

NO LiMiTs

(SOUTHAMPTON)

Youth Information, Advice and Counselling Service

I was living at home and I got kicked out. Other young people helped me. We were sleeping out in town. I was really scared, one night we begged and these two guys said to me 'are you taking drugs?' Come back to mine'. One of the guys hit my friend. We started to fall in with the wrong crowd and all. It wasn't good; we started nicking stuff....

....We went to No Limits to get a shower and food. We got asked if we wanted to talk to anyone, and originally thought no, no one could help us. Then we realised we could get help. I thought it wasn't possible to get a job because I'd been homeless and people would look upon me like a person that didn't need a job, claimed on Social. But No Limits turned round and gave me the skills, I met new people and build up confidence and that helped me to progress to get a place to stay and a job.

*Young Person
age 18*



Charity Number 1088835
Company Number 4183173



Profile of No Limits

No Limits is an incorporated charity managed by a voluntary management committee. It was founded in 1993 through consultation with young people and multi agency initiatives.

Aims of No Limits

To support young people aged 13-25 by:

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

Quality standards

No Limits meets the quality standard of the 'General Help Level' of the Legal Services Commission Quality Mark and QuADS (Drugs and Alcohol Services Quality Standards). We are currently working towards meeting the Youth Access Quality Standards for youth information, advice, counselling and support services.

Staffing

No Limits is staffed by 8 full time and 19 part time workers, who support 36 volunteers.

No Limits services were delivered via these teams:

- ❖ The 3 Information & Advice Drop-in Centre teams.
- ❖ Counselling Service.
- ❖ Satellite and Outreach workers.
- ❖ Intensive Support Work Team.
- ❖ The Big Safe House and Teen Safe House Teams.

The Information, Advice & Counselling Service

Is delivered from 3 centres across the city and 9 satellites, open 6 days a week with additional access for counselling appointments & groups, offering:

- ❖ Access to phone, computers and newspapers.
- ❖ Information & advice on a range of issues.
- ❖ Counselling Service – short & long term
- ❖ Free condoms, pregnancy & Chlamydia testing, sexual health information & advice.
- ❖ Fresh fruit for young people to eat, and bags of food for homeless young people.
- ❖ Tier 2 Substance Misuse support.
- ❖ Access to specialist No Limits youth workers: debt, benefits, basic skills assessments, intensive support and accredited learning.
- ❖ Access to Safe House youth groups for young people with mental health issues.
- ❖ Access to staff from other agencies: legal services, Breakout, Connexions, Homeless Health Care Team, C&SH Clinic & Counsellor & Housing advice.

Satellite information and advice weekly drop-ins are at Bitterne Park Secondary School, Healthier Thornhill Centre, YMCA, Melbourne Centre, Millbrook Community School, Newtown Youth Club, Woodlands Community College and through targeted support at Cantell Maths & Computing College.

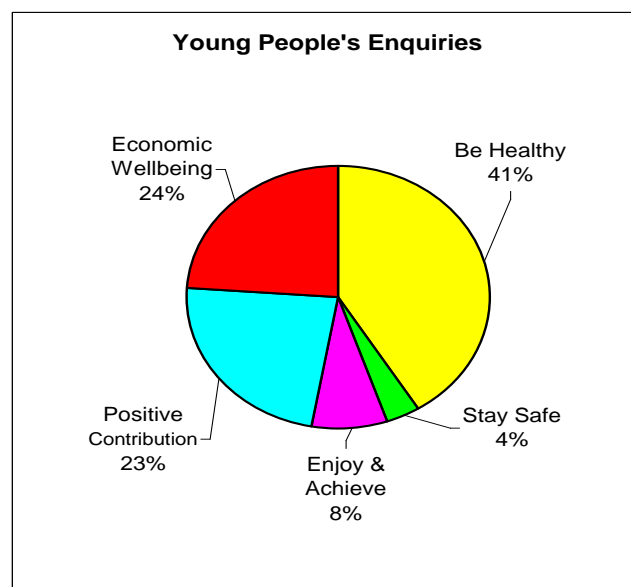
Achievements in 2006 – 2007

- ❖ Suicide Prevention Campaign – 226 young people contemplating suicide contacted No Limits and were some of the most prolific service users. We also promoted the 'Talk to Us' campaign to young men.
- ❖ Development of new monitoring and evaluation systems using the Every Child Matters outcomes.
- ❖ Chlamydia testing at the drop in centres.
- ❖ 20 survival packs given to young people coming out of prison, including: rucksack; sleeping bag; clothes, toiletries; food; Basics Bank vouchers etc.
- ❖ Safe House won the Children and Young People's Wellbeing Award 2006. No Limits also won an 'IT4Communities' award for working with a volunteer to develop a new monitoring database.
- ❖ Improvements in delivery of the counselling service, appointment of a second paid counsellor.
- ❖ Intensive Support Work with young people from the Thornhill and Outer Shirley areas, offering one to one support for young adults with complex needs.
- ❖ Harm minimisation and prevention work with young people on substance misuse issues.
- ❖ Programme of outreach provision at schools, youth clubs & community events around the city.
- ❖ ACCREDIT project – young people achieved accredited outcomes through Duke of Edinburgh's Award & Youth Achievement Award.

Work with young people

We saw 7,633 young people through No Limits drop-in centres, satellites, youth groups and through outreach provision. We had a total of 16,794 direct contacts with young people over the year. 3,166 individuals sought No Limits support, 2,786 on a face-to-face basis. In October 2006 we launched a new monitoring and evaluation system for recording contacts with young people, using the five Every Child Matters (ECM) outcomes – Be Healthy, Stay Safe, Make a Positive Contribution, Enjoy & Achieve, Achieve Economic Wellbeing. 23% of young people seeking support achieved recordable outcomes within the ECM framework (where the relationship with the youth worker supported positive change).

Enquiries made by young people over the year fell into the following Every Child Matters outcomes:



Within the five ECM outcomes, work was done with young people on the following issues:

Be Healthy	Physical, mental, sexual health; healthy lifestyles; substances
Stay Safe	Safety from: neglect, violence, exploitation; accidents and risks; bullying and discrimination; crime and antisocial behaviour; being secure, stable, cared for
Enjoy and Achieve	Attending school; personal development (including informal and accredited learning) and recreation; doing well in education
Make a Positive Contribution	Decision making, community life & volunteering; law-abiding behaviour; bullying and discriminatory behaviour; confidence and life changes
Achieve Economic Wellbeing	Employment, education and training; housing; transport and material goods; benefits, debt & low income

The total number of contacts with young people was 16,794, an increase of 1,885 on the previous year.

55% of the 3,166 young people who sought our support came in once, 31% came in 3 or more times, and 10% came in 10 times or more. There were 19 young people who came in more than 100 times in the year.

Young people using No Limits

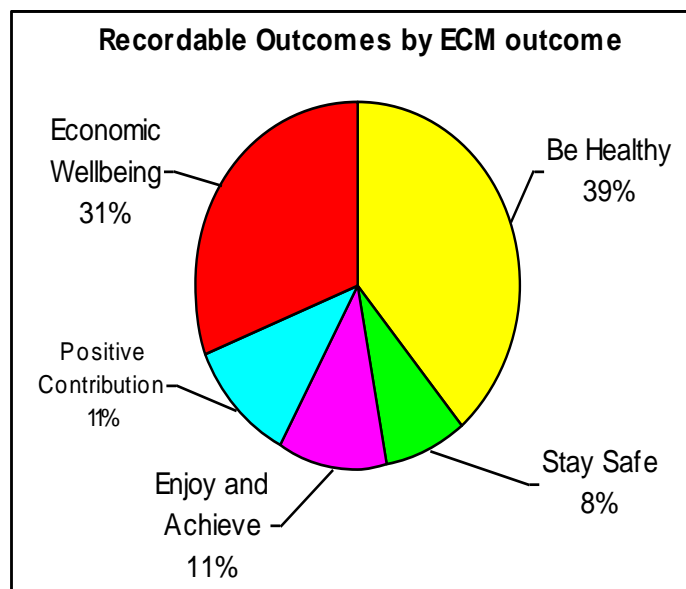
Gender	Female: 52% Male: 48%
Disability	7% of young people self-identified as having a disability and account for 21% of all contacts.
Age	13-19 year olds accounted for: 68% of individuals 54% of contacts 20-25 year olds accounted for: 32% of individuals 46% of contacts
Ethnicity	9.1% of all individuals were of unknown ethnicity. The remaining individuals were analysed as follows: White UK: 84.5% White other: 4.8% Asian: 3.5% Black: 3.3% Mixed race: 3.4% Other: 0.5%

Outcomes of work with young people

Staff & young people identified where the support of No Limits, led to positive change for the young person. These are called "recordable outcomes" using performance indicators from Youth Services. Over the year 612 recordable outcomes were achieved by young people at No Limits – here is an example:

"We were always fighting and angry at home and it made me really unhappy. Coming here every week has helped me to calm down and see that I can help sort it out. I am going to go home and tell my mum I love her"

Young Person
Aged 19



Vulnerable Young People

Many vulnerable young people continue to use the service. The new monitoring system expands our ability to record young people's vulnerabilities, and allows for us to record the dates during which a vulnerability applies, if appropriate (eg pregnancy, homelessness). This report refers to data recorded on the new system only, from **October 2006 to March 2007** -

470 individuals had, at least, one recorded vulnerability. **115** of these have **more than 3** vulnerabilities recorded. The **most frequently found vulnerabilities** were:

NEET (Not in Employment, Education or Training):	230
No Fixed Abode: (with 55 being street homeless)	188
Mental health issues:	132
Alcohol issues:	67
Drugs issues:	66
History of offending:	65
Young parent:	60
Learning difficulties:	56
At risk of suicide:	45
At risk of violence/abuse in the home:	38
In care or care leaver:	33
At risk of hate crime – sexuality:	24
At risk of substance misuse in the home:	15
At risk of hate crime – faith:	4

Young people with other support (Oct '06 - Mar '07)

We record details for any relevant key workers an individual is working with, but in particular:

Social Worker:	38
YOT / Probation worker:	30
Mental Health worker:	45

Counselling Service

229 young people attended pre-counselling assessment and counselling appointments. **1,050** appointments were kept – 148 more than last year. **38%** of the young people using the counselling service had **between 2 and 10** appointments each, and **12 individuals** had **20 or more** appointments each. The service is delivered by 3 paid & 9 volunteer counsellors.

Consultation and Young People's Participation

This year we took steps to move from simply consulting with young people about the service we gave them to actively involving them in the running of No Limits.

Responding to previous consultations, we supported young people to establish the **No Limits Youth Board**. These young people have helped complete funding bids, recruit staff & promote the service at community events. We have continued to consult with young people about what they thought of No Limits, completing 2 service wide surveys with young people using No Limits with the results reassuring us that we continue to offer a service which meets the needs of those we see. In conjunction with these consultations we ran a consultation group on behalf of Youth Access, regarding Quality Standards and supported 2 young people to attend a British Youth Council event at the Houses of Parliament.

We also consulted young people about binge drinking.

Intensive Support Work

No Limits Intensive Support Workers targeted 55 young adults with complex needs, supporting them to re-engage with employment, education and training. Intensive Support work targeted young people from Thornhill and Outer Shirley.

Informal Learning

Informal learning at No Limits has continued to grow and we regularly offer groups for young people to learn within a supported and safe environment such as the Film Group & Healthy Living Group. This has added to the support we offer in our drop-in centres and young people have used their involvement in these groups to gain nationally recognised certificates.

We have expanded our accreditation programmes and supported young people to accredit their work through the Youth Achievement Awards, Duke of Edinburgh Awards and Millennium Volunteers schemes. Over the year 61 young people engaged in accredited learning.

Safe House Services

These groups provide a service for young people who need support and may have mental health issues. Big Safe House targets young people 16-25 and meets twice a week, and Teen Safe House meets once a week and is for young people 13-18.

The Safe Houses are a safe place for young people to relax, socialise, take part in activities and talk things over. Over the year 101 young people had contact with the service, with an average of 8 attending each Big Safe House session and 5 at Teen Safe House. The group takes referrals from No Limits and Brookvale Adolescent Service. Many agencies support the Safe Houses: CAMHS, MIND, Rethink, Fairbridge, Connexions, Social Services, Youth Service, St James Church and Wheatsheaf Trust.

Volunteers at No Limits

36 people have volunteered as Youth Information, Advice & Counselling workers at No Limits, they have also undertaken a variety of training. A further 6 people have volunteered as Trustees. We value our volunteers' time and commitment to No Limits, and we could not have operated without them.

"Volunteering has offered me the opportunity to work within a caring and supportive environment. Extensive ongoing training, knowledgeable colleagues and strong leadership all contribute to making me feel confident to deliver first class support to the young people who access our services. This, in turn, empowers them to make informed decisions than can, and do, enhance their lives. Seeing vulnerable and unhappy young people not only "grow" but "glow" is wonderfully fulfilling and a source of personal satisfaction".

Staff and Volunteer Training

Over the year staff have attended relevant training to enable their professional development, including:

Young People Housing & Homelessness, Managing Conflict, A1 Assessors Training, Youth Work NVQ 1, 2 & 3, Tier 2 Drug Training, Benefits & Employment, Youth Achievement Award, Dual Diagnosis Training, Overdose Prevention, Solution Focused Training, Mental Health Awareness, Risk Assessment, Brief Interventions, Lone Working, Introduction & Foundation Child Protection, Suicide Prevention, Short Term Counselling, Access to Counselling, Improving Advice Skills training.

Future Developments

2007 – 2008 will see:

- ◆ A significant increase in capacity to support young people with money issues, with additional staff training and resources.
- ◆ Increased outreach work focussing on young people and substance misuse.
- ◆ Increased informal and accredited learning opportunities.

Accounts

A copy of the audited accounts can be obtained from our registered office:

No Limits
24a Bernard Street
Southampton
SO14 3AY
Tel: 023 8023 6237

www.nolimits-southampton.org.uk

Our annual expenditure was **£638,894**.

Thanks to our funders:

Awards for All (volunteer training), BBC Children in Need, Children and Adolescent Mental Health Services, Children's Fund, Comic Relief, South Central Connexions Partnership, Drug Action Team, Global Grants, Henry Smith Charity, John Paul Getty Jr, Outer Shirley Regeneration, Southampton City Council, SEDC, Social Services, Southampton City Primary Care Trust, Southampton Youth Service, Teenage Pregnancy Partnership Board, Thornhill Plus You, V.....

and thanks to Paul Campbell, Breakout Youth Project, Health Promotion, MIND, St James Church, Rethink & Wheatsheaf Trust.