

# 2018-19

## ANNUAL REPORT

**No  
LiMiTs**  
Helping Young People  
Help Themselves

SUPPORTING THOUSANDS OF CHILDREN  
AND YOUNG PEOPLE ACROSS  
SOUTHAMPTON AND HAMPSHIRE





7,095

children and young people were given advice and support



1,475

children and young people were supported with their mental health



516

children and young people were homeless or at risk of homelessness



736

children and young people were at risk of poverty

97%

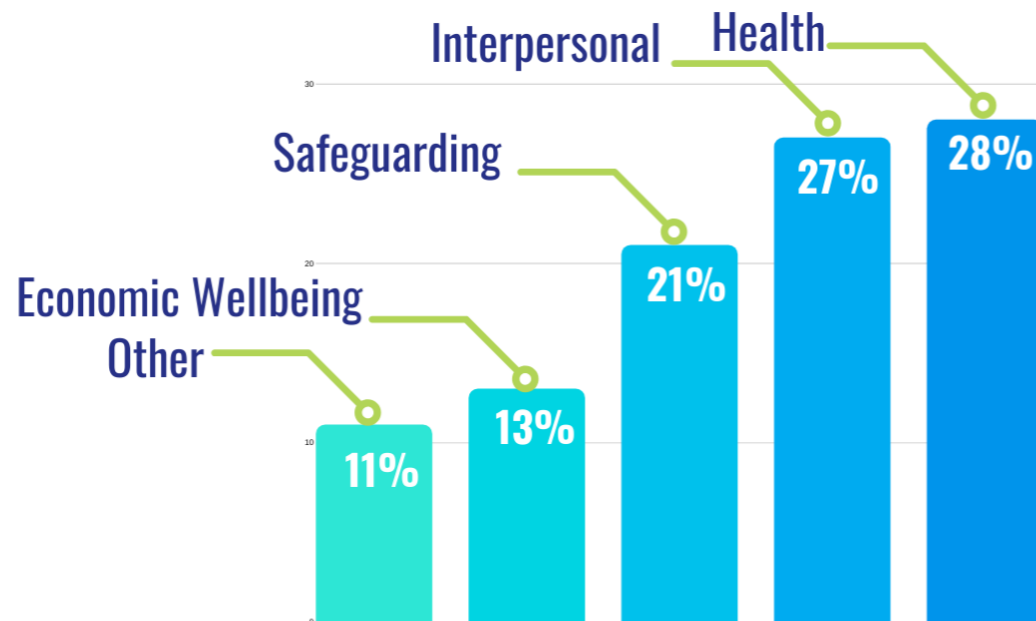
of children and young people said they were treated with respect

96%

of children and young people were happy with the service they received

## CONTENTS

Our Aims	1
Chief Executive's Report	1
Areas of Work	
Drop-ins	2
Health and Wellbeing	2-4
Welfare Advice	4
Support Groups	5
Family & Care	6
Youth Participation & Social Action	6
Volunteering	7
Fundraising	7
No Limits Trading	7
More Information	9



£38,059 was raised from individuals, groups, schools and businesses

78%

of children and young people said their understanding of their rights had improved



2,929

students were supported in schools and colleges



1,553

children and young people were given food



8,112

hours were volunteered by 104 volunteers



287

children and young people had parenting responsibilities

73%

of children and young people said their confidence had improved

*"No Limits is one of the most incredible services out there.*

*They have helped me to completely change my life around and I'm not sure what I would have done without them."*



## OUR AIMS

No Limits supports, advises and educates young people, helping them to gain the skills and knowledge needed to manage their lives, grow in confidence and build brighter futures. We aim 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.

## CEO'S REPORT

It has been a really significant year for No Limits with some important new contracts and ways of engaging young people. We began new contracts to deliver Southampton Health and Wellbeing services in schools and FE colleges, Southampton Counselling services for 5 to 25-year olds, and youth substance misuse services in Southampton.

We won funding from the Co-Op Foundation #iwill fund to deliver social action and participation work to tackle Youth Loneliness. Further funding from the National Lottery Community Fund and Children in Need enables us to continue our successful work with homeless and vulnerable young people. We developed a partnership with the Princes Trust and Solent MIND and won Lottery funding to begin a joint peer support project.

We saw an increase in the number of interactions we had with young people and noticed a marked increase in work involving safeguarding, risk assessments and anti-social behaviour. Over the year we have had some great outcomes with children and young people, some of which are contained in this report.

We purchased and refurbished premises in order to provide a large space for groupwork with young people, as well as additional counselling space.

We started our social enterprise - No Limits Trading Ltd. The 100% owned subsidiary utilises the charity's expertise in youth work, counselling and voluntary sector management to offer a broad range of services for individuals, schools, companies and charities.

We celebrated winning a GSK Impact Leaders Award which funded support from the Kings Fund to review and develop our therapeutic services.

Staff contributed to a number of local, regional and national strategic and practitioner groups and forums, representing children and young people's needs, including Southampton Healthwatch, the Hampshire Starting Well strategic group, Southampton City Council Children and Young People's Early Intervention and Prevention group, the MET group, local LSCB sub groups, Blagrove Trust forum and Youth Access.

I am indebted to our trustees, staff and volunteers who provide the passion, resources, skills and commitment that enable so many children and young people to benefit from our services.

## AREAS OF WORK

### DROP-INS

#### Advice Centre

No Limits delivers 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, domestic violence and abuse/neglect, advocacy and young people's rights.
- Free condoms, pregnancy testing, chlamydia screening, sexual health information and advice and a weekly nurse-led Sexual Health Clinic.
- Access to telephones, computers, internet, printer, photocopier and newspapers.
- Fresh fruit, food, shower and laundry facilities for young homeless people.

**1,995** children and young people accessed help and support at our Advice Centre on **8,439** occasions over the year.

#### Schools and Colleges Drop-Ins

No Limits runs weekly health and well-being drop-in sessions at 9 Southampton secondary schools and 3 Further Education colleges.

In 2018/19, **2,929** 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.

## HEALTH AND WELL-BEING

### Counselling

In 2018-19, we delivered counselling services to children and young people aged 5 to 25 years on a one-to-one and group basis, funded variously by Southampton City Council, Hampshire and Southampton Clinical Commissioning Groups (CCG's), Big Lottery Fund and Children in Need.

Through these combined projects, No Limits received referrals for 1,459 individual young people for one-to-one counselling services and **362** referrals for therapeutic groupwork.

- **775** referrals were for individual counselling in Southampton
- **684** referrals were for individual counselling in Hampshire
- **198** referrals for therapeutic groupwork in Southampton
- **164** referrals were for therapeutic groupwork in Hampshire

### Southampton Healthy Ambition

No Limits also worked with Solent NHS Trust to deliver part of their Southampton Public Health School Nursing contract, [Southampton Healthy Ambition](#). Our role has been to work in partnership with school nurses to make sure that children and young people get the most out of their education by encouraging and supporting good attendance at school through:

- Support in school - where any young person aged 11-19 can get 1-2-1 support from one of our 5 Emotional Health and Well-being (EHWB) Workers. **885** referrals were received by the service, with EHWB workers supporting **810** young people and also running a range of groups in schools and colleges such as coping with anxiety, self-esteem and exam stress.
- Support outside of school - our four Family Navigators work with families of children and young people aged 5-19 whose attendance is low or at risk of suffering, due to any health related issue, whether it affects them directly or is within the family. The Family navigators received **533** referrals from GP's in 2018/19, and worked with **442** children and young people.

## Primary Mental Health Workers

Our Primary Mental Health Workers (PMHW) support young people aged 11-18 who are experiencing mental health difficulties that may not meet the specialist mental health services (CAMHS) criteria.

They work either on a short term or long term basis depending on the needs of the individual, providing support with: anxiety, self-harm, suicidal thoughts, low mood, consistently getting angry, being withdrawn from others, body image, self-esteem, self-worth, bullying, help to minimise the impact of negative life experiences.

Primary Mental Health Workers can provide support including solution focused intervention, guided self-help, group work and one-to-one sessions, working in schools or in the community.

In 2018/19 No Limits employed 3 PMHWs in partnerships with Southampton CAMHS, they supported **80** young people over the year.

## DASH (Drugs Alcohol Substance and Health)

DASH is for young people under the age of 25, funded through a contract with Southampton City Council. 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 **1,335** under 25 year olds, with **208** young people received interventions from our specialist treatment team.

**274** young people participated in 13 sessions of 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.

## Sexual Health

We deliver sexual health information, advice and support throughout our services, including distribution of condoms, C-Cards, chlamydia screening and pregnancy testing. This work is funded through a subcontract from Solent NHS, which also enables us to deliver 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, and a Health and Wellbeing contract with Southampton City Council. Though this work:

- **8,101** sexual health related issues were raised\*
- Chlamydia screening was given to **278** young people
- The Girl Talk Boy Talk education program was delivered to **368** young people
- We trained **182** young people to be peer educators on sexual health issues
- Brief Interventions about sexual health were given to **2,002** individual young people\*
- **7,630** condoms and accompanying sexual health advice was given to young people\*
- **126** Pregnancy tests were taken

Through our Southampton Advice Centre, we operated a sexual health clinic staffed by Solent NHS, which young people accessed **192** times

\*Some of this work was sub-contracted to 7 partner agencies - Motiv8, It's Your Choice, Off the Record, Youth First, Step by Step, Youth in Romsey and Yellow Brick Road.

*"No Limits are supportive and they're there for you whenever you need them. They focus on the little things, not just the big things, and most importantly they're not judgemental and are very accepting."*

## Social Prescribing

No Limits is currently delivering one of four national pilot programmes focusing on Young People's Social Prescribing. Overseen by StreetGames UK, this programme aims to provide a first point, one stop shop for young people experiencing emotional health and wellbeing issues and isolation who may not know where to go for support.

Working with a Navigator the young people can develop and agree a wellbeing plan that focuses on their priorities and connects them with activities, events and support services that can help. Over the initial year we undertook a range of outreach work to raise awareness of this service provision with agencies and communities, which we started delivering in January 2019.

## WELFARE ADVICE

### Housing and Homelessness

Our housing and homelessness work is delivered across a range of projects in Southampton. The issue 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.

We work in partnership with the YMCA to deliver the Southampton City Council Supporting People **Community Support** contract to young people aged 16-25 who are at risk of homelessness. In 2018/19, we offered one-to-one support to **43** young adults to enable them to access, settle in to and sustain appropriate accommodation.

Funding from Southampton City Council also supports our housing advice work with young people. **795** individual young people have had support over their homelessness issues through our housing advice services. **107** of these were street homeless, **274** were sofa surfing and **267** were at risk of homelessness.

### No Limits Xtra

The No Limits Xtra service offers one-to-one support to young people, helping them with anything that is holding them back or that they would like support with e.g. help filling in forms, money or debt advice or support with relationship, family or children issues.

**75** young people had ongoing individual support over the year. **26** of these were young people referred by the Department for Work and Pensions (DWP) for personal budgeting support.





## Work Club

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. **78** young jobseekers attended over the year, with **67** young people being supported into employment.

## Gateway Navigators

In partnership with Hampshire Constabulary, Southampton City Council and Hampton Trust, the Gateway Navigator project provides an alternative to conditional caution for young offenders, aged 18-25.

The project aims to tackle the health and social causes of crime through more effective working with community and voluntary partners to increase individual wellbeing, improve health and reduce offending.

Young people engage with a Gateway Navigator to provide information, advice and guidance and signpost them to appropriate interventions, as well as undertaking a LINX behavioural management course. During this pilot year No Limits Navigators engaged **26** young offenders.

## SUPPORT GROUPS

No Limits delivers 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. **11** young people attended the group each week.
- **Safe House:** a weekly youth group offering facilitated peer support for young adults aged 16-25. **15** young adults attended the group each week.
- **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. **27** 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. **156** children and young people were supported with advocacy and **40** young people were supported by Independent Visitors.

- **Therapeutic Groups:** a variety of sessions including anger management, coping with anxiety, managing self-harm, and bereavement and loss were delivered. **245** 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 **114** 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.

## FAMILY & CARE

### Bright Beginnings

Our Bright Beginnings project provides specialist support to young parents through our Advice Centre and mentoring to those young parents who lack adult support in their lives. We offered advice and support to **220** young parents over the year and mentoring to **20** young parents.

### Young Carers

We work with young carers aged 8-18 through our Young Carers in Southampton project which is overseen by Mencap and funded by Southampton City Council. We deliver one-to-one support for young carers with high level needs, a volunteer befriending service and weekly groups giving young carers the opportunity to come together, provide peer support, gain knowledge, confidence and skills and have fun.

The project also works closely with other services in Southampton to provide a whole family joined up approach to the needs of young carers and their families. We also deliver regular fun activities, such as trips to the Zoo or theme parks, to provide young carers with opportunities they might otherwise miss out on.

Over this year we have worked with **380** young carers to provide support, access to activities, signposting to appropriate services for the family and respite through group work.

## YOUTH PARTICIPATION & SOCIAL ACTION

### Youth Ambassadors

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. **24** young people attended Youth Ambassadors in 2018-19.

### Talk To Us

No Limits received funding from the National Lottery Community Fund and the Department for Digital, Culture, Media and Sport for a social action project around youth loneliness as part of the #iwill fund. Our Youth Ambassadors undertook a scoping exercise of current national learning, a local scoping exercise and a focus group regarding Youth Loneliness to determine a campaign that could effectively tackle this issue in Southampton.

Following this they launched the #UnlockLoneliness campaign, promoting it through media, face-to-face, a poster campaign and a key challenge, the small things that young people can do to tackle their own and others loneliness. The resulting report and campaign were very well received with huge pick up in the media. The youth ambassadors will continue to develop their social action campaign around youth loneliness for the next 2 years.

### Make Our Rights Reality (MORR)

MORR is a youth rights and participation service for young people aged 15 – 25 led by Youth Access and in partnership with other YIACS (youth information, advice and counselling services) in Manchester, Liverpool and Norfolk, aiming to educate young people about their rights and responsibilities, support young people to address social injustice and campaign for young people's rights.

This year **179** young people engaged with MORR over the year and **135** attended a rights course.

# VOLUNTEERS

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 2018-19, **104** volunteers contributed around **8,112** hours of time during the year. That's worth an amazing **£73,008** if those hours were paid at the Living Wage rate!

# FUNDRAISING

In 2018-19 we raised **£38,059** 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 also supported our efforts throughout the year.

We took places in the ABP Southampton Marathon this year for the first time and raised nearly £2,000 with the help of eight dedicated runners. Longstock Water Gardens donated the funds from their open day and Chilworth Manor continued to support us with a number of events including a fashion evening. We have a long-term relationship with Barclays who hold fundraising events and provide support for young people. Santander match-funded our annual rounders match and Hampshire Women's Business Group and Daisy Chain Group have raised over £2,000 for No Limits this year. These ongoing relationships are invaluable for growing unrestricted income for the Charity. Various individuals have chosen to fundraise for No Limits this year, including a Three Peaks Challenge and a student's Santa Walk

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:

- Alliance
- Barclays
- British Gas
- Chilworth Manor Hotel
- Complete Coherence Limited
- Curry Business Networking
- Daisy Chain Group
- Esso
- Hampshire Women's Business Group
- HJS Accountants
- InBalance Hot Yoga Studio
- INEOS Holdings
- Jisp
- Longstock Water Gardens
- Metro Bank
- Santander
- Selwood
- Sienna Construction
- Southampton Ukulele Jam
- The Coffee Company
- Wave 105
- White Stuff

We have also received support in the form of donations of clothing, toiletries and food. We receive weekly deliveries of food for homeless young people from FareShare, which includes donations from Tesco and Nandos in Southampton. The Homeless Period Southampton also donate sanitary products for the young homeless women we support.

Our thanks goes to all our volunteers, supporters, donors and funders. Your support is vital for our work with children and young people in Southampton and Hampshire.

# NO LIMITS TRADING

In April 2018, No Limits launched the social enterprise No Limits Trading. Using the charity's expertise in youth work, counselling and voluntary sector management, the social enterprise offers a broad range of counselling, group work and training for individuals, schools, companies and charities. No Limits Trading brings in secure funding for No Limits, ensuring that the charity can continue to support children and young people in Southampton.



# 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



nolimitshelp



nolimitshelp



nolimitshelp



nolimitshelp

## 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



© BBC 2007 Reg. charity England & Wales no. 802052 and Scotland no. SC039557



Photos by: Three7Evens, Sussex Sport Photography and The King's Fund

No Limits (South) is a registered charity in England and Wales. Registered Charity No. 1088835

Registered address: 35 The Avenue, Southampton, SO17 1XN