



# ANNUAL REPORT

# What we do

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We support, advise and educate young people, helping them to gain the skills and knowledge needed to manage their lives, grow in confidence and build brighter futures. We make sure young people can get informal, open access advice and support to help with any issues they are facing. We do this by providing drop-in support at our Advice Centre in Southampton, by working with partner agencies across Hampshire with drop-in facilities for young people, and by providing outreach in schools and colleges through education programmes, support staff and weekly health and wellbeing drop-in sessions.

# Our mission

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“To help relieve and prevent suffering caused by mental or physical ill-health or by social or economic circumstances amongst young people by establishing, maintaining and developing an information, advice and counselling service for the individual and/or group.”

# Our aims

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To help children and young people aged under 26 to help themselves achieve positive outcomes through:

- Offering caring, supportive, confidential environments where young people can explore issues which are affecting their lives.
- Providing accurate and up to date information and good advice relevant to young people's needs.
- Enabling young people to explore options, gain skills and resources, solve problems and make informed decisions.
- Enabling awareness of their rights and responsibilities and to advocate for and promote children and young people's rights.

# CEO's report

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2017-18 has been a year of strong consolidation and exciting development at No Limits. With a strong emphasis on partnership we have developed our support for young people in Southampton in many ways including:

- Through the new Advice Southampton consortium we have improved access to quality advice for young people in the local area.
- Our new partnership with Solent NHS Trust is delivering a Hampshire-wide Sexual Health service and Southampton Primary Mental Health Services.
- Our Next Steps project working with care leavers, young offenders and young carers gained continuation funding from the Big Lottery.



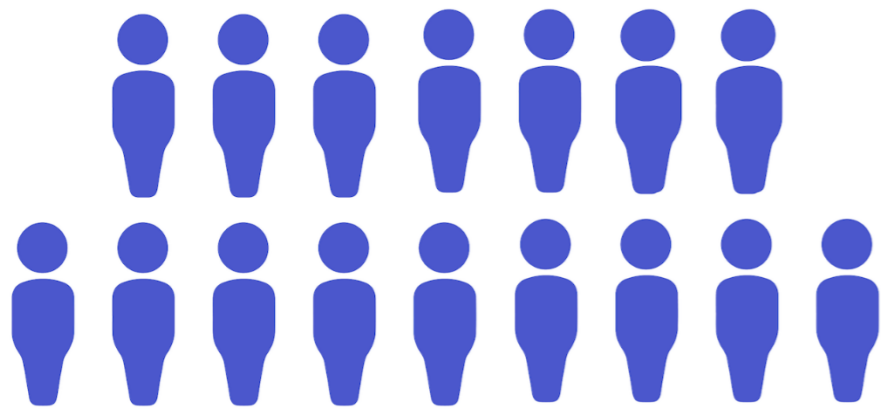
One highlight of the year was our GSK Impact Leaders Award for our therapeutic Services review proposal.

We represented the voluntary sector locally and nationally, meeting HRH Prince Charles at a national conference at The King's Fund; working with the Big Lottery to review their funding priorities for the region and working with Blagrove Trust identifying issues for young adults in the region.

Looking to our future sustainability, this year we have set up a social enterprise, No Limits Trading Ltd. This will provide a long-term and sustainable income stream for our charitable activities. All the income from No Limits Trading will be fed back into the charity to support its core services.

***“No Limits have been amazing with helping me over the last couple of months. I can't express my gratitude with the many tearful chats and help with paperwork. I really don't know what I'd have done without their help and support.”***





**7,758**

children and young people were given advice and support



**2,008**

students were supported in schools and colleges



**2,876**

children and young people were supported with their mental health



**1,474**

children and young people were given food



**843**

children and young people were homeless or at risk of homelessness

**99%**

of children and young people were happy with the service received

**98%**

of children and young people said they felt listened to

**99%**

of children and young people said they would recommend No Limits



**£90,501**

was raised from individuals, groups, schools and businesses



**9,482**

hours were volunteered by 119 volunteers

# Areas of work

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## Information, Advice and Support

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No Limits has delivered information, advice, counselling and support 6 days a week at our Advice Centre in Southampton City Centre, offering:

- Drop-in information, advice and support on a range of issues, including: education, employment and training, benefits, money management and debt, housing and homelessness, substance misuse, exploitation and abuse/neglect, advocacy, and young people's rights.
- Free condoms, pregnancy testing, chlamydia screening and sexual health information and advice.
- Access to telephones, computers, internet, printer, photocopier and newspapers.
- Fresh fruit, food, shower and laundry facilities for young homeless people.

2,247 children and young people accessed help and support at our Advice Centre on 10,866 occasions over the year.

## Health and wellbeing

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Weekly health and wellbeing drop-in sessions were provided in secondary schools (9 schools in Southampton and 1 in Eastleigh) and Further Education Colleges (3 colleges in Southampton and 1 in Eastleigh). 2,247 students received information, advice and support with issues including sexual health, bullying, building resilience, domestic violence, abuse, healthy relationships, healthy eating, drugs, alcohol, homelessness, and self-harm.

No Limits also works with Solent NHS Trust to deliver part of their Southampton Public Health School Nursing contract, **Southampton Healthy Ambition**. Our role is to work in partnership with school nurses to support children and young people's emotional health and wellbeing, providing 5 Emotional Health and Wellbeing workers linked with schools and Further Education colleges and 4 Family Navigators linked with GP's.

Approximately 1,442 children and young people have been individually supported by the Emotional Health and Wellbeing workers, with 1,718 children and young people having attended group sessions on anxiety, anger management, self-esteem and exam stress. 3,302 face-to-face contacts were made through the Emotional Health and wellbeing service by young people, parents and carers.

## Counselling

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In 2017-2018, we provided counselling and therapeutic groupwork across Southampton and Hampshire (as the Hampshire Youth Access partnership) for over 2,000 children and young people, who attended an average of 6 sessions each. We also started a new project with Southampton CAMHS to develop a new service supporting children and young people's mental health through the delivery of one-to-one work by Primary Mental Health Workers.

## Housing and Homelessness

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Our housing and homelessness work was delivered across a range of projects in Southampton. The trend of decreasing housing options for young adults has continued, with very few being able to access the Private Rented Sector unless they are in work and have substantial deposits.

843 individual young people have had individual support over their housing and homelessness issues through our housing advice services. 118 of these were street homeless, 310 were sofa surfing and 268 were at risk of homelessness.

Our longstanding Floating Support contract ended in July 2017, with 42 young people having been

## Substance Misuse

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**DASH** is the young people's arm of Southampton Drug and Alcohol Recovery Services (SDARS). DASH provides substance misuse support to young people aged up to 24 years. SDARS is a partnership with Solent NHS Trust, The Society of St James and Change Grow Live (CGL).

DASH delivers information, advice, support, groups and counselling, and offers a variety of treatments including harm reduction and needle exchange. Over the past year, brief interventions concerning substance misuse were delivered to 3,200 under 26 year olds, with 185 young people receiving interventions from our specialist treatment team.

441 children and young people participated in our **Buzz** substance education program in secondary schools, and we delivered several successful Blood Born Virus awareness and screening days for young people.

We also delivered group support to children who are affected by substance misuse through our COSMO group (Children of Substance Misusing Others), in addition to groups for parents of substance misusers.





## Young Parents

Our Bright Beginnings project provides support to young parents who lack adult support in their lives, including volunteer mentors. **20** young parents were supported by Bright Beginnings, with **6** engaging actively with their mentor over the year.

## Sexual Health

No Limits started a new **Sexual Health** project on 1 April 2017 as a subcontract from Solent NHS, delivering single gender education (Girl Talk Boy Talk), peer education and advice, information and resources regarding sexual health including condom distribution as part of the Get it On scheme across Hampshire, Portsmouth and Southampton. We delivered\*:

- **10,581** condoms and accompanying sexual health advice to young people,
- Brief Interventions about sexual health with **3,261** individual young people,
- Chlamydia screening to **393** young people, with an 11.5% positivity rate across Hampshire,
- One-to-one behaviour change support to **236** young people at risk,
- Girl Talk Boy Talk education program to **242** young people,
- Trained **206** young people to be peer educators on sexual health issues,
- **153** Pregnancy Tests.

*\*These figures do not include statistics for work delivered in Southampton through our Advice Centre or much of the Health and Wellbeing drop in work as these are accounted for under other contracts.*

## Support Groups

No Limits has delivered a range of groups, courses and learning opportunities for children and young people through schools and colleges, our Advice Centre, and in partnership with venues across Hampshire, including:

- **Teen Safe House**: a weekly youth group for 13 -18 year olds who may need support with their mental health. **26** young people attended last year.
- **Safe House**: a weekly youth group offering facilitated peer support for young adults aged 16-25. **24** young adults attended last year.
- **Time 4 U**: a support group for young people aged 11-18 who have a learning disability and whose parents/carers are registered with the BUZZ network. **7** children and young people regularly attended the ongoing weekly groups.
- **Just 4 U**: an advocacy and independent visiting service for children and young people aged 5-24 who are in care in Southampton. **274** children and young people were supported with advocacy and **25** young people were supported by Independent Visitors.
- **Therapeutic Groups**: including anger management, coping with anxiety, managing self-harm, and bereavement and loss were delivered. **154** young people were supported.
- **Next Steps**: a one-to-one support service helping young people to make successful transitions, overcome barriers, and gain new skills and confidence to access information, advice and support. One-to-one support was offered to **98** young people who are young carers, care leavers and those coming out of Youth Offending Institutions. Next Steps is a partnership with Youth Options, Southampton Voluntary Services, the Youth Offending Service and Southampton City Council.

## Education, Employment and Training

Our weekly **Work Club** offers young people a dedicated drop-in session focussing on employability and job seeking. Young people can meet with agencies offering training and apprenticeships and receive support with applying for jobs and preparing for interviews. **116** young jobseekers have attended over the year, with **26** young people having been supported into employment.

The **No Limits Xtra** service offers one-to-one sessions to support young people with anything that may be holding them back or that they would like support with eg. help filling in forms, money or debt advice, or support with relationship, family or children issues. **174** had individual budgeting support, and **16** young people accessed ongoing one-to-one support over the year.

*“No Limits are supportive and they’re there whenever you need them. They focus on the little things, not just the big things, and most importantly, they’re non-judgmental and are very accepting.”*

## Youth Rights and Participation

No Limits is the leading organisation for the delivery of **Make Our Rights Reality** (MORR) in Southampton and Hampshire. MORR is a national youth rights project led by Youth Access in partnership with other YIACS (youth information, advice and counselling services) in Manchester, Liverpool and Norfolk.

The project aims to:

- Educate young people about their rights and responsibilities and how to tackle their everyday problems.
- Support young people to work collectively in their communities to address social injustice.
- Establish a national campaign network of young people speaking up for their rights.

**126** young people engaged with MOORR over the year. **114** attended a rights course and **12** attended the participation group.

No Limits has also been focusing on involving young people aged 14-25 in all aspects of recruitment, service development and the future vision of the charity through our **Youth Ambassador** volunteering scheme.

Our Youth Ambassador volunteers attend regular meetings and get involved with lots of different activities including: taking part in photo shoots, creating promotional materials, promoting No Limits at events, assisting with staff recruitment, participating in focus groups and generating ideas for how No Limits can provide a better service. **20** young people attended Youth Ambassadors in 2017-2018.

## Volunteering

Volunteers make a crucial contribution to No Limits across all areas, including delivering information and advice, counselling, mentoring, fundraising and sitting on our Board of Trustees.

In 2017-18, **119** volunteers contributed around **9,482** hours of time during the year. That’s worth an amazing **£82,967** if those hours were paid at the Living Wage rate!

## Fundraising

In 2017-18 we raised **£58,189** as a result of our work with individuals, groups, schools and businesses, and received an enormous amount of in kind support. Fundraising volunteers and interns have supported our efforts throughout the year.

Individuals have supported us through some innovative sponsored events including a head shave, wing walk and a Tough Mudder. Fundraising events in aid of No Limits included a performance by S J Academy of Dance, Bandeoke events with Daisy and the Wedding Toasters, quizzes and fundraising days at local schools.

We have a number of groups and corporate supporters for whom we have been Charity of the Year or the nominated charity e.g. who have donated money, goods or services including:

- Barclays Bank
- Chilworth Manor
- Grand Harbour Hotel
- Hampshire Women’s Business Group
- Other world Escapes
- Paul Murray Plc.
- Readie Construction
- Reed Recruitment
- Santander Bitterne
- Smith and Williamson
- Southampton Ukulele Jam
- Solent University Criminology Society
- The Rowing Club
- White Sutf
- Wave 105

*“I’m so glad we are able to support No Limits and raise money for an absolutely fantastic cause; I know the money will make a massive difference in supporting those in need”*

**Chris Vallis**  
**Santander, Bitterne Branch**



# More information

If you would like to know more about No Limits and how you can help us to provide more support to more young people, please contact us:



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



[enquiries@nolimitshelp.org.uk](mailto:enquiries@nolimitshelp.org.uk)



02380 224 224



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## To make a donation:

**Call:** 02380 224224

**Visit:** [www.nolimitshelp.org.uk/donate](http://www.nolimitshelp.org.uk/donate)

Or send a cheque made payable to No Limits to our registered office.

## Where to find us:

### Registered Office

No Limits Head Office

35 The Avenue

Southampton

SO17 1XN

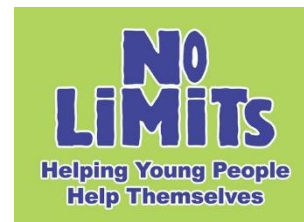
### Advice Centre

No Limits Advice Centre

13 High Street

Southampton

SO14 2DF



Photos by: The Daily Echo, Fidèle Photography, Sussex Sport Photography and The King's Fund