



The **Methodist Church** 

## **Queen Victoria Seamen's Rest**

The Seamen's Mission of the Methodist Church – Established in 1843

**Patron:** HRH Princess Alexandra

**Chief Executive:** Mr Alexander Campbell JP MNM

**E-Mail:** alexcampbell@qvsr.org.uk

**Registered Charity Number:** 1106126

**QVSR – A Company Limited by Guarantee**

**Address & Registered Office:**

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**Telephone: 020 7987 5466 website: www.qvsr.org.uk**

### **The QVSR Mission Statement**

As the Seamen's Mission of the Methodist Church we see our work as an expression of Christian compassion. The Queen Victoria Seamen's Rest will provide accommodation for seafarers, both active and retired, ex-servicemen and other adults in need of accommodation. We aim to do this in a caring environment where individuals will be helped and encouraged — physically, mentally and spiritually — to meet their full potential regardless of race, colour or creed.

We seek to do this by:

- Providing a secure, comfortable and homely living environment
- Promoting healthy living via positive exercise and healthy eating
- Fostering a spirit of community both internally and externally
- Integrating our services into the lives of the local community where appropriate
- Supporting, empowering and enabling individuals to enhance their quality of life
- Offering opportunities to alleviate boredom via a structured programme of occupational and recreational activities
- Assisting service users to move on to independent living where appropriate
- Recognising the individual human rights of service users
- Providing active rehabilitation opportunities via networking and working in partnership with other organisations where appropriate
- Working with partner organisations and further- education providers in providing active training opportunities in order to allow service users to gain new skills or re-kindle dormant skills and abilities
- Prioritising staff development and offering vocational and academic training opportunities in order that our staff can offer the best quality service

**Queen Victoria Seamen's Rest**  
The Seamen's Mission of the Methodist Church

**THE ANNUAL REVIEW**  
2015-16

Serving those in need for 173 years



## Message from the Chair

As the Chair of the Queen Victoria Seamen's Rest it is my privilege to express, on behalf of the Board of Trustees, our appreciation and thanks for the work undertaken by Alexander Campbell our Chief Executive and his team during 2015–16.

It has been a fruitful year, hallmarked by the continuation of our building redevelopment. We were delighted when the Revd Lord Griffiths, the resident minister at City Road and a former President of the Methodist Conference, opened our new West India Wing.

Our historic Emery Hall has now been completely refurbished and, together with its additional rooms and facilities, is proving a great benefit to the local Methodist congregation as well as fulfilling the day to day needs of our charitable work.

The increase of our Mission's influence amongst the seafarers visiting the Port of London is particularly thrilling and we are delighted with the practical support received from the other maritime charities.

This Annual Review gives us the opportunity to reflect upon the magnitude of our work with outreach in the Port of London and through our partnership with the German Seamen's Mission.

This work has been overseen by our Chief Executive with his customary enthusiasm, professionalism and business acumen. His continuing aim, and that of his staff, is to improve the quality of life for all those who call the Queen Vic "Home".

To all of you who support the Queen Victoria Seamen's Rest we say a sincere thank you. Our hope is that you will continue to give generously towards this specialised ministry, which has been in existence since 1843 and continues to have a vision for the future.

**Terence Simco** MBE MNM



**QVSR Patron**  
**HRH Princess Alexandra**

### **Chief Executive & Company Secretary**

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\*Mr Philip Sheppard  
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\*Colonel Derek Bristow OBE DL  
\*The Revd Cameron Kirkwood  
\*The Revd Nigel Cowgill  
(Appointed September 2016)  
*\*also Members of QVSR*

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(Resigned September 2015)  
Deacon Joern Hille (Resigned July 2016)  
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### **Registered Charity Number**

1106126

### **Company Number**

5218014

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Front cover image by Wojciech Holub



## Welcome from our Chief Executive



In pushing ever onwards, driving towards your goal, it is essential to look back and reflect on where it all began and make sure that in your determination to reach your target you have not veered off course. For me it all began in 2003 when, as the newly appointed Chief Executive at QVSR, I evaluated the scale of the task ahead and set my priorities. My number one priority then was the people – those who looked to QVSR for support and encouragement. In 2016 I am pleased to say that my top priority is still the same – the people who make up the QVSR community. There have been a lot of changes over the years and in many ways the QVSR of today has

been transformed from what it was, but at the heart of that transformation has been the people who need our services.

It has been a productive 12 months for QVSR; we have expanded our work down river as we have taken over the operation of the seafarers' centres on the River Thames at Tilbury and DP World London Gateway. This new venture sees the charity revisit its roots as it takes on a much more 'hands on' role meeting and greeting seafarers visiting the Port of London – much the way the charity did back in 1843. Details of this significant development are contained within the centre pages of this annual review.

We have also been pushing on with our modernisation programme – the 'Queen Vic Refit'. You may recall from last year's Annual Review that we announced a grant of £300,000 from the Government's commitment to the Armed Forces Covenant. These funds were used to create 9 en-suite rooms which are exclusively for the use of ex-service personnel. The new 'West India Wing' was opened in December 2015 by Lord Griffiths; details of this new accommodation together with a timeline illustrating the progress of the modernisation programme to date can be found on the opposite page. You will recall that the objective of the "Queen Vic Refit" was to modernise all 171 rooms by 2018, our 175th Anniversary.

As I write my introduction, demand for the services we provide remains high with our occupancy currently running at 97% and over the past 6 years we have maintained an average occupancy of over 93%. This is remarkable when you consider the refurbishment works that have taken place and I would like to place on record my thanks to the residents and staff who have put up with the ongoing noise and disruption that has accompanied these improvements. Offering accommodation to those in need is only one side of what we do, QVSR is committed to moving people on when they feel ready to do so, and we work with a wide range of other service providers in preparing and resourcing individuals with move on options. You will see details of some of the partner organisations we work with on page 7. It is vital that we encourage and assist each individual to reach their full potential and achieve their goals.

I do hope that you will enjoy reading this new look Annual Review; it is important that we as an organisation continue to explore new ways of presenting our work. I believe the landscape layout may bring a freshness to our story and underline the progressive nature of QVSR.

Finally, but most importantly, I would like to thank you for your interest in the work of QVSR. We live in an age where there are so many good causes that could demand your attention, time and finances, yet you have chosen to support the work of QVSR. Please continue to pray for all we do.

God Bless

A handwritten signature in blue ink that reads "Alex Campbell". The signature is written in a cursive, flowing style.

**Alexander Campbell** JP MNM

Chief Executive / Company Secretary QVSR

# Refit Timeline



## 2009

Phase 1 of the Queen Vic Refit begins in July. Three flats and a small TV lounge are converted into 16 new en-suite rooms. Our Patron HRH Princess Alexandra opens the new "Cory Wing" in December.

## 2010

Work starts on Phase 2 in August. Former flats at the front of the building and rooms at the rear are converted into 18 spacious en-suite rooms bringing the total number of modernised rooms to 34. QVSR also embarks on completely remodelling the reception area to create a more open and welcoming entrance featuring glass sliding doors and a modern concierge desk.

## 2011

Funding from the Royal British Legion progresses Phase 3 "The Royal British Legion Wing"; 14 en-suite rooms exclusively for ex-servicemen are officially opened by EastEnders star Dame Barbara Windsor in June. Phase 4 follows on and 9 more rooms are completed by December. The "Wesley Wing" is officially opened by the 2011 President of the Methodist Conference, Reverend Leo Osborn. Number of modernised rooms now total 57.

## 2012

Phase 4 of the Queen Vic Refit continues with the creation of "Seafarers Wharf", opened by Captain Ian McNaught, Deputy Master of Trinity House, and the "Princess Alexandra Wing", opened by our Patron, HRH Princess Alexandra. This marks a significant milestone as QVSR reaches 75 modernised rooms, almost halfway to our target.

## 2013

A further 25 rooms undergo a soft refurbishment; although not en-suite, these rooms are completely gutted and re-fitted with new fixtures and fittings and each group of 6/7 rooms has new modernised bathroom facilities. The conversion of the QVSR Manse into 6 spacious rooms with a communal living space and modernised bathroom facilities brings the total of modernised rooms to 106. QVSR also undertakes the refurbishment and rebranding of the Restaurant - now known as "Horatio's".

## 2014

Phase 5 of the Queen Vic Refit programme begins with 16 standard rooms converted into 9 spacious en-suite rooms. The new "Britannia Wing" is officially opened by the Chairman of the Merchant Navy Welfare Board, Robert Jones, in December. Number of modernised rooms now total 115.

## 2015

Phase 5 continues - in July "The Simco Wing" is opened by our patron, HRH Princess Alexandra, in recognition of 50 years' service by QVSR Chair and former General Secretary Terence Simco. In December, with a grant from the Veterans Accommodation Fund, the "West India Wing" is opened by the Methodist Church Minister, Lord Griffiths, alongside the newly refurbished Emery Hall. Number of modernised rooms now total 136.

## 2016

QVSR undertakes refurbishment of the Chapel, Connaught Lounge and Coffee Shop. With the completion of Phase 5, QVSR has just 35 rooms in need of modernisation - plans for Phase 6 are currently being formalised which will create a further 20 en-suite rooms by mid-2017. The aim is to have all of the bedroom accommodation and all of the residents' facilities modernised by 2018 - our 175th Anniversary.





## Grand Openings

*QVSR "...re-invents itself again and again as it serves one generation after another..."*



It seemed very fitting that Lord Griffiths (Leslie John Griffiths, Baron Griffiths of Burry Port) should officially open the latest phase (4E) of the "Queen Vic Refit". Lord Griffiths is a well-loved Methodist Minister and life peer in the House of Lords, where he sits with the Labour Party. He has known of the work of QVSR throughout his ministry; serving as President of the Methodist Conference from 1994 to 1995, and as Superintendent Minister at Wesley's Chapel, London since 1996. The new 'West India Wing' was funded as part of the Government's pledge to uphold the principles of the Armed Forces Covenant; you may recall we received £300,000 raised from LIBOR fines. The nine new en-suite rooms have been created from rooms originally built over 80 years ago as part of a "New Memorial Wing" in memory of the men who lost their lives in the Great War. It is apt then that they will be used exclusively for ex-servicemen underlining QVSR's commitment to supporting veterans.

Lord Griffiths also officially opened QVSR's newly refurbished Emery Hall, which cost in the region of £250,000 and was a joint project between QVSR, Poplar Methodist Church and the Tower Hamlets Methodist Circuit. We were delighted to receive a grant of £100,000 towards the modernisation from our project partners. You can read some more about this refurbishment on page 13. Lord Griffiths also participated in our annual Carol Service alongside the QVSR Brass Band and Salvation Army timbrels; sharing a Christmas thought with the large congregation.

In commenting on the occasion, Lord Griffiths said, "QVSR seems to have some of the qualities of David Bowie. It re-invents itself again and again as it serves one generation after another with its unique blend of security and comfort. That helps its residents to feel safe and friendships to abound. I felt greatly privileged to be present. May God bless all your endeavours."

*Lord Griffiths, who officially opened the West India Wing and the Emery Hall*

*The congregation enjoying the Carol Service in the refurbished Emery Hall*





## John's Story

In February 2014 John Schofield found himself with no income after 50 years at sea and came to QVSR in need of accommodation whilst he was waiting for his certificates to be renewed to enable him to go back to paid work. Due to the availability of rooms at the time John was allocated one of the standard sized rooms or so called "cubicles" built over 80 years ago. The rooms were similar to a ship's cabin, accommodating little more than a bed, chair and chest of drawers, with shared bathroom facilities. Whilst this was sufficient for a seafarer who needed an overnight stay back in the 1930s, the needs of our service users have changed greatly since then. Like John, residents now see the Queen Vic not just as a temporary stop but more of a longer term residence whilst they get their lives in order.

Thus, in November 2015, with the completion of the "West India Wing" and due to his seafaring background, we were able to offer John a more spacious, comfortable and "homely" en-suite room with improved heating and lighting, TV aerial point, modern furniture, co-ordinated soft furnishings and wet-room facility.

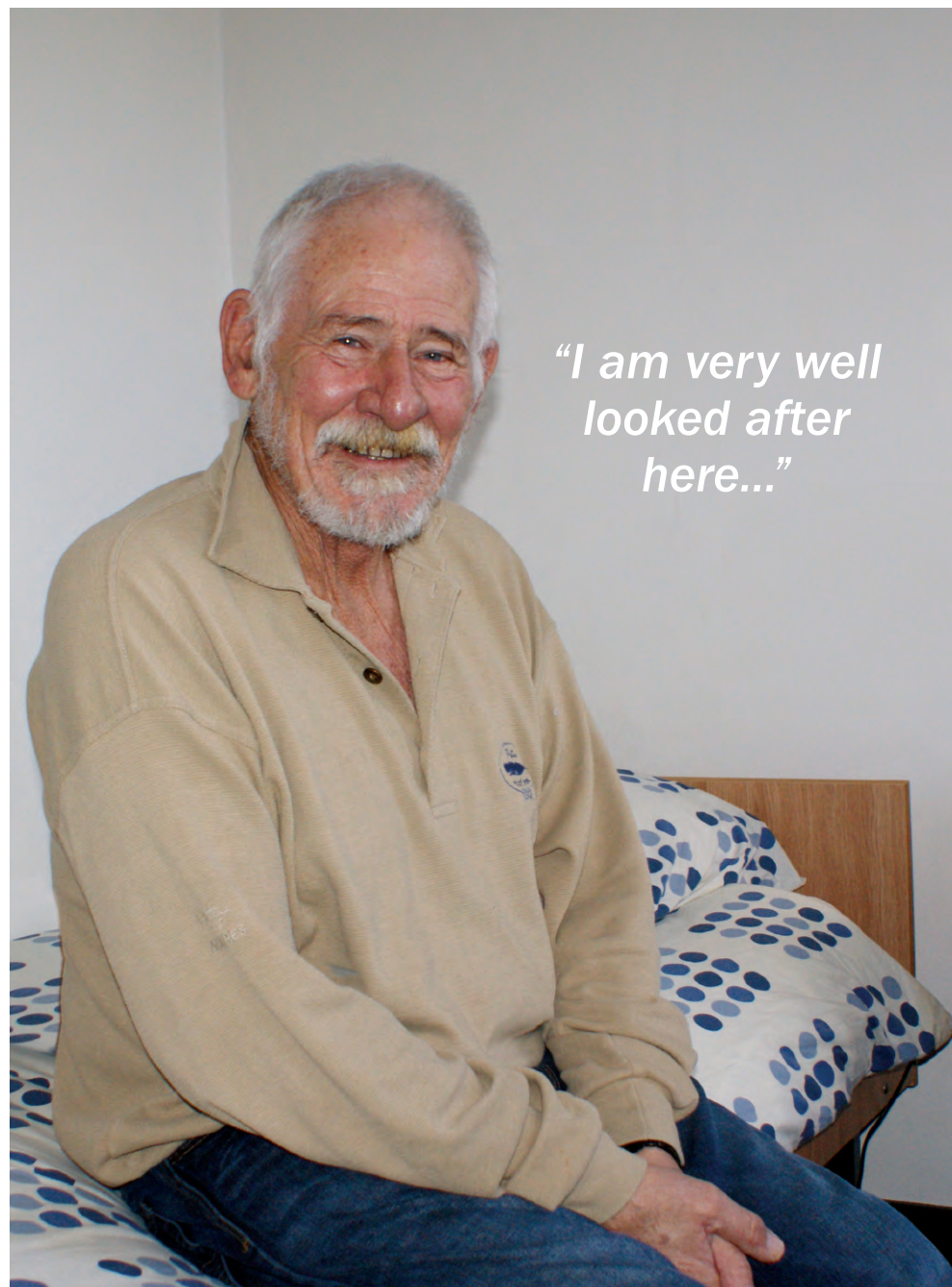
John is very pleased with his new room:

*"I was absolutely delighted to be offered to move to one of the newly refurbished rooms. I have more space here and a private bathroom. I am very well looked after here in the Queen Vic".*

John has since been able to obtain some of his certificates and has been working around the UK coastline since January this year. He is grateful to QVSR who provided him with a comfortable home at a time when he needed it most; it has helped him to get back on his feet and back to doing what he loves most.

QVSR has been, throughout its long existence, constantly changing and adjusting to the needs of its service users. The opening of the West India Wing has brought us another step closer to reaching our aim of having all of the residents' accommodation and facilities modernised by 2018, QVSR's 175th Anniversary.

QVSR resident John Schofield in his newly refurbished room



*"I am very well  
looked after  
here..."*



## Neil's Story

*"I have a closer understanding of the residents' needs"*



It is always good to welcome ex-residents back to QVSR; they often come in for a cuppa and an opportunity to catch up on news. It is very rewarding when ex-residents tell us how happy and settled they are and talk of the progress they are making in terms of reaching their personal goals.

One such ex-resident is Neil Presley who came to QVSR in 2010 having completed 12 years' service in the British Army. His immediate need was for shelter and space to regroup while he decided what direction his new life should take. He was very focussed on what he wanted to achieve and his drive and determination drove him towards his goal of moving into his own flat in April 2012 with new opportunities in terms of employment and training. One such opening was volunteering with SSAFA (Soldiers, Sailors, Airmen and Families Association). This new role allowed Neil to build on his own experience in the military and augment it with new training opportunities offered by SSAFA.

It is in this capacity that Neil now visits QVSR on a regular basis. Along with his colleague Roger Davie, SSAFA's Divisional Secretary for London Central City North East, he offers a monthly surgery where QVSR residents receive help with issues such as benefits, housing, training and employment. However, Neil is quick to point out that the men also need time to talk about personal concerns, worries and problems; it is important to have time for the men. Many of the ex-service personnel that Neil and Roger meet have a wide range of issues including drug and alcohol addiction, debts through gambling, relationship breakdown and PTSD (Post Traumatic Stress Disorder). Neil states that these difficulties have to be addressed first in order that someone can achieve outcomes such as independent living and employment. The men at QVSR can relate to Neil as he has walked in their shoes; his approach is one of understanding and caring and he has a great knowledge of the services available to veterans;

*"I believe that my experience and knowledge of dealing with the intricate problems of the ex-services and dealings with local government and official bodies makes me an effective case worker as I have a closer understanding of the residents' needs".*

Neil has qualified as a Support Worker via SSAFA and is now looking to further develop his skills to become a fully qualified counsellor through his studies for a Master's Degree in Social Work.

QVSR is delighted to have played its small part in Neil's journey and we wish him every success with his studies.

*Neil Presley, QVSR ex-resident and SSAFA volunteer*



## Outreach at QVSR

QVSR is committed to working in partnership with many organisations in order to provide the very best support to our residents. In this article we would like to highlight 3 of our key partners. These partners are unique in that they bring their services to our residents through holding regular outreach sessions at QVSR. Often vulnerable adults find it difficult or are reluctant to access services; bringing the services to them increases the likelihood of engagement.

SSAFA (Soldiers, Sailors, Airmen and Families Association) operates through a network of trained volunteers who provide lifelong support to those serving or have served in the British Armed Forces. Since 2012, QVSR's liaison with SSAFA has provided assistance for 79 ex-servicemen helping with their benefits, debt management, medical care, employment opportunities and move-on options. They now provide monthly outreach sessions at QVSR and you will see from Neil's story on the adjacent page how the partnership has opened up opportunities for the veterans living here.

SAIL (Seafarers Advice and Information Line) hold monthly outreach sessions for active and retired seafarers and their dependants living in the local community. SAIL provides seafarers with a dedicated free Citizens Advice service covering various issues ranging from welfare benefits, debt management, housing, consumer advice, pension and charitable grants. SAIL Representative Nida Shamiyal who undertakes the outreach sessions comments:

*"Welfare Assistants from QVSR have knowledge of the local area and with QVSR situated in the East End of London close to the city centre, we are able to reach out and help seafarers not only living in QVSR, but all over London".*

DWP (Department of Work and Pensions) representative Deyton McVitie has held weekly advice sessions for our residents for the past 4 years, assisting them with CV writing, certification and career advice. Recently he has helped QVSR resident Hassan Dahir to renew his forklift licence which would normally have cost between £400 and £500. However, due to the intervention of the DWP surgery at QVSR and the friendly approach adopted by Deyton, Hassan was able to complete the training at no cost via an DWP funded programme. This will now enable Hassan to finance his training as a Law Receptionist which he hopes to pursue as a long term career.

There can be great benefits in bringing services to those in need, often it is that personal touch that makes a difference. We thank Nida, Neil and Deyton for the caring and professional way they support our residents.

*Deyton McVitie, Job Centre Adviser (on right)  
with QVSR resident Hassan Dahir*



*Nida Shamiyal, SAIL Adviser at her desk*





## Our Work in the Port



### Alexander Campbell writes:

QVSR greatly values the privilege of being able to meet and greet visiting seafarers. This is something that the charity has done since its founding in 1843. Of course the docks and ships were much closer to the Mission in those days, almost on our doorstep. Today, with the closure of many docks in the Upper Pool in the 70s, the Port of London now lies further east along the river with the main activities being at the Port of Tilbury and the new DP World facility; the full extent of our work on the Thames is shown on our centre pages.

I am often asked why we offer support to seafarers; what is so special and unique about seafarers? In response I ask them what time they will get home from work that evening? The answer is often 6pm, sometimes 8pm if they work late. I then point out that for many seafarers the next time they will get home to their family could be in 4, 5, or 6 months' time as modern seafarers, especially those from Asia, often have to sign on for at least 9 months. This is what I consider to be special and unique about the lives of seafarers. I also talk about the dangers, the hard and harsh environment they encounter in their everyday work. Ships are an extremely noisy environment where they are surrounded by steel and if someone drops a spanner from a great height on to the deck the noise reverberates for what seems like an age; and then there is the unpredictable might of the sea. It is for these reasons that we feel that seafarers deserve the care and support that QVSR gives to them in partnership with the other maritime charities.

Our Port Chaplain along with his colleagues try to visit all the ships that berth at the Port of London. There is often good communications between the Chaplains and the visiting seafarers especially if they have visited London before. Sometimes there is an advanced order for that special item from Argos which the seafarer wants to eventually take home to their family; the Chaplains will happily assist with such requests as often the ships are only in Port for as little as 8 hours before they turnaround and head toward Rotterdam or wherever the next port may be. The Chaplains are there to offer a smile and a helping hand with whatever task the seafarer needs support with, including much needed communication with home via phonecards and the internet. The biggest part of a Chaplain's role is about just being there to listen and ensure that every visiting seafarer feels loved and welcome.



## Goodbye and Welcome

It is with sadness that QVSR says goodbye to Deacon Joern Hille who has been our Port Chaplain for nearly 8 years working on the Thames and in particular the Port of Tilbury. He joined the QVSR team as part of a long standing partnership between QVSR and the German Seamen's Mission (GSM) and has been an excellent Chaplain often going that extra mile in his support and encouragement to seafarers. He was also a key player in the creation of the new QVSR London Tilbury Seafarers Centre giving us the benefit of his hands-on knowledge as we developed this work. Joern has been a great team player working closely alongside his colleagues from Apostleship of the Sea, Sailors' Society and Mission to Seafarers; this ecumenical approach has brought great benefit to the seafarers visiting the Port of London. We were able to welcome a large congregation to Joern's farewell service and those who spoke gave testimony to his hard work and dedication. Joern now takes up a similar post in his homeland of Germany based in Hamburg; we wish him well and we thank him for all he has done to support seafarers on behalf of QVSR.

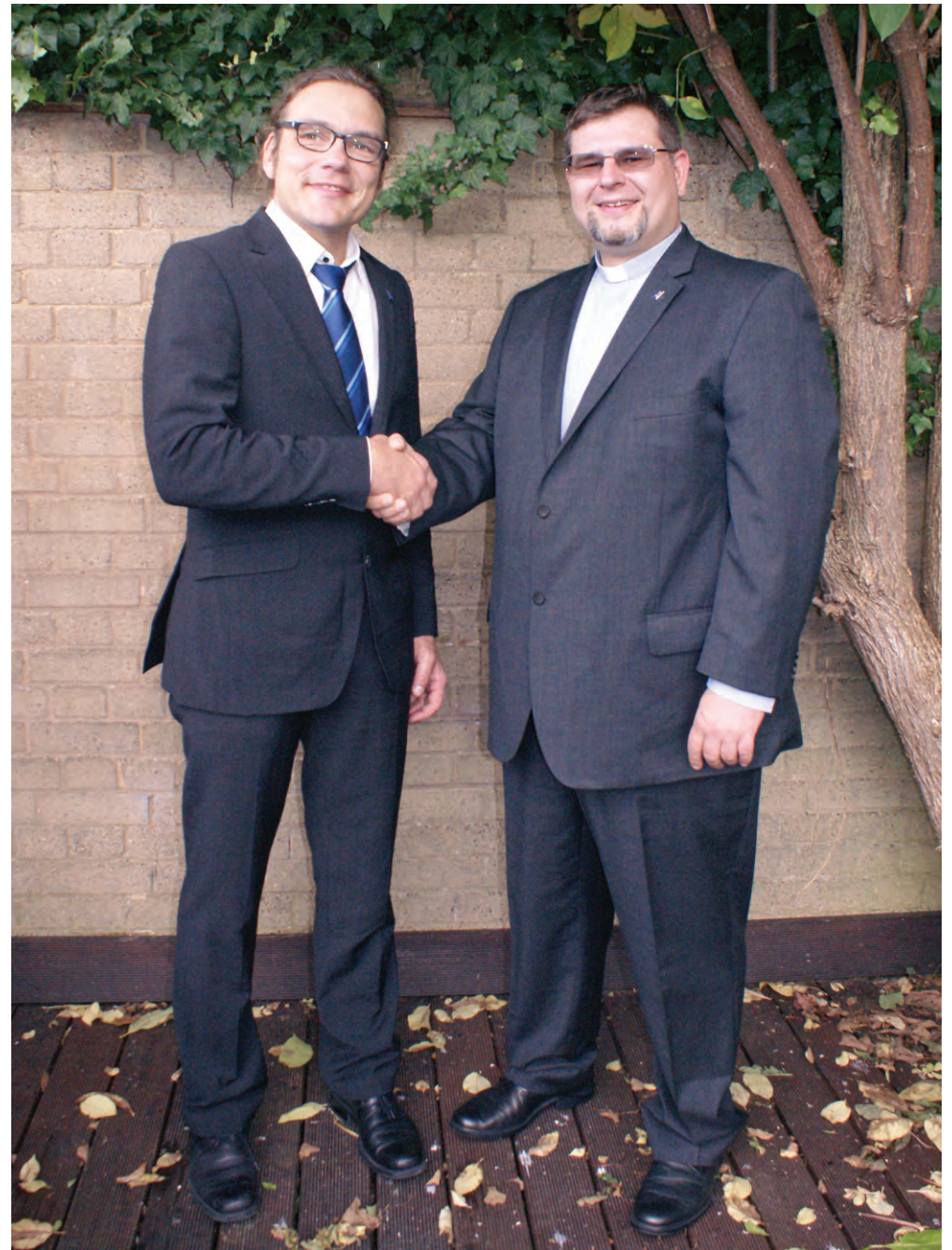
It is our pleasure now to welcome our new Port Chaplain, Deacon Mark Moeller. By coincidence Mark joins us from Hamburg, he comes with a proven track record of supporting vulnerable adults within a church welfare setting. In recent months he has been getting to know his new colleagues and experiencing winter nights visiting ships in the Port of Tilbury. We pray that Mark will find a true sense of fulfilment as he takes up his new appointment.

The partnership between QVSR and the German Seamen's Mission started nearly 20 years ago and is stronger than ever; we would like to thank our friends at the German Seamen's Mission for all they do, we greatly appreciate their support and encouragement and pray that our joint work will continue to meet effectively the needs of seafarers for many years to come.



*Attendees at Deacon Joern Hille's Farewell Service*

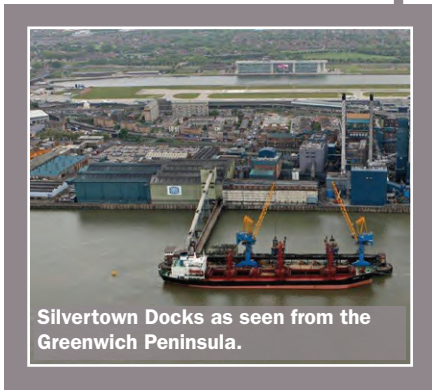
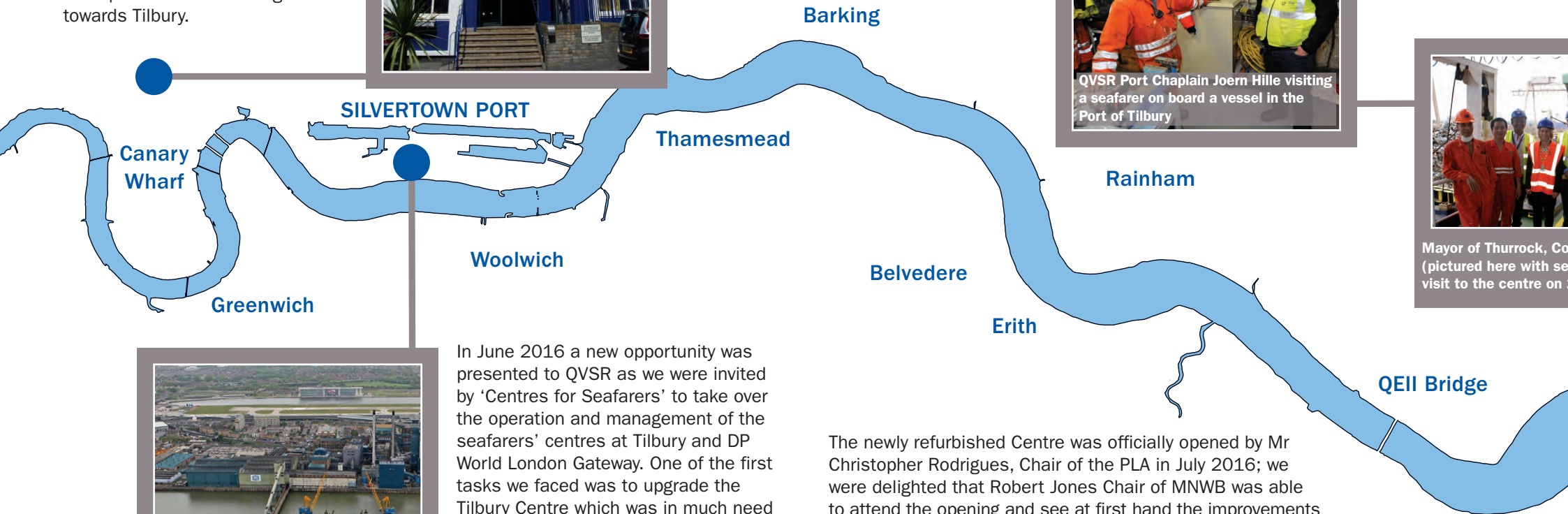
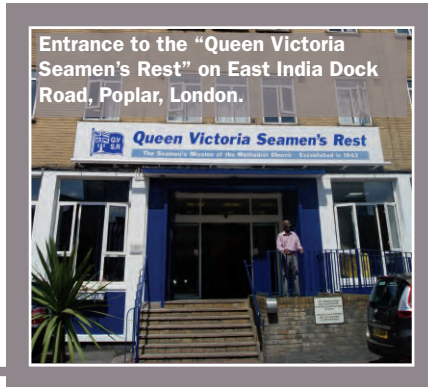
*Deacon Mark Moeller, the newly appointed QVSR Port Chaplain, with former Chaplain, Deacon Joern Hille*





# QVSR's Work Moves Down River

QVSR has a long standing history of serving active seafarers; in fact our Chaplains have been offering welfare services in the Port of London since 1843. In recent years, QVSR has expanded this work as a response to the main port activities moving east towards Tilbury.



In June 2016 a new opportunity was presented to QVSR as we were invited by 'Centres for Seafarers' to take over the operation and management of the seafarers' centres at Tilbury and DP World London Gateway. One of the first tasks we faced was to upgrade the Tilbury Centre which was in much need of modernisation. We were supported by the Merchant Navy Welfare Board (MNWB) who contributed £25,000 towards these works. In addition to this the Port of Tilbury and the Port of London Authority (PLA) contributed £1,500 towards new furnishings.

The newly refurbished Centre was officially opened by Mr Christopher Rodrigues, Chair of the PLA in July 2016; we were delighted that Robert Jones Chair of MNWB was able to attend the opening and see at first hand the improvements that have been made. QVSR continues to work in partnership with the Apostleship of the Sea, Mission to Seafarers, the Sailors' Society and the German Seamen's Mission in order to provide welfare support, comfort and shelter for seafarers visiting the Port of London. This joint work on the Thames now extends from the Upper Pool close to QVSR down river towards Canvey Island and beyond.



Alexander Campbell, CEO of QVSR, pictured far right with Christopher Rodrigues, Chair of the PLA (centre) and Robert Jones, Chair of the MNWB during the re-opening of the London Tilbury Seafarers Centre on 15th July 2016.



Alexander Campbell, CEO of QVSR and Port Chaplains Revd Frans Sahetapy (Sailors' Society), Wojciech Holub & Deacon Paul Glock (Apostleship of the Sea) at the opening of the DP World London Gateway Seafarers Centre in November 2014.



Councillor Cathy Kent (Seafarers) during her visit on 2nd August 2016.

Inside the refurbished and upgraded Seafarers Centre.



Grays

TILBURY PORT & Cruise Terminal

LONDON TILBURY SEAFARERS CENTRE

DP WORLD LONDON GATEWAY

CANVEY ISLAND PORT

RIVER THAMES



The crowd awaits the unveiling of the plaque during the official re-opening of the London Tilbury Seafarers Centre.



Outside seating area at the London Tilbury Seafarers Centre.



## Jean's Story



When it comes to QVSR's Emery Hall and its history there is no one more familiar with the surroundings than QVSR Trustee and Poplar Methodist Church member Jean Thomas. Jean has had close links with QVSR and the Emery Hall throughout her life, many of her formative years were shaped by them; she attended the Sunday school and youth club in the hall and was confirmed in the QVSR Chapel.

The Emery Hall Church closed during the 1950s to allow the creation of more rooms for the seafarers and the congregation moved to Poplar Methodist Church (known as Lax's). During the 1970s the congregation moved once again to Trinity Church as part of a joining together with the United Reform Church and the links with QVSR/ Emery Hall remained as both buildings were just across the road from each other. In 2006 it was announced that Trinity Church, was to be sold, this was once again an opportunity to rekindle Poplar Methodist Church's association with QVSR's Emery Hall, and in many ways it felt as if this was the Church returning home.

During the past 10 years Jean, along with many other people, has led a call for the improvement of the Emery Hall facilities, especially the need to develop some break-out rooms for the younger members and other church activities. Thus, it was with a real sense of achievement and excitement that the refurbished Emery Hall facility was opened in December 2015. Commenting on the refurbishment Jean said, *"It feels like home, the congregation love it here, the improvements are going to make a real difference"*.

Throughout the years Jean has always had an involvement in the work of Queen Victoria Seamen's Rest; for the past 25 years she has served as a Trustee. In looking to name the newly created break-out rooms which are now part of the Emery Hall facilities the QVSR Board decided that it was fitting to name one of these rooms the 'Thomas Room' in recognition of Jean's many years of association with the Emery Hall and Poplar Methodist Church. This honour came as a real surprise to Jean and she was very happy to receive such recognition, Jean said, *"This was a nice gesture and I am so pleased that my room will be used as a place for young people to meet"*. On looking to the future and the continued use of the Emery Hall as a resource for both Poplar Methodist Church and QVSR, Jean says, *"This hall has always served this community, there have been many changes; the disappearance of the docks and different nationality groups moving into the East End. My experience is that we have always sought to adapt to change and welcome those who become part of this community and may the Emery Hall continue to play its part for many years to come"*.

Jean Thomas, QVSR Trustee



## The Emery Hall

QVSR's Emery Hall was originally built over 100 years ago at a cost of £2,239. It was officially opened on 5th December 1907 by the then patron, HRH Princess Louise and her husband the Duke of Argyll. Since then the Hall has been used as a place of worship, a venue for various community meetings and a community theatre.

The most recent upgrade of the Emery Hall started in July 2015. This involved the reconfiguration of the existing floor layout; a total refurbishment and expansion of the kitchen area and rest rooms, as well as building a connecting bridge which links the main QVSR building to the Emery Hall at first floor level, allowing this upper level to be used independently. This newly created first floor area has 2 sizable meeting rooms; the 'Thomas Room' (see Jean's story opposite) and the 'Stannard Room'. There has also been the addition of a stair lift ensuring that the Emery Hall facilities are fully accessible to those with mobility issues. To bring our newly refurbished hall up to date, we've also installed a multimedia desk which will enable presentations and electronic displays to be shown on three large screens, this will enhance church activities and also make the hall suitable as a training and conference venue. The building works took just over 5 months and the hall was ready for the official opening during our Christmas Carol Concert in December 2015.

The total cost of the upgrade was in excess of £200,000. We are very grateful to Tower Hamlets Methodist Circuit/Poplar Methodist Church who contributed £100,000 towards the cost of the refurbishment and another £90,000 came as a legacy from the late Mr David Stannard, a QVSR resident who had lived with us for over 30 years (hence the naming of the Stannard Room in his memory).

Over the years, Emery Hall has played an important role in bringing people together and has acted as a place where people can worship, learn, perform and celebrate. We hope and pray that having been upgraded, the Emery Hall will continue to serve the community of East London for many years to come.



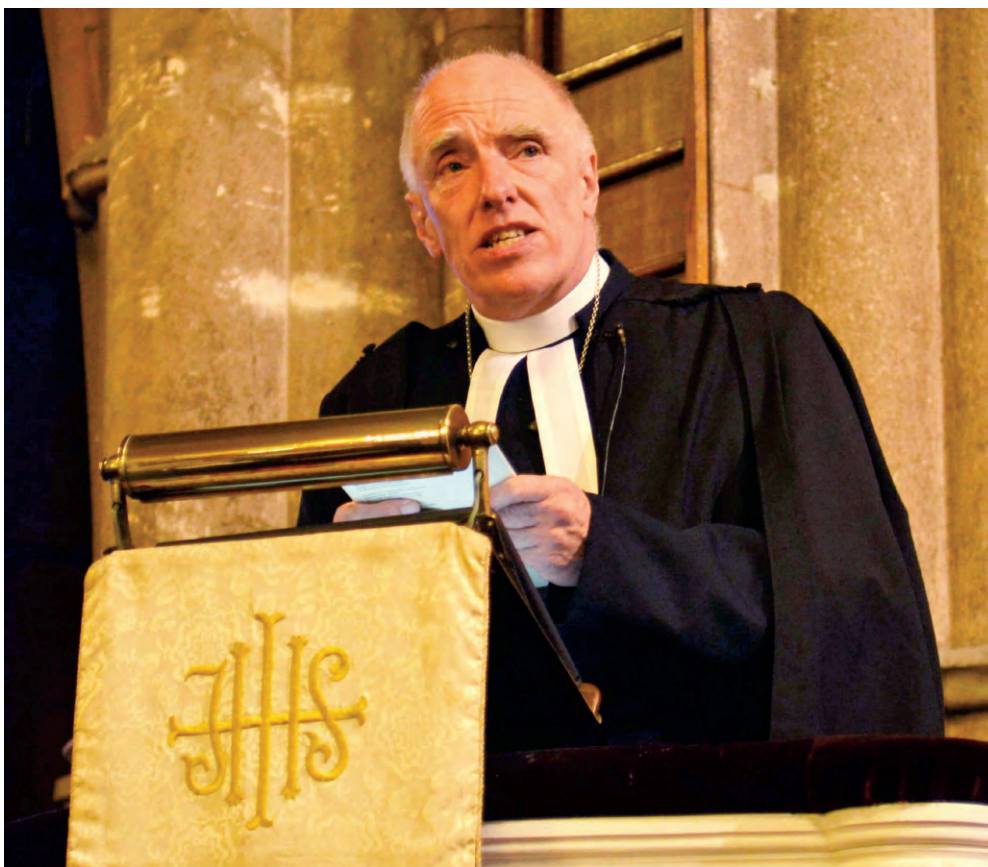
*Sports activities in the newly refurbished Emery Hall, 2016*

*QVSR's Emery Hall circa 1906 with its original exterior signage*





## President's Visit



**QVSR was honoured to receive Revd Steven Wild on two occasions during his tenure as The President of the Methodist Conference.**

**Revd Steven Wild writes:**

It was with pleasure that I was able to make not one but two visits to Queen Victoria Seamen's Rest during my year as President of the Methodist Conference. I have known about the work of QVSR – the Seamen's Mission of the Methodist Church for many years and I have always been interested to read their Annual Review and learn of the work that they undertake. Often these old Missions can become obsolete and have no relevance to modern society; this makes QVSR even more unique as it has adapted and ensured that it is not only meeting the needs of today but leading the way in

meeting those needs. In recent years I have read of QVSR reaching out to ex-servicemen and fostering relationships with the Royal British Legion and other organisations which support veterans. And during my visits I learnt of the work that QVSR does with active seafarers, managing the day to day operation of the London Tilbury Seafarers Centre which has around 6,500 seafarers visiting each year and then there is the ship visiting programme which sees QVSR along with the other maritime missions visit the thousands of ships that berth in the Port of London each year. I also witnessed during my visits that QVSR is still very much rooted in the Methodist Church and the teachings of Christ, whilst at the same time operating in a multi-cultural, multi-faith community. The community relationship I witnessed was one of mutual trust and respect demonstrated through the practical provision of accommodation and support to anyone in need, regardless of their background, culture or religion. The work seems endless with QVSR offering on top of everything else, care and support to some 170 men every day of the year in its large East India Dock Mission building. It is therefore easy for me to say that one of my highlights during my year in office was to visit local projects such as QVSR where God's people are working daily to make a difference just where they are.



*Revd Steven Wild is introduced by Alexander Campbell to one of our longest serving volunteers Elmer Pulleros*



## QVSR on BBC Songs of Praise



QVSR was delighted to feature on BBC Songs of Praise, this programme is watched by several million viewers every week and is even broadcast as far away as Australia. Songs of Praise is the longest running religious television programme in the world, and was first broadcast on 1st October 1961. This was QVSR's first appearance on the programme and it was a great platform to highlight the work undertaken by the charity.

This particular episode of Songs of Praise featured the work of Billingsgate Fish Market which traces its origins back to 1327. It became the centre of the fish trade in the 16th century and by the 1800s it was the world's largest fish market. In 1982, the market moved to a modern 13-acre complex with 98 stands and 30 shops not too far from QVSR. Every October the fish traders kindly donate a harvest of fish which is displayed and then distributed to charity as part of the 'Fish Harvest Festival Service' held at St Mary-at-Hill. For many years QVSR has gratefully received the donation of fish and joined with the celebrations held at St Mary-at-Hill. This year, the church service was made that bit extra special as the BBC filmed the festivities, TV vicar Kate Bottley (star of Channel 4's Gogglebox) presented the programme and spoke to our Chief Executive Alexander Campbell about the work of QVSR and what we were going to do with all the fish!



*Rev. Kate Bottley and Alexander Campbell at the Fish Harvest Festival*

It is amazing to consider how these ancient London based institutions, Billingsgate, St Mary-at-Hill, and QVSR, which have been in existence for hundreds of years, still work together today to help and support those in need. QVSR is still a haven for those who return home from the sea – whether they are from the Fishing Fleet, Merchant Navy or Royal Navy. The generous donation of fish provided delicious meals for QVSR residents over the course of several weeks following the Fish Harvest Festival Service. We hope that it isn't another 173 years before QVSR is featured again on Songs of Praise!

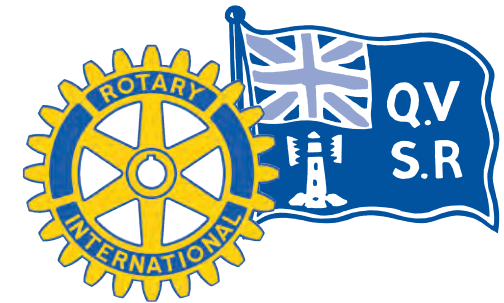




## Doing Good in the World, Together



**QVSR has enjoyed a close relationship with the local Rotary Club. In fact QVSR has worked closely with the Rotary here in Poplar since its formation in the 1930's. Although the Club has changed its name over the years and is currently known as the 'Rotary Club of Canary Wharf' the close relationship has been maintained.**



The Rotary Club of Canary Wharf recognises the impact QVSR has on the local community and that the service it provides is vital and still as relevant today as it was 173 years ago. The current President of the Canary Wharf Rotary Club, Mr Jonathan Wilson, comments: *"There are lots of places across London that support women, families and children, but not many who primarily build their service aimed at helping single men"*. Although historically QVSR supported mainly active seafarers who would use QVSR as a temporary stop, over the years it has become more and more relevant in housing and helping anyone who needs support and guidance.

Jonathan also comments that QVSR, like the Rotary Club, welcomes everyone regardless of their background, nationality or beliefs. QVSR is truly multicultural and celebrates the differences that make us all unique. Today, QVSR is home to people from all over the world, dozens of different languages and dialects echo throughout the building; it is very much a diverse community striving to live in peace and harmony.

It is for these reasons that the local Rotary Club has supported QVSR over the years donating thousands of pounds towards various projects and initiatives. The most recent project to be funded was the refurbishment of the Residents' Coffee Shop. The original coffee shop was opened in the 1950s primarily as a one stop shop where a seafarer could get most of the essentials for the overnight stay such as a toothbrush and toothpaste. However, it quickly became apparent, that for many it was not only a place to buy goods and watch TV, but also the place to form friendships, share experiences or simply chat to one another over a cuppa.

*The President of the Canary Wharf Rotary Club Jonathan Wilson presents the cheque of £5,000 to Alexander Campbell at the official opening of the newly refurbished Coffee Shop*



*QVSR's Coffee Shop and Connought Lounge circa 1955*

Over recent years the QVSR Coffee Shop has become an integrated part of our volunteer programme with volunteers being encouraged to use this facility to engage with the residents. Initiatives such as cultural and cuisine evenings have been organised to give residents a flavour of the volunteers' homelands; the residents have enjoyed Korean, Philippine, German and Polish evenings and learnt a great deal about those countries.

Loneliness and isolation are prevalent in today's society and community initiatives such as the Coffee Shop help break this trend. It is a space where you can feel you belong, a place where people know your name. The Rotarians from Canary Wharf were able to visit QVSR and hear at first-hand about the proposed refurbishment works and the impact that this project would have; they readily agreed to a donation of £5,000 towards creating what they saw as a hub of QVSR community life.

This community empowerment and development is at the very heart of the Rotarian movement. The Rotary Club was first formed by attorney Paul Harris in Chicago in the US,



*Residents enjoying the facilities of the newly refurbished Coffee Shop and Connought Lounge*

as a place where professionals with diverse backgrounds could exchange ideas and form meaningful, lifelong friendships. Since its formation in 1905, it has spread over 6 continents and now connects around 1.2million people around the globe. Over the years it has become more than just a support for its members: it is now a platform to enable leaders to pull resources together in order to serve their communities. Whether that's eradicating Polio, training youth or delivering clean water to villagers in Ghana, the Rotarians have stayed true to the cause of "doing good in the world" and its existence continues to help find solutions to some of our world's most challenging problems.

Both charities seem very compatible as they each seek to reach out to communities and make a difference. As the Rotary celebrates nearly 90 years of work in Poplar, we say thank you for all the support you have given us over the years. Jonathan is hopeful that the Canary Wharf Rotary Club and QVSR will both continue to grow strong and help bring vital resources in order to enhance peoples' lives and "do good in the world".



## Thank You for Your Support



*Pearly Queens visiting in July 2015, with Salem Abdelkader, a member of our Welfare Team*

Every year individuals, churches and various organisations across the country send donations and organise collections and fundraising events to raise invaluable funds for QVSR. The past year was no exception with donations received from as far afield as Blairgowrie in Perthshire to Camborne in Cornwall.

Among those who have supported QVSR are the Pearly Kings and Queens who have donated £400 through their Costermongers Fund. The Pearly Kings and Queens have been a London tradition since 1875 raising funds for charities. QVSR is particularly grateful to Doreen Golding, the Pearly Queen of Old Kent Road, as in addition to the money donated, she arranged for QVSR to be the recipient of the items of food contributed at the 2016 Pearly Kings & Queens Harvest Festival Parade and Service.

“Voices in Harmony” are a group of individuals who for a number of years have staged live music shows at the German YMCA’s Lancaster Hall Hotel in London, performing song, dance and show numbers to raise money for charity. The members of Voices in Harmony recently made QVSR their designated charity and staged a special “Musicals” night performance which raised £320 from a collection taken at the end of the show.

QVSR’s band of Collectors from various Methodist Churches continue their valiant efforts to raise funds and strengthen the organisation’s links with the Methodist community and it was good to have the opportunity to catch up with some of them at the Methodist Conference held at Methodist Central Hall in Westminster where QVSR had a stand to promote its work.

We would like to say a huge thank you for your continued support and hope that this year’s Annual Review has shown you how your contributions have made a real difference to the residents of QVSR and our local community!



*Voices in Harmony raising funds for QVSR at Lancaster Hall Hotel on 6th October 2016*



# Get Involved and Help QVSR

## Donation from Lesnes Abbey

Building links with the wider Methodist Community is very important to QVSR, so we were thrilled to learn that the Lesnes Abbey Circuit based in South East London had chosen QVSR to be one of its designated charities during 2015 through its Second Mile Project. During the connexional year the circuit, which includes churches based in Abbey Wood, Plumstead, Welling, Bexleyheath, Barnehurst and Belvedere, raised the fantastic sum of £1,696.55. In April 2016 a delegation from the circuit, including Revd Michael Baker and Madonna Johnson, were welcomed to QVSR by our CEO Alexander Campbell along with Amal Tukale and Salem Abdelkader from our Welfare & Housing Team. The delegation enjoyed a tour of the facilities, which included lunch and an informative talk about our work. QVSR is most grateful for the support and generosity of everyone from the Lesnes Abbey Circuit.

*A delegation from the Lesnes Abbey Circuit during their visit to QVSR*



## Become a Volunteer



*Three of our volunteers: Hanul, Michal and Ruth*

**Whatever you enjoy doing, and however much time you have, there's a volunteer role for you at QVSR. We'll make sure that you get all the necessary training and support you need to excel in your role. Through our volunteering programme you'll gain experience, develop your skills and help us deliver our work.**

If you are interested in Volunteering, please get in touch:  
Call reception on: 020 7987 5466  
or e-mail: [enquiries@qvsr.org.uk](mailto:enquiries@qvsr.org.uk)

As well as supporting QVSR on your own, it could be even more rewarding to get your local group, church or company involved. You can read more about the ways you could support QVSR and get involved on our website: [www.qvsr.org.uk](http://www.qvsr.org.uk)



# Our Finances

Last year proved to be a very challenging but extremely successful period, both financially and in terms of achievements against targets. We were able to complete more planned stages of our building refurbishment programme to improve the experience of our residents, which necessitated raising significant grant funding of over £400,000 (of which £300,000 came from the Armed Forces Covenant LIBOR Fund) to add to our own monies for this project.

Apart from our accommodation refurbishment programme, we were also able to undertake major work to improve our Emery Hall facility for which we are very grateful to the Tower Hamlets Methodist Circuit for their generous grant towards these costs. This has enabled us to welcome our friends from Poplar Methodist Church in to sharing this enhanced facility.

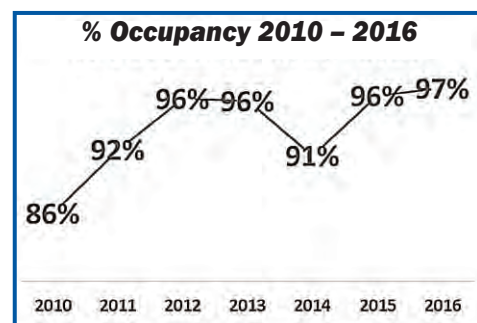
Financial results produced a very satisfactory surplus of income over expenditure of £275,318, mainly due to our hostel occupancy being consistently above forecast [see chart]. This surplus provided some contribution to capital funding as well as allowing us to modestly boost our reserves of designated funds to nearer their target levels.

Overall, QVSR enjoys a healthy financial position from which the Trustees can face the future with confidence.

## Signed on behalf of the Board of Trustees

Ian Pattison  
Chair  
Finance Committee

Barry Vaughan  
Vice Chair  
Finance Committee



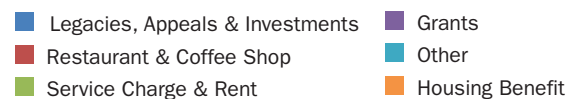
## Summarised Balance Sheet as at 31st December 2015

	£
Tangible Assets	9,004,741
Net Current Asset	1,198,556
Long Term Creditors	(642,779)
<b>Total Net Assets</b>	<b>9,560,518</b>
Capital Employed	
Unrestricted Funds	9,413,711
Restricted Funds	139,463
Endowment Funds	7,344
	<u>9,560,518</u>

## Statement of Financial Activities for the year ended 31 December 2015

	General Funds £	Designated Funds £	Restricted Funds £	Endowment Funds £	Funds 2015 £	Funds 2014 £
<b>Incoming Resources</b>						
Incoming resources from generated funds:						
- Legacies received	43,004	-	-	-	43,004	4,075
- Appeals income	12,151	-	-	-	12,151	12,998
- Investment income	7,212	-	-	-	7,212	5,154
Activities in furtherance of the charity's objectives:						
- Restaurant and Shop	307,134	-	-	-	307,134	317,189
- Hostel	1,603,293	-	-	-	1,603,293	1,585,400
- Rents received	8,847	-	-	-	8,847	5,993
- Grants received	25,000	-	424,360	-	449,360	73,700
Other incoming resources	49,283	-	-	-	49,283	38,686
<b>Total Incoming Resources</b>	<b>2,005,924</b>	<b>-</b>	<b>423,360</b>	<b>-</b>	<b>2,480,284</b>	<b>2,043,195</b>
<b>Resources Expended</b>						
Charitable activities:						
- Restaurant and Shop	451,278	-	-	-	451,278	433,480
- Hostel	1,210,520	-	-	-	1,210,520	1,151,574
- Rents expenditure	4,007	-	-	-	4,007	2,583
- Samaritan work	114,801	-	3,360	-	118,161	112,213
<b>Total Resources Expended</b>	<b>1,780,606</b>	<b>-</b>	<b>3,360</b>	<b>-</b>	<b>1,783,966</b>	<b>1,699,850</b>
<b>Net Income/Expenditure for the year</b>	<b>275,318</b>	<b>-</b>	<b>421,000</b>	<b>-</b>	<b>696,318</b>	<b>343,345</b>
<b>Transfer Between Funds</b>	<b>(144,255)</b>	<b>565,255</b>	<b>(421,000)</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Net Movement in Funds</b>	<b>131,063</b>	<b>565,255</b>	<b>-</b>	<b>-</b>	<b>696,318</b>	<b>343,345</b>
Opening Funds at 1st January 2015	1,464,532	7,252,861	139,463	7,344	8,864,200	8,520,855
<b>Closing Fund Balances</b>	<b>1,595,595</b>	<b>7,818,116</b>	<b>139,463</b>	<b>7,344</b>	<b>9,560,518</b>	<b>8,864,200</b>

## Total Income 2015



## Total Expenditure 2015



## Statutory information

Audited Accounts for 2015 were approved by the Board of Trustees at its meeting on 7th June 2016 and have been submitted to the Charity Commission and Companies House.

Copies of the full Audited Accounts and Trustees Annual Report can be obtained either online at [www.qvsr.org.uk/wp/867-2/accounts](http://www.qvsr.org.uk/wp/867-2/accounts) or from the Company Secretary (address shown on the inside cover page of this Review).

QVSR is a company limited by Guarantee and these Accounts have been aggregated with those of the unincorporated Charity, Queen Victoria Seamen's Rest, under a Uniting Direction granted by the Charity Commission in April 2005.

This year, the Audited Accounts have been prepared in accordance with the newly revised Standard of Recommended Practice for charities and, as a consequence, we have been required to re-state the 2014 comparative figures in this new format. Accordingly, the 2014 Audited Accounts, as originally drawn, will differ from the comparative figures shown in the 2015 Audited Accounts.

### The Finance Committee

Mr Lateef Adesona; Mr Alexander Campbell;  
Mr Ian Pattison; Mr Terence Simco;  
Miss Jean Thomas; Mr Barry Vaughan

## Form of Bequest

### We shall be forever grateful for remembrance in your will

This is the wording to use when money or property is left to QVSR:- *I give unto QVSR, 121-131 East India Dock Road, London E14 6DF the sum of £ [or the property known as] (free of duty) so that the same shall be applied or used for any of the objects of the said organisation and so that the receipt of the Chief Executive – or other proper officer for the time being – of the said organisations shall be a sufficient discharge.*

## Grants & Monies from Charitable Organisations

QVSR received the following grants during the course of 2015:

	£
German YMCA	2,500.00
Merchant Navy Welfare Board	14,000.00
Armed Forces Covenant LIBOR Fund	300,000.00
The Royal British Legion	7,000.00
Shipwrecked Mariners' Society	860.00
Tower Hamlets Methodist Circuit	100,000.00
Total	425,360.00

## Legacies and In Memoriam

In 2015 QVSR received a total of £43,004.19 from monies donated in memoriam and legacies. QVSR was most grateful for the legacies kindly bequeathed by the late Mr Leonard Arthur Miles, and Ms Rozanne Palmer and is thankful for the donations made in memory of Mrs Isabella Player and QVSR resident Brain Shaw.

## Companies & Trusts 2015

	£
Costermongers Fund	200.00
Haybrew Accounting	500.00
Joseph Strong Frazer Trust	500.00
The Sydney Black Charitable Trust	300.00
The Worshipful Company of Innkeepers	500.00
The Worshipful Company of World Traders	500.00
Total	2,500

## Collectors & Church Donations

Listed below are significant donations received in 2015 through our QVSR collectors and from other churches throughout the UK

	£
West Bridgford Methodist Church, Nottingham	170.00
Mr & Mrs Garfield, Brierley Hill, West Midlands	501.00
Mrs F Hill, Reigate, Surrey	382.00
Wesley Memorial Methodist Church, Oxford	350.00
Mrs Widdowson, Kingston Methodist Church, Surrey	140.00
Berkhamstead Methodist Friendship Club, Herts	200.00
Hornchurch Methodist Church, Essex	350.00
Marlow Methodist Church	250.00
Marlow Methodist Wednesday Fellowship	10.00
Newbury Methodist Church, Berkshire	34.11
Religious of the Assumption	50.00
Shirley Methodist Church	108.50
St Andrew's Methodist Church, Cleethorpes	61.88
St Andrew's Methodist Church, Sheringham, Norfolk	100.00
Total	2,707.49

# Donation Form

Please complete this form (or a copy of it) and return to: Mr Alexander Campbell, Chief Executive, QVSR, 121-131 East India Dock Road, Poplar, London, E14 6DF

TITLE (Mr/Mrs/Miss/Ms/Other .....

FIRST NAME ..... SURNAME .....

HOME ADDRESS .....

..... POST CODE .....

TELEPHONE ..... EMAIL .....

**I wish to donate £** .....

I enclose a cheque/postal order/CAF Voucher payable to 'QVSR'

SIGNATURE ..... DATE .....

If you do not wish to receive an acknowledgement of your donation please tick

Make your gift work 25% more with Gift Aid

*giftaid it*

I confirm I have paid or will pay an amount of Income Tax and/or Capital Gains Tax for the current tax year 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 any donations I have made today, in the last four years and any future donations I make, 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.

I am not a UK taxpayer and I am unable to take part in the Gift Aid Scheme.

Please notify QVSR should you • Want to cancel this declaration • Change your name or home address • No longer pay sufficient tax on your income and/or capital gains.

At QVSR we collect your contact details in order to contact you with information about our work and how your support is making a difference. If you don't want us to contact you, please email us at [enquiries@qvsr.org.uk](mailto:enquiries@qvsr.org.uk) or call us on **020 7987 5466**

**WE THANK YOU FOR YOUR SUPPORT**

