



A to Z guide of No Limits Services For staff and professionals



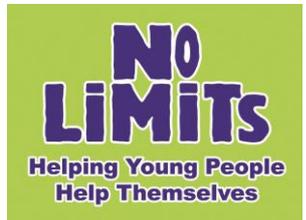
August 2021

Correct at time of printing

No Limits (South)

Helping young people help themselves

**NO
LiMiTs**
Helping Young People
Help Themselves

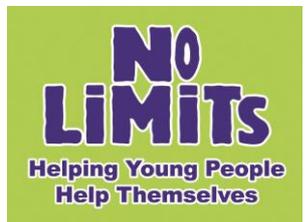


Introduction

Welcome to the No Limits A-Z service directory for staff and professionals working with young people.

This directory includes details of all No Limits services allowing you to identify the service best suited to the needs of the young person you are supporting.

This directory was correct at the time of publishing (August 2021).



Advice Centre

The No Limits Advice Centre is a friendly 'one stop shop' where young people can come to get help with any issues they may be facing. No appointment is needed, our Advice Centre can be accessed whenever we are open.

Issues we can help with include homelessness, relationships, sexual health, sexuality, alcohol and drugs, emotional wellbeing or mental health issues, domestic violence or abuse, education, employment, money advice or anything else you want help with.

Eligibility criteria: 12-25 or under 12 with parental permission

Contact details: Call us on 02380 224 224 and press option 1, we have a webchat at www.nolimitshelp.org.uk (only available at certain times) or e-mail us at advice@nolimitshelp.org.uk

Referral needed/waiting time: No but currently appointments need to be booked.

Location: 13 High Street, Southampton. SO14 2DF

Breakout Youth

Breakout Youth is an independent charity (no. 1180296) based in Hampshire and the Isle of Wight. Offering confidential support service for young people aged 11 to 25, who are lesbian, gay, bisexual, transgender, questioning or unsure of their sexuality or gender identity.

Eligibility criteria: Aged 11-25, LGBTQ+ living in Hampshire, Southampton and the Isle of Wight.

Contact details: Call us on 02380 224 224 or e-mail us at hello@breakoutyouth.org.uk

Referral needed/waiting time:

Location(s): Southampton, Basingstoke, Romsey, Andover, New Forest, Isle of Wight, Hart and Rushmoor, East Hampshire.

Bright Beginnings

Bright Beginnings works with young parents to help them and their baby live a happy and healthy life.

Support is delivered by volunteer mentors (called befrienders) or No Limits staff. Our befrienders can meet with you regularly and offer support with anything they may be struggling with, particularly concerning the health of parent and baby or any questions they may have about being a parent.

Eligibility criteria: Parent must be under 25 and live in Southampton

Contact details: Call us on 02380 224 224 and press option 1, we have a webchat at www.nolimitshelp.org.uk (only available at certain times) or e-mail us at advice@nolimitshelp.org.uk

Referral needed/waiting time: Yes, currently there is no waiting time.

Community Support

Community Support workers help young people with maintaining their tenancy, settling into new accommodation or if that are at risk of homelessness.

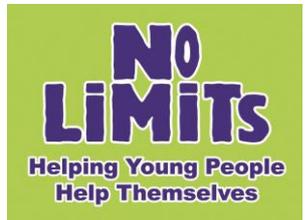
Appointments can be on a one-to-one basis in your home, in the community or from our Advice Centre in Southampton.

We can support with a range of housing problems including rent arrears, issues with landlords, maintenance and repairs, receiving an eviction notice or anything else that affects where a young person is living.

Eligibility criteria: Aged 16-25 and living in Southampton

Contact details: Call us on 02380 224 224 and press option 1, we have a webchat at www.nolimitshelp.org.uk (only available at certain times) or e-mail us at advice@nolimitshelp.org.uk

Referral needed/waiting time: There is currently no waiting time.



COSMO

COSMO (children of substance misusing others) is a support group for children and young people who are affected by the substance use of their friends or family. It is a safe space for them to relax, have fun and meet other young people going through similar experiences. COSMO runs during school holidays and sessions are full of activities to take part in, such as arts and crafts, sport, cooking, theatre, music and day trips out.

Eligibility criteria: Aged 11-18 and living in Southampton

Contact details: Email: nldash@nolimitshelp.org.uk or call 02380 224 224 and speak to the drug and alcohol team.

Referral waiting time: No waiting times, but COSMO does only run during school holidays.

Counselling

No Limits Counselling

Our team of friendly, experienced counsellors will support young people with anything they may be facing.

Counselling is an opportunity to talk to someone in confidence about anything that might be worrying them. This could be about home life, school, college, relationships or just about how they may be feeling about themselves.

Our counselling is Southampton based with Children's Counselling for 4-10 year olds delivered in schools term time only and 11+ face to face or virtually from a No Limits base.

Eligibility criteria: Aged 4-25 and living in Southampton – postcode area's SO14-SO19

Contact details: Age 11+ Call 02380 224 224 to book a Counselling Assessment or email: enquiries@nolimitshelp.org.uk for more info. Ages 4-10: referrals via GP or school nursing team.

Referral waiting time: Varies depending on young person's availability and type (Face to Face/Virtual) age 11+ 3-6 months, ages 4-10 up to 12 months

HYA (Hampshire Youth Access) Counselling

HYA counsellors are Hampshire based with children's counselling for ages 5-11 (primary school age) and 11+.

Therapeutic groups are delivered by the No Limits HYA team in Schools, No Limits bases and Community settings both face to face and virtual.

HYA 11+ (Secondary school age) are delivered by our partners across Hampshire (see website for details).

Online Counselling for 11-25 year olds in Southampton and Hampshire is delivered by a No Limits online Counsellor.

Eligibility criteria: Aged 5-25 and living in Hampshire

Contact details: Visit the HYA website: <https://hampshireyouthaccess.org.uk/>

Referral waiting time: Varies depending on young person's availability and type (Face to Face/Virtual) age 11+ 3-6 months, ages 4-10 up to 12 months

DASH

(Drugs, Alcohol, Support and Health)

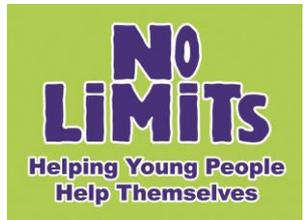
DASH is a service for young people under the age of 25 who would like support with their drugs or alcohol use.

The DASH team can provide a wide range of information, advice, support and counselling around any substances they may be using, their effects and risks, as well as how to stay safe.

Eligibility criteria: Aged up to 25 years and living in Southampton

Contact details: Email: nldash@nolimitshelp.org.uk or call 02380 224 224 and speak to the drug and alcohol team.

Referral waiting time: No waiting time



Emotional Resilience

Emotional Resilience is an 8 week group for young people living in the SO14-SO19 postcode. This group covers understanding and identifying emotions, the responses to stress and physical effects of emotions, negative thinking, triggers, self-esteem, and self-compassion. It is a safe place to meet people with similar feelings and experiences.

Eligibility criteria: 11 to 25 and living in Southampton

Contact details: Email: nldash@nolimitshelp.org.uk or call 02380 224 224 and speak to the drug and alcohol team.

Referral waiting time: Courses run every 10 weeks or so and are split by age groups. Get in touch to find out more.

Frankie

Frankie Workers provide therapeutic counselling to children and young people aged 0-18 years and play therapy for children who are victims of sexual abuse, sexual exploitation or female genital mutilation.

The Hampshire Frankie Team is provided by No Limits and includes a Pan Hampshire Play Therapist. The team sits alongside The Willow Team in Hampshire County Council's Children's Services.

Eligibility criteria: Aged 0-18 and living in Hampshire for Counselling and Pan Hampshire for Play Therapy and the case has been presented at Tier 4 through Social care assessment or Police investigation.

Contact details: email: Frankie@hants.gov.uk

Referral waiting time: Three to Six Months

Gateway Navigators

The Gateway Navigation project is a partnership between No Limits, Hampshire constabulary and the Hampton Trust that supports young offenders, helping to prevent risk of reoffending. We can support you be assessing, identifying and planning critical pathways for intervention to reduce risk of reoffending.

Eligibility criteria: Aged 18 to 24 and living in Southampton

Contact details: The service is only for those that have been given conditional cautions by police and have chosen Gateway.

Health and wellbeing drop-ins (Schools and Colleges)

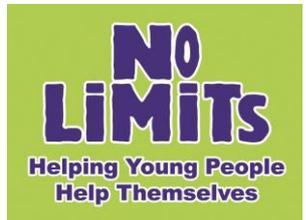
No Limits runs weekly health and well-being drop-in sessions at secondary schools and colleges across Southampton every week of term time. These run for 30-120 minutes and are in the same place each week.

Look out for the friendly No Limits staff in black t-shirts or ask your tutor where to find the sessions.

Eligibility criteria: Aged 11 to 25 and attending a school or college that we work with, in Southampton.

Contact details: Call 02380 224 224 or visit our website: www.nolimitshelp.org.uk/get-help/drop-ins/drop-in-sessions-in-schools-and-college/

Referral waiting time:



Help us Move On

We have 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.

They're focusing on five recommendations:

- Increase amount of housing for childless 21-25 year olds through 'Housing First'
- Lobby local councils to fulfil their statutory duty by offering to take homeless 16-17 year olds into care
- Develop a model for sharing agency to increase supply of low-cost, decent quality shared housing to non-students
- Remove the benefits trap which discourages hostel residents from working
- Double the number of 'informal' education and training places, including work-based traineeships across Hampshire

Next Steps

Next Steps is a project for young people who have left, or will be leaving, a Young Offenders Institution or Prison soon and would like help and support.

Our workers can support them with housing advice, information about benefits and managing money, help with improving life skills, getting into education, employment and training and much more...

Eligibility criteria: Aged 16 to 25 coming home to Southampton.

Contact details: Call us on 02380 224 224 and press option 1, via webchat at www.nolimitshelp.org.uk (only available at certain times) or email NextSteps@nolimitshelp.org.uk

Referral waiting time:

No Limits Xtra

No Limits Xtra offers support to young people with anything that is holding them back.

We offer a dedicated worker who can support through one-to-one appointments at our Advice Centre. Help can include:

- Filling in forms for education and employment opportunities
- Money advice
- Support with relationship and family issues.
- Trouble with the law
- Speak to other agencies on their behalf.

Eligibility criteria: 12 to 25 and living in Southampton

Contact details: Call us on 02380 224 224 and press option 1, via webchat at www.nolimitshelp.org.uk (only available at certain times) or e-mail us at advice@nolimitshelp.org.uk

Referral waiting time: None

Primary Mental Health Workers (PMHW)

Under 18's Mental Health Primary Care for 11-17 year old's (in partnership with CAMHS) - supporting with one to one or group work over 6 targeted interventions. Session delivery in schools, at No Limits and Solent NHS sites.

Eligibility criteria: Aged 11 to 17, registered with a GP in Southampton.

Contact details: email: PrimaryMentalHealth@nolimitshelp.org.uk or call 02380 224224 and ask to speak with a Primary Mental Health Worker (U18 Team) to discuss support needs.

Referral waiting time: Approximately 5 months

Aged 18+ Mental Health primary care for 18 to 25 year old's supporting with one to one or group work over 6 targeted interventions delivered at No Limits sites and in the community. **Eligibility**

criteria: Aged 18 to 25, living in Southampton.

Contact details: email teampmhw18plus@nolimitshelp.org.uk or call 02380 224224 and ask to speak with the PMHW 18+ team.

Referral waiting time: 4 to 6 weeks

Safe Havens

Our Safe Havens offer support services across Southampton, Northeast Hampshire and the Isle of Wight, for young people who are experiencing difficulties with their mental health and who need access to out of hours emotional and practical support. Confidential advice online, over the telephone and in open-access drop-in centres to talk about anything they may be going through. Our Youth Workers will support young people in a safe space, helping them to make positive changes to their mental health and well-being, as well as signpost to other sources of support.

Eligibility criteria: Differ by location. See website for details

Contact details: Via webchat at www.nolimitshelp.org.uk (only available at certain times) or call: Southampton: 07918259365, Northeast Hampshire: 07918259361, Isle of Wight: 07741665182

Referral waiting time: Waiting times for face to face appts during covid can be a couple of weeks wait.

Safe House

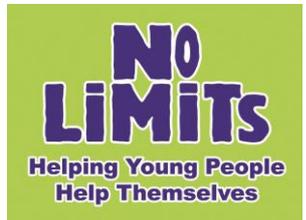
Safe House is a weekly peer support group for young people aged 16-25 who have lived experiences of mental health. The sessions are an opportunity to make friends with other young people who may be in a similar situation.

Safe House works on a supportive peer mentor model of working. It may be social, emotional or practical support but importantly this support is mutually offered and reciprocal, allowing peers to benefit from the support whether they are giving or receiving it.

Eligibility criteria: Aged 16 to 25 living in Southampton

Contact details: Call us on 02380 224 224 and press option 1, we have a webchat at www.nolimitshelp.org.uk (only available at certain times) or email Groupwork@nolimitshelp.org.uk

Referral waiting time: None



Sexual Health

Our Sexual Health Youth Workers work in partnership with Solent NHS and deliver "Let's Talk" RSE, Peer Education to schools and colleges across Hampshire. They deliver RSE workshops and assemblies, attend events across Hampshire providing Sexual Health information and Advice. In addition, 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; injections and implants, screening for STIs, treatments for STIs, Condoms and Pregnancy testing. Condoms, STI testing and pregnancy testing is also available through our health and wellbeing drop-ins in schools and colleges.

Eligibility criteria: Aged 13 to 25 Living in Hampshire (Sexual Health Clinic is open to those living in Southampton)

Contact details: Call us on 02380 224 224 and press option 1, we have a webchat at www.nolimitshelp.org.uk (only available at certain times) or e-mail us at advice@nolimitshelp.org.uk

Referral waiting time: Sexual health nurses attend the No Limits Advice Centre on Thursdays, appointments can only be booked 2 weeks prior.

SHINE

SHINE is a group for young people who identify themselves as female.

It is a safe place for young people to meet for support, as well as being an opportunity to make new friends, have fun, develop your skills, get inspired and learn more about themselves.

Eligibility criteria: Aged 18 to 25 living in Southampton

Contact details: email: nldash@nolimitshelp.org.uk or call 02380224224 and speak to the drug and alcohol team.

Referral waiting time: None

Social Prescription service

Social prescribing aims to connect children and young people aged 13-25 years to community groups, education and employment opportunities, and statutory services for practical and emotional support.

Eligibility criteria: Aged 13 to 25 living in Southampton

Contact details: email teamsocialprescribing@nolimitshelp.org.uk or call 02380 224224 and ask to speak with the Social Prescribing Team

Referral waiting time: 6 to 8 weeks

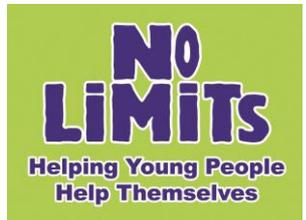
Teen Safe House

Teen Safe House is a support group for young people suffering from confidence or anxiety issues. This can be anything from feeling different, invisible, misunderstood, hearing voices, depressed, struggling to cope, lonely, wanting to self-harm, stressed, anxious.

Eligibility criteria: Aged 13 to 19 living in Southampton

Contact details: Call us on 02380 224 224 and press option 1, we have a webchat at www.nolimitshelp.org.uk (only available at certain times) or email Groupwork@nolimitshelp.org.uk

Referral waiting time: 8 to 12 weeks



Time4U

Time4U are support groups for young people with a learning disability and whose parents/carers are registered and have a MaxCard+ (register through the Buzz Network). Sessions run weekly in a central location, providing the opportunity to meet with likeminded young people, make friends, have fun and talk about things that are important to them.

Eligibility criteria: Aged 8 to 18 (run as 2 groups – aged 8-12 and 11-18), must have a Max+ card

Contact details: Call us on 02380 224 224 and press option 1, we have a webchat at www.nolimitshelp.org.uk (only available at certain times) or email Groupwork@nolimitshelp.org.uk

Referral waiting time: None

Virtual services

Our friendly Youth Workers are on the other side of the phone, keyboard and video call to support young with anything they're going through. Including housing and homelessness, mental health, sexual health, domestic abuse, substance misuse, debt, caring, parenting and more.

Eligibility criteria: Aged 11 to 25 Living in Southampton and Hampshire

Contact details: Call us on 02380 224 224 and press option 1, we have a webchat at www.nolimitshelp.org.uk (only available at certain times) or email enquiries@nolimitshelp.org.uk

Referral waiting time: None

Work Club

Work Club is an opportunity for young people to receive help with employment, education or training. From first exploring career ideas, finding vacancies or opportunities, all the way through the application and interview stages and beyond.

We have teamed up with other agencies including: local businesses, education providers and community groups to provide a range of expertise all in one place.

Eligibility criteria: Aged 15 to 25, living or working in Southampton

Contact details: Call us on 02380 224 224 and press option 1, we have a webchat at www.nolimitshelp.org.uk (only available at certain times) or e-mail us at advice@nolimitshelp.org.uk

Young Carers in Southampton

Young Carers in Southampton is a project for children and young people whose lives are affected by caring for an unwell or disabled family member.

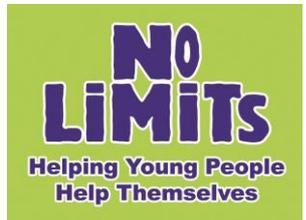
A young carer is a child or young person who cares for a person who may have a physical or learning disability, mental health support needs, chronic illness or have difficulties with drug/alcohol use.

We offer information, advice and support around being a young carer, in addition to fortnightly group sessions and respite activities that will give young carers the opportunity to meet and make friends with other young carers who are in a similar situation to them.

Eligibility criteria: Aged 8 to 18 living in Southampton

Contact details: email teamyoungcarers@nolimitshelp.org.uk or call 02380 224224 and ask to speak with the Young Carers Team

Referral waiting time: Approximate wait time for assessment - 2 months



Youth Ambassadors

Youth Ambassadors 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, generating ideas for how No Limits can provide a better service and running campaigns and programme to make changes for all young people.

Eligibility criteria: Aged 14 to 25 living in Southampton

Contact details: Call 02380 224224

Referral waiting time:

Youth Infinity

Working alongside The Prince's Trust, Youth Affinity offers young people completing the Fairbridge programme ongoing mental health support through a programme of peer support, emotional first aid, workshops and one to one support that can be accessed in a bespoke way by each young person. The groups support young people to increase their confidence, gain new skills and be able to achieve their goals.

Eligibility criteria: Aged 16 to 25 and completing the Princes Trust Fairbridge programme.

Contact details: Call us on 02380 224 224 and press option 1, we have a webchat at www.nolimitshelp.org.uk (only available at certain times) or email Groupwork@nolimitshelp.org.uk

Referral waiting time: None