



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

February 2025

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 (February 2025).

## 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). It's a 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. We offer confidential youth groups in Southampton, Test Valley, Basingstoke, Isle of Wight, Marchwood, New Forest and New Milton. Breakout can also offer some 1:1 support to LGBTQ+ young people.

**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:** Referrals accepted, will be triaged by postcode and if they do not run a group in that area they will signpost young people to local service. Current waiting time is approx..12 weeks, this is subject to staffing and group capacity.

**Location(s):** Southampton, Test Valley, Basingstoke, Isle of Wight, Marchwood, New Forest and New Milton.

## 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. No postcode restriction, but service is based in Southampton.

**Contact details:** Call us on 02380 224 224 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. We will require names and dates of birth for all children. Also details of who the children live with, if this is different to the person being referred.

**Referral details:** **Currently not accepting referrals due to waiting list.**

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

A Child / Young Person can be referred through CAMHS (either being triaged by CAMHS, are currently open to CAMHS, or have just been discharged from CAMHS). Social prescribing is short term 1-2-1 support that aims to connect, refer and signpost children and young people to community groups, education and employment opportunities, and statutory services for practical and emotional support.

**Eligibility criteria:** Working with Children and Young people 18 years and under living in Southampton City.

**Referral waiting time:**

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

## Counselling and Therapeutic Youth Work Interventions

No Limits has a team of friendly, experienced counsellors who can support you with anything you may be facing. Counselling is an opportunity for you to talk to someone in confidence about anything that might be worrying you. This could be about home life, school, college, relationships or just about how you're feeling about yourself. No Limits Counselling is open to young people aged 5-17 (or Care Leavers and those with SEND aged up to 24) in Southampton, Portsmouth and Hampshire. Southampton Counselling for 11-17 (or up to 24 for Care Leavers or those with SEND) can refer in using the SPA webform through the NL website 'Get help' Southampton Counselling for ages 5-10 is delivered in schools, No Limits Head Office or zoom. Need to be referred via GP, CAMHS or School MHST using the Egress secure platform. Hampshire and Portsmouth Counselling aged 5-17 (or up to 24 for Care Leavers and SEND) can be referred through Hampshire Youth Access website; <https://hampshireyouthaccess.org.uk/>.

**Eligibility criteria: 5-17 (or up to 24 for Care Leavers and those with SEND) for Southampton.** Southampton covers SO14-19 postcodes, but postcode is based off GPs postcode, not that of the young person. **5-17 (or up to 24 for Care Leavers and those with SEND) for Hampshire and Portsmouth.** HYA covers all of Hampshire except Southampton.

**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.

## 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 equip young people with a wide range of information, advice, support and counselling around any substances they're using, their effects and risks, as well as how to stay safe.

We offer one-to-one support with a DASH support worker at home, in school, college or university, or in a place where the young person will feel most comfortable.

**Eligibility criteria:** Up to 25th birthday. SO14-19 postcodes. Speak to our DASH team for advice if outside of these postcodes.

**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/>

## Early Help

Fortnightly Schools and College open access drop ins - all CYP can access. One to ones via referral only. Schools/colleges with one to ones are: Bitterne Park, Cantell, Oasis Lordshill, Oasis Mayfield, Oasis Sholing, Redbridge, Regents Park, Upper Shirley High, Weston, Woodlands, St Georges and St Annes. City, Itchen, Taunton's.

**Eligibility criteria:** Attending one of the Schools or Colleges mentioned above.

**Contact details:** Call us on 02380 224 224 or email [enquires@nolimitshelp.org.uk](mailto:enquires@nolimitshelp.org.uk) for more details.

**Referral needed/waiting time:** ALL referrals are to be made via SCHOOLS & COLLEGES only

**Location(s):** See above

## Emergency Department

### **Emergency Department**

11-25. Bedside support, signposting, referrals and crisis intervention to YP's that present in ED at Southampton General (UHS), Portsmouth (QA), Basingstoke, Winchester and IOW. Support is also offered to those admitted to wards.

**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:** **Referrals cannot be made into this service.** However you can contact make us aware of a young person in hospital who would like to see our ED workers, or you feel needs support.

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

## Emotional Resilience

Emotional Resilience is an 8-week group for young people living in Southampton. 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:** Aged 11-25, divided into different age groups. SO14-19 postcodes.

**Referral waiting time:** This is dependent upon when the courses are running. Contact us for details. Email [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/>

## Mental Health Transitions

Mental health support for young people aged 16-25, across Hampshire, around the transitions that happen in their lives.

**Eligibility criteria:** 16-25, Hampshire excluding Southampton (**Please note - the Southampton service is provided through the No Limits Advice Centre**)

**Contact details:** Call 02380 224 224 or email [hants16-25mht@nolimitshelp.org.uk](mailto:hants16-25mht@nolimitshelp.org.uk)

**Referral details/waiting time:** No waiting time. 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, North East Hampshire and the Isle of Wight, for young people who are experiencing crisis with their mental health and who need access to out of hours emotional and practical support.

We offer brief intervention support online, telephone and open-access sessions and 1:1 sessions for young people to talk to someone in confidence about anything they may be going through.

Our Youth Workers will support young people to make positive changes with their mental health and well-being, as well as signposting to other sources of support.

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

**Contact details:** 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 vary by location.

## 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:** Currently not accepting referrals. Check website for up-to-date information.

[Our Support Groups for Young People | No Limits](#)

**Referral details:** 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:** 18-25, no postcode restriction but must be able to attend Advice Centre for groups.

**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:** Currently not accepting referrals. Check website for up-to-date information.

[Our Support Groups for Young People | No Limits](#)

**Referral details:** 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:** Currently not accepting referrals. Check website for up-to-date information.

[Our Support Groups for Young People | No Limits](#)

**Referral details:** 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/>