


## 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

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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



# 2016- 2017



# ANNUAL REPORT

Supporting children and young people with information, advice, advocacy, counselling and support across Southampton and Hampshire.





## Fundraising

In 2016-17 we raised **£90,501** as a result of our work with individuals, groups, schools and businesses, which made a much appreciated contribution towards our £3,000,000 running costs. People across Southampton and Hampshire have enjoyed running, rowing, wearing Christmas jumpers, summer fetes, ukulele jams, a gala ball and more, all to raise funds for No Limits.

During this period we were the Charity of the Year for Sainsbury's in Portswood, KPMG, and the Southampton branch of Junior Chamber International (JCI). We continue to receive ongoing support from our wonderful partners at White Stuff, Barclays and Hilton Doubletree. John Lewis also seconded a member of staff to our Homemakers team for 7 months.

We received contracts and grants from funders including Supporting People, Big Lottery Fund, Hampshire County Council, Southampton City Council, Children in Need, Youth Access, Southampton Social Services, MIND, NatWest Skills and Opportunities Fund and The Schuh Trust.

We have also received support in the form of donations of clothing and food. We receive weekly deliveries of food for homeless young people via the Crumbs Project, a collaboration between the SCRATCH and Southampton City Council.



*"Every White Stuff store supports a local charity and we began supporting No Limits back in 2014. We're really proud to be part of the fantastic work they do and we raise money throughout the year through various fundraising activities from cake baking, novelty jumper wearing, sweet selling to a shoebox appeal and even knitting. Our target for this year is even higher!"*

**Rianna Vlierboom**

**White Stuff Charity Representative**

## Youth Rights and Participation

In January 2017, No Limits became 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.

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.

## 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 2016-17, **166** volunteers contributed around **12,948** hours of time during the year. That's worth an amazing **£109,411** if those hours were paid at the Living Wage rate!



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*"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."*



7,054

children and young people were given advice and support



2,184

students were supported by No Limits in schools and colleges



12,9

hours were volunteered by 166 volunteers



99%

of children and young people said they would recommend No Limits to someone if they needed advice or support



98%

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



1,4

children and young people were supported with mental health issues

## Education, Employment and Training

Our weekly **Work Club** offers young people a dedicated drop-in session focusing 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. Volunteers from Barclays Bank also offer mock interviews and budgeting advice at Work Club once a month. **150** young jobseekers attended Work Club last year.

The **No Limits Xtra** service offers one-to-one sessions on anything a young person would like support with (e.g. help filling in forms, money or debt advice or support with relationships, family or parenting issues). **39** young people made contact with No Limits Xtra and **10** went on to access ongoing support over the year.



788

of children and young people were not in education, employment or training (NEET)



## Southampton Healthy Ambition

No Limits works with Solent NHS Trust to deliver part of their Southampton Public Health School Nursing contract. 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 (EHWB) workers linked with schools and Further Education colleges and 5 Family Navigators linked with GP's.

Approximately **771** children and young people have been individually supported by the Emotional Health and Wellbeing workers, with **839** children and young people having attended group sessions on anxiety, anger management, self-esteem and exam stress.

There were **441** GP referrals to the Family Navigators service and **418** individual children and young people and their parents / carers were supported.

## Support Groups

No Limits has delivered a range of groups for vulnerable children and young people through schools and at our Advice Centre. These groups have included:

- **Teen Safe House:** a weekly youth group for 13 -18 year olds who may need support with their mental health. **18** young people attended last year.
- **Safe House:** a weekly youth group offering facilitated peer support for young adults aged 16-25. **18** 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. **11** children and young people were referred and **5** young people regularly attended the ongoing weekly groups.
- **Next Steps:** supports young people through transitions, to gain new skills and confidence and to access information, advice and support. One-to-one support was offered to **210** 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.
- **Therapeutic Groups:** including anger management, coping with anxiety, managing self-harm, and bereavement and loss were delivered. **215** young people were supported.

## Housing and Homelessness

This year has seen a real decrease in housing options for young adults in Southampton, with very few being able to access the Private Rented Sector unless they are in work and have substantial deposits. Through the year we gave **Housing Advice** to **1,998** young people, with more complex support being delivered through **Floating Support**, a service which supports 16-25 year olds who are at risk of homelessness by enabling them to access, settle in to, and sustain appropriate accommodation.

**159** young people had ongoing individual support with their housing and homelessness issues through our housing advice case-holding services.



**370**

young parents were supported

## Young Parents

Our **Bright Beginnings** project provides volunteer mentors for vulnerable young parents, targeting those who are pregnant with their first child and who do not have enough support. **18** young parents were in contact with Bright Beginnings with **6** engaging actively with their mentor.

## Substance Misuse

**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 **2,129** under 26 year olds. **247** under 25 year olds who were misusing substances had contact with our specialist treatment service, and **136** young people received treatment.

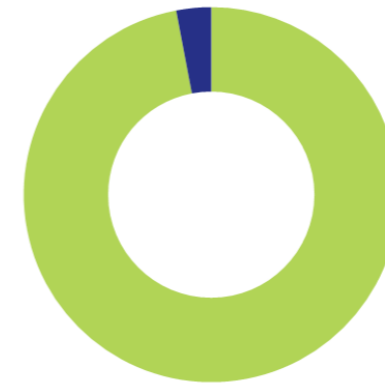
**867** children and young people participated in our **Buzz** substance education program in secondary schools. We delivered several successful Blood Borne Virus awareness and screening days for young people, and have delivered peer support groups and activities to support young people in recovery.

We also ran groups for parents of substance misusers.



**348**

volunteered by unteers



**97%**

of children and young people said they felt listened to



**741**

young people who we supported were homeless or at risk of homelessness



**£90,501**

was raised from individuals, groups, schools and businesses



**576**

young people were with their mental health



of staff said they are proud to work for No Limits

## Chief Executive's Report

2016-2017 has been an exceptional year for No Limits. We have continued to help children and young people to help themselves, become more resilient and become more knowledgeable about their rights. A real highlight of the year has been leading on the Southampton and Hampshire development of the national youth participation project Make Our Rights Reality (MORR), which gives young people a voice to challenge injustice.



Developing the Hampshire Youth Access service has been another huge achievement. We have worked alongside 11 local partners, Hampshire CAMHS and the five Hampshire Clinical Commissioning Groups to make sure that children and young people across the county can get consistent access to counselling and therapeutic support.

At the heart of everything we do is our commitment to helping children and young people grow in confidence and build brighter futures. To ensure we are achieving this, we continue to use outcomes measures such as Outcomes Stars, Progress Wheels, and CORE (Clinical Outcomes for Routine Measurement). We also continue to broaden our funding base and our engagement with supporters in the local community to ensure our long term sustainability.

In the coming year, we are looking forward to developing two exciting new initiatives in partnership with Solent NHS Foundation trust:

- Sexual health advice, information and targeted support for young people in their schools, colleges and the community. We will work across Hampshire in partnership with other voluntary sector providers
- New Primary Mental Health Workers, who will provide early intervention support for children, young people and their families experiencing mental health issues. They will work in partnership with Southampton CAMHS.

We're also excited to launch online support for young people and those supporting them through web chat and online counselling.

## Health and wellbeing

Weekly health and wellbeing drop-in sessions were provided in secondary schools (9 schools in Southampton and 4 in Eastleigh) and Further Education Colleges (3 colleges in Southampton and 1 in Eastleigh). **2,184** 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.

## Counselling

In 2016-2017, we offered **14,863** counselling appointments in Southampton, with **391** children and young people attending regular, ongoing counselling sessions. We also expanded our Southampton counselling service with funding from Hampshire CCGs to develop **Hampshire Youth Access (HYA)**, delivering therapeutic services for children and young people aged 5-17 years across all areas of the county. These two projects, combined with our new funding to deliver counselling to 11-19 year olds, have been able to provide:

- **8,478** counselling sessions offered to young people aged 11 and over through 11 existing youth counselling services.
- **118** children aged 5-10 years accessed counselling through newly developed services.
- **106** young people accessed therapeutic group work through newly developed services.
- The development of HYA online counselling and online advice and information services.

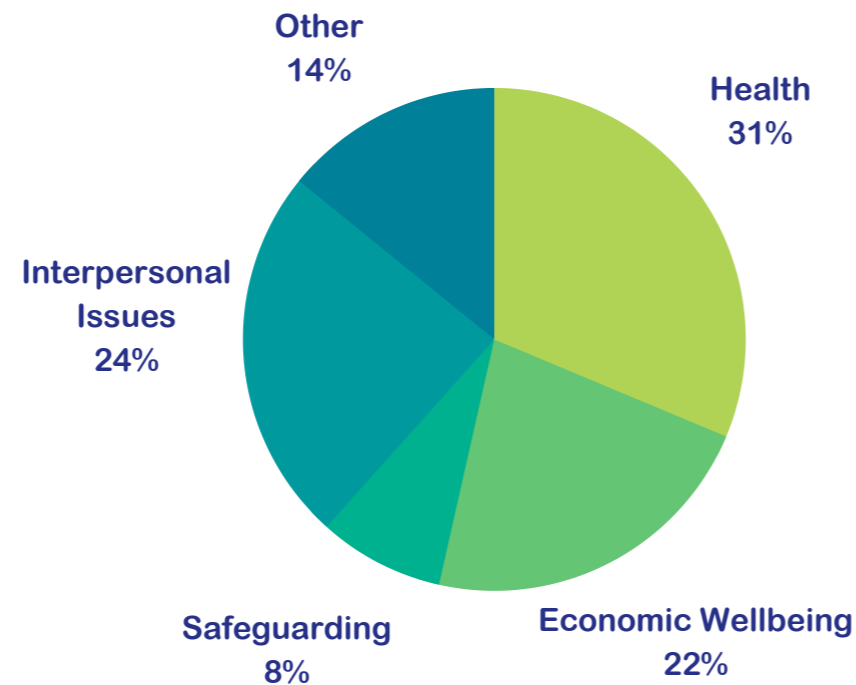


## Our Focus of Work

### Main areas of support

Young people come to us for support in the following areas:

- Housing and homelessness
- Emotional health and wellbeing
- Drugs and alcohol
- Family and parenting
- Looked after children and young carers
- Money and budgeting
- Relationships, sexual health and sexuality
- School, work and training
- Young offenders and crime



### Information, Advice and Support

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.
- Support and advice on 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.

2,477 children and young people accessed help and support at our Advice Centre on 14,836 occasions over the year.

*"I always know that No Limits are there for me. They have given me support and are all so friendly. Look at me: showered, warm clothes and toiletries. I feel like a new man and I can now pick up the pieces and carry on."*



### What we do

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

"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

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.



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**&**

**HELP**

**www.NOLIMITSHELP.org.uk**