



Whitechapel Mission

2017 Annual Review

www.whitechapel.online





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Director's Comments

Whenever I write a letter to friends like you, I'm reminded of something very important: everyone who reads this is very different! Your interests, your background and even your connection to The Whitechapel Mission is unlike any other person's.

What you bring to the Mission is unique. Your time, your talents and your treasures are gifts that only you have to offer.

Likewise, every person who comes through the doors of The Whitechapel Mission seeking help is very different.

Some are experiencing the sting of homelessness for the first time. Others are battling a devastating addiction. Still more need a bit of guidance, career training and encouragement to achieve self-sufficiency.



From my perspective I am able to see how the needs of people seeking help, matches with the gifts friends like you have to share. It's a wonderful process of connection, of giving and receiving, of serving and of healing.

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

Tony

Tony Miller MBE

New
official figures
reveal that **4,134**
people were found sleeping
rough on any given night in
England in 2016, an
increase of **16%** on the
previous year.

We
believe the
numbers to be
double that, in
just London
alone

Last

year we served 111,840 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.



6,327

different people used the daycentre in the last twelve months

A Computer and a 'Phone

How would we manage without them?

What is the quickest way to get a rough sleeper off the street? Is it to find them a flat, a room in a hostel, a job or a place in a detox centre? Well, any of these will work, but they could take time. The quickest way is to reconnect them with family and friends and for that they need a phone. But if you are homeless and living on the street, how would you manage? You won't have a fixed-line phone and you won't be able to have a contract for a mobile phone as you don't have a fixed address. Still, you might just have a rather battered old mobile phone on a pay-as-you-go basis, but it is a phone, so that is ok.

40+

phones
charged
each day

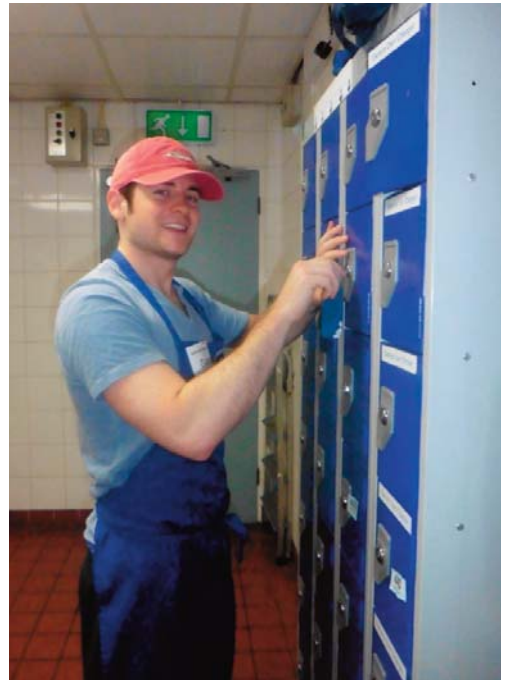
But there is a problem; the battery will need recharging on a fairly regular basis, but how do you manage that if you are living on the street and as likely as not you will have lost your battery charger lead?

Another problem you will face if you are homeless and on the street is getting access to computer facilities, not for playing games or watching films, but for applying for jobs or benefits. Gone are the days of filling in paper applications in many of these areas, it is all done on-line now. So not having access to a computer means that you are really disadvantaged for a second time.

The Whitechapel Mission has taken steps to help in both these areas. Every day around 40 phones are handed in to have their batteries recharged. This is done in a bank of secure charging points,

each point situated in a small locked cabinet. If the phone-owner doesn't have a connecting lead, that is not a problem as the Mission has amassed a collection of leads and adaptors to fit virtually every phone available.

When it comes to computers, every Wednesday Get Computing, the provision of basic computer skills, is available for everyone and at the Job Club on a Monday and Benefits advice on Thursdays, expertise is available to help in filling out job application and benefits forms. Using the computers can also mean that phone-calls can be made on-line, or family can be connected via Skype, which might result in a reconnection to family being made after maybe many years absence.



Using modern technology The Whitechapel Mission is helping those living on the streets to obtain the benefits they are entitled to, or apply for jobs and hopefully get back into employment. And using Wi-Fi technology they can make phone calls for free and hopefully regain

contact with family members. Any of these outcomes could be the start of a journey that takes someone from a life of unemployment and homelessness to one of a job, a place to live and back in regular contact with friends and family.

The gentle author at The Whitechapel Mission

The gentle author writes a daily blog about life in the East End of London and he has visited us here at the Mission a couple of times, publishing an account of what he saw and felt. His most recent visit was last Christmas and this is part of what he wrote in his blog about that morning:

“Before dawn one Christmas Eve, Photographer Colin O’Brien & I ventured out in a rainstorm to visit our friends down at the Whitechapel Mission – established in 1876, which opens every day of the year to offer breakfasts, showers, clothes and access to mail and telephones, for those who are homeless or in need.

“Many of those who go there are too scared to sleep rough but walk or ride public transport all night, arriving in Whitechapel at six in the morning when the Mission opens. We found the atmosphere subdued on Christmas Eve on account of the rain and the season. People were weary and shaken up by the traumatic experience of the night, and overcome with relief to be safe in the warm and dry. Feeling the soothing effect of a hot shower and breakfast, they sat immobile and withdrawn. For those shut out from family and social events which are the focus of festivities for the rest of us, and facing the onset of winter temperatures, this is the toughest time of the year.

“Unlike most other hostels and day centres, Whitechapel Mission does not shut during Christmas. Tony Miller, who has run the Mission and lived and brought up his family in this building over the last thirty-five years, had summoned his three grown-up children out of bed at five that morning to cover in the kitchen when the day’s volunteers failed to show.

Although his staff take a break over Christmas which means he and his wife Sue and their family have to pick up the



slack, it is a moment in the year that Tony relishes. “40% of our successful reconnections happen at Christmas,” he explained enthusiastically, passionate to seize the opportunity to get people off the street, “If I can persuade someone to make the Christmas phone call home ...”



“Among those I spoke with on Christmas Eve were those who had homes but were dispossessed in other ways. There were several vulnerable people who lived alone and had no family, and were grateful for a place where they could come for breakfast and speak with others. Here in the Mission, I recognised a collective sense of refuge from the challenges of existence and the rigours of the weather outside, and it engendered a tacit human solidarity.

“This is going to be the best Christmas of my life,” Andrew, an energetic skinny guy

who I met for the first time that morning, assured me, “because it’s my first one free of drugs.” We shook hands and agreed this was something to celebrate.

“Tony took Colin & me upstairs to show us the pile of non-perishable food donations that the Mission had received and explained that on Christmas Day each visitor would be given a gift of a pair of socks, a woollen hat, a scarf and pair of gloves, with a bar of chocolate wrapped inside. Tony told me that on Christmas Day he and his family always have a meal together, but his wife Sue also invites a dozen waifs and strays – so I asked him how he felt about the lack of privacy. “My kids were born here,” he replied with a shrug and a smile and an astonishing generosity of spirit, “after thirty years, I don’t have a problem with it.”

The Gentle Author
<http://spitalfieldslife.com>



A volunteers thoughts

Many of us lead such busy lives, with work and social events taking up a large part of our time and as a result it can often be very difficult for us to find time to volunteer.

However, I have found that volunteering, especially at somewhere like Whitechapel, doesn't just help to improve your health and happiness, but it can even teach you new skills – and all whilst supporting a worthwhile charity and providing help to people in need.

As part of the community investment programme organised by the company we are employed by, all employees are entitled to take part in volunteering opportunities.

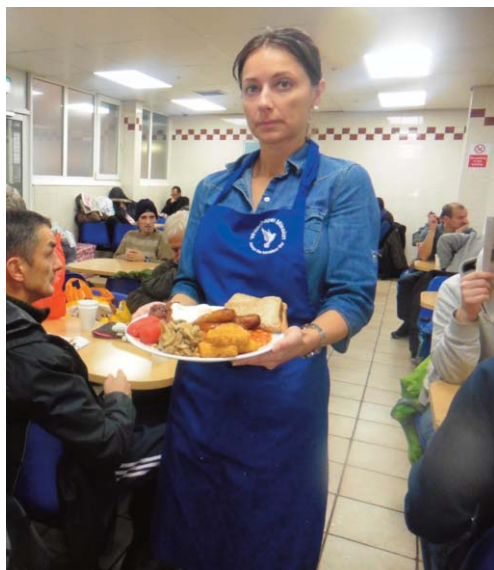
This year, I felt that for my participation in this programme I wanted to be involved in helping homeless people. Two other work colleagues also felt that they wanted to get involved in this area and so the three of us asked if we could volunteer at The Whitechapel Mission, a homeless charity that has been serving homeless and marginalised people in the east end of London for 140 years.

On arrival at the Mission, the volunteers were met by the staff who work there every day of the week and who are responsible for the smooth running of the Mission. Each morning a team of six to eight volunteers is required to help prepare and serve breakfast and attend to all the other jobs that are required and whilst you could manage on a smaller number, the more people in your team, the quicker you're likely to get through things. We three joined up with a team from another company for our session. Each volunteer is assigned a specific task; these include making porridge, making toast and buttering it, buttering bread, frying eggs and cooking the bacon, sausages, beans and tomatoes. At 6.00am the doors open for people to come in and help themselves to a hot drink

and then from 7.00am they can get toiletries to have a shower, wash or shave or clean their teeth. At 8.00am, things start to get busier as the shutters go up and hot breakfasts are served.

During our volunteering day, a queue very quickly formed for breakfast and it remained very busy as there were lots of hungry people to feed, although we were told that the numbers that day were about normal. The team all worked frantically together and tried to get into a routine to make things a bit easier (and quicker!) which eventually happened.

Because we were so busy and rushed off our feet, before we knew it the time had reached 10.00am and it was time to stop serving food. There was still all the clearing up to be done to leave everything ready for the following day, and whilst by this point I felt relieved that we were near the end, I also felt really grateful for the whole experience.



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 141 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**.

3,117

people used our advice services during the past year.

312

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%.

169

people were
found
temporary
accommodation
off the streets.

97

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.



25,800

showers have
been taken
during the
year

903

people a
week able to
shower and
get clean
clothing



Meet Billy

Billy has been known to staff at the Mission for over 30 years, since he was a teenager.

Originally from Glasgow, he moved to London to escape abuse as a child. He struggled with the inner pain and turned to glue sniffing and alcohol as a medication. He ended up in London where he latched on to a group of severe alcoholics, meths drinkers, all older than him and they formed a sort of family living in derelict buildings and coming into the Mission for food and support.

Billy became the protector for this group of vulnerable men, who would regularly get picked on and frequently attacked and robbed when they had just collected their benefits.

He was younger, stronger and would fight anyone who picked on these men he regarded as being his family. He frequently took a beating in these fights and has the scars to prove it.

After a number of years, gradually all these men died as a result of the lifestyle of alcohol, poor diet and rough living until Billy ends up the only one left.

He became lost and confused and his behaviour became more and more extreme and he frequently had to be ejected from the Mission because of his behaviour.

But he kept coming to Whitechapel for breakfast and the staff kept helping, chipping away, always there for him.

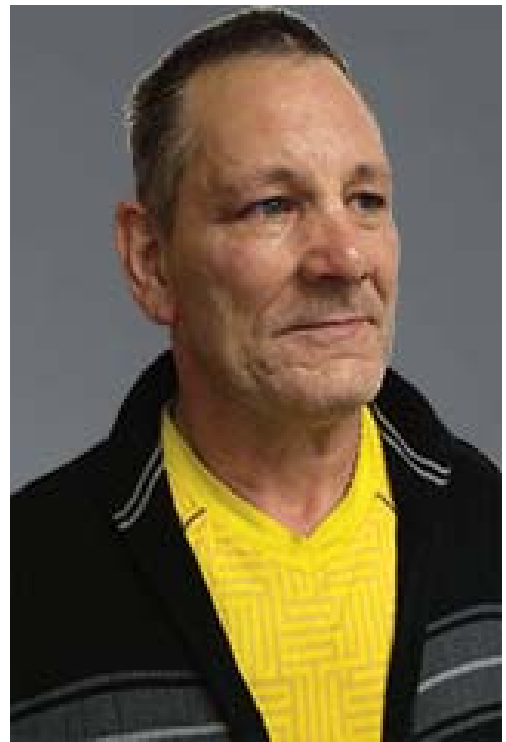
Eventually, Billy reached the conclusion that this was not a sustainable lifestyle and when he reached out to the staff they were there for him and able to offer the help

needed. He changed his lifestyle and with assistance was able to get clean of his addictions. After finding him accommodation in a hostel and whilst Billy was looking for work, he became a volunteer at The Whitechapel Mission.

Billy now works at the Whitechapel Mission and is in the unique position, of understanding some of the hurt and troubles some of our guests face each day.

32%
of people
using our
services
have been
in care at
some time

109,131
breakfasts
served in the
last 12 months



Computer Suite

For many years now, The Whitechapel Mission has been offering the opportunity to learn all the necessary life-skills that our daily guests will need to make a successful transition to independent living in their own accommodation.

One of these is IT skills – so vital in the modern world with many companies expecting job applications to be submitted online, and with use of the internet also vital for looking for accommodation, updating CVs, applying for courses or researching areas of interest.

Over the last 12 months we have been fund-raising in the hope of expanding our computer classes, with the goal to build a computer suite, open every day of the week. We hope to be able to help more people with online benefit claims on a larger scale in an internet cafe style room.

Universal Credit was introduced to Tower Hamlets from February/March 2017 and this will have a major impact on many of our guests; new claims will be paid monthly instead of fortnightly, all payments will be made direct to the individual, therefore it is the responsibility of the claimant to pay their own rent.

Thanks to the generosity of a number of supporters we have been able to raise sufficient funding to start the building works. We know that this will be a well-used service by our guests who will enjoy its benefits for educational, practical and social purposes.

“Many of those using the Mission each morning don’t have the computer skills needed in the jobs market today. There are lots of people who are nervous with



256
people
received
help in
claiming
benefits

computers, and on-site IT Suites like this one can really give them the confidence to gain those skills. We are enormously grateful to our supporters for making this possible.” - Tony Miller

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

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
£2,055

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
Credit Suisse
Beazley Group
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 2017 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.

11

people were referred to drug and alcohol programmes.

In total, our volunteers have given us

23,493

hours of their time



General Office:

Whitechapel Mission
212 Whitechapel Road
London E1 1BJ

Phone: 020 7247 8280
Fax: 020 7392 2707

Email: mission@whitechapel.online

Website: <https://whitechapel.online>
Blog: <https://whitechapel.blog>

Registered Charity No: 227905



@whitechapelmiss



WhitechapelMission