

# NO LIMITS

(Southampton)

## Young Peoples' Information, Advice, Counselling and Support Service

"Young people have been, and will continue to be, harder hit than any other group by the recession. Higher youth unemployment is bringing an increase in social welfare problems, as well as worsening emotional and mental health problems with impacts on confidence and self esteem."  
*Youth Access, July 2009*

More than **20,000** contacts with **4,178** young people in centres, groups and satellites, providing **free, confidential** and **independent** information, advice, counselling and support

**52** young people participated in the Youth Board over the year

**6,642** young people seen in presentations at 15 schools, 3 colleges, 8 youth clubs, 3 "entry to employment" projects and 12 other community locations

Lower age limit dropped from **13** to **11**

**35** paid workers (28 full-time equivalent) and **35** volunteers delivering and managing youth information, advice, counselling and support

*"I did a financial health statement and realised I was spending more than I was earning..."*

*"Because I was getting bullied I felt really lonely. Talking about it at No Limits has helped me and I'm not being bullied any more, I feel loads better."*

*"Since I stopped drinking so much I'm not getting so angry. I feel more in control."*

## 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 agencies in the City working with young people.

**NO LIMITS AIMS** to support young people 11-25 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.

## QUALITY STANDARDS

No Limits meets: the *Youth Access Quality Standards* for youth information, advice, counselling and support services; *BACP*; the General Help level of the *Legal Services Commission Quality Mark*; *Hear By Right*; and *QuADS (Drugs and Alcohol Service Quality Standards)*.

## INFORMATION, ADVICE, COUNSELLING AND SUPPORT SERVICE

This continued to be delivered through 3 drop-in centres (City Centre, Shirley and Sholing) and 17 satellites\* open 6 days a week, offering:

- Drop-in information and advice on a range of issues
  - One to one support and a listening ear
  - Access to No Limits specialist youth workers: money advice, homelessness, substance misuse, basic skills assessments, intensive support, accredited learning
  - Access to No Limits Counselling Service
  - Access to staff from other local agencies: SCC Youth Support, Homeless Healthcare nurse, Contraception & Sexual Health, SCC Homelessness Officer, Children and Adolescent Mental Health Service, Learning Links, Youth Offending Team, Early Intervention in Psychosis, Gay Community Health Service, E's Up, Eastleigh Bereavement Service and Solent Youth Action. The Connexions service was delivered from No Limits shopfronts from November 08 - April 09
  - Free condoms, pregnancy testing, chlamydia testing, sexual health information and advice
  - Access to phone, computers, newspapers, resources for sending letters / applications
  - Fresh fruit, food for homeless young people
  - Shower/ laundry facilities for homeless young people
- \* Satellites were located in 6 schools, the 3 FE colleges, 3 youth clubs, 2 supported housing locations and in 3 community settings.

The service had contact with **4,178** individual young people during this year, **4,065** of them face to face.

## SAFEGUARDING

No Limits is committed to work to local Safeguarding policy, procedures and practice, ensuring that staff are trained and aware of safeguarding issues. We have a designated Child Protection Officer.

20,202 contacts

3130 with workers, family members

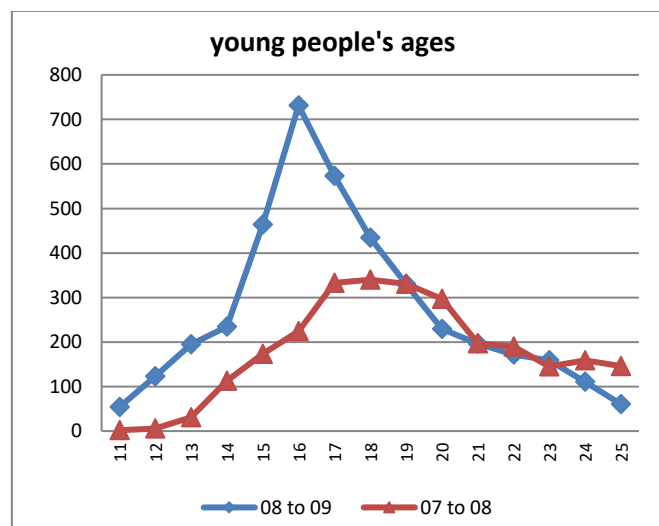
17,072 with young people themselves

16,977 face to face

95 by phone, letter, email

**Gender:** 51% young women; 49% young men.

face to face contacts with young people	
City Centre	7,500 contacts
Shirley	3,186 contacts
Sholing	1,458 contacts
Satellites and other	4,833 contacts



Ethnicity	%
White British	91.4
Asian	2.5
Mixed Race	2.8
Black	2.7
other / no information	0.5

**Where young people came from:** 90% of these young people were Southampton residents. Of the remaining 10%, 76% were from the neighbouring areas - Eastleigh, Test Valley, the Waterside and the Southern Parishes.

**Referrals:** 76% of all these young people said it was their own idea to come to No Limits; 13% said a friend recommended them; 4% said family; 11% were referred by other agencies. Of these agency referrals, 21% were from GPs or other Health service providers, 12% were from Mental Health service providers, 11% were from youth support services and 12% were from

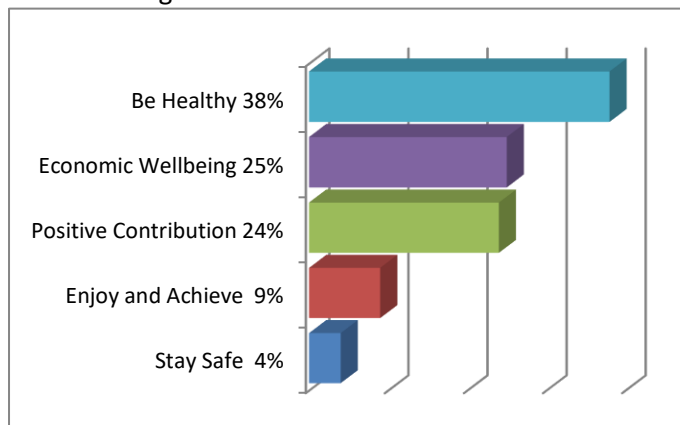
Southampton City Council and housing providers. 16% came from other voluntary agencies; 7% came from police, Youth Offending Team and probation.

#### **OUTREACH**

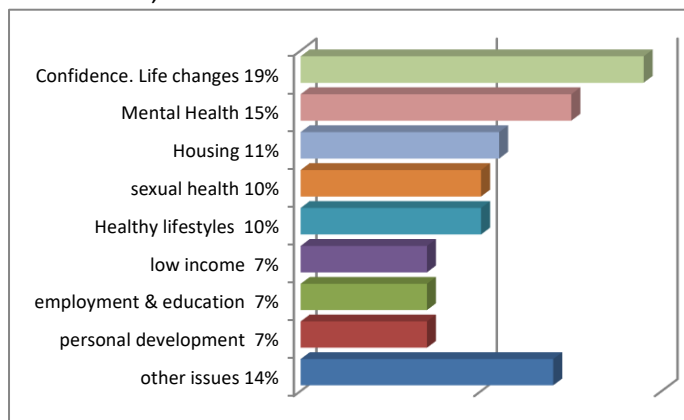
No Limits staff delivered 132 sessions of outreach work, **reaching 6,642 young people**. These took place in 13 schools, 10 youth settings, 3 colleges, 3 Entry to

Employment projects, and 10 community events including the K2 Urban Youth Festival (where young peoples' voluntary participation was greatly appreciated), St Mary's Festival, and young peoples' events in other community settings.

**ISSUES THAT YOUNG PEOPLE SOUGHT SUPPORT WITH**  
Young peoples' issues fell into the Every Child Matters outcome categories like this:



Within these, the main issues were:



More detailed information is available on request.

### COLLEGES AND SCHOOLS

We maintained drop-in services at 6 secondary schools around the City and established drop-in's at the 3 further education colleges. This considerably increased access by young people aged 15, 16 and 17 years.

### WORK WITH VULNERABLE YOUNG PEOPLE

Of the 4,178 young people seen over the year, **1,600 (38%) of them said that they were experiencing vulnerabilities**. These vulnerabilities included: not being in employment, education or training (NEET)(643); homelessness (502); mental health issues (398); offending (207); substance misuse (220); young parent (201); learning difficulties (182); and many others, including - being at risk of suicide, being vulnerable to hate crime, being in care or a care leaver, having educational and behavioural difficulties, engaging in risky sexual activity, being at risk in the home, having a physical disability. Some young people are vulnerable to only one of these factors but others have multiple and

complex vulnerability. These constitute our most frequent and intensive service users, generating a significant percentage of our work.

### COUNSELLING SERVICE

During 08-09 the counselling service improved its administration, supervision and support of its counsellors. We provided a professional and supportive service to young people, with an increase in the number of referrals from agencies in the City – 38% of all new clients this year (33% last year). Of these, 40% were referred by GPs or other Health services, 18% by Mental Health services and 11% by Housing providers. The service was delivered by 3 paid counsellors and 14 volunteers (all either qualified or in the second year of their counselling Diploma). Dropping the age limit from 13 to 11 years required additional expertise and training from CAMHS.

46% of the young people in counselling were aged 11-18 and 54% were aged 19-25.

Another development was to offer a Tier 3 counselling service to young people with substance misuse issues, in accordance with national guidelines.

We offered **1,461 counselling appointments** this year; 69% were kept. In total 280 young people attended pre-counselling assessments and counselling appointments. We introduced the CORE monitoring system to evaluate young peoples' progress through counselling. This gives us evidence that young people experience considerable benefit from the counselling they participate in. We delivered five successful anger management groups.

*"I've learnt a bit more about things I've done, and thought about what I can work on..."*

### INTENSIVE SUPPORT

During this year the YASP project ended, but funding was secured to begin 2 new intensive support programmes: Floating Support and DASH (see below).

### SAFE HOUSE SERVICES

*"My Mum's going out tonight so I have a free house!  
I've come in for condoms so I can have sex with my  
girlfriend."*

A partnership of local agencies hosted by No Limits continued to deliver these groups, providing a service for young people who have mental health issues. Big Safe House (16-25 year olds) met twice weekly; Teen Safe House (13-18s) met once a week. **110** young people attended the Safe House groups.

The agencies involved in delivery were: Solent Youth Action; UThink; CAMHS; Adult Mental Health; Behaviour Resource S; Fairbridge Solent; SCC Youth Support.

### **MONEY ADVICE**

We continued to provide support for young people around benefits entitlement and debt management. The year saw a considerable increase in the use of our income and expenditure spreadsheet, enabling young people to have a clear picture of their personal financial situation and to develop strategies for managing it.

*"I done a CV at No Limits and got help applying for jobs  
out the Echo – I got a bar job starting. Brilliant."*

### **PARTICIPATION, YOUTH BOARD, CONSULTATION**

The No Limits Youth Board met monthly, playing an active role in redrafting policies, fundraising, and staff and volunteer recruitment, selection and training. They have been active ambassadors for No Limits, attending public functions and award ceremonies and volunteering at community events such as the K2 youth festival. They have promoted participation, delivering training, holding events and recruiting new members – a grand total of 52 young people attended Youth Board meetings through the year, participants report improvements in their confidence and new skills learnt.

The Board was consulted about the format of the twice-yearly service user consultation and in February 09 agreed to changes in the questions which are asked. The consultation itself (conducted in May and November 08) saw increasing numbers of young people responding. The results showed that young people are satisfied with the service they receive – although levels of satisfaction with the accessibility of the service (they want more opening times) dropped slightly.

### **ACCREDITED LEARNING**

160 young people participated in accredited learning about their personal development through Duke of Edinburgh award and Youth Achievement Award. 64 of them achieved accredited awards or challenges.

### **AWARDS**

In November we received the Children and Young People's Services Award for Third Sector Engagement, in recognition of our successes working in partnership with Southampton City Council, Southampton City PCT and local voluntary agencies.

### **CHANGES**

This year No Limits has recruited its own Chief Executive Officer, following the withdrawal of the secondment of a senior manager from SCC Youth Service.

### **VOLUNTEERS AT NO LIMITS**

28 people volunteered as Youth Information, Advice and Support workers, or Counsellors, with us during this year, and attended training as required. A further 9 people volunteered as Trustees and 52 young people volunteered as members of the youth board. Many more people volunteered their time in different creative ways. We value our volunteers' time and commitment—we could not have operated without them.

### **FUTURE DEVELOPMENTS**

Young people chose the name **DASH** (Drugs and Alcohol – Support and Help) for the Substance Misuse Project for young people under 19. This project, delivered in partnership with Portsmouth PCT, began in April 09.

A new Floating Support service for homeless young people and those at risk of homelessness began in July 09, employing six Floating Support workers. From September 09 we will be delivering Health and Wellbeing drop-ins in 8 secondary schools and the 3 Further Education colleges, in partnership with the Contraception & Sexual Health team.

### YOU CAN HELP!!!

If you would like to help young people and No Limits, contact us about volunteering, or support us financially, cheques payable to "No Limits" can be sent to Daniel Spooner. As a charity we are always happy to receive sponsorship money. If you are doing a skydive, a marathon, a car wash, or any other activity and are looking for a local charity to give the money raised to – please remember us and the work we do.

### AUDITED ACCOUNTS

Copies can be obtained from our registered office:  
24A Bernard Street

Southampton. SO14 3AY Tel: 023 8023 6237.

[www.nolimits-southampton.org.uk](http://www.nolimits-southampton.org.uk)

### THANKS TO OUR FUNDERS:

Southampton City Council, Big Lottery Fund, CAMHS, Comic Relief, Victims Fund, DCLG, Southampton PCT, Connexions, HIWCF Youth Options, J P Getty Jnr, Oasis Community Learning, V Fund, Abbey National, Lloyds TSB Foundation, Hampshire Police Authority, MSE Charity, Save the Children, Ocean FM, Richard Kirkman Trust, Waitrose.

### and thanks to:

All our Information, advice and counselling volunteers and staff, all the Trustees and advisors, all the Youth Board volunteers, Steve Fish, David Morgan, Sue Boniface, Jane White, SVS, Wheatsheaf Trust, Abels Solicitors, October Books, Paul Weller, Paul Campbell, Paul Eyers, Jack Orba, Marilyn Fearon, Moya and Sally at Archway and everyone we don't have room to mention.

**Large print copy available on request.**

*"When I was homeless I come into No Limits to get washed and have clean clothes. Now they've helped me find somewhere to live."*



Southampton City

*"After what he did I couldn't talk about it to anyone but I did start talking about it in counselling and No Limits helped me report it to the Police."*

**Charity Number:**

**1088835**

**Company Number:**

**4183173**