

# Whitechapel Mission

2015 Annual Review

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

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**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

**5,332**  
different  
people used  
the daycentre  
in the last  
twelve months

### Never underestimate the power of a meal

Did you know that one of the world's largest trees, the sequoia tree, which grows to be around 250 feet tall, starts with a seed that is smaller than the size of a fingernail? Nature reminds me that using something small, to help grow a big change within us.



We see this happen, first hand, every day at the Mission.

Hurting men and women come through our doors searching for a meal, a way to curb the nagging hunger pains in their stomachs. But once physical hunger is satisfied, we see how love, respect and dignity begins to work within hearts to reveal a hunger that runs much deeper. These men and women are starving for a fresh start, for someone to believe in them, and for the resources needed to get back on their feet.

What starts as just a meal, becomes an invitation to lasting hope, to transform their futures through our advice and counselling services, career counselling, and mentoring.

We have seen a 37% increase in new people looking for help this year and this winter we are expecting many more hurting neighbours to come through our doors. Each person will bring their unique circumstances and needs. We will work with each individual... often beginning with something as simple and small as a hot meal.

The "summer slump," when donations decline dramatically, is a particularly difficult time for the Mission. Thankfully, we know we can count on good friends like you to help make The Whitechapel Mission a place people can turn to when they have nowhere else to go.

Your generosity provides meals, but as you can see, it doesn't end there. Your compassion also provides hope, a reminder that we can all do our little bit and an offer opportunity for lasting life change at a time when people need it most.

Thank you for your support for our hungry and hurting neighbours.

With thanks,

A handwritten signature in blue ink that reads "Tony". The signature is stylized and cursive.

Tony Miller MBE

# Refurbishment Never Stops

This time last year we were looking forward to the refurbishment of the men's showers and that has been completed at a cost of £30,000. It had been 20 years since the previous refurbishment and the shower rooms were looking old and tired, with water damage to the ceilings, tiles off the walls and patched-up plumbing making for a poor environment in which to take a shower. The number of men able to take a shower before all the hot water had been used up was limited to around 75. If you were number 76 you had to make do with a cold shower! Or go without.

Thanks to some generous funding by City supporters, the whole area was gutted and rebuilt, with new tiles on the walls and ceilings, new non-slip flooring, all the plumbing replaced and modern shower equipment installed and new boilers put in capable of producing more hot water to increase the number of showers that can be taken each day. Now instead of 75 hot showers each day we can provide up to 150.

Shower's for the men are available Monday to Friday from 7.30am until 9.30am, with an opportunity to choose replacement clothing after they have taken a shower. Giving them this opportunity is important; without thinking,

19,932  
showers  
have  
been taken



we open the wardrobe door each morning and select what we want to wear that day. Being homeless denies this choice because with no bedroom comes no wardrobe and with no wardrobe comes no clothes. And no clothes = no choice. There is no charge for the clothing and individuals are not restricted in the number of visits they may make to the showers or clothing area in any week; after all, how many of us take a daily shower and we aren't living on the street!!

With that task completed, we now starting a refurbishment of the kitchen. Our kitchen is used 365 days a year to offer a full cooked breakfast to an average of 300 homeless and vulnerable men and women each day, as well as lunches and other meals. It is 10 years since they were last refurbished and they are desperately in need of a face lift and some new equipment.

- The cookers no-longer auto-ignite, the doors have a habit of closing whilst items are being removed and the legs are now being propped up with a brick and a couple of tiles.
- The hot cupboard doesn't always get hot enough and the doors have lost their runners.

We are trying to raise £9,750 to replace the 2 cookers and Bain-Marie, and a further £1,250 to replace and upgrade some kitchen units, add a new workbench for making tea and coffee and replace the hot water boilers needed for making the hot drinks.

Maintaining The Whitechapel Mission is an on-going task that never comes to an end!

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



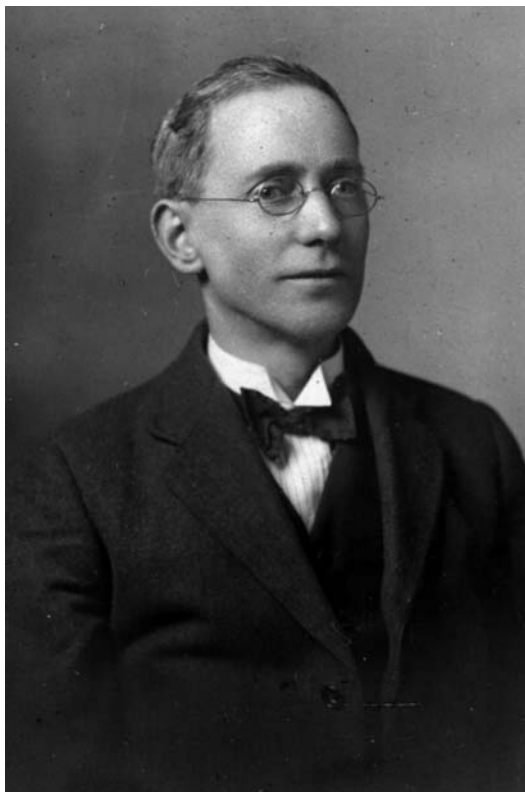
# 75 Years Ago

Over the past few months a lot has been written and broadcast about the events of 75 years ago, particularly those surrounding the Battle of Britain. London, particularly the East End, was an area heavily bombed, with much destruction of property and loss of life, and The Whitechapel Mission was just as much affected as anywhere else in this part of the capital.

At that time the Superintendent of The Whitechapel Mission was James E Thorpe, who had taken over in 1932 on the death of Thomas Jackson and he remained in post throughout the war years. In his Christmas 1940 Annual Review, he described the situation as follows:

*“Damage to our buildings and the scattering of the people filled me with many fears, the greatest being that the widespread dislocation would make it impossible to carry on our work, but that fear passed. Some of you sent me money and clothing. Sister Betty travelled many miles tracing the people and seeing to placing others in safer places. Mr J B Coggle left a secure job in Oxfordshire to come and help us. After temporary repairs our meetings were resumed and all the while, through night and day, help and advice were available and freely given as required.*

*“For 10 days the failure of electricity, gas and water interfered with our services. Relief work was not checked, obviously the need for it was greater than ever. Soon we were able to resume in something like the usual way.*



38%  
of people  
using our  
services  
have been  
in prison

*“At Whitechapel we depend on voluntary gifts and those that came in those grim days were more precious to me than I can say and they were a saving ministry to many.”*

Thankfully we do not have the blitz to contend with today, but we do face that other challenge he mentioned, that of raising the money to keep the facilities open and in good repair. Rev Thorpe made his appeal using rather different language than we would today:

*“The majority of voluntary gifts come in response to our Christmas appeal. If they had to fail now we should be undone.*

*“The generous-hearted are as anxious about their giving as I am about receiving. Nevertheless we have to make our appeal. You will come to our help as far as you are able and joy will go through you to those who, without us, would be deprived indeed.”*

Different language, but the same situation, as we too are wholly dependent upon your voluntary donations to carry out our work and every year the task of raising the money to enable us to do that has to be met anew. Our aims too are exactly the same as were the aims of those who served at The Whitechapel Mission 75 years ago. At the centre of all that we do, as it was the centre of what they did, is the promise that we give to all who come to The Whitechapel Mission for help – whatever mess their life may be in, whoever else may have let them down, our doors will open and they will receive a warm welcome. No matter how many others have 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.

**272**  
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.



# Ladies Day

Any visitors to our daycentre will see a dining room packed with people trying to eat breakfast, queuing for breakfast, watching the number board for their turn to take a shower or looking to gain access to the life skills room for advice or support. Every morning we expect to see as many as 300 people using our various services, but how many of them are actually women?

We discovered a long time ago that it can be intimidating for a lone woman entering the centre and finding hundreds of men in the dining room. Many women on the streets don't use our daily services, not because they don't need them, only because they do not feel comfortable in this confined space filled largely with men. The result was the creation of a women only service, every Friday from noon until about 3:30pm, offering a free lunch, activities, advice and access to showers and clothing.

We see about 40 women every week and their needs are very different from those of the men that regularly attend the morning session. A huge amount of effort is given by the ladies into raising self-esteem, community building and caring for each other.

Along with the female volunteers, we provide a simple communal lunch, followed by encouragement to get creative with an activity. Sometimes we do arts and crafts, sometimes we pamper the women with manicures or facials. We may go out on a trip with a picnic and find a green space. They love to be nurtured, spoken to, be tactile. The ladies are a motley mix..... some are ladies living on the street, some are ladies who work the street, feeling devalued, charging as little as £5 a time. Some of the ladies have a place of their own, some are lonely pensioners who haven't been out since last Friday when they came for a bit of company. The "oldies" treat the youngsters like their own kids, grandkids even; a bit of advice here and a social chat over a cup of tea there, many having experience of working the street themselves. Both parties benefit from the social structure of the day. It's great to see.

One week we decided to try and get them to think of others, so we decided as it was McMillan coffee morning week, to get the staff and volunteers to bake cakes that we could offer the ladies in the hope they may feel comfortable donating a few pence for a slice of cake and then talk about the people they know or have known that had fallen to cancer.



We opened the doors at 12.00 and they came in out of the rain, a bit wet, bedraggled, whinging about the end of summer and the nights closing in. Volunteers from a City corporation served them up a warming plate of cottage pie with cabbage and gravy, along with friendly banter among themselves. And do they love to chat! It's what we women do best.

This is always a relaxing time, time to forget all the worries of the outside world, like how am I going to stay dry tonight, how am I going to get enough punters to be able to pay my pimp, or will it stay warm enough to keep the heating off as I can't afford to pay for it. We take two hours of the week to forget the lot.

After lunch we talked about personal stories of their friends and family who have had cancer and how brilliant the nurses are; how we can all do a little to help. What would happen if it got one of us? We asked them to join us for a coffee break and share the cakes we had prepared and asked them to donate what they can to send to McMillan Trust. It was one of the most moving afternoons I have witnessed. Everyone wanted to speak, share their story. Honestly, 40 women in the room was a lot noisier than the 200 men who had been in there that morning.

Lots of tea, cake and tissues later, we found we had raised £34.58p. I now understand the meaning of the widow's mite. It was shown to me that afternoon and I shall send off that £34.58 with pride that my ladies did their bit for others.

One eagerly anticipated event on the Ladies Day calendar is the annual day out to Southend, accompanied by volunteers from some of our city company supporters, which the ladies (and the volunteers!) enjoy immensely. Fish and chips on the sea-front, a walk on the pier, a ride on a rollercoaster and to finish, tea

184  
used The  
Whitechapel  
Mission  
address to  
receive their  
post



# 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

# 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.*

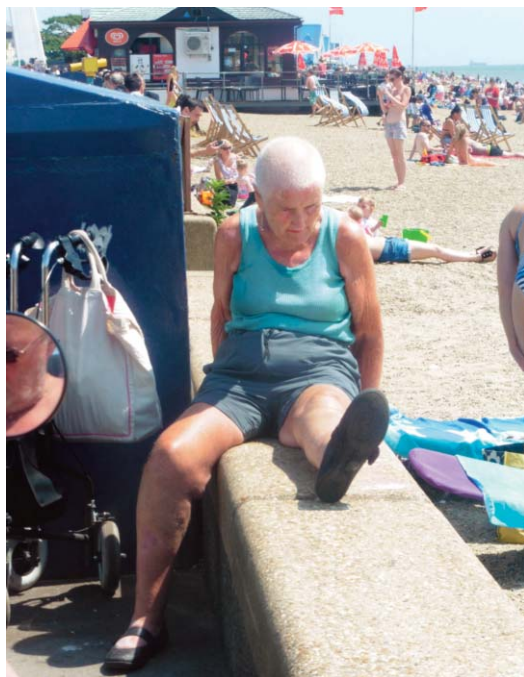
**Thank you for helping The Whitechapel Mission to offer hope and support to the homeless**

at Benfleet Methodist Church kindly provided by the ladies of the church, with sandwiches and home-made cakes. A simple, enjoyable day made extra special by the kindness of all involved.

For the members of Benfleet Methodist Church, this is a way that they can show their support for the work of the Mission as doing a breakfast challenge would be difficult for many of them. Before the actual day they had arranged a couple of fundraising events so that they could not only provide the ladies with afternoon tea but also a little goodie bag each. Then in the days leading up to the visit there was no shortage of ladies who had volunteered to make cakes and on the day itself serve cakes and tea. There was even money left over which was used to organise a couple of visits to Whitechapel on Friday afternoons to help out at Ladies Day, running a jewellery making stall at their Christmas party and helping out with cake decorating. The ladies



at Benfleet Methodist Church say that they enjoyed it just as much as the Whitechapel ladies and would consider it a privilege to host this afternoon tea on an ongoing annual basis. One Benfleet lady regularly makes a 'fruit loaf' called barabrith which went down particularly well so they are hoping to arrange a Friday visit sometime to specifically make this with the ladies.



It costs  
£1,852  
a day to  
keep the  
mission  
open

98 people were found accommodation in their own flat.

128 people were found hostel accommodation.

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

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

44 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



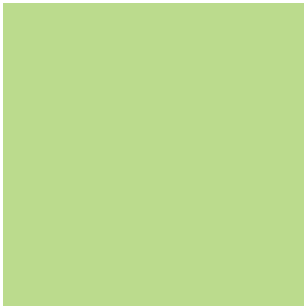


## Gift Aid

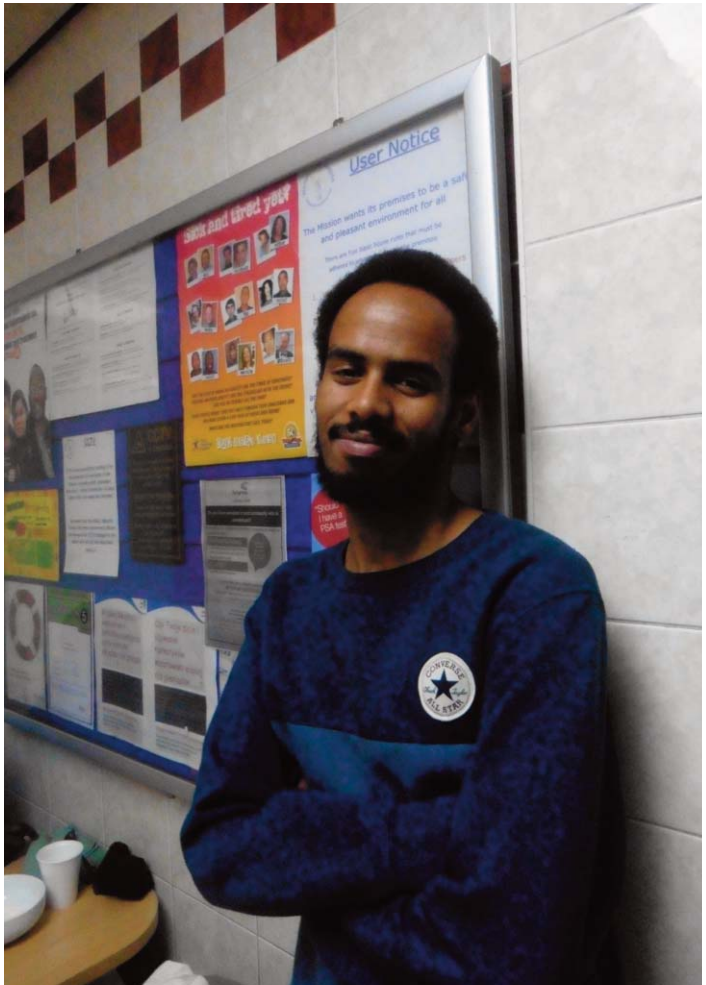
This is an effective way to make your donation to us go even further – all without any additional cost to you. If you are a UK tax payer and complete a Gift Aid form, we will be able to reclaim from the Inland Revenue the tax you have paid on the amount of your donation at the standard rate. If you pay 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](http://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.

108,184  
breakfasts  
served in the  
last 12 months



# 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  
Credit Suisse  
Dentons LLP  
Blackrock  
Eversheds LLP  
ED&F Man  
Hogan Lovells  
Trip Advisor  
Tyler Capital

In total, our  
volunteers  
have given  
us  
12,000  
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.

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.

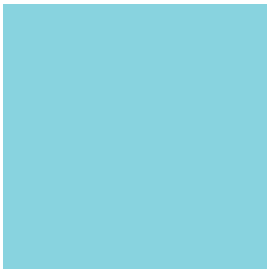
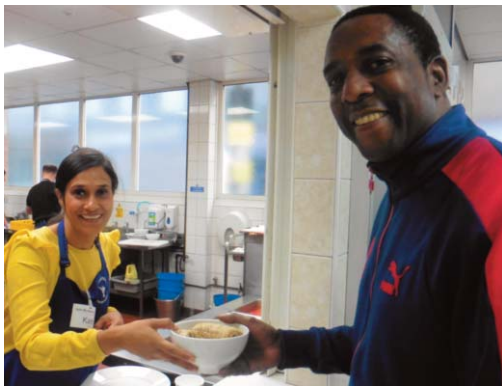
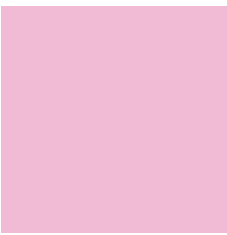
Please continue to think of everyone connected to The Whitechapel Mission – the staff, Trustees, volunteers, supporters and service users alike, as all need your thoughts. And thank you all once again.

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





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





@whitechapelmiss



WhitechapelMission

General Office

Whitechapel Mission

212 Whitechapel Road, London E1 1BJ

Phone: 020 7247 8280

Phone: 020 7247 8281

Fax: 020 7392 2707

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

