

IMPACT REPORT

**NO
LiMiTs**
Helping Young People
Help Themselves

2019-2020





7,142

children and young people were given advice and support



2,892

children and young people were supported with their mental health



387

children and young people were homeless or at risk of homelessness



1,572

children and young people accessed support through phone or email

98%

of children and young people said they were treated fairly

97%

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

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423

children and young people supported through our support groups



1,866

children and young people were given free contraception



1,588

children and young people were offered counselling



£45,000

was raised from individuals, groups, schools and businesses

76%

of children and young people said their ability to deal with their problems had improved



1,200

students were supported in schools and colleges



254

children and young people were given food



6,708

hours were volunteered by 86 volunteers



140

children and young people had parenting responsibilities

72%

of children and young people said their levels of stress had improved

"No Limits are the guardian angels to the vulnerable youngsters of the city. They are the glimmer of hope that shines through the confusing chaos."

Welcome from our CEO



Here at No Limits we support children and young people in Southampton and Hampshire to get the advice, support, information and counselling they need. The need for our services has never been greater.

We all know that the pressures children and young people are facing continue to grow. Knife crime, social media, exam pressures, rising rents – these are just a few of the issues that have been well documented in the press. At No Limits we support children and young people with a wide range of issues and the impact we have on individuals, families and the communities we serve is significant.

We've been delivering services for 27 years – we are well respected and have significant expertise in what we do. Children and young people trust us and we take that very seriously. We provide a unique combination of prevention, early intervention and crisis support and we know it works because young people tell us it does. Last year, young people who were engaged with us reported a decrease in their stress levels, an increase in their confidence and a greater ability to deal with their problems. We are continuing to respond to an increasing number of young people with highly complex needs, with a corresponding increase in safeguarding issues. We positively change, influence and even save lives. This is why we do what we do.

This is our annual Impact Report. It gives a flavour of our services and the positive impact they have on children and young people. Looking to the future we are facing unpredictable and unprecedented times. The Covid19 pandemic has impacted everyone. Children and young people need us more now than ever before and No Limits will provide support through whatever is to come. The flexibility of the team combined with the commitment and dedication to children and young people means I have every confidence we will rise to the challenges that come our way.

I am proud to be the CEO of this incredible organisation, building on all the great work that has gone before to ensure we continue to support children and young people to navigate an increasingly challenging world. I'm so grateful to the amazing people who support and work with No Limits. Together we are here for all children and young people now and in the future.

Natalie Webb
CEO

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.

Mission

To empower children and young people to reach their full potential through information, advice, counselling and support.

- We are committed to providing a holistic and confidential service for young people that empowers them to reach their full potential.
- We understand that children and young people face challenges on multiple levels, including with mental and physical health, relationships, housing and money, accessing education and employment.
- We are passionate about ensuring that all children and young people know their worth, are supported and cared for in times of need, and empowered to know their rights and advocate for change.
- We embrace diversity and equality of opportunities to inspire all children and young people, staff and volunteers within No Limits
- Our Youth Information, Advice and Counselling Service (YIACS model) provides an open door for children and young people (up to age 25) to gain support, learn about their rights and access a range of resources.

Our Values

At No Limits all our services are underpinned by core values, we are:

- Safe and supportive
- Passionate and determined
- Accessible and welcoming
- Caring and non-judgemental
- Empowering and listening.

“I believe my support at No Limits truly had no limit, I was offered support in all areas of my life at every session. The service honestly changed my life so much. I now basically have my dream job, drug free and the most content I have ever been. It's a place for any young person seeking security, reassurance, support or even just short-term safety. If I had all the money in the world (some of it!) would go to making sure this service is accessible and stays open to all young people, with the vision to support everyone.”



PROVIDING QUALITY ADVICE

We are trusted by thousands of children and young people in Southampton and Hampshire to provide reliable, high quality information and advice, helping young people to help themselves.

We offer advice and support for welfare & benefits, employment, and health and wellbeing support. This includes

- Homelessness prevention
- Victim support / prevention
- Support for Care Leavers and Looked After Children (LAC)
- Advice and support for those experiencing or witnessing domestic violence
- Advice and support for alcohol misuse

A spotlight on: The Advice Centre

Our core service offers advice and support through our drop-in Advice Centre in Southampton High Street, a friendly, accessible space open for over 40 hours per week, including evenings and weekends. Young people can drop in for a chat and cup of tea without appointment. This flexibility, combined with the non-judgemental, young person-centred approach of the youth workers, mean that many of the barriers to seeking help often faced by vulnerable young people are removed. The youth workers are trusted by the young people – often the only professionals that are seen to be ‘on their side’. From the drop-in, young people can be referred on to our specialist services.

"No Limits is the first place I would go to if I had any problems. I think that they are better than any other service I have used in the past. At No Limits there are passionate staff who really care about young people, and I never feel judged when coming to No Limits. They have always been on my side to help me out, and I would recommend them to any young person going through a difficult time."

A spotlight on: Health and wellbeing drop-ins

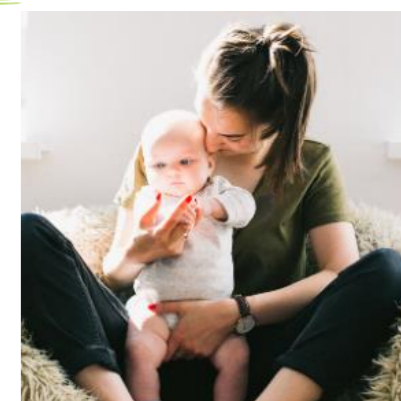
Our Health and Wellbeing drop-ins take place in secondary schools and FE colleges in Southampton. Young people can pop in for advice and support when it suits them, without appointment, on any issue.

"Being able to talk to someone in school who is not a teacher has been so helpful. I feel like I'm given time each week by No Limits. What is good is that I can come along to the drop-in when I need support rather than have to attend appointments, which I don't always feel like I need."

Case study: Meg's story

Meg's boyfriend left her and she was left with a flat she couldn't afford and her small child. By the time she came to No Limits for support, she had already built up rent arrears and was facing eviction. Her mental health had also declined because of all the worry.

Our Community Support team worked with Meg to sort out her universal credit claim and her ID appointment at the Job Centre. We talked to her housing provider and helped her clear most of her rent arrears. We applied for a Discretionary Housing Payment which also lowered Meg's council tax. With these benefits in place Meg had enough to cover her rent and all other bills, avoiding eviction. We then helped Meg complete a budget and, with the worry of debt now eased, we suggested Meg undertake counselling with No Limits.



We've supported...



1,988
children and young people at our Advice Centre



1,200
students were supported in schools and colleges



1,572
children and young people accessed support through phone or email

WORKING WITH VULNERABLE CHILDREN & YOUNG PEOPLE

We meet the needs of the most deprived, vulnerable and isolated young people who often don't access mainstream services. By supporting across a wide range of issues including sexual health, relationships, mental health, housing, debt and employment we support young people through the transition from adolescence to adulthood, often helping them climb out of, or avoid, social exclusion. We have specialist projects to support young offenders, young carers, young parents, children and young people who are homeless or in insecure housing and those who need support with their substance use.

A spotlight on: DASH

Our DASH team works with children and young people who are struggling with alcohol or substance misuse. Our workers deliver information, advice, support, groups and counselling and offers a variety of treatments including harm reduction and needle exchange.

"I was using alcohol as a coping mechanism for depression and anxiety and often ending up in dangerous life-threatening circumstances. My support worker worked with me for 7 months. She helped me to recognise why I was drinking, and how I could change my habits. She also helped me establish a daily routine - something I'd forgotten - from which I started looking after myself better, cooking meals, turning up to work etc. I'm incredibly grateful for the DASH service"

Case study: Casey's story

Casey (not her real name) was advised to visit the Advice Centre by hospital staff after trying to take her own life. Casey had nowhere to live and was sleeping in her car. She'd been living with her aunt who often told her that her mental health condition was a sign she'd go to hell. We supported Casey to apply for a place in supported housing and for universal credit. We gave her a hot meal and warm clothes for another night in her car and let the Street Homeless Team know where she'd be so they could check-in on her. Within four days Casey had a place in supported housing, was in receipt of universal credit, had been assessed for counselling with No Limits and had been supported to engage with a mental health worker.



"I feel like that I can access No Limits and get support at any time. I know that I am welcome here and can speak with a youth worker whilst I am waiting for my counselling sessions to start"

A spotlight on: Bright Beginnings

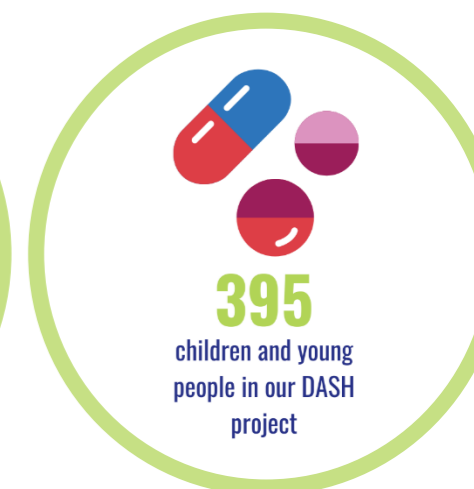
The Bright Beginnings project offers a lifeline to pregnant young women and new parents who are struggling with multiple vulnerabilities - insecure housing, drug misuse, domestic violence, family relationship breakdown, living in care, care leavers - and often at risk of having their baby taken into care. Our befriending services enables young parents to navigate their chaotic lives, be the best parents they can be and help them build a loving, stable relationship with their child.

A spotlight on: Housing & homelessness

Our housing and homelessness work is 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.

We offer one to one support to young people at risk of homelessness, to help them maintain their tenancies. We also provide housing and tenancy advice at our Advice Centre, without appointment, supporting young people who are at risk of homelessness, sofa surfing or street homeless. We provide food parcels as well as

We've supported...





PROTECTING EMOTIONAL WELLBEING

We support children and young people who are struggling with their emotional wellbeing or mental health. We provide prevention and early intervention, including our Primary Mental Health Workers and social prescribing project, crisis support at the Emergency Department and our own Safe Havens (out of hours emotional and practical support) and longer term support including counselling and therapeutic groups. All our support is holistic, our advice and specialist projects allow us to address practical issues affecting the young person's emotional wellbeing, maximising the chances of a positive impact.

A spotlight on: Counselling

We deliver counselling services, both groupwork and one to one, for 4-25 year olds in Southampton. We also lead on a partnership of organisations providing counselling across Hampshire for 11-17 year olds.

Our counsellors are trained in different modalities and work creatively to meet the needs of the young person. This includes talking therapy as well as therapy through drawing, playdoh and Lego, for younger children and those who find it hard to interact face to face. We also offer online and telephone counselling.

Case study: Tyler's story

Tyler (not his real name) was referred to counselling by his school as he was unable to make friends, was unable to work cooperatively and preferred adult company. Tyler had been exposed to domestic violence between his parents as well as his much older siblings for most of his early life. Tyler's mum didn't understand that – although there hadn't been any domestic violence for the last two years – the experiences were still affecting Tyler's behaviour.

Tyler loved dragons and dinosaurs, so the counsellor used play therapy including drawing, role playing and sand trays. Tyler drew dinosaurs and dragons to represent his family and the counsellor used puppets and a teddy to role play making friends. The counsellor helped Tyler understand what makes a good friend and build his confidence that he was kind enough to be a friend to someone.

Tyler's school has recognised changes in his behaviour in the last couple of weeks, especially in a group setting, where he allows other children to share their ideas and doesn't become frustrated when someone else's ideas are chosen. No Limits continues to work with Tyler and his mum around the early years trauma.



"Thank you for just listening to me. It's really helped me to put things into perspective."

A spotlight on: Emergency Department

This year we started a pilot project in the Emergency Department at Southampton University Hospital, providing youth worker support to children and young people who are brought in as a result of mental health difficulties. Our youth workers provide advice and support at the 'reachable moment', when the young person is most likely to want to change their behaviours. Working closely with the ED team, our staff have successfully supported children and young people at their most vulnerable and introduced them to longer term support at No Limits.

On several occasions we have had acutely distressed young people or those with a history of being disruptive within the ED. The presence of the No Limits team has allowed for someone to remain with the young person and to provide support both helping the young person but also freeing up other clinical staff for other work.

We've supported...



ENSURING GOOD SEXUAL HEALTH

Young people can pop in to our Advice Centre or to our health and well-being drop-ins in schools and colleges without making an appointment and speak to one of our trained workers in confidence, as well as get free condoms, Chlamydia screening and pregnancy testing. We also deliver sexual health advice and support through a specialist Sexual Health Clinic and single sex educational sessions in schools across Hampshire.

A spotlight on: Our Specialist Sexual Health Clinic

Every Thursday we run a free sexual health clinic where a specialist sexual health nurse offers sexual health advice as well as all forms of contraception, including; pills, injections and implants, screening for STIs, treatments for STIs, condoms and pregnancy testing.

"I have used the No Limits Sexual health clinic at the advice centre. They have helped me so much. I was worried about talking to an adult about having unprotected sex but they made me feel like I was in a safe place. I would never have gone to my doctor"

A spotlight on: Let's Talk (Relationships and Sex Education)

We deliver a single sex educational programme in partnership with Solent NHS Trust Sexual Health Services to year 9 students in schools across Southampton, Portsmouth and Hampshire to give young people the opportunity to find out what people value in a relationship and how they can make informed decisions about sex.

Let's Talk RSE is a six session programme that covers a variety of topics, including delay and consent, online safety in relation to sexual risk, healthy and unhealthy relationships, STIs and contraception. Delivered in a managed environment, we are able to deal with the complexities, challenges and worries that young people often have about relationships and sex.

Feedback from young people who have completed the programme has shown that they have significantly benefitted from the sessions, gaining knowledge and confidence in order to make more informed choices to keep themselves safer in relationships.

Case study: Chantelle's story

Chantelle (not her real name) had an unplanned pregnancy at the age of 15 and felt unable to confide in her family or anyone at school. Feeling alone, Chantelle became worried and anxious about what the future would look like, and she was uncertain about what she needed to do next.

Chantelle confided in a No Limits Youth Worker about her pregnancy during a health and wellbeing drop-in session at her school and explained the worries she had about what to do, explaining that telling her mum wasn't an option for several reasons. However, the British Pregnancy Advisory Service won't admit anyone under 18 without the support of an adult. The Youth Worker explored every option to support Chantelle without informing her mum and helped Chantelle to confide in her older sister, who fully and willingly offered to provide support.

Chantelle's sister was able to support her to book and attend appointments, ensuring she was no longer alone and had the necessary advice and support. No Limits continues to support Chantelle and through one-to-one sessions at her school's health and wellbeing drop-in.

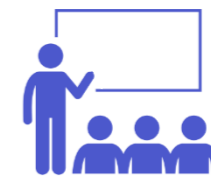
"Thank you so much, I didn't know who else to turn to or what to do."



We've supported...



1,866
children and young
people were given free
contraception



460
children and young
people attended Let's
Talk sessions



146
children and young
people accessed the
specialist sexual health
clinic



ADVOCATING FOR YOUTH RIGHTS



Listening to, and advocating for, the voice of children and young people is really important to No Limits. Young people are encouraged to contribute to service developments through a range of participation methods including our bi-annual consultation, comments boxes and participation in our Youth Ambassadors programme. The results of our bi-annual 'Have Your Say' consultations also inform development and priorities for the organisation, recognising when we could deliver better for young people. Our experience has shown that young people being involved in this way benefits the organisation

A spotlight on: Help Us Move On

This year we've started a new social justice programme. In 2019, The Blagrove Trust commissioned the Southern Policy Centre (SPC) to publish "Help us to move on!", a report investigating the barriers preventing young people from making positive transitions to adult life.

Carried out by young researchers, the research took on board the views of 450 young people across Hampshire, as well as policy makers, statutory and voluntary youth services. The results highlight two themes that young people feel overwhelmingly strong about education, training, employment (ETE) and housing.

It's clear that change is needed, so we've employed four Youth Advocates to take part in a two-part project – Help Us Move On – to campaign and advocate to improve housing and employment services for young people in Southampton.

The key objectives of the project are:

1. To campaign for better housing options and pathways for young people.
2. To campaign for better education, training and employment opportunities for young people.
3. To campaign for young people to be directly involved in the design and development of young people's services.

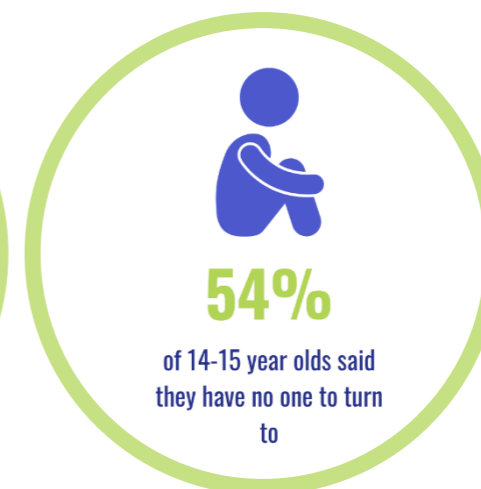
I am really enjoying being a youth advocate, meeting new people and understanding the way things work in terms of policies and decision makers, I wouldn't of had the chance to learn that if it hadn't been for this role. I always said I wanted to change the world; I feel I am doing my part in making Southampton a better place. This role has given me the chance to speak up about how young people are treated and push for something better.

A spotlight on: Youth Ambassadors

For the last two years, our Youth Ambassadors have been running a social action project on youth loneliness. Working together and with trained youth workers, they have designed and carried out in-depth research into loneliness and how it affects children and young people of different ages. They published a report and held a launch event for professionals. Through this and other events they have opened up a conversation in the city and amongst young people about loneliness, its causes and what can be done to address the issue. This work has also led to our youth workers becoming more aware of loneliness as an important issue for children and young people.

"I've been helped for so many years by No Limits and now I'm doing better, I want to give something back."

Our research said...



Fundraising highlights

None of our work would be possible without our funders - statutory, trusts and foundations, local companies and community groups as well as individual supporters. We thank you all so much for helping us have such a positive impact on young lives.

In 2019-20 we raised over £45,000 as a result of our work with individuals, groups, schools and businesses, and received an enormous amount of in-kind support. We are grateful to everyone for their amazing support. Special thanks go to the following companies and groups who raised funds through their events:

- Siena Construction
- Bishops Waltham Rotary Club
- Parkewood Youth Dance Company
- King Edward VI School
- Mayfield Lawn Bowling Club
- The Greggs School

Also to these individuals who undertook gruelling challenges to raise a huge amount:

- Gavin Bergin
- The 3 Peaks, 8 Cheeks Team
- Martin Roscoe
- Angie Sparsholt

Our thanks also goes to No Limits Trading Ltd, a 100% owned subsidiary utilising the Charity's expertise to offer a broad range of counselling, group work and training for individuals, schools, companies and charities, with all profits directed back into the charity as unrestricted income.

Our people

Our people are our greatest asset. Our staff team are highly trained and passionate about supporting children and young people. In our latest staff survey, 100% of staff said they were proud to work for No Limits and we are equally proud of them for the difference they make to young people's lives. 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. Our thanks go out to all of them for the time they freely give to support children and young people.

"I know how much I have enjoyed my years being in the No Limits' family, the support and friendships have been invaluable. I would recommend anyone thinking about volunteering with No Limits to give it a go - you won't regret it!"

Our services

No Limits achieves its objectives by delivering a range of services including:

Advice Centre: a drop-in centre opening for over 40 hours a week where children and young people can receive advice from a trained youth worker without appointment

Bright Beginnings: support for young parents

Community Support: for help with issues around tenancies or housing, income, benefits, bills, debts and budgeting, as well as education, training, work and life skills

Counselling: for children and young people aged 4-25 in Southampton and aged 4-17 in Hampshire

DASH: drugs, alcohol support and health

Emergency Department: No Limits Youth Workers provide support and signposting to children and young people

Health and Wellbeing: drop-ins and one-to-one support in secondary schools and colleges in Southampton

Housing and homelessness: one to one support

Primary Mental Health (U18 AND 18+): early intervention to prevent mental health issue escalating

NLXtra: help with debt and budgeting

Sexual health: sexual health promotion and brief interventions through Southampton schools, plus Let's Talk RSE lessons. We host a clinic staffed by a specialist sexual health nurse offering advice as well as all forms of contraception

Social prescribing: connecting children and young people (13-18 years) to community groups and statutory services for practical and emotional support

Safe Havens for Southampton and IOW (Space for U): for children and young people in Southampton (up to 25) and Isle of Wight (11-17) who are experiencing difficulties with their mental health and who need access to out of hours emotional and practical support

Safe House and Teen Safe House: support groups for children and young people suffering from confidence or anxiety issues, or have lived experience of mental health

Time4U: support group for children and young people with learning difficulties

Young Carers: one to one and group support for young carers

Youth Infinity: support group for those on the Prince's Trust Fairbridge Programme



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



enquiries@nolimitshelp.org.uk



02380 224 224

Where to find us

Registered Office

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Advice Centre

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Southampton
SO14 2DF

To make a donation

Phone: 02380 224224

Visit: www.nolimitshelp.org.uk/donate

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

With thanks to our funders and partners



Photos by: Three7Evens

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