

Annual Report 2013-2014

Our aim is to help **children and young people** help themselves to achieve positive outcomes by:

- Offering caring, supportive, confidential environments where children and 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



We deliver information, advice, counselling, support and advocacy services to children and young people in Hampshire, meeting a range of Quality Standards. We are a local charity committed to supporting local children and young people. We supported 5,471 young people during the year and recorded 53,656 separate contacts with them or others concerning their support – an increase of 31% contacts on the previous year.

80 Staff and 165 Volunteers worked for No Limits. Our annual expenditure was over £1.5m.

HOUSING and HOMELESSNESS

Our housing and homelessness work continued to grow. The successful A2T (**ACCESS TO TENANCY**) project trained young people in independent living and creates tenancies in the Private Rented Sector working with private landlords. We worked in partnership with local housing providers Chapter One and the YMCA to improve young people's housing options and ability to maintain a tenancy. We delivered **FLOATING SUPPORT**, with a caseload of 75 to 100 young people aged 16-25 at risk of homelessness, helping them access and sustain accommodation.



The **STREET SAFE** project ran in partnership with Chapter One contributed to the "No Second Night Out" campaign. 393 individual young people have had individual support over their housing and homelessness issues through Floating Support, Street Safe and A2T, 1,759 have had housing advice through our drop-in and other services.

68% felt their confidence had improved

YOUNG PEOPLE'S RIGHTS

JUST 4 U - Independent Visitors and Advocacy for Looked After Children and Care Leavers - provided Hampshire wide Advocacy and Independent Visitors* service for young people in care or in Swanwick Lodge secure children's home. Advocates work with children and young people to ensure that their views on matters affecting their futures are heard and that they understand what is being proposed and discussed in meetings affecting them. Independent Visitors are trained and matched with children in care referred by Social Workers and meet with them regularly to engage in activities. During the year 227 young people accessed advocacy and 56 were supported by Independent Visitors. **Only Advocacy not Independent Visitors in Southampton.*

88% had improved knowledge of their rights

WEEKLY HEALTH & WELLBEING drop-in sessions

These were delivered in 8 Southampton schools, 4 Eastleigh



schools, 3 Southampton and 1 Eastleigh Further Education colleges and 4 community settings. 1,459 students were seen through these sessions.

SUBSTANCE MISUSE – the **DASH** service runs in partnership with the Solent NHS Trust to support children and young people aged under 19 years in Southampton with substance misuse issues. We supported 135 young people in treatment and 2,179 through targeted brief interventions, information and advice.

TEEN SAFE HOUSE - a weekly youth group for young people (age 13-18) who need support and may have mental health issues. It is a partnership with Children and Adolescent Mental Health services. 14 young people attended last year.

BUZZ WITHOUT BOOZE - project on alcohol issues with young people aged 16 and under. Over the year 66 Buzz sessions were delivered to 2,018 teenagers in schools and youth venues.

EDUCATION, EMPLOYMENT & TRAINING

WORK CLUB - a weekly drop-in session focussing on employability and job seeking. Agencies offering training and apprenticeships are present for young people to discuss and apply for opportunities with them. Staff support young people to engage in job search, complete application forms and CV's.

Volunteers from Barclays bank offer "mock interviews" and give young people feedback. 202

INFORMATION, ADVICE, & SUPPORT

These core services were delivered 5 days a week at the Centre, Shirley and Sholing, open access over 100 young people accessed our 3 drop-in centres over the year.

- Drop-in support and advice on a range of issues including education, employment and training; health and mental health; benefits, money management; parenting; advocacy and rights; justice and legal issues.
- Access to No Limits Counselling Service, offering free, confidential counselling.
- Access to staff from other local agencies via our drop-in centres eg Careers Advice, Princes Trust, etc.
- Free condoms, pregnancy testing, Chlamydia testing.
- Access to telephones, computers, internet access.
- Fresh fruit and food, shower and laundry facilities.

Counselling is delivered through our 3 centres and 100 counselling appointments were offered during the year. 11-18 and 29% were aged 19-25.

71% were helped to manage stress better

73% of young people felt more able to manage their problems

NO LIMITS XTRA - offers one to one support to those needing extra help eg filling in forms for education and employment opportunities, debt or money advice or support with relationships, family or parenting issues. 47 young people accessed this support over the year .

89% of young people improved their knowledge of where to get help

COUNSELLING and SUPPORT

Week across 3 drop-in centres in Southampton City 45 hours a week and more for appointments. 2,875 on 9,402 occasions over the year. We offered:

issues including: housing and homelessness; health issues – substance misuse, sexual health and mental health; exploitation, abuse and neglect; and equality.

Work Club and other Specialist Services.

Working with young people through our drop-in at the Wheatsheaf Trust, Sexual Health nurses.

Media screening, sexual health information and advice.

Internet, printer, photocopier and newspapers.

Facilities for homeless young people.

Employed 2 paid workers and 17 volunteers. 2,779 over the year to 429 young people. 71% were aged

VULNERABLE GROUPS

Right 2B Safe - supports Hampshire young people aged 11–18 who are at risk from abuse, neglect and sexual exploitation or who are being exploited. 231 young people were supported over the year, in partnership with Youth Access, It's Your Choice, Off the Record and Step by Step in Hampshire.

NEXT STEPS - is a partnership with Youth Options, Southampton Voluntary Services, Youth Offending Service and Southampton City Council Care Leavers team. One to one support was offered to 197 young people who are young carers, care leavers and those coming out of Youth Offending Institutions, supporting them through transitions.

76% of young people felt better about their future through our interventions

FAMILIES MATTER - our Family Workers are part of Southampton's Families Matter Team, working with families identified and referred because the children & young people are not attending school, involved in anti-social behaviour and there is adult unemployment. Over the year we worked with 123 parents and young people supporting them to find work, improve school attendance and reduce anti-social behaviour.

BRIGHT BEGINNINGS - provides volunteer mentors for 20 vulnerable young parents a year, targeting those who are pregnant with their first child and don't have enough support.

BREAKOUT YOUTH - No Limits has been hosting the Charity **Breakout Youth** (for 13 to 21 year olds identifying as lesbian, gay, bisexual, transsexual, transgender (LGBT) or unsure of their gender or sexual identity). 246 young people accessed Breakout Youth services over the year through LGBT groups in Eastleigh, Winchester, Fareham, Southampton and Basingstoke.



WORKING WITH VULNERABLE YOUNG PEOPLE

2,722 of the young people were experiencing significant vulnerabilities. This represented 50% of all the young people we saw. These vulnerabilities included:

- 1328 young people at risk through **poverty** e.g. NEET, living on benefits, debt.
- 1104 young people – **homeless** or at risk of homelessness
- 1013 young people with **mental health** issues
- 713 were at risk through their **circumstances** eg Looked After Children or Care Leavers, young carers, those at risk through violence, neglect or abuse in the home, on a Child Protection Plan
- 637 young people at risk through their **behaviour** eg Young Offenders, those with behavioural issues
- 593 young people - **substance misuse**
- 578 young people with some kind of **disability**
- 389 young people with **parenting** responsibilities
- 275 young people at risk through **hate crime**
- 247 young people at risk through **exploitation**, violence or abuse.

1,039 of the children and young people we worked with had a Social Worker, Youth Offending/Probation Worker, Mental Health worker or Family Worker.



Chief Executive's Highlights: "2013-14 has been a successful year in which we developed new partnership work such as our Right 2B Safe project and continued to deliver a range of high quality services with youth information and advice at the core". Annabel Hodgson CEO

Some children and young people need to be supported through a whole family approach in order for their lives to improve – this year we started to deliver **family support work** as part of Southampton's Families Matter service. We have been involved in the development of the **Southampton Advice Service Alliance** with other eight Advice Services in Southampton working together in collaboration to meet the advice needs of Southampton residents. We have expanded our work with young offenders to provide mentors. Our **Work Club** got off the ground with support from a range of other agencies working with NEET young people, offering weekly sessions to jobseekers. We saw an increase in young people seeking help over welfare benefits and debt issues, including many whose benefits were subject to sanctions by the Department for Work and Pensions leaving them in severe hardship. The numbers of vulnerable young people we see continued to increase and constitute our most frequent and intensive service users, generating over 70% of our work and taking up much of the Charity's resources.

"At No Limits I could actually talk without being scared, no matter how bad the situation was. They didn't sugar coat my situation and kept bringing me back to reality when I was trying to pretend everything was OK. With help I've changed the way I think about my life and the things I do, it's given me a reason to carry on"

Leah was involved with men much older than herself, missing school and getting on really badly with her parents. She came into the Drop-in to use the computers and ended up with a Right2BSafe worker's support for several months.

Our **counselling service** and partnership with Children and Adolescent Health services have gone from strength to strength, with increased numbers of children and young people accessing counselling and a seamless pathway between CAMHS and No Limits.

Regionally we worked with the other **Hampshire Youth Information Advice and Counselling Services (YIACS)** to produce information on the YIACS model and how it benefits young people. We undertook a Consultation on **Emotional Wellbeing and Mental Health** with 1,647 children and young people, parents and carers and professionals working across Hampshire, the findings of which have been used to inform the development of new services. Our successful **Advocacy Service** in Portsmouth has piloted and then adopted an "opt out" approach to supporting Children in Care and has been expanded by the Southampton City Council.

Nationally we have been part of the **"GP Champions for Youth Health"** project, supported by Youth Access and the Royal College of GP's, looking at ways for GPs and the voluntary sector to work together to make health services more accessible for children and young people. We were winners of the 2013 **GSK Impact Award** in recognition of how our holistic model supports disadvantaged young people's health. I would particularly like to thank all of our dedicated staff and volunteers – who often work over and above their responsibilities to support vulnerable children and young people.

Looking forward –

2014-15 looks to be very exciting as we develop a range of new services. We expanded our Just4U services to include the delivery of Advocacy & Independent Visiting to Looked After Children in Southampton. We will be expanding our substance misuse work to include young adults up to the age of 24 years in a much larger project and developing therapeutic work in 5 schools as part of Southampton's Headstart project and supporting 2 young apprentices. In April 2014 we formed a partnership with the Moving On Project – a youth counselling and support services based in Fareham and Gosport, and are providing back office functions and some economy of scale.

Young people's outcomes



Over 99% of service users said they would recommend No Limits

Dave is 19 years old and has been in and out of custody since age 15. He left school with no qualifications, can be aggressive and has substance misuse issues. He did our A2T course in prison and was released just before Xmas. With our support he was housed immediately. Dave attended No Limits Work Club and was helped to do a CV, get a Construction Skills Card and Personal Protective Equipment needed to engage in construction work. With all this support, he has now got a permanent job.

"Without No Limits I would have been back inside. They helped me see that I had options and could make a go of my life."