



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

**May 2024**

Correct at time of printing

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**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 (May 2024).

## 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, you can drop into our Advice Centre whenever we are open.

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

**Eligibility criteria:** 13-25 or under 13 with parental permission

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

**Referral needed/waiting time:** No referral needed, young people can drop in whenever we are open.

**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.

**Referral details:** Call us on 02380 224 224 or e-mail us at [hello@breakoutyouth.org.uk](mailto:hello@breakoutyouth.org.uk)

**Referral needed/waiting time:**

**Location(s):** Southampton, Basingstoke, Andover, Marchwood, New Milton, IOW, Pan Hampshire Online group.

## 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 by No Limits Youth Workers to help young parents who are isolated and do not have a lot of support in facing the challenges of being a young parent.

Our befrienders will meet with the young parent 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 or around Southampton

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

**Referral needed?** A referral is needed, this can come directly from the young person or from a professional

**Referral details:** Referrals can be made online through the Single Point of Access portal on our website: <https://nolimitshelp.org.uk/refer-a-young-person/>

## CAMHS Wellbeing Hub – Social Prescriber

Social prescribing aims to connect children and young people aged 13-18 years to community groups, education and employment opportunities, and statutory services for practical and emotional support.

**Eligibility criteria:** Aged 12 to 18, living in Southampton.

**Referral waiting time:** 2 to 4 weeks

**Referral details:** Referrals are made through the CAMHS Wellbeing Hub

## Community 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.**

**Children's Counselling for 5-10 year olds:** Delivered in schools, at the No Limits Head Office or via Zoom. Referrals are only accepted from a Southampton based GP or the Solent NHS School Nursing team.

**Counselling for ages 11-17 years (24 for care leavers and SEND)** We offer specific timeslots for you to call and discuss counselling. These are 6-7:30pm every Wednesday and 12-4pm every Friday. This initial call will help determine the best way to support you.

Please phone 02380 224 224 (option 3). For more information, please email [enquiries@nolimitshelp.org.uk](mailto:enquiries@nolimitshelp.org.uk).

**Eligibility criteria:** Aged 5-17 and living in Southampton – postcode area's SO14-SO19

**Contact details:** Age 11+ Call 02380 224 224 (opt 3) to book a Counselling Assessment or email: [enquiries@nolimitshelp.org.uk](mailto:enquiries@nolimitshelp.org.uk) for more info. Ages 4-10: referrals via GP or school nursing team.

### **HYA (Hampshire Youth Access) Counselling (Hampshire and Portsmouth)**

Hampshire Youth Access (HYA) is a partnership of 11 leading agencies providing counselling, information, advice, and support to children and young people aged 5-17 (or 24 for care leavers and SEND) across Hampshire and Portsmouth.

We also give advice and information to anyone concerned about a child or young person's emotional wellbeing.

The HYA team also provides therapeutic groups or 1:1 support with a Youth Wellbeing Practitioner designed to give young people practical support with their emotional health and wellbeing. See the website for further details.

**Eligibility criteria:** Aged 5-17 and living in Hampshire

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

## DASH

### **(Drug & Alcohol, Support Hub)**

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

**Referral waiting time:** No waiting time

**Contact details: Referral details:** Referrals can be made online through the Single Point of Access portal on our website: <https://nolimitshelp.org.uk/refer-a-young-person/>

## Detached/Outreach - DASH

The detached/outreach DASH service is for young people under the age of 25. They engage with young people in the community after school hours in different areas of Southampton. They signpost young people to local support services, including No Limits, give drug-related harm reduction advice, link up with schools, build relationships with local businesses and community services, engage in community activities as well as daytime and evening (night-time economy) community events.

**Eligibility Criteria:** Aged under 25 in Southampton

**None referral based service**

**Contact Details:** [DASH@nolimitshelp.org.uk](mailto:DASH@nolimitshelp.org.uk)

**Location:** Southampton

## Emergency Department & 111

### **Emergency Department**

The No Limits ED Youth Worker service provides support in the emergency departments across 5 Southampton, Hampshire, Portsmouth and IOW hospitals. Our team of ED Youth Workers are committed to empowering children and young people to achieve positive changes in their lives. Our unique service delivery model aims to support all children and young people who attend the ED in crisis, whether that is through violent crime or mental health crisis. Our team works within the 'reachable moment' when a young person attends ED in crisis to help them to start thinking about change. This service provides direct support to children and young people in the emergency department and in the community. By helping the young person to connect with specialist support and other community services through Social Prescribing.

**Eligibility criteria:** Aged 11-25, attending an Emergency Department for treatment, assessment or care

**Contact details:** Call us on 02380 224 224 for any queries or follow up's

**Referral needed/waiting time:** This is no external referral service as it operates within each hospital location Emergency Department

**Location(s):** Southampton, Basingstoke, Winchester, Portsmouth and IOW Emergency Departments

### **111**

We work in partnership with the 111 Mental Health team to support 11–25-year-olds across Hampshire who are accessing 111 for advice and support with their Mental Health and Wellbeing. As Social Prescribers we offer one to one support where we link young people to local services and offer support to engage with those services to help improve their wellbeing. Social prescribing aims to connect children and young people to community groups, education and employment opportunities, and statutory services for practical and emotional support.

**Eligibility criteria:** Aged 11 to 25 recently accessing advice and support through the 111 service

**Contact details:** Call us on 02380 224 224 for any queries or follow up's

**Referral waiting time:** This is no external referral service as this operates directly through 111

## Emotional Resilience

Emotional Resilience is an 9-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

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

**Contact details: Referral details:** Referrals can be made online through the Single Point of Access portal on our website: <https://nolimitshelp.org.uk/refer-a-young-person/>



## Health and wellbeing drop-ins (Schools and Colleges)

No Limits runs weekly health and well-being drop-in sessions at secondary schools, and bi-weekly sessions in colleges across, Southampton throughout 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/](http://www.nolimitshelp.org.uk/get-help/drop-ins/drop-in-sessions-in-schools-and-college/)

## Mental Health Transitions

Supporting young people between the ages of 16-25 to transition between children's services and adult services or into community based support across Hampshire.

**Three levels of support:** **Knowledge hub** (First point of contact, triage and signposting),

**Connections** (Information sharing and referrals, co-ordination of initial contacts with other services)

and **Access Support** (Supporting YP to attend their first meetings with mental health services, building relationships and brief interventions to support and maintain their independence in accessing services).

**Eligibility criteria:** Aged 16-25, living in Hampshire (excluding Southampton, Portsmouth, Isle Of Wight and Frimley)

**Contact details:** Call 02380 224 224 or email [nowrongdoorhants@nolimitshelp.org.uk](mailto:nowrongdoorhants@nolimitshelp.org.uk)

## Next Steps

Next Steps offers intensive one to one support for young people aged 11-25yrs who are either already known to police and local partners or are at risk of becoming involved in serious violence, gang involvement, exploitation, knife crime etc.

Our team can help build positive behaviours, resilience, safety planning and support young people to make positive life choices away from crime, gangs, violence and substances by taking a trauma informed approach and community engagement as well as using goal based outcomes.

**Eligibility criteria:** Aged 11 to 25 living in Southampton, Portsmouth, Basingstoke, IOW.

**Referral waiting time:** None

**Referral details:** Referrals can be made online through the Single Point of Access portal on our website: <https://nolimitshelp.org.uk/refer-a-young-person/>

## No Limits Xtra

No Limits Xtra offers one to one support to young people with anything that is holding them back. We offer a dedicated worker who can support young people through one-to-one appointments at our Advice Centre.

Help can include: Emotional wellbeing, relationships, income and budgeting, accessing support from other agencies, school or education, employment, consumer rights, community issues, money or debt advice, personal development or anything else you want help with.

**Eligibility criteria:** 13 to 25 and living in, or around Southampton

**Referral needed?** A referral is needed, this can come directly from the young person or from a professional

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

**Referral details:** Referrals can be made online through the Single Point of Access portal on our website: <https://nolimitshelp.org.uk/refer-a-young-person/>

## 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 that means they are in crisis or edge of and who need access to out of hours emotional and practical support. Support offered are 121's, Confidential advice online, over the telephone/zoom and an open-access drop-in centres to talk about anything they may be going through.

It is brief intervention support, and 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/referral for longer term interventions.

**Eligibility criteria:** Age range differs in locations, see website for details. In self-defined crisis with mental health or edge of crisis.

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

**Referral waiting time:** None for the drop-in service. Waiting times for face-to-face appointments up to 2 /4weeks 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 (SO14-SO19 postcodes)

**Referral waiting time:** None

**Referral details:** Referrals are open for our October 2024 cohort. These can be made online through the Single Point of Access portal on our website: <https://nolimitshelp.org.uk/refer-a-young-person/>

## 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

**Referral waiting time:** None

**Referral details:** Referrals can be made online through the Single Point of Access portal on our website: <https://nolimitshelp.org.uk/refer-a-young-person/>

## 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 (SO14-SO19 postcodes)

**Referral waiting time:** None

**Referral details:** Referrals are open for our October 2024 cohort. These can be made online through the Single Point of Access portal on our website: <https://nolimitshelp.org.uk/refer-a-young-person/>

## Time4U

Time4U are support groups for young people with SEND 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

**Referral waiting time:** None

**Referral details:** Referrals can be made online through the Single Point of Access portal on our website: <https://nolimitshelp.org.uk/refer-a-young-person/>

## Work Club

Work Club is a drop-in session 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 13 to 25

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

**Referral needed/waiting time:** No referral needed, young people can come in from 2-4pm on Tuesday's

**Location:** 13 High Street, Southampton, SO14 2DF

## 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:**

**Referral details:** Referrals can be made online through the Single Point of Access portal on our website: <https://nolimitshelp.org.uk/refer-a-young-person/>