

NO LIMITS

(Southampton)

Young Peoples' Information, Advice and Counselling Service

I have been in and out of counselling - at the time didn't think it was helpful, but now I see how helpful it was. I had to look at my life and come to terms with stuff from my childhood and my disability.

I have been coming to No Limits for 4 years - I've worked on my confidence and issues with Anger and Self respect. I've learnt to have safe sex through No Limits staff always checking I'm ok. They have told me how important it is to be in a healthy relationship. I have learnt how to control my anger as it doesn't get me anywhere being angry.

I found having help from No Limits changed my life. Staff taught me to sort out my flat and buy things I needed and look at the prices. They helped me to open up and talk about things that were troubling me, which I wasn't able to do before.

They took me food and clothes shopping, showing me how to spend my money better. I felt understood and listened to and started to look forward at my life instead of backwards.

I can always come in and talk at No Limits or at Safe House if I need to.

letters from young people



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 agencies in the City working with young people.

AIMS OF NO LIMITS

To support young aged 11-25 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 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; the General Help level of the *Legal Services Commission Quality Mark*; and *QuADS (Drugs and Alcohol Service Quality Standards)*. Ofsted visited No Limits as part of its Youth Service Inspection and said: **“Targeted youth work is generally of a high standard and much of the work provided through No Limits is also of exceptional quality.”**

STAFFING

No Limits is staffed by 10 full time and 11 part time workers, who support 36 volunteers. No Limits services are delivered via these teams:

- 3 Information and Advice Drop-in Centre teams
- Counselling team
- Satellite and Outreach workers
- Intensive Support Workers
- Big Safe House and Teen Safe House teams
- Money Advice Team

Supported by an admin team

INFORMATION, ADVICE AND COUNSELLING SERVICE

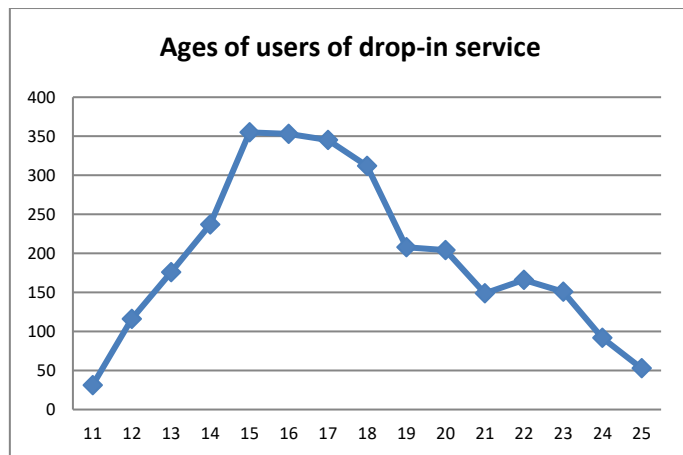
This is delivered from 3 centres across the City (City Centre, Shirley and Sholing) and 13 satellites, open 6 days a week, offering:

- Drop-in information and advice on a range of issues
- Access to No Limits specialist youth workers, around debt, benefits, basic skills assessments, intensive support, accredited learning, housing and homelessness
- Access to No Limits Counselling Service
- Substance misuse support, with both No Limits youth workers and staff from E’s Up
- Access to staff from other local agencies: BreakOut, Connexions, Homeless Healthcare team, Contraception and Sexual Health team, SCC Homelessness Officer
- Free condoms, pregnancy testing, chlamydia testing, sexual health information and advice
- Access to phone, computers, newspapers
- Fresh fruit; food for homeless young people
- Shower and laundry facilities for homeless young people.

Satellites were located in the following locations: Bitterne Park School, Cantell School, Cedar School, City College, Healthier Thornhill Centre, Itchen College, Kingsley House, Millbrook School, Newtown Youth Club, Oaklands School, Pathways, Woodlands School, YMCA.

Centres and satellites had contact with 3,056 young people during this year, on 14,458 occasions.

numbers of contacts with young people	
City Centre	6,902
Shirley	4,360
Sholing	1,769
Satellites and other	1,251



Gender: 53% young women; 47% young men.

Ethnicity of drop-in service users	no.	%
White British	2,661	87
Asian	118	4
Mixed Race	82	3
Black	70	2
White Eastern European	41	1
White other	65	3
other / no information	21	

Where young people came from: 90% of these young people were Southampton residents, and the remaining 10% were from outside the City. 75% of these were from the neighbouring areas of Eastleigh, Test Valley, the Waterside and the Southern Parishes.

Referrals: 65% of all these young people said it was their own idea to come to No Limits; 16% said that a friend recommended them; 5% said family; 14% were referred by other agencies. Of these referrals, 19% were from GPs or other Health service providers, 14% were from Mental Health service providers, 16% were from other Youth Support services and 9% were from Housing providers.

“I feel I can be myself and be relaxed - I can be open about things and get the advice I need. No Limits has helped me get into a hostel and to claim the benefits I am entitled to. This year I got involved with the K2 festival and I really enjoyed it.” Danny.

OUTREACH

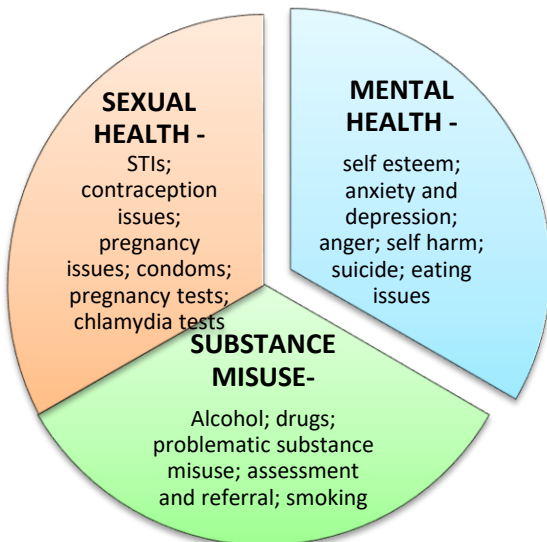
No Limits staff delivered 182 sessions of outreach work, reaching 6,166 young people. These were in secondary schools, colleges, youth clubs, housing projects, and 5 community events including the 3 K2 Urban Youth Festivals which were planned and organised by a partnership of local agencies including No Limits. Young peoples' voluntary participation was greatly appreciated at the community events.

ISSUES THAT YOUNG PEOPLE SOUGHT SUPPORT WITH

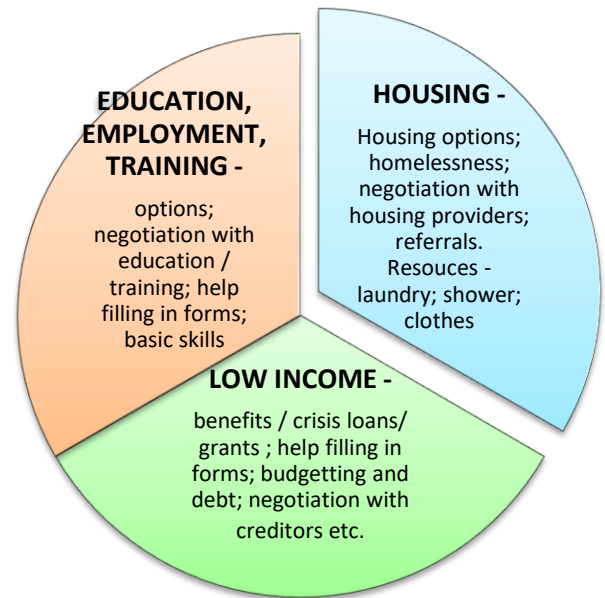
Young peoples' issues fell into the Every Child Matters outcomes like this:

Be Healthy	39%
Stay Safe	5%
Enjoy and Achieve	11%
Make a Positive Contribution	20%
Enjoy Economic Wellbeing	25%

The main issues were:



Sexual health work – Many young people access confidential sexual health advice. We gave out condoms on 1,334 occasions, did 366 pregnancy tests and 249 chlamydia tests, particularly targeting vulnerable young people.



MONEY ADVICE

We were fortunate to be one of only 3 youth projects successful in applying to the Advice Plus stream of the Big Lottery Fund: in October we began a 5-year project, with 3 workers, to support young people with their money issues and to raise the general level of awareness and skill around money among all our service users.

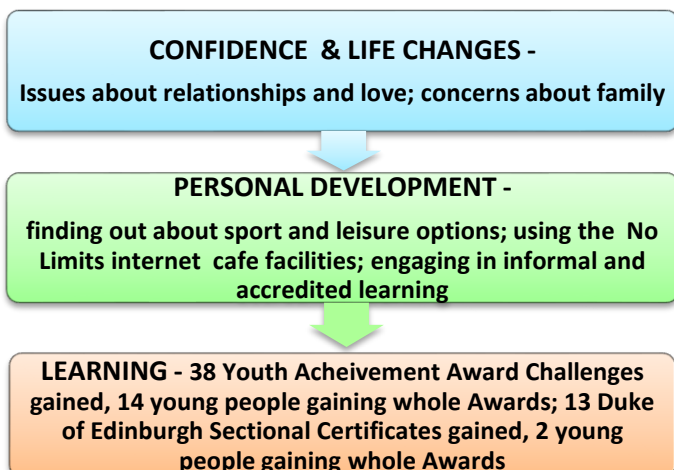
“I’ve had all sorts of help from No Limits for years. They rescued me from all sorts of difficulties and helped me to sort things out – but in the end, the best thing they did for me was tell me that they wouldn’t help me any more. When I finally had to do it myself, I worked out how to take responsibility for myself. It’s not about making things perfect, it’s about doing OK. I pay my bills now. Life is good.”
Young woman, 25

WORK WITH VULNERABLE YOUNG PEOPLE

Many No Limits service users are vulnerable. Young people self identified as being vulnerable in the following ways:

- NEET (not in employment, education or training) – 442;
 - no fixed abode – 344;
 - Mental health difficulties – 290;
 - alcohol misuse – 150;
 - Learning difficulties – 137;
 - drugs – 136;
 - Offending behaviour – 131;
 - young parent – 125;
 - Pregnant – 121;
 - risk of suicide – 114;
 - Street homeless – 107;
 - at risk of violence / abuse in the home – 61;
 - care leaver – 60;
 - Physical disability – 42;
- Other recorded vulnerabilities included: at risk of hate crime (sexuality); at risk of substance abuse in the home; being in care; at risk of involvement in the sex industry; being a young carer; at risk of hate crime (faith).

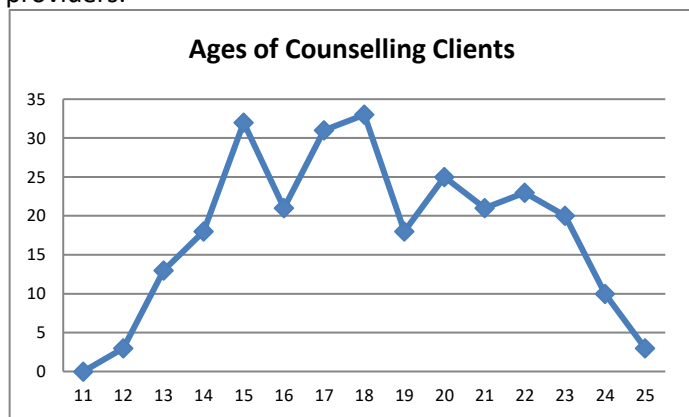
Some young people are vulnerable to only one of these factors but others have multiple and complex vulnerability. These constitute our most frequent and intensive service users.



COUNSELLING

The counselling service was delivered by 3 paid workers and 11 volunteers.

We offered **1,182 counselling appointments** this year; 68% were kept. In total 271 young people attended pre-counselling assessments and counselling appointments. 33.5% of young people receiving counselling were referred to No Limits by other agencies: 46% of these from GPs or other Health service providers, 10% from Housing providers and 19% from Mental Health service providers.



SAFE HOUSE SERVICES

A partnership of local agencies delivers these youth groups, which are managed by No Limits and provide a service for young people who need support and may have mental health issues. Big Safe House (young people age 16-25) meets twice weekly; Teen Safe House (age 13-18) meets once a week.

The service provides a safe place to relax, socialise, take part in activities & talk things over. This year 120 young people participated, average session attendance being 10 young people at Big Safe House & 5 at Teen Safe House. 65 were aged 13-18 & 55 were aged 19-25. 6 young people aged 16-18 had contact with both groups. Direct referrals are taken from young people on the No Limits shopfront as well as from other agencies. The agencies involved in the partnership are: CAMHS, MIND, Rethink, Fairbridge, Connexions, Social Services, Youth Service, St James Church & Wheatsheaf Trust.

INTENSIVE SUPPORT

This year saw ongoing work for the Young Adult Support Project in Thornhill, and the end of the Mental Health Intensive Support project. Both projects are designed to offer intensive 1:1 support and mentoring for young people who, having passed 18, and not meeting the criteria for ongoing support from statutory services, nevertheless need substantial support to learn to move on with their lives.

39 young people engaged in the projects this year, with excellent outcomes concerning dealing with debt issues; engaging in employment, education & training; parenting skills; community involvement & housing.

PARTICIPATION, YOUTH BOARD, CONSULTATION

Young peoples' involvement at No Limits went from strength to strength this year, with participation

opportunities developed both within No Limits and with national organisations. Young people took part in the *Get Ready for Geneva* project, examining how young peoples' rights under the U.N. Convention on the Rights of the Child are being upheld. Young people also took part in a national consultation about Youth Information, Advice and Counselling services, and won an award for participating.

We ran our in-house *Have Your Say* consultation, monitoring the quality of our service. Results indicated that young people feel No Limits does its job well, and that they are satisfied with the services delivered.

The No Limits Youth Board met regularly and was supported by the Management Committee. These young people, along with other service users, made valuable contributions to No Limits' *Hear by Right* self-assessment, increasing the active involvement of young people in the services they use. They hosted discussions around key issues, linked with Southampton Youth Parliament and ran their successful "non-alcoholic cocktail bar" at events within No Limits and in the community.

VOLUNTEERS AT NO LIMITS

36 people volunteered as Youth Information, Advice and Counselling workers with No Limits during this year, and attended training as required. 7 of the volunteers were young people themselves, all of whom engaged in accredited learning as part of their volunteering. A further 7 people volunteered as Trustees.

We value our volunteers' time and commitment to No Limits, and we could not have operated without them.

FUTURE DEVELOPMENTS

Introduction of CORE to evaluate counselling outcomes. Introduction of Tier 3 substance misuse services through counselling and structured brief interventions.

AUDITED ACCOUNTS

Copies can be obtained from our registered office:

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www.nolimits-southampton.org.uk

THANKS TO OUR FUNDERS:

Southampton City Council, Big Lottery Fund, Thornhill Plus You, Victims' Fund, Comic Relief, Henry Smith Charity, Southampton City PCT, Connexions, Sunday Observer, John Paul Getty Jnr, BBC Children in Need, V, Local Network Fund, AERC, Awards for All, SEDC, Hampshire Police Authority, Abbey, Starbucks.

and thanks to:

Paul Campbell, Steve Fish, Jacquie Kelly, Thabang Thacker, St James' Church, Rethink, Wheatsheaf Trust, SVS, Abels Solicitors, Homeless Healthcare Team, E's Up, Bernadine Wilson, CASH.

Large print copy available on request.