

NO LIMITS' SERVICES FEBRUARY 2021

How can a young person, or someone concerned about a young person, access support from No Limits?

- call 02380 224 224
- go to www.nolimitshelp.org.uk to use webchat
- email enquiries@nolimitshelp.org.uk

A **youth worker** is available to provide support during the following hours:

Monday: 10am-5pm

Tuesday: 10am – 5pm

Wednesday: 1.30pm – 8pm

Thursday: 10am – 8pm

Friday: 10am-5pm

Saturday: 10am – 1.30pm

All youth workers within No Limits and Breakout Youth are trained, skilled professionals who have a broad knowledge base about a large number of issues and factors that affect young people. In addition, they each have in depth knowledge and skills in specific areas such as sexual health, LGBTQ+, mental health, housing & homelessness, sexual exploitation, domestic abuse, substance misuse, poverty, debt, caring responsibilities, parenting and more.

CURRENT SERVICES

Advice Centre: Our Advice Centre is operating remotely via telephone, webchat and email. All our youth workers are working and available to provide support on any issue, using the contact details above. The Advice Centre building is opening from 10am - 4pm Monday to Friday for a very limited service through appointments only. These appointments will be for children and young people who cannot access our services remotely and for those in crisis who require face to face support. If you feel a young person needs to be referred for a face to face appointment, please contact us. Anyone arriving at the Advice Centre without an appointment will be triaged and given an appointment if needed. If it is appropriate and possible to support them remotely, they will be asked to contact us through those channels.

Advice and Support Line: Available to children and young people aged 11-17 who live in Southampton and West Hampshire and need immediate support for their mental health. Open for over 40 hours a week. 02380 224224.

Barnardo's SEE, HEAR, RESPOND Programme: No Limits is a local delivery partner for this programme, offering rapid, early intervention, to minimise harm to children and young people who don't meet the threshold for statutory support during the Covid-19 crisis in England.

Breakout Youth service: we are offering LGBTQ+ Zoom groups and one to one support to young people. Details are available by contacting Hello@breakoutyouth.org.uk. Referrals should be made on this email.

Bright Beginnings: support for young parents is continuing by telephone.

Community Support: for help with issues around tenancies or housing, income, benefits, bills, debts and budgeting, as well as education, training, work and life skills. Referrals are as normal and appointments are taking place over the phone.

Counselling: For 4-9 year olds in Southampton - referrals via phone at any time, for young people in Southampton aged 11 and above, assessments need to be booked over the phone on a Monday 10-11am. Counselling sessions are being held face to face for those considered to be at most at risk, with all other children and young people offered a range of options including online and telephone counselling.

For young people in Hampshire aged 4-17 years please refer via <https://hampshireyouthaccess.org.uk/>

DASH (Drugs, alcohol support and health): referrals for substance support are as normal, appointments are taking place over the telephone and Zoom, or face to face if necessary. DASH workers are available for advice and support without a referral. We are accepting referrals for SHINE, our women's group which started in July via Zoom. We continue to offer support for children of substance misusing others (COSMO). We are able to offer needle exchange and testing for prescribed and court ordered young people via appointments at the Advice Centre.

Emergency Department – University Hospital Southampton and Queen Alexandra Portsmouth: No Limits Youth Workers are available at the Emergency Department through the week and at peak times to provide support and signposting to children and young people.

Frankie Service: Frankie Workers provide therapeutic counselling to children and young people aged 0 – 18 years who are victims of sexual abuse, sexual exploitation or female genital mutilation. Referrals are via frankie@hants.gov.uk or 02392 244000.

Health and Wellbeing: We will continue to provide our Health and Wellbeing Service to schools where needed. For any students who cannot access a drop-in in their school or college we continue to offer health and wellbeing topics and support through ZOOM.

Housing and homelessness: 1:1 support is taking place over the telephone or at the Advice Centre where necessary. To speak to a youth worker, contact the Advice Centre as normal.

Mental Health Youth Champions: MHYC's will work within their school to ensure that children and young people's voices form part of the development of the MHSTs and mental health offer for students. This is currently on-hold due to the lockdown.

Primary Mental Health (U18 AND 18+): Referrals are being accepted through enquiries@nolimitshelp.org.uk. The service is offering weekly one-to-ones virtually, by phone and face to face. Our U18 PMHWs continue to triage CAMHS referrals in the Single Point of Access (SPA). We are checking in regularly with those on the waiting list.

NLXtra: Help with debt and budgeting. Referrals being accepted by email and support offered via telephone or email.

Reach Out Support Group: A new support group for survivors who have experienced abuse in the past or are currently experiencing any type of abuse. Phone or email No Limits for a referral form.

Safe Haven - NE Hants and Farnham: The Young Person's Safe Haven enables young people (aged 10-17) to access out of hours emotional and practical support with their mental health, providing them with the tools and techniques to enable them to be as safe as possible and make positive changes. Currently meeting virtually every Wednesday 5-8pm and Saturday 10.00-1.30pm, with limited face to face appointments for those needing emergency assistance. Call for more information.

Safe Havens - Southampton and IOW (Space for U): These services are available for children and young people in Southampton (up to 25) and Isle of Wight (11-17) who are experiencing difficulties with their mental health and who need access to out of hours emotional and practical support.

Providing an online and telephone service, youth workers are available.

Tuesday 11am-1pm

Wednesday 5-8pm

Thursday 5-8pm

Friday 10am-12pm

Saturday: 10am – 1.30pm

Isle of Wight (Space for U) is also opening an appointment-only face to face service on Mondays 6-8pm (East Newport Family Centre) and Tuesdays 4.30-6.30pm (Sandown Family Centre). Call 07741 665182 to make an appointment.

Sexual health: The sexual health team continue to offer detached youth work sessions across Southampton and Hampshire offering sexual health promotion, brief interventions and distributing condoms, where appropriate. We are continuing to offer all priority schools let's talk RSE (formally named GTBT) either virtually (classroom based) or face to face. Peer promotion is being booked in for further education settings and at-risk groups. Children and young people can continue to access support through our webchat, email or phone line. Our Advice Centre is now offering appointments to see the sexual health nurse. One-to-one phone consultations with a specialist sexual health nurse are also available – email to arrange. Young people can access sexual health advice and guidance through our webchat, email or phone. Referrals to zoom groups through enquiries@nolimitshelp.org.uk

Social prescribing: taking a holistic approach to people's health and wellbeing. Social prescribing aims to connect C&YP (13-25 years) to community groups and statutory services for practical and emotional support. We are accepting referrals as normal with assessments completed over the phone, including signposting and referring on for support. Limited face to face appointments are being offered where there is an identified need and the interaction can't take place digitally.

Safe House and Teen Safe House: Support groups are taking place via Zoom. Referrals are now open again, please contact us by phone or email.

Time4U: Normal referral routes. Support groups are taking place over Zoom.

Transitions support for year 6/7 - Youth Options partnership: No Limits are working in partnership with Youth Options to support children and young people transitioning from primary into secondary school. Youth Options will be running outdoor sessions focused on building personal and social skills and No Limits will be running targeted sessions on emotional resilience, relationships and safety.

Youth Ambassadors: Meeting online

Young Carers: Referrals are still being accepted by email. Assessments are being completed over the phone, and through ZOOM where possible. Weekly 1:1's are continuing with support and guidance offered over the telephone or via ZOOM. Support groups have moved online again.

Youth Infinity: Support group for those on the Prince's Trust Fairbridge Programme. The group is meeting via Zoom.

For more information on any of the services above please see our website. We will continue to monitor developments and provide service updates in line with the Government's guidance on our website and across social media. For general enquiries please email enquiries@nolimitshelp.org.uk.