

**NO
LiMiTs**

**Helping Young People
Help Themselves**

NO LiMiTs

**Impact Report
2022/23**

A message from our CEO



By April 2022 - the beginning of the year on which we are reporting - Covid restrictions across the UK were being lifted for the last time. Despite cautious optimism, there were many challenges to face. The world had pressed 'pause' for two years, impacting an entire generation. An unprecedented cost of living crisis was placing further strain on families. Over the 12 months, we saw a 21% increase in the number of young people coming

to us for support with their mental health and a 25% increase in those needing help with housing. Our youth workers were helping more young people who had complex and intersecting issues.

Two thirds of the young people who came to us needed help with their emotional wellbeing or mental health. In recognition of the support we offered across many different locations, projects and services, in November 2022, we were awarded the national Children & Young People Now Award for Mental Health and Wellbeing.

Empowering young people to seek advice before a situation escalates into a crisis is the lifelong legacy we hope to give each young person. For some, we help prevent a crisis situation, for others, we help put

together the building blocks for a better future, be that by helping find housing, supporting them with their substance use, providing financial advice.

We, like so many others, are facing a challenging funding environment but, in the face of such high levels of need, we will do our utmost to continue to be here for every child or young person who seeks our help. I am so proud of what we achieve and, as ever, my heartfelt thanks goes to our staff and volunteers who make such a difference to children and young people every single day, as well as to our supporters and funders who make our work possible.

Natalie

Where we work

Basingstoke

- Emergency Department support and Social Prescribing

Winchester

- Emergency Department support and Social Prescribing

Southampton

- Advice Centre and Specialist Services
- Head Office
- Schools and Colleges
- Safe Haven
- Emergency Department support, 111 and Social prescribing
- Sexual Health
- Primary Mental Health Workers

Hampshire-wide

- Advice & Wellbeing Hub
- Counselling
- Sexual Health
- Frankie
- 111
- Smoking Prevention
- Substance Misuse Prevention Training

Farnham

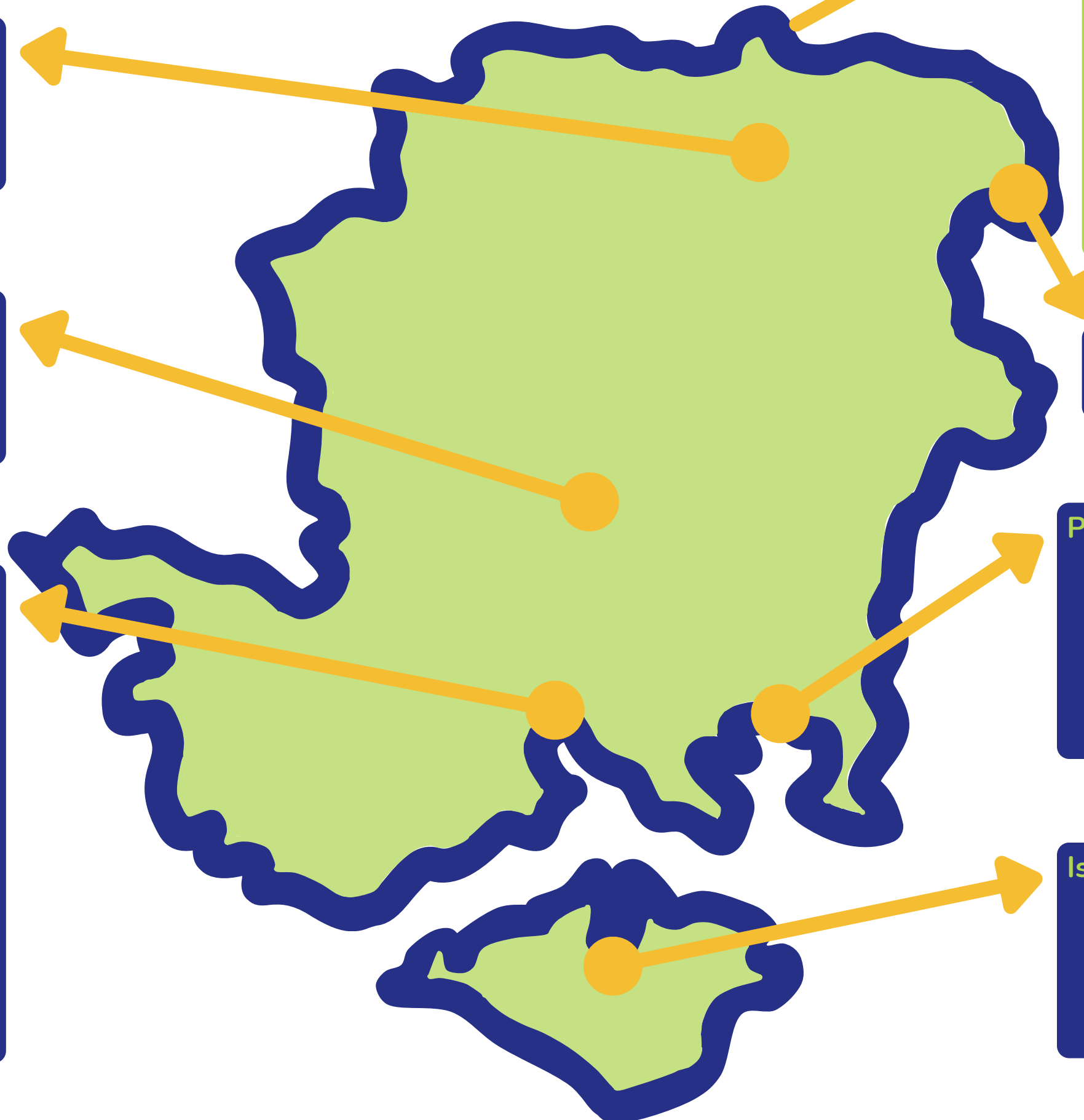
- Safe Haven

Portsmouth

- Emergency Department support, 111 and Social Prescribing
- Sexual Health
- Frankie

Isle of Wight

- Space 4U
- Emergency Department support, 111 and Social Prescribing



6,702

Children and young people supported across all our services

14,097

Children and young people supported through outreach

Young people worked with us in locations including



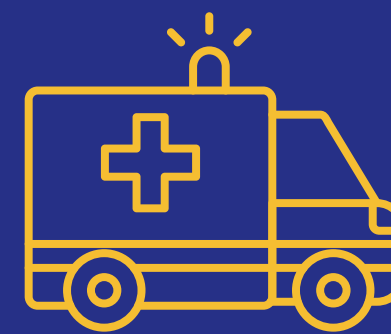
At our Advice & Wellbeing drop-in services
(2,391)



In schools and colleges
(2,119)



Through our counselling services
(1,274)



In Emergency Departments, NHS 111 and social prescribing
(998)



At our out-of-hours Safe Havens
(229)

Young people worked with us on issues including



Emotional wellbeing
(3,954)



School, studying and training
(3,219)



Financial advice
(1,581)



Substance use
(1,548)



Housing
(962)



Abuse, violence or neglect
(573)

Young people worked with us to improve their...



Ability to deal with
their problems
(81%)



Stress levels
(80%)



Feelings about the
future
(70%)



Confidence
(61%)



Overall life
enjoyment
(54%)

We had an increased demand for help with



36%

Substance use



35%

Benefits, income, tax



25%

Housing



21%

Mental health

35%

of the young people we
supported last year were
considered vulnerable

Safeguarding

622

serious incidents

risks and
vulnerabilities
logged

3,777

Our Services



Advice and drop-in support

We have continued to see an increasing need for support, particularly from young people with complex issues. 35% of the young people we supported at our Advice Centre were considered to be vulnerable.

Areas of greatest need



Emotional Wellbeing
(1,873)

Relationships
(1,776)



Physical Health
(1,201)

Housing
(824)



With statutory services at capacity, the pressure on community-based support continues and this is particularly the case with our advice services. In the last quarter of 22/23 we saw a 37% year on year increase in the number of young people needing support at our Advice Centre.

We continue to provide support without appointment or waiting lists. Housing and mental health are the primary needs for many of the young people using our advice services. Our youth workers are trained to provide support on many issues and are known to go the extra mile for young people.

In 2022/23, we supported



1,759 young people
at our Advice
Centre on
Southampton High
Street



822 young people
at our health &
wellbeing drop-ins
in every school and
college across
Southampton



774 young people
through our virtual
Advice & Wellbeing
Hub, available
across Hampshire
via phone, webchat,
email and text

Specialist advice

The costs of living is having a significant impact on young people. We have seen a 25% increase in the number of young people needing help with housing and a 35% increase in those seeking support with benefits, income and tax since last year.

Most specialist advice runs out of our Advice Centre and is also accessible through our virtual services.

We deliver specialist domestic abuse advice for young people on our drop-in, as part of Southampton's overall domestic abuse and sexual violence contract, working alongside STOP Domestic Abuse and Yellow Door.

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 specialist youth workers will help with budgeting for bills, find furniture and help

young people understand their rights and responsibilities. We are authorised by the Financial Conduct Authority to give debt advice and we work closely with other agencies, such as Citizens Advice, to ensure young people can access specialist debt support.



Serving
Hampshire
Isle of Wight
Portsmouth
Southampton

Finalist -
Award for
Early Intervention

In 2022/23, we supported



1,581 young people
with financial
advice (31 with
intensive support)

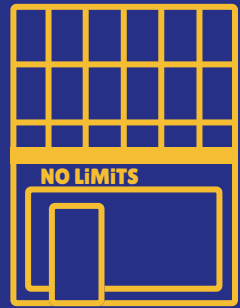


962 young people
with housing advice



333 young people
with domestic
abuse

Case study



Advice Centre

Counselling



Groups

Social
Prescribing



Sofia

17 year old Sofia moved to the UK several years ago but had recently relocated to Southampton. She was living with her family who were struggling financially. She didn't know anyone else in the city, didn't speak very much English, had no income of her own and was not sure what to do about enrolling in a college. Lonely and isolated, she was suffering anxiety and had previously had an eating disorder. She contacted our Advice Centre for help.

Our youth worker explained our services, supported Sofia with making a GP appointment and helped her contact our counselling service. Over several visits, she helped Sofia with her language skills, how to access services, and to

consider the benefits of different colleges, explaining how the application process worked.

Sofia is now enrolled in college, is accessing counselling and is attending our Safe House peer support group which helps young people who are anxious. She is also being helped by our social prescribers to make more connections locally so that she doesn't feel isolated.

"I am so much happier now, I have some friends and know that I can come and see you whenever I need."

Health & wellbeing

Young Carers

We provide 1:1 support for young carers and also run several weekly groups, enabling young carers to meet others with similar experiences, explore their feelings, get support and have fun. We are especially grateful to King Edward school for their ongoing support for our young carers, including running a yearly residential event for them. Watch a video made by Evie, from KES for the summer camp [here](#).

“The staff at Young Carers really make me feel listened to, the surveys they do to make sure you’re okay and checking in on me to see how I am. I feel really welcome and looked after when I come to young carers. We play lots of games and have lots of fun and I’ve made some really good friends” - young carer

Emergency

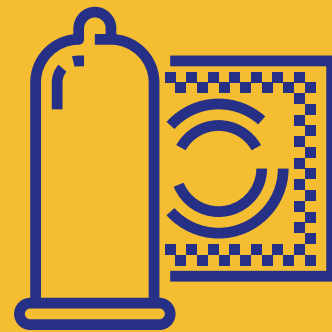
Departments and 111

Youth workers are embedded in five hospital emergency departments as well as within the Hampshire 111 service supporting young people presenting at ED due to mental health problems or violent crime, providing crisis support and social prescribing.

Sexual Health

We deliver information, advice and support throughout our sexual health services, including distribution of condoms, GIO Cards, chlamydia and pregnancy testing. Our sexual health clinic runs every Thursday and our sexual health teams provide outreach support through schools across Hampshire.

In 2022/23, we supported



1,356 young people
with sexual health



685 young people
supported in
Emergency
Departments



157 young carers

Case study



Young Carers

Health & Wellbeing
drop-ins in schools
and colleges



Counselling

Ella

12 year old Ella is a young carer for her Mum, who was suffering from mental health issues and anxiety. Ella also struggled with her anxiety because of her caring responsibilities. She had few friends and left the house as little as possible, often missing school, as she didn't want to leave her Mum. She was told about our Young Carer's group by a youth worker at our Health and Wellbeing drop-in, at her Southampton secondary school.

During the Young Carer assessment, we provided Mum with information about Steps to Wellbeing for mental health support, provided a food bank voucher and spoke to the school about Ella getting support to get the bus to school.

Owing to her experiences and her anxiety, we also referred Ella into our counselling service for one-to-one support.

We provided transport for Ella to attend young carer activities, including water sports and a summer camp – we helped her manage her anxiety about leaving Mum and she loved the new experiences. She has made friends with other young carers in a similar situation and has become less nervous about attending groups. Mum has attended Steps to Wellbeing and is improving, so Ella is less anxious about leaving her.

“I had an amazing time with all the people who supported me – on the trips and at young carers group.”

Therapeutic support

Counselling

We provide counselling across Southampton and Hampshire as the lead agency in the Hampshire Youth Access partnership. Our partners in HYA supported 1,688 children and young people. We also deliver specialist counselling through the Frankie service for survivors of sexual violence in Hampshire and Portsmouth.

Primary Mental Health Workers

This support is for young people experiencing mental health difficulties who don't meet the criteria for statutory mental health services, including low mood and anxiety. Available in schools, 70% of those supported reported an improvement in their emotional wellbeing.

Safe Houses

Teen Safe House is a weekly youth group for 13-18 year olds providing mental health and peer support. Safe House is facilitated peer support for young adults, aged 16-25. Both provide a safe space for young people to grow in confidence.

Safe Havens

We run three out of hours Safe Havens, for young people in emotional crisis, providing youth worker support, calming activities and peer support.

"I actually trust you that's why I can talk to you and tell you about every little thing"
- young person

In 2022/23, we supported



1,274 young people with counselling



229 young people at our Safe Havens



118 young people through Primary Mental Health

Case study



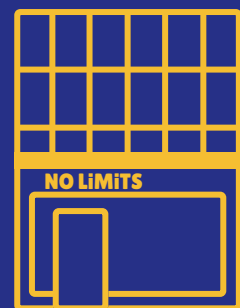
Emergency
Department

Primary
Mental Health



Safe Havens

Advice Centre



Community
Support

Taylor

Taylor was admitted to his local hospital emergency department after an attempted suicide by overdose. He was on his own, so our youth worker embedded in the emergency department sat with him and explained what treatment he would receive. Taylor said that he often heard voices in his head and that he zoned out quite regularly. He talked in some detail about his life, housing, family and mental health. Our youth worker gave him a safe space to express how he was feeling, what was going on in life and how his mental health was impacting on him.

Taylor was referred to CAMHS and our youth worker discussed support services that Taylor could use when in a crisis, helped him understand

the purpose of a crisis plan and showed him how to create a self-soothe box. She referred him on to our Primary Mental Health Worker for help while waiting for ongoing CAMHS support - these workers can provide support with low mood and anxiety. She made sure he had details of our out-of-hours Safe Havens for young people in emotional crisis and our Advice Centre, where Taylor has dropped in when he's needed help. She also contacted his family social worker to ensure joined up support and put him in touch with our specialist housing advice team.

“You helped me understand that not all pain lasts forever, thank you.”

Substances and inclusion

Drug and Alcohol Support Hub

DASH provides one to one and group support, plus a variety of treatments including harm reduction and needle exchange. Support groups include SHINE, for women, an Emotional Resilience group and COSMO, for children living in households with a substance user.

Bright Beginnings

Bright Beginnings provides intensive support for pregnant young parents through volunteer befrienders. Support can continue for both parents until the baby reaches two years, helping to establish a stable, loving environment for both parent and child.

Next Steps

Next Steps provides case-held support to help reduce offending behaviour. Each young person is supported by our Next Steps worker in a way which works for them, with goals agreed together.



Both Bright Beginnings and Next Steps were shortlisted for the 2022 Children & Young People Now Awards.

Time 4U

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.

In 2022/23, we supported



473 young people through DASH



37 young people supported through the Next Steps project



27 young parents through the Bright Beginnings project

Case study



Next Steps

Community Support



DASH

Groups



John

21 year old John was referred to Next Steps by Community Support to get help with managing finances and finding work. He had recently left prison - he lacked budgeting skills and had no positive friendship group, having distanced himself from his previous peers with whom he'd offended. He was spending a lot of time at home, struggling with his anger.

John had weekly sessions with our Next Steps youth worker. They identified together that he wanted to work on his fitness so our youth worker began coaching him in boxing. They discussed healthy eating to go alongside the boxing training and our youth worker gave advice on cooking nutritious meals. They also looked at budgeting

together and opened a savings account. John was also referred to our DASH service for support with his substance use and to our Managing Emotions therapeutic group.

John is continuing to engage with Next Steps and is enjoying the boxing which helps his anger and gives him a focus. He has gained confidence, is making positive choices about friendships and has opted to join a gym near where he lives with a friend. He has been budgeting better and cooking for himself more often rather than buying take aways.

“No Limits helped me sort myself out and start building a future for myself. They really changed my life”

Thank you

We couldn't support all the children and young people we do without our wonderful network of volunteers. Part of the No Limits family, they train alongside our staff to deliver high quality support to children and young people. We would like to thank each and every one of our volunteers and our outstanding and highly committed staff team for the amazing support they all give to children and young people. Without our team of great people, No Limits simply couldn't have the impact we have; our team make such a difference and we're so grateful for all that they do.

Thank you to our supporters who give so generously and to those who undertake challenge event for us, and to the organisations who support us, including Westquay, Savills, East Horton Golf Club, Zurich, Barratt Homes, John Lewis, EMR, Miller Homes, Midforest Vets.



Thank you

Thank you to our funders:



The Pilgrim Trust



We're proud to have won the Mental Health Award at the Children & Young People Now Awards 2022 for our Mental Health services.



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:



nolimitshelp.org.uk



enquiries@nolimitshelp.org.uk



02380 224 224

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Or send a cheque made payable to No Limits to our registered office.

Where to find us

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Advice Centre

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