

Helping young people help themselves



# **IMPACT REPORT**

**2021/2022**

## A Message from our CEO



Looking back to April 2021 – the start of the year documented within this report – it's easy to forget how much COVID was still impacting on our everyday lives. We had just emerged from a second full lockdown, with schools re-opening on 8 March. Young people then lived through a second summer with restrictions and many rites of passage cancelled – school plays, proms, festivals. Young adults were still coping with disrupted work patterns and limits on social events. The impact of the pandemic on young people has been, and continues to be devastating. We are supporting more young people living with complex needs, many of them at crisis point. As a YIACS (Youth Information Advice and Counselling Service), our holistic model of support has been used effectively to simultaneously address multiple issues in young people's lives.

The statistics are stark - we have seen an 80% increase in emotional wellbeing needs, 98% rise in young people suffering exploitation or neglect and 134% increase in young people coming to us with suicidal feelings. Throughout the year, our youth workers have been there for every young person who has sought support from us at our Advice Centre, in schools, at the Emergency Departments, in youth offending institutions, in the community, and via 111. And we have helped them. Our latest Have Your Say consultation with the young people we support shows that 89% have increased their knowledge of where to get help, 74% have increased in confidence and 66% feel less stressed.

This year we've also increased our focus on accessibility and ensuring that those who may find it most difficult to reach our help, can do so as easily as possible. I'm particularly proud of the support we gave to children arriving in Southampton from Afghanistan last year. This commitment to respond compassionately and holistically is central to our ethos and we will continue to ensure our services are centred around the needs of young people as we move forward through another challenging year.

None of this could be achieved without such a committed and passionate group of staff, volunteers and trustees who always go the extra mile to support children and young people – and to whom I am hugely thankful.

A handwritten signature in black ink that reads "N Webb".

Natalie Webb  
CEO

## A Message from Josee

When I was at my lowest – homeless and drug dependent – No Limits Advice Centre became my home, and the youth workers like a family to me.

I grew up in care and moved to Southampton to look after my mum when I was 14. She died two years later, and I had nowhere to go. I was referred to DASit (No Limits' drugs and alcohol service) but I soon found No Limits offered so much more as well. I would visit every morning for a shower and a coffee.

Everyone there just accepted me for who I was and always went out of their way to help me – to help all of us who went there. I was less lonely when I was there and felt safe knowing that people cared.

Lockdown was the turning point for me – I realised I wanted things to change. No Limits helped with my housing application and spent time every morning trying to teach me to read and write, helping me enrol in college. Whatever my issue, they went out of their way to help me sort it – I'd never had support like it before. When I got pregnant, Bright Beginnings was there to help me, making sure I got a fair hearing and I'm now a very proud mum to Teddy who's almost 18 months.

I really know what it's like to feel there's no way out in life and I now want to help others, so I'm training to be a volunteer at No Limits. It's my way to give back to the charity that literally saved my life.

Josee



6,094

# Children and young people were supported by No Limits in 2021/22

75%

Felt their stress levels had improved

61%

Felt their confidence had improved

70%

Felt their feelings about the future had improved

79%

Felt their ability to deal with problems had increased

## We supported...



3,955

Children and young people with emotional wellbeing



883

Children and young people with housing



2,719

Children and young people with anxiety



2,428

Children and young people with confidence and self-esteem

The number of children and young people we supported in 2021/22 changed as a result of the pandemic. We continue





1,491

At our Advice Centre



661

In schools and colleges



1,197

In Emergency Departments



1,635

Offered counselling



134

Through young carers services



443

Supported through our groups



830

Children and young people with loneliness



571

Children and young people with rights in a relationship



461

Children and young people with difficulties eating



730

Children and young people with body image issues



556

Children and young people with substance use



459

Children and young people with parenting responsibilities

to monitor how children and young people access our services to understand how this might change in the future.

# New Three Year Strategy

In 2021, we launched a new three-year strategy, creating four pillars - Services, People, Finance, Infrastructure - to help us achieve our mission and live out our values. With a focus on the delivery of our services, we also created priorities across the whole organisation to help us achieve for children and young people, to deliver our goals.

## Vision

All local children and young people are empowered to reach their potential through excellent information, advice and support.

## Services

No Limits delivers high quality, excellent services, in line with our mission, which meet the needs of all children and young people.



Advice



Health



Therapeutic



Inclusion and safety

## Supported by

PEOPLE



A great place to work where people achieve and feel valued.

FINANCE



A sustainable and efficient organisation.

INFRASTRUCTURE



Excellent services underpinned by correct infrastructure, capacity and strategy.

## Values



Safe and supportive



Passionate and determined



Accessible and welcoming



Caring and non-judgemental



Empowering

# Progress Against our Strategy

As we move into year two of our strategy, we look back on what we have achieved so far:

Our Goal	Our Actions So Far
Our services are accessible and inclusive	<ul style="list-style-type: none"> <li>• We have opened a third out of hours Safe Haven</li> <li>• We've created a Single Point of Access to ensure young people are directed to the most appropriate service.</li> <li>• 87% staff have undertaken Diversity, Equality &amp; Inclusion training.</li> </ul>
We work alongside, and with, children and young people	<ul style="list-style-type: none"> <li>• We recruited new Youth Advocates for Help Us Move On</li> <li>• Our Have Your Say Consultation has given us valuable feedback</li> </ul>
We deliver quality services and capture the impact of our work.	<ul style="list-style-type: none"> <li>• We have been awarded the Advice Quality Standard</li> <li>• We continue to deliver high quality services, recognised by commissioners, partners and young people alike</li> <li>• We have developed new data visualisation software to enable staff to see and communicate the impact of our work.</li> </ul>
Our services are flexible and responsive to the environment in need.	<ul style="list-style-type: none"> <li>• We provided a swift response to the need among young Afghan refugees in Southampton</li> <li>• We worked with commissioners to reduce the waiting list for children's counselling across Hampshire</li> <li>• We expanded our Emergency Department services across all Hampshire hospitals</li> <li>• We took on learning from COVID and adjusted services</li> </ul>
Our approach to risk and safeguarding is a priority in all that we do.	<ul style="list-style-type: none"> <li>• We have improved our detailed risk recording on the database by making it more user-friendly and providing additional training</li> <li>• We have added exploitation to all delivery staff inductions as mandatory</li> <li>• We have assessed data sharing protocols with partners</li> </ul>
No Limits is a great place to work where people achieve and feel valued.	<ul style="list-style-type: none"> <li>• In our latest Staff Survey, 98% of staff said they were proud to work for No Limits</li> <li>• We introduced a learning management system to encourage and support staff and volunteer development</li> <li>• We introduced an Employee Assistance Programme</li> </ul>
No Limits is a sustainable and efficient organisation.	<ul style="list-style-type: none"> <li>• We have retained contracts and secured long-term funding across many of our services.</li> </ul>
No Limits has the right infrastructure, capacity and strategy to support the delivery of excellent services.	<ul style="list-style-type: none"> <li>• We have set up a new governance structure and increased diversity on our Board</li> <li>• We are involved with the formation of the Southampton Youth Alliance</li> </ul>

# The Pandemic Legacy

## Responding to Increased Need

*Our strategic goals have been supported by our flexibility and ability to respond quickly to the needs of young people. During the year, through additional funding, we have been able to put in place new services to support young people as they emerged from the pandemic.*

## Waiting List Initiative

Our Hampshire Youth Access (HYA) is a consortium of nine charities offering community counselling across Hampshire, led by No Limits. HYA has been flexible and adapted quickly to changes brought about by the pandemic. Reactive to need and circumstance, we expanded into mediation and family counselling as all support moved online during lockdown. As lockdowns ended, our waiting list number rocketed as more young people sought help. Working with commissioners, we undertook a Waiting List Initiative, involving six HYA partners, providing us with the additional capacity needed to ensure we could support all young people in a timely period.



## Expansion of Emergency Department Support

Following the success of the service in Southampton, we were able to start a similar service in Portsmouth and three hospital Emergency Departments (ED) across Hampshire - Winchester, Basingstoke and the Isle of Wight. In total, our ED youth workers have supported 1,197 young people presenting at ED as a result of mental health or violent crime. They provide them with immediate support and have a social prescribing role, working with them in the longer term to help them

engage with their local communities through groups, volunteering and activities, to improve their emotional wellbeing. An evaluation last year found that repeat attendances at ED were cut by 50% following a No Limits' youth worker intervention.

## Afghan Refugees

In August 2021, the situation in Afghanistan escalated and many people were forcibly displaced. In response to this crisis, many Afghan families relocated to the U.K. No Limits was approached by the NHS and asked to provide a package of support for the children and young people around emotional and mental wellbeing, knowing that they may have experienced extensive trauma, alongside the challenge of being relocated. Our staff supported 84 young people at four locations throughout Hampshire. All staff reported how rewarding the work was to do and felt honoured to be a trusted person for these families.





*"We would like to thank you on behalf of our Clinical Commissioning Group and local authority team for the response No Limits provided for the Afghan Resettlement programme...particularly the exceptional speed, as well as the quality of mental health services, you mobilised for this programme. This has been phenomenal and so very gratefully received and appreciated by all."*

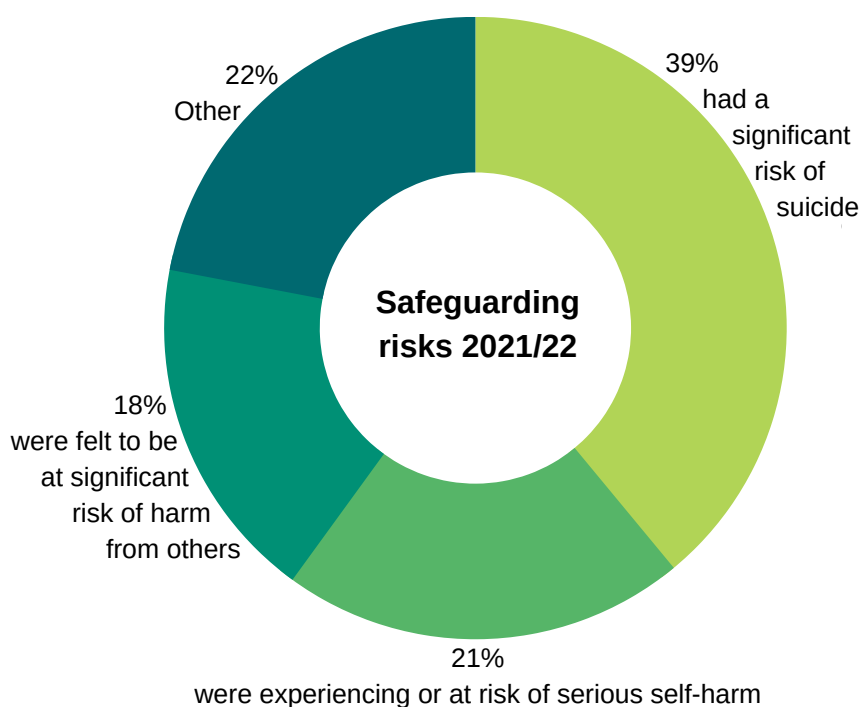
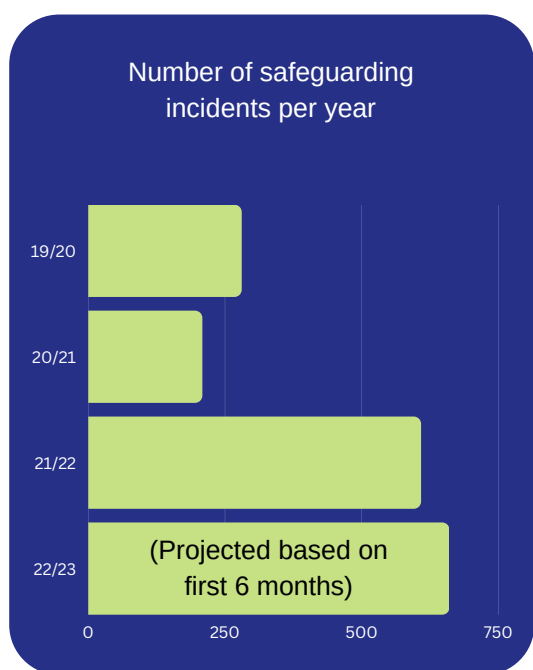


## Safeguarding

Many of the children and young people we support have safeguarding needs. They may be at risk of harm or may be experiencing harm. We work hard to ensure that children and young people are protected – working with them and their families – often together with appropriate agencies such as local authorities, the police, schools and health professionals.

We have seen a significant increase in safeguarding this year reflecting the complexity we are seeing in many vulnerable young lives. During the year, we recorded 622 incidents, up from 238 the previous year – a 161% increase. There were concerning increases in those experiencing mental health issues and violence in the home.

Sadly, the trajectory is continuing. Of the young people we supported in the year, 442 had a serious incident recorded. Almost half of these young people had more than one safeguarding risk during the year:



The increase in demand for support, particularly from young people with complex issues, continues to push pressure down the system to community-based services. This is particularly the case with our Advice Centre, which supports young people as soon as they walk through the doors, with no waiting lists and no appointments needed. We have responded to this by ensuring our staff are further trained to cope with the increased levels of risk. We have also secured additional funding, including from Children in Need, to increase our Advice Centre's capacity.

# Our Services

The range of support we offer is broad – currently we are running 22 separate yet interlinked services. This wide range of services, alongside close working relationships with partners and statutory bodies, enables us to provide holistic, young person-centred, individual support. While the services work closely together, we divide them strategically into: Advice, Health, Therapeutic, Inclusion and Safety.

## Advice

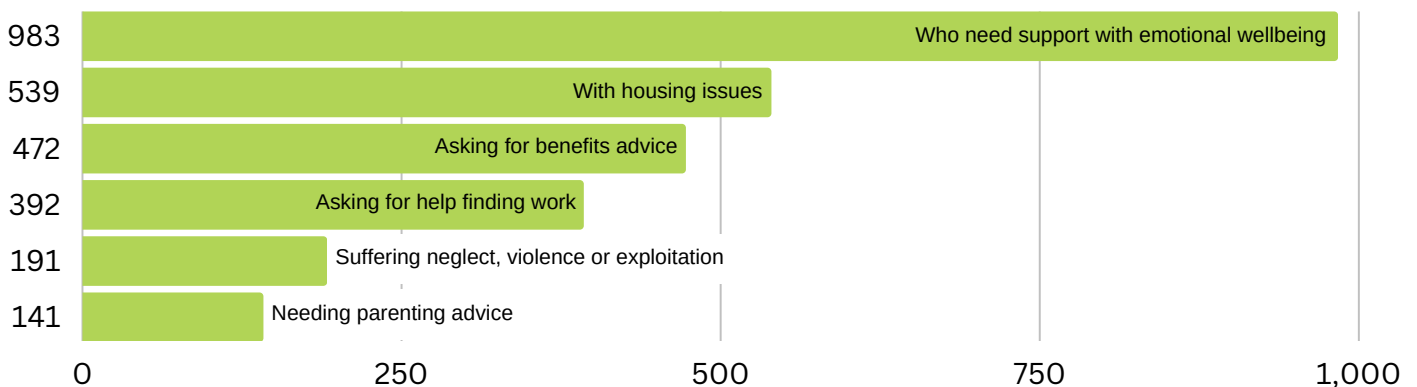
### Drop-in Advice, Information and Support

We offer open access, drop-in, information, advice and support at our Advice Centre and through Health and Wellbeing drop-ins at secondary schools/colleges in Southampton. Acting as a gateway to our targeted support, this universal service is available for over 40 hours per week including evenings and weekends.

Young people can come to our drop-ins without appointment and chat to a youth worker about whatever is bothering them. The informal, young person friendly environment removes many of the barriers to young people engaging with support, with successful referrals made to our specialist services.

*"The service itself is really accessible even going in whoever's at the door makes you feel very welcome and like they want to help and are not just obligated which for me has been really important. There's no pressure to immediately 'fix' whatever the issues are, and the service works around you and for you."*

**1,491 children and young people were supported at our Advice Centre In the last year:**



**35%** Of young people supported by the Advice Team were considered vulnerable

**661** Young people were supported by our Early Help Team in drop-in sessions in schools and colleges.

## Specialist Advice

*Coming out of the pandemic into a cost-of-living crisis has created layer upon layer of challenge for many of the most vulnerable young people we support. We have seen an increase in the complexity of young people's issues and our breadth of specialist advice continues to be vital for addressing multiple issues in a joined-up way.*

### Housing Support

We have two specialist projects helping young people who are homeless, sofa surfing or struggling to maintain their tenancy. We provide shower and laundry facilities at our Advice Centre, support with housing applications, liaison with families and landlords and guidance to young people on how to look after their property. Our housing workers will help with budgeting for bills, find furniture and help young people understand their rights and responsibilities as a tenant. We supported 883 young people with housing issues this year.



*"You've literally saved my life, I was at rock bottom, no idea how to get myself out of the place I was in. Now I know I have someone to support me with nearly anything, especially things I don't understand, like calls and forms that are too hard for me."*



### Financial Advice

We are authorised by the Financial Conduct Authority to give debt advice and our drop-in youth workers are all trained to support with debt problems. We provided specialist benefits, debt and budgeting advice to 1,048 vulnerable young people this year, including intensive support for 41 young people through No Limits Xtra.

*"Thank you for helping me sort out my debt. I feel like a weight's been lifted and I'm not so stressed. I'm sticking to my budgeting now and it feels good."*

### Specialist Support with Domestic Abuse

We have a specialist support worker at our Advice Centre for young people experiencing or witnessing domestic abuse and have also been able to provide specialist counselling and webchat this year. We have supported 268 young people who are victims of domestic abuse this year.



# Health

## Sexual Health

We deliver information, advice and support throughout our services, including distribution of condoms, C-Cards, chlamydia screening and pregnancy testing. Our sexual health clinic runs every Thursday from the Advice Centre. We have supported 1,276 young people with sexual health this year.



## Young Carers

Our young carers service provides safety and support for young people aged 8 – 18 who have caring responsibility for either a parent or a sibling. We provide 1:1 support for young carers as well as weekly groups, enabling young carers to meet others with similar experiences, explore their feelings, get support and have fun. We have supported 134 young carers this year.

## Primary Mental Health

This support is for young people experiencing mental health difficulties who don't meet the criteria for statutory mental health services. Available in schools and at our Advice Centre, 70% of the 355 young people supported by our Primary Mental Health workers reported an improvement in their emotional wellbeing.



## Therapeutic

Our emotional wellbeing services have grown over the last two years, responding to what we are hearing from young people every day, across multiple services. The number of young people coming to see us who say they are struggling with their emotional wellbeing has increased by 80% since last year.

*“Thank you for everything you have done for me. I did not feel that anyone listened to me before I spoke to you and now, I feel that I can work with CAMHS and talk more openly to them. I have learnt good strategies and found a safe person to talk to. Having you talk to my school was helpful as my teachers understood more and were nicer to me. The only bad thing about working with you is that it must stop, and I need to more to another service. I am going to miss you and our weekly sessions.”*



## Counselling

We provide counselling in Southampton, and across Hampshire as the lead agency in the Hampshire Youth Access partnership, as well as specialist counselling for survivors of sexual violence in Hampshire and Portsmouth. In total, we supported 1,635 children and young people, helping them to recover from trauma, reduce anxiety and learn coping strategies. Our partners in HYA supported a further 2,292 children and young people, offering 12,000 sessions.



## Emergency Department and NHS 111

We now have youth workers embedded into the EDs in Southampton, Portsmouth, Winchester, Basingstoke and Isle of Wight, as well as within the Hampshire 111 service. In total, they have supported 1,197 young people who have been admitted to ED because of mental health problems or violence. As well as providing youth work support in the hospital and referring on to other No Limits' services, the embedded youth workers also provide social prescribing support, helping vulnerable young people connect with others in their communities.

*"I was told if anyone could get some answers and a deeper understanding of the problem, you would...it has helped piece things together moving forward"*

*– Emergency Department Doctor*

## Safe Havens

An out of hours service for young people in emotional crisis, the three Safe Havens we run across Hampshire have seen high usage this year, with 215 children and young people supported.

*"Thank you for helping me with my anger. My favourite time was when I made my happy box, and you gave me my own diary."*



## Teen Safe House & Safe House

Teen Safe House is a weekly youth group for 13-18 year olds who may need support with their mental health. 48 young people have attended Teen Safe House this year.

Safe House is facilitated peer support for young adults, aged 16-25 who may need support with their mental health. 54 young adults have benefitted from Safe House this year.

## Safety & Inclusion

### DASH (Drug and Alcohol Support Hub)

Our drugs and alcohol service provides one to one and group support, plus a variety of treatments including harm reduction and needle exchange. Groups include SHINE, for women, and an Emotional Resilience group. The service supported 481 young people throughout the year.

*"1:1 DASH sessions are a calm environment to talk without judgement. You've really helped me understand my relationship with weed, how that impacts my life and how I can slowly change that. I've come across lots of services and have never lasted this long with one. Young people are very lucky to have such a welcoming, supportive community within No Limits. Thanks for being so good at your job."*



### Exploitation

Many vulnerable young people in Southampton visit our Advice Centre for immediate help. They can be experiencing abuse, power imbalance in relationships which lead to self-harm, suicidal ideation, substances, risky sexual behaviour – all of which mean they are at high risk of being criminally or sexually exploited. With partners, our youth workers disrupt unhealthy relationships and activities, promote positive choices and get young people away from the edge of crime.

### Youth Offending

Our Next Steps project works with young offenders and prison leavers to prevent repeat offending, helping them rebuild their lives after custody, setting goals with the young person and providing intensive support to achieve these for a period of six months.



### Bright Beginnings

Support for young parents from pregnancy through to the baby's second birthday. We gave Advice and support to 448 young parents, plus specialist intensive 1:1 support by volunteer befrienders and our Bright Beginnings Worker for 21 young parents.



## COSMO

Part of the Drug & Alcohol Support Hub contract, COSMO (Children of Substance Misusing Others) is a support group, running in the summer holidays, for children aged 11-18 whose life is affected by someone else's substance use.

## Time 4 U

A support group for young people aged 11-18 who have a learning difficulty, to explore feelings, discuss challenges they're facing and benefit from peer support as they transition to young adults. 48 young people attended either face to face or virtually this year.



## Young People's Voices

### Have Your Say

Twice a year, we consult with the young people who use our services through the Have Your Say survey, asking them for feedback on their experience with No Limits. The survey carried out in December 2021 showed that: 95% were happy with the service they received and would recommend us to a friend. 98% felt listened to and 99% felt they were treated fairly. We take suggestions from this survey and use them to help shape our services going forward.



### Help Us Move On

Arising out of a report undertaken by the Southern Policy Centre in April 2019, HUMO was founded to address social injustices for young people in Southampton. As young people and youth advocates, the Help Us Move On Team believe that young people in Southampton deserve a smoother transition into adulthood. Throughout 21-22, our four youth advocates continued to campaign successfully for better youth housing, more employment and training opportunities for young people, as well as greater input in decisions that affect them.

### Youth Ambassadors

Our Youth Ambassadors meet each week. The majority are young people who have used our services. Through social action, volunteering and campaigning – particularly around youth loneliness – they build their own confidence, learn skills and create strong peer support. They are also involved with staff training, recruitment of key roles and development of communications aimed at young people.



# Case Studies

## Next Steps Support Connor to Turn His Life Around

Connor was arrested and charged for offences around possession with intent to supply drugs. Since then, he had been living at the YMCA but was evicted for rent arrears and was street-homeless. Connor was worried that he would go back to this offending lifestyle as it would provide him with shelter each night rather than sleeping on the streets.

Our Next Steps worker supported a housing application and advocated for him so that the application was turned round quickly. With supported accommodation sorted, our Next Steps worker helped him focus on finding a job and he is now working as a delivery driver's mate, paying off his rent arrears and saving for a flat deposit. He is continuing to receive support from his Next Steps worker.



## Bright Beginnings Guide a Better Start to Life for Elodie's Baby



Elodie experienced sexual abuse as a child and spent much of her young life in care. Prior to becoming pregnant she was homeless and fighting a substance use issue. When she sought support from Bright Beginnings, we also referred her to the Drug & Alcohol Support Hub team who have helped her stop her substance use.

Our Bright Beginnings worker accompanied Elodie and her baby to every health visitor appointment, supported her housing application and helped her with parenting attachment. She is now in private rented accommodation, and we have supplied her with baby equipment, gas and electricity vouchers. We helped her with her PIP application and appeals. When the baby was born he was put on the child protection register, then became a child in need but now, through the continuing development of Elodie as a parent, there is no social services involvement.

## Emergency Department Supports Jade's Recovery

Jade came to the Emergency Department due to an overdose on paracetamol, feeling vulnerable and overwhelmed. Our youth worker sat with her and Jade gradually opened up to her, telling her about a history of verbal and psychological abuse toward her and siblings by her father.

She knew she hadn't ever seen an example of a healthy family unit and that she didn't have healthy friendship groups. Our worker supported her while in hospital and for a further 8 weeks, engaging with CAMHS and carrying out many support sessions. Jade has not been re-admitted to hospital and has made huge progress within a short period of time.







## Tyler Opens Up to Space 4 U

Tyler had been in the care system most of his childhood. He walked into Space 4 U (our Safe Haven on the Isle of Wight) but was very defensive and said he was bored of talking to professionals, messaging on his phone at the same time as talking. Our worker gave him space to be and used active listening to prompt gently. After a while he visibly relaxed and began to talk, hinting at trauma which he had previously experienced. Our worker judged that it was too early in the relationship for this trauma to be discussed and this helped Tyler relax further. This was the start of a journey for Tyler with No Limits and this first trusting, non-judgemental conversation, at a time in the evening that suited him, was key to him accessing ongoing support.

*“I didn’t notice I had put my phone down, now you come to mention it. I just feel I can talk to you”*  
- Tyler

## No Limits Help Sania Gain Independence

23 year old care-leaver Sania had just left an abusive relationship. She had been financially exploited by her ex-partner and was now in danger of losing her flat. She also had substance use and mental health problems. Our youth worker worked with Sania to set goals and actions which included helping her plan her finances, changing benefits claims now that she was single, setting up direct debits, putting tenancy into her name only. Our youth worker also supported Sania to go to a GP and helped her get mental health support.



Sania’s final review showed improvements in housing, income, substances and wellbeing during our support. She is now maintaining her tenancy, paying bills, engaging with agencies, and managing her debt.

## Primary Mental Health Worker Assists in Shamina's Relationship Rebuild with Mum



24 year old Amina was referred from the Emergency Department to our Primary Mental Health team, following a suicide attempt. Our Primary Mental Health worker had six sessions with Amina, with wellbeing calls in between sessions. She was having difficulties with her relationship with her Mum, which was leading to problems with her mental health. We helped her work through coping techniques for emotions and breathing exercises for when feeling anxious. She felt she worried too much about everything, especially about her relationships, so we gave her space to talk.

*“I don’t feel that I will get to the point of having to end up in ED again as I am managing my emotions better now and relationship with mum is much better, the sessions have really helped me and I have looked forward to having them.”* - Shamina

## School Drop-In Helps Faye Get On Track

Faye came to a school drop-in and asked for support with her anxiety. She shared she was struggling with an eating disorder and self-harm. Her Mum had found out about this and had reacted very strongly, which worried Faye and made her feel she had no safe spaces to share feelings – she was self-harming to release tension. She had had other family issues and previous social work involvement – she felt mistrust of support and also didn't want to 'be a burden'. Our worker listened and discussed Faye's worries with her. They went with her to share her worries with the Assistant Head of Year who supported in passing it on to the Safeguarding Lead and Faye's Mum. Our worker gave Faye strategies for self-harm and resources around eating disorders, as well as giving educational resources to the school to support Mum. Faye shared her worries with her Mum and commented that it went much better than expected. She was able to download apps and support resources – previously she hadn't as she was worried about Mum's response.



*"It's nice not to be holding on to it anymore." - Faye*

All names in the case studies have been changed to protect anonymity and stock images have been used throughout.

## Thank You

We couldn't support all the children and young people we do without our wonderful network of volunteers, staff, supporters and funders.

Our volunteers are part of the No Limits family, training alongside our staff to deliver high quality support to children and young people. We would like to thank each and every one of them for the amazing support they give to children and young people.

We are lucky to be the beneficiary of fundraising by many individuals and community groups. We have also held a Regular Giving campaign to increase the number of supporters who pay by direct debit throughout the year, which helps us plan – thank you to those who donate regularly.

Particular thanks to the ten athletes who ran the Great South Run, raising over £2,500 and the following individuals, groups and companies who donated over £1000:

- Turlough Stevens
- City of Southampton Swimming Group
- Southampton FC Old Boys Association Ltd
- Hybrid BoxFit
- EMR
- Barratt Homes
- B&Q

We are also extremely grateful to all our funders who make many of our projects possible:



Serving Hampshire  
Isle of Wight  
Portsmouth  
Southampton



The Pilgrim Trust



## MORE INFORMATION

If you would like to know more about No Limits and how you can help us to provide more support to 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

## TO MAKE A DONATION



[www.nolimitshelp.org.uk/donate](http://www.nolimitshelp.org.uk/donate)



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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  
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SO17 1XN

### Advice Centre

No Limits Advice Centre  
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