

NO LIMITS

**Helping Young People
Help Themselves**

Annual Report 09-10

www.nolimits-southampton.org.uk

Large print or electronic copy available on request

Charity Number: 1088835

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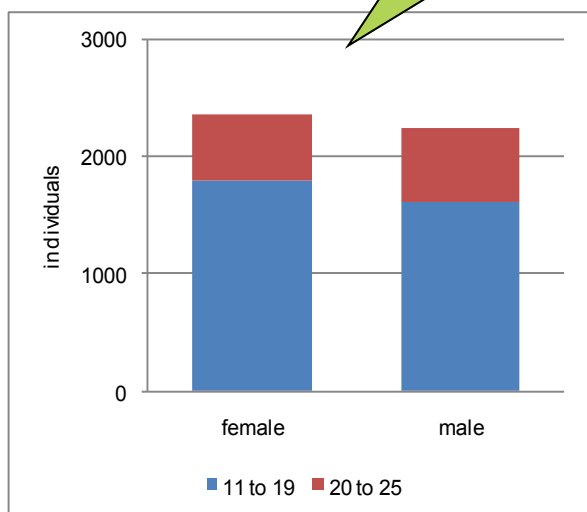
Helping Young People Help Themselves

This year we worked closely with our supporters and partners to offer young people a wide range of ways to access support. 46 volunteers worked alongside 31 paid members of staff to run our services and help young people. The number of young people accessing our support has risen since last year, as has the number of times we were able to work with them. This demonstrates the ever growing need to support young people, many of whom are vulnerable and facing multiple difficulties.

Whole service overview

The whole service worked directly with 4,564 individual young people who made 22,098 contacts. We made a further 7,429 contacts with young people through outreach work in schools, colleges and community locations.

1 in 10 young people were from black and minority ethnic communities



Drop-in

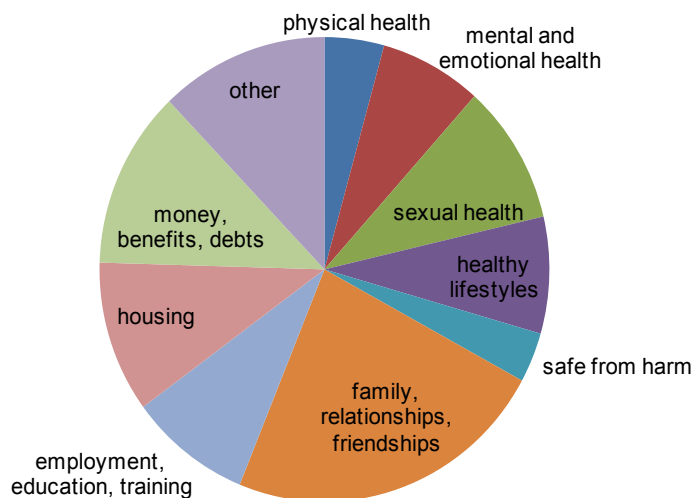
"They give us advice that makes us really think about our lives and future"

"A brilliant service and they never judge you. Great that its free and confidential"

centres

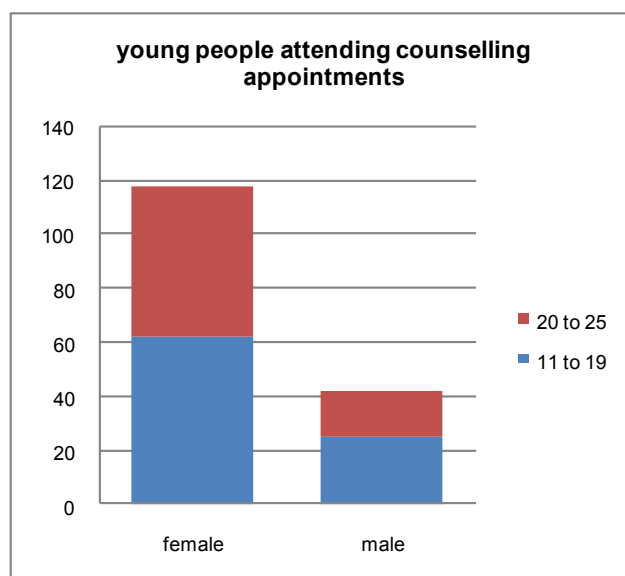
Our 3 drop-in centres in Southampton worked with 3,200 young people who made 12,606 contacts. Our integrated model meant that young people were able to gain quick and easy access to specialist support, through our own projects and our partnerships with other agencies.

Young people accessed the drop-in centres for help with:



Specialist support

Counselling: No Limits' BACP standard counselling service offered counselling in our drop-in centres as well as in schools, working with young people to explore their feelings and help them come to terms with difficult issues. 271 young people were referred to our counselling service and 260 of these had a pre-counseling assessment. These assessments gave young people a valuable opportunity to be heard and have their needs identified to enable us to help them to access emotional and practical support quickly where it is needed. 160 young people went on to attend a counselling appointment with No Limits after their initial assessment. In total, 1,767 appointments were offered with 1,200 being attended by young people.



11% rise in the number of young people using No Limits

4,564 individual young people had contact with our service

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Health and Wellbeing drop-ins: We offered Health and Wellbeing drop-in services to 1,039 young people in 8 secondary schools and all 3 further education colleges. This successful partnership service provides access to general information, advice and support and a Specialist Contraception and Sexual Health Nurse.

Money Advice: Our specialist money advice project worked with young people to help them manage their money, benefits and debts. 92 young people were supported to complete an income and expenditure form to enable them to budget their money successfully.

DASH: This service for 11-18 year olds, is delivered in partnership with Portsmouth PCT. We offered treatment about substance misuse issues to 99 young people and Brief Interventions on these issues to a further 2,841, significantly increasing the number of young people accessing these services since last year.

Floating support: 100 young people were supported to maintain their tenancies, to find accommodation and to develop independent living skills. One to one support was offered to young people, helping them in their home and communities as well as through our drop-in centres.

Teen Safe House: 20 young people accessed our partnership run youth group, for young people aged 19 and under who need some extra support. We delivered weekly sessions working with young people to build relationships and develop positive mental and emotional well-being.

Big Safe House: This year saw the end of the Big Safe House project which we had run in partnership since 2000 due to lack of funding. 55 young people with mental health problems who needed support attended the group.

Anger Management: 55 young people took part in group sessions to explore their anger and find positive ways of managing and changing their behaviour.

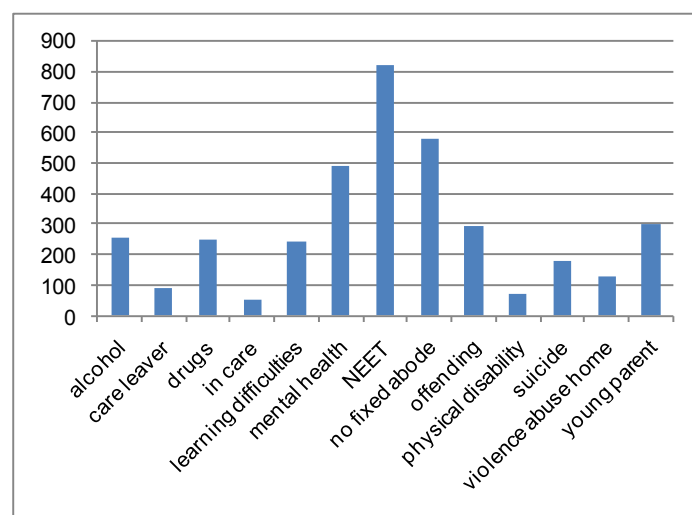
Positive outcomes of our work

Using our bi-annual "Have Your Say" Consultation, we asked young people to judge our service, and an average of 86% of young people gave us 8/10 or more for satisfaction with the service they received. Young people who use No Limits achieve good outcomes from using the service. We took part in national research which showed that over 50% of users gained hard outcomes from the advice and support they received. These included 142 homeless young people finding housing; 365 young people supported to claim benefits or grants; 350 had

support around debt issues and 248 young people received benefits and grants as a result of the support they had from us.

Vulnerable young people

1,777 (39%) of the young people self-identified as having specific vulnerabilities, including: Many young people who used No Limits have multiple vulnerabilities and we worked hard to help them find ways to manage their problems and



improve their lives.

Involving young people

We involved young people in all aspects of our organisation. We trained them to offer information, advice and support to other young people and they helped us plan our services as part of our Management Committee. Young people sat on interview panels to recruit new staff, helped train our volunteers and took part in several consultations (both local and national) enabling them to exercise their right to participate. We listened to what they told us about our service and used this information to make improvements such as moving the locations of some of our outreach services to places that young people felt more comfortable in. Young people assessed our service for quality and awarded us the 'CAT mark', giving us their Equal Opportunities Commendation for outstanding performance in this area.

"Young people feel they are involved and listened to" (CAT mark assessor feedback)

29,527 contacts with young people through our wide range of services

39% of young people identified as having a specific vulnerability

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About No Limits

No Limits is a charity based in Southampton offering information, advice, counselling and support to 11-25 year olds.

Established in 1993, we have been delivering high quality, innovative and award winning services to young people through our drop-in centres and in the community, reaching out to young people who traditionally find it hard to access services. We work in partnership with local volunteers, businesses and our funding bodies and aim to support young people by:

- Offering a caring, supportive environment where young people explore issues affecting their lives
- Providing accurate and up-to-date information relevant to their needs
- Enabling young people to solve problems and make informed decisions.

We are passionate about promoting the health and well-being of young people, helping them to understand their rights and to make real progress in improving their lives. We work to local Safeguarding policy, procedures and practice, ensuring that our staff are well trained and strive to achieve best practice around safeguarding issues.

No Limits meets several quality standards such as the 'Youth Access Quality Standards' (for Youth Information, Advice, Counselling and Support Services), the 'BACP' (British Association of Counselling and Psychotherapy) standards, the General Help level of the 'Legal Services Commission Quality Mark' and

'QuADS' (Drugs and Alcohol Service Quality Standards). This year we were also among the first services in Southampton to begin working towards the 'You're Welcome' quality standards to make health services accessible to young people.

Support us

No Limits relies on the support of others. If you would like to make a real difference and help young people help themselves, then there are many ways in which you can get involved.

Whether you are a local business which can donate equipment or services, a person or organisation who can donate funds, or someone who has time to work directly with young people, then No Limits would welcome your support.

Visit our website to see some of the people and organisations who have helped us this year. Copies of our audited accounts can be obtained from our registered office, see our website for details of how to get in touch.

"I get so much out of volunteering at No Limits. Seeing the young people make changes and being there for them when they need it most makes me feel I'm making a difference"

"My business has helped No Limits by offering consultancy and discounted prices. What seemed like a small thing to our company made a big difference to them and it was great seeing how they used our help to work with young people"



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