



# NO LiMiTs

Helping Young People  
Help Themselves

Our Impact

2023/24

## Who are we?

We are a charity in Hampshire, Southampton, Portsmouth and the Isle of Wight, providing life-changing advice, counselling and support services to empower children and young people to meet their potential.

We focus on early help and prevention as well as supporting children and young people in crisis - we are here for them at every stage of their journey, offering high quality and accredited youth work and counselling services which follow the national Youth Access model.

Our support is:

Free

Holistic

Young person-centred

Available to all children and young people up to 26

Our open-access support is available through several gateways, including at our Advice Centre, out-of-hours Safe Havens, Health and Wellbeing drop-ins in schools and colleges, youth workers in hospital emergency departments, in the 111 service and in the community.

Our specialist services include a drug and alcohol service, counselling, support for those at risk of crime, befrienders for young parents, social prescribing and housing support.

We work alongside young people to amplify their voices and help them influence decisions which affect their lives. Our Youth Ambassadors, Young Carers Champions and Youth Communications Group work with us to shape our services, highlighting areas of need and advocating across the system for change.

From April 2023 to March 2024, we supported:

**6,949**

Children and young people, directly or through families/professionals

And reached a further

**12,285**

through outreach

# A changing landscape of support

Our work continues to give us an in-depth insight into the lives of children and young people. Our data for the last year shows that we had higher levels of engagement with each young person and greater involvement with families and other professionals - evidence of the growing complexity of the issues many young people are facing.

We saw:



938

Safeguarding concerns - an increase of 41% on last year. 553 of these concerns were about mental health, 236 about personal safety.



2,749

Enquiries from concerned families asking us for advice on how to support their child, a sharp increase on last year, up 20% across all issues and 87% around mental health.



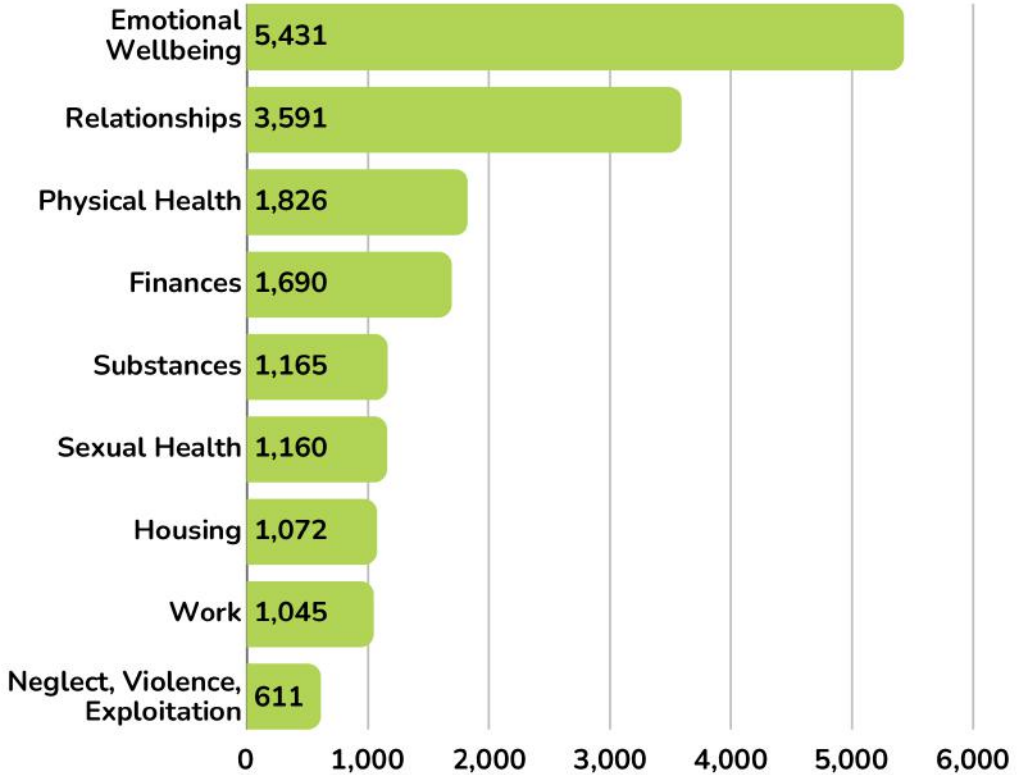
2,832

Interactions with other professionals, increasing the support we are providing across the wider system. Interactions around emotional wellbeing increased 250%, with housing increasing 73%.

# What did we help them with?

The need for support around emotional wellbeing continues to increase, with 5,431 interactions this year. The number of interactions to support housing needs has increased by 24% and for finances, 13%.

The most frequent issues for young people were:



“

If it wasn't for No Limits, I'd be living in the mould or moved out and lost my flat. It was affecting my health.

”

# What impact did we have?

We measure our impact on children and young people through regular Wellbeing Reviews. These take place throughout and at the end of their support from No Limits. They show us that, after engagement with us, young people feel they are:



Better able to deal with their problems

70%



More knowledgeable about where to get help

83%



More positive about the future

73%



More confident

60%



Less stressed

73%

Our impact continues to be strengthened by our connections and work with other providers. We lead Hampshire Youth Access (HYA) to deliver community counselling to an additional 3,000+ young people, in partnership with local specialist services. We are also a member of Advice in Southampton. We host LGBTQ+ charity, Breakout Youth, who engage with around 400 young people every year.

We work closely with Youth Access nationally and have a leading role in representing the voluntary sector locally and regionally, helping to influence policy, bring about system change and ultimately reduce demand for our services.

We are accredited by the Advice Quality Standard, members of the British Association of Counselling and Psychotherapy, and we are regulated by the Financial Conduct Authority. We deliver high quality, professional, trauma informed, youth work-centred services and we train and support other professionals to share our expertise and widen the positive impact we have.



# Where did we help children and young people?

We supported children and young people in over 25 different locations, as well as detached and outreach work and counselling across Hampshire.



7,736

Interactions with young people through our school and college drop-ins



1,704

through our Advice Centre drop-in



1,492

through our Single Point of Access service



956

with counselling, plus a further 3,367 through our partners



946

Through social prescribing and 111 service



837

Engagements with our detached youth workers in Southampton



774

Young people at five hospital emergency departments



593

At our sexual health service



429

Through our drug and alcohol service



310

Young carers



303

One-to-ones through our school drop-in service



230

At our out-of-hours Safe Havens



164

At our Emotional Resilience group



93

Through our Primary Mental Health service



59

Through Next Steps, our support for young people at risk of offending



57

At our Teen Safe House mental health support group



52

At our older Safe House mental health support group



49

At our Time 4U group for SEN young people



42

Through the Frankie service, for young people with experience of sexual abuse



41

Young parents through our Bright Beginnings service



36

Through our Community Support housing project



33 Through our SHINE women's group



26 At COSMO, our holiday club for young people affected by other's substance use



I feel understood and respected and not treated like a rebellious child for my traits and mental health struggles. They have made me feel more human and in tune with my mental and physical health than I thought I'd be capable of.



“

Without No Limits, a lot of young people would struggle - this place has saved a lot of people.

”

- *Ex service user*

**NO  
LiMiTS**

**Helping Young People  
Help Themselves**

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

[enquiries@nolimitshelp.org.uk](mailto:enquiries@nolimitshelp.org.uk)

02380 224 224

Charity Number: 1088835 | Company Number: 4183173