanted to listen to me.

The very first time I came here, they knew I was living on a friend's sofa and they asked, "do you want some food to take back with you?" I said no because I thought there were people out there who needed it more than me. But Sonia said "no, let us give you a food parcel, you can give it to your friend then and it feels like you're helping out."

To read to rest of Maria's Story head over to any of our social media pages or website:
[@whitechapelmission](#)
whitechapelmission.org.uk

CHRIS'S STORY

Sonia: It's lovely to have Chris here. Seeing him, thinking about it all, it just overwhelms me with so much love, and hope.

Chris: Right Girls! Hello. You want to know about what it was like, what I've done, and what it's like now. I'm a member of AA. I learnt so much in AA about my childhood that I didn't know, that caused me to become an alcoholic. All that trauma that I pushed down as a kid, being bullied, racial stuff, slurs to my mum, to my dad. I had so much anger and it builds up. Luckily enough when I was a kid I started boxing, because I was being bullied, and I was pretty good. But over the years, I still had that stuff going on, it was still there.

When I first started drinking, it was acceptable. Went to the pub, got a drink, come home and go to work. But over time, it chips away at you, and before I knew it, I was an alcoholic, but I didn't want to see it. It is denial, basically. You lose your job, you're late, messed up relationships. I always pointed the finger at them, I didn't want to look at myself, it was always their fault. That's the trait of an alcoholic, you don't want to take responsibility.

I grew up in East London, I'm a local. Stepney. I turned pro as a boxer, and I did alright. But when I was 21, I lost my mum to cancer and that was a traumatic experience. I didn't know how to talk to people, so I drank. And it done the trick to be honest, it gave me that ease and comfort that I wanted. You know that *sigh of relief* ahhh.

I met someone when I was 23. I settled down a little bit. Stopped drinking. I kept training, for my boxing. It kept me fit, and it took me away from that.

Then she had the kids, and we sort of went our separate ways. In comes the drink, it was my crutch. When we split up, I lost my boxing as well.

I got on the drink, to take away the pain. It's like an anaesthetic. I started taking other substances too. Cocaine and in the late 90's I started smoking crack. That got me downhill straight away. I could have bought 3 houses with the amount of money that I spent on it. What was I thinking?

In the end I was in and out of criminal activity. My health was deteriorating. That's when I started coming to the mission. I couldn't look after myself,

I didn't want to admit to it. I'd use the showers here. It's lucky these places are here, otherwise I would have been dead a long time ago.

“There are people here that really care for you. Sue, Tony, Sonia, Will, they have stuck with me, they ask how I am.”

I had pneumonia and they took me to the hospital, I stayed there for a while. By then I was homeless, I lost everything. I lost my flat, my possessions, my family. It was a very dark place. I drank for a while after that, and I ended up in a hostel up the road. It was a hostel, but you were allowed to drink in there. It was a place where you go to die. It's your last chance. If you don't stop, you die. That's God there. —>



God had come into my life and asked me, "Son, do you want to go out in a body bag, or do you want to try something different?" **In the end I got a place in rehab, and I remember telling Tony. He was so happy for me.** By then, I had enough. I really wanted to try something different. I started to get clean and sober.

Tony: Chris was a long-term user of our services. When we didn't see him, we knew that usually meant he was back in prison for petty crime, or he was on a drinking bender. But he was a very amicable man who we could see clearly was trying but kept failing because of his alcohol addiction.

Suddenly one morning, he had a change in every way about him. You could see that he had enough of this and he was going to try his hardest. He wanted to change his life. **We managed to get a sponsor who would fund his detox and he succeeded.** He did 12 weeks in rehab, and he came back a new man. Completely sober.

Chris: When I came out, I came to the mission and spoke to Tony. I asked him for help. I told him I was clean, but that I needed tools, as I am a carpenter by trade. I'll never forget what he did.

Tony: One day we were sitting and chatting, and he was telling me how determined he was that drink was not going to beat him, and that he was going to change his life. The enthusiasm and passion in his voice totally convinced me that this man meant every word that he was saying.

But he needed income and he wanted to return to his trade as a carpenter. It wasn't possible as he had been out of the field for so long, he had no tools, no safety equipment. He asked me if I could help him. He believed it would be about £50 to get him the basic

tools to get back on his feet. So, we made a complete list of everything that he needed. Of course, it came to considerably more than the £50 but it was essential.

Chris: I started going to work on site, started getting my life back, it was nice. I started speaking to the mother of my children again. She's no longer with us now, sadly she passed away. My kids are grown up now, ones a nurse, ones a chef, and one is figuring it out. The youngest is starting school. I'm getting things back, slowly. All those things I thought I lost; I'm getting back. I'm doing the programme and trying to help others. In the end, I was killing myself. But thanks to the grace of God.

"This place does help people. If you want the help, it's here. There's people here that do really care."

So I am hoping, this story will help people. You can do it. But you have to want to, and you have to put the work in. I have to go to meetings, go through the 12-step programme, find a sponsor, and work at it every day.

I'll always come back here. Like today, I came to see Sonia, I always buy her a coffee. I couldn't have done that before, that money was always for drink. I try to talk to people now, I tell them they can do it. Pick the phone up instead of picking the drink up. Talk about it takes the power out of the urge.

I've been sober now for 14 years. Long may it last. And West Ham are massive.

NEW TEAM MEMBERS

During the year, we have welcomed Emma to our team, although we said hello in last years review. We also welcome Pardip, Hayley and Sam to the team. These fantastic people join the rest of our **#OurCovidHeros; Sue, Michelle, Ramesh, Will, Gary, Sonia, Hayley, Cathy, Jess, Sade, Chandrani and Tony.**

Together they ensure that no one is turned away, everybody gets free access to food, showers, clothing, and advice.

We remain open to all and provide our essential services everyday!





#OUR CHRISTMAS MISSION



Historically there are always additional services made available at Christmas time and throughout the winter. We will see some national charities offering the additional service of shelter over Christmas week and many Winter Night shelters open for the coldest months of the year.

Last year saw many of these services either cancelled or reduced in size, to ensure everybody was kept safe.

In September we heard that many of the services that are usually made available during the winter and specifically at Christmas are not going to happen again this year.

Daycentres and soup kitchens that closed in March 2020 have not yet re-opened and are unlikely to be able to do so this year. Winter night shelters have historically offered an escape from the streets during the coldest months, but new restrictions are going to prevent many from opening their doors this winter. Some are only going to accept double vaccinated guests, and there are only a few people on our streets who have had the opportunity of the vaccination.

We are preparing for a second winter with a higher-than-normal demand and intend to make sure that hot meals will continue to be served daily. This year, we will have the advantage of being able to welcome volunteers to assist us.

We again plan to decorate the Mission at the beginning of December and are hoping that we can offer gifts to everybody visiting the Mission over Christmas week.

We would again welcome “Socks & Chocs” to give out during the festive time. If you are able to wrap a pair of socks with a small bar of chocolate, we would be very grateful.

There will be a high demand for warm winter clothing, for both men and women. We just hope that we have a mild winter but need to be prepared. It is going to be a lonely and difficult place for people sleeping rough.

We are grateful to Sainsbury's in Whitechapel who are working with us to produce lunches to complement our breakfast, on Christmas day. It is most likely to have to be take-away, but a Christmas lunch and a small gift will make a difference for so many people.

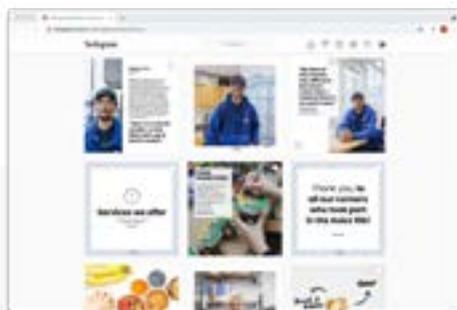
SOCIAL MEDIA

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

Last year, we launched our new website with a new look and more mobile device friendly. This website is designed, built and managed by the Whitechapel Mission Team. We would welcome your thoughts and suggestions.

If you are looking for the latest news that happens at Whitechapel, it can be found on our Instagram and Facebook pages.

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



THANK YOU

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

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

We hope that you are proud to be a member of the 'Whitechapel family' and that we will be able to count on your continued support for a long time to come. To mention any groups or individuals by name when so many have played a part in our story during the past year is difficult, but we really do need to thank our 5000club partners and supporters for their commitment to our work. The 5000club are those partners and supporters who have backed their giving of gifts and volunteering with a donation of £5,000 or more and their commitment is so important for the continuing work here.

During the past year our 5000club partners were:

Barclays Bank
Deutsche Bank
Dentons LLP
Clarkson Platou
Ashurst LLP

Irwin Mitchell LLP
Calypso Browning Trust
Credit Agricole
Eversheds Sutherland
Northriver Limited
Streets of London
LHA London
MCKS Charitable Foundation
CMS Cameron McKenna Nabarro Olswang
Worshipful Company of Leathersellers
Worshipful Company of Glovers
Worshipful Company of Coopers
Worshipful Company of Pewterers

Our aim is to serve the homeless and marginalised men and women who have become caught in the cycle of poverty, hopelessness and dependencies of many kinds, and our goal is to see their lives transformed to hope, joy and lasting productivity. Over the past twelve months your help and support has enabled us to reach out and make 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 2021 we have again tried to give you an insight into the work that goes on here at The Whitechapel Mission each and every day. Hopefully you will have gained the sense of the urgency and the importance of what we do for those for whom The Whitechapel Mission and our promise is all they have to hold on to.

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

And thank you all once again.



SUPPORT OUR WORK

📷📘@whitechapelmission
📧@whitechapelmiss

Address: Whitechapel Mission,
212 Whitechapel Road, London, E1 1BJ

Email: mission@whitechapel.org.uk

Tel: 03000 111 400

Registered Charity No: 227905

WWW.WHITECHAPEL.ORG.UK