

**NO  
LiMiTS**

**Helping Young People  
Help Themselves**

# Our Strategy

**2024 - 2027**

# Our Vision

**Children and young people are empowered to reach their potential through excellent information, advice, counselling and support.**

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## From our CEO, to all young people



I'm Chief Executive Officer (CEO) which means I have the amazing job of heading up No Limits and making sure we do a great job. We want to help you fulfill your potential and overcome any challenges you may face through providing information, advice, counselling and support.

Thank you for taking the time to read this document which sets out our plan for the next three years. Our Youth Ambassadors and staff have helped us with this plan, and I'm really grateful to them for making sure we're focusing on young people and what matters most to you.

We know that things have been tough for lots of young people over the last few years, and that Covid made things even worse. We know that you all have a lot going on, and No Limits is here to help you build on your strengths and to face the future with confidence.

I work with a great team of people who are here to help you in your schools, at our Advice Centre, over the phone, by email and in the community. We're here for all young people and you can access our Advice and Wellbeing Hub without an appointment or any waiting lists. If you need a specialist service, like counselling or support with substances, we can provide that too.

We have people trained in all sorts of things, and from all different backgrounds, and if we can't help, we will let you know of other places which might be able to. Our friendly, non-judgemental youth workers are well trained and ready to support you.

I hope you enjoy reading our plan and finding more about what we're up to. If there's anything you want to know more about, or if you'd like to get involved with our Youth Ambassadors group, please get in touch.

Remember, if you need us, please talk to us. We're here for you.

*Natalie*

## From our Chair of Trustees, to people we work with



Much has been said about the ongoing challenges facing young people since the pandemic. Our staff are seeing the evidence and the impact of these challenges every single day. As a service which offers a No Wrong Door approach, young people are coming to us for help with more complicated issues and are often closer to crisis than ever before. Growing waiting lists, cuts to services, and huge pressure across the health and care system means it can feel impossible to get help elsewhere.

We're working harder than ever before to manage the increasing demand on our services. We are facing high pressures relating to mental health through all our services, including our counselling and Emergency Department support, and emotional wellbeing is the leading issue that young people come to us for support with. The cost of living crisis has seen requests for housing support go up by 20%, becoming the second most common issue through our Advice and Wellbeing Hub. Budgeting issues have risen by 24%, with a similar rise in income, benefits and tax issues.

No Limits has always been - and continues to be - here to help young people deal with all their challenges, not just one. We build on young people's strengths and resilience through our holistic approach and I am constantly humbled by the changes we make together.

This strategy responds to the needs and opportunities we are seeing. We want to support more young people, and grow our impact when funding is short across the system. Our ambitions have corresponding action plans which will keep us on track and ensure we all, young people, volunteers and staff are working towards a brighter future.

Young people have helped to shape our priorities for which we are tremendously grateful. They are inspirational, and we will continue to work with them to empower and strengthen their voices throughout the three years of this strategy.

Thanks also to you, our funders, partners and supporters. Without you, we wouldn't be able to have the incredible impact that we do. We look forward to continuing to work together, always putting young people first.

*Stephen*

## From our Youth Ambassadors, to everyone



At No Limits, the openness of everyone, the support from the staff and the fact they're always there for you makes it a really great place. All the support you need you can get. It's not just a mental health service, it's not just a condom service, it's everything.

The youth workers at No Limits are welcoming, friendly and supportive. They are actual nice, decent people that you can tell really care about young people. There's no expectations with them and no judgement. If you just need someone to talk to, they're there and they can make

you laugh and forget about the rest of life. And when you need to talk about stuff, they're really good and always know how to help. They can help you with everything. You can start talking about your feelings and then they'll end up helping you with your finances!

The new values for No Limits are great and we particularly like 'Safe', because it's something that a lot of people don't have - a safe space - and No Limits helps with that. There's a lot of lived experience in the staff and that makes it safe because they really understand what people are going through and always know what needs to be done. We also think 'Respectful' stands out. You don't get talked down to here whereas you do in other places.

We'd like No Limits to have more sessions for young people, more groups and a wider range of them. We'd love more training opportunities for young people, on things that can help with employment and also general life skills. All of these things would be great, but most of all we just want everyone to know that they can come to No Limits because the very best thing is that they're there for us. Always.

## Our values

Our values have been decided by young people, our staff and people in other organisations we work with. They explain our ethos and what we stand for.



**Respectful**



**Inclusive**



**Safe**











**Empowering**



**Trustworthy**

## Our principles

Our principles outline the basics of what we do, how we want to do it, and explain what shapes our culture and decision making:

-  We are fully committed to the YIACS (Youth Information, Advice, Counselling and Support) model, offering youth-work led holistic, person-centred services to young people up to the age of 26.
-  No Limits delivers services in Hampshire, the Isle of Wight, Portsmouth and Southampton and seek to develop services where there is an unmet need.
-  No Limits works in partnership with other organisations and supports, develops and participates in the wider system of support for children and young people.
-  No Limits recognises the need for early intervention as well as crisis support.
-  We ensure our staff are well trained and supported to deliver safe services. Safeguarding will always be our highest priority and we have a trauma informed approach in everything we do.
-  No Limits recognises that some children and young people face additional, and sometimes intersecting, barriers to accessing our services. We work hard to overcome these barriers.
-  No Limits staff work hard in challenging times, and environments. We are an inclusive, supportive and person-centred employer. We recognise and embrace lived experience.
-  We seek to operate in a way which contributes positively, to society and the environment.



## A year of our work



### Hampshire-wide

- Advice & Wellbeing Hub
- Sexual Health
- 111
- Smoking Prevention
- Substance Use Prevention Training
- Counselling, through Hampshire Youth Access

### 1) 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

### 2) Portsmouth

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

### 3) Isle of Wight

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

### 4) Winchester and Basingstoke

- Emergency Department support and Social Prescribing

### 5) Farnham

- Safe Haven

# A year of our data

**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

## Safeguarding

**35%** of the young people we supported last year were considered vulnerable

**622**

serious incidents

risks and vulnerabilities logged

**3,777**

## Our ambitions

For 2024 - 2027, we are focussing our strategic effort in four main areas. We want to make sure that No Limits is:

**Responsive**



**Impactful**



**Accessible**



**Strong**



**“No Limits is a great place to go if you need help. The youth workers there are really helpful and friendly. Without them I would be really stuck. I wish everyone in the world could get support from No Limits.”**



## Ambition One: No Limits is **Responsive**

We will deliver new services to meet need

Our objectives are to:

- Deepen our support for each young person by developing more support for their parents, carers, family and wider network.
- Secure funding to develop a specialist mental health offer specifically for young people aged 18 and above.
- Develop a specific focus on transitional moments for children and young people.
- Develop our services, including our Advice and Wellbeing Hub, to ensure a consistent service is available across the Hampshire, Isle of Wight, Portsmouth and Southampton area.

We'll know we've achieved this ambition if children and young people can:

Access our Advice and Wellbeing Hub from all areas where we offer support

Access age-appropriate support from our services





## Ambition Two: No Limits is **Impactful**

**We will make an even bigger difference**

Our objectives are to:

- Deliver excellent services, every time, making sure we assess the quality of our work and respond to feedback.
- Be a louder voice for – and with – young people, sharing power and working together.
- Support young people into employment by enabling opportunities within No Limits e.g. peer support, apprenticeships or volunteering.
- Use our knowledge and expertise to influence local and national change.
- Embed trauma informed practice across our organisation.

We'll know we've achieved this ambition if children and young people can:

Provide feedback which we embrace to make positive changes

Gain experience and confidence through the opportunities we provide





## Ambition Three: No Limits is **Accessible**

We will break down barriers to be there for everyone

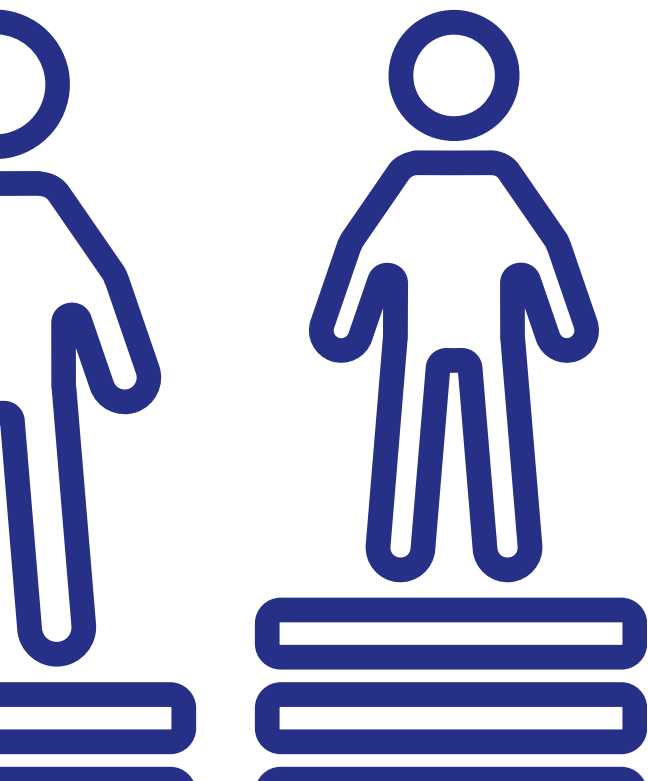
Our objectives are to:

- Acknowledge and work to remove the barriers to access experienced by some groups of young people.
- Increase self-help resources available for children and young people and their families/network of support.
- Ensure all our communications are accessible and engaging for young people.
- Make the best use of our buildings and resources with sustainability in mind.
- Develop services that schools and others can buy from No Limits, to enable more young people to benefit from our support.

We'll know we've achieved this ambition if children and young people:

From different  
backgrounds  
access support

Engage with, and access  
our communications





## Ambition Four: No Limits is Strong

We will be an even better organisation to work with, partner with and engage with

Our objectives are to:

- Secure funding to make sure we're here for the long term.
- Create virtual and physical spaces for staff to connect with one another within localities.
- Increase volunteering within No Limits to expand capacity, provide opportunities, and embrace a wider workforce.
- Develop our database and data inputting so that the system works well for everyone and we can evidence our work.
- Be an excellent employer with a happy and supported workforce, with a culture that reflects our values.

We'll know we've achieved this ambition if children and young people:

Experience No Limits having greater capacity because of increased volunteering

Are supported by staff who would recommend No Limits as a place to work



### **More information**

nolimitshelp.org.uk  
enquiries@nolimitshelp.org.uk  
02380 224 224

### **Follow us on social media**

@nolimitshelp

### **Registered**

No Limits Head Office  
35 The Avenue  
Southampton  
SO17 1XN

### **Advice Centre**

No Limits Advice Centre  
13 High Street  
Southampton  
SO14 2DF

### **Registered Charity Number**

1088835

### **Registered Company Number**

4183173

