

Service Update 3.7.20

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.

Update on each of No Limits' services (listed in alphabetical order)

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 is opening from 6 July 11am - 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.

Breakout Youth service: we continue to offer LGBTQ+ Zoom groups to young people. Social and themed sessions – to make a referral or for more details, email:

Hello@breakoutyouth.org.uk.



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

Community Support: we can 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: We continue to deliver counselling services. For 4-10 year olds in Southampton referrals can be made 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 via Zoom or telephone, as appropriate. 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 and appointments are taking place over the telephone and via Zoom. DASH workers are available on the phone for advice and support without a referral. We are accepting referrals for SHINE, our women's group which starts on 15th July via Zoom. We continue to offer support for children of substance misusing others (COSMO). From July, with the reopening of the Advice Centre we will be able to offer needle exchange and testing for prescribed and court ordered young people via appointments.

Emergency Department: No Limits Youth Workers will be re-joining the emergency department in early July to support children and young people presenting at Southampton General Hospital. In the meantime, we are continuing to accept referrals over the phone.

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 can be made by contacting No Limits.

Health and Wellbeing: We are providing face to face Health and Wellbeing drop-ins in several schools in Southampton. For any students who cannot access a drop-in in their school or college we are offering health and wellbeing topics and support through Zoom (see below).

Health and Wellbeing Zooms: we are accepting referrals from schools, professionals, parents and self-referrals for young people to access Zoom groups around specific topics which have been advertised directly with partners and via social media. Zoom topics include self-esteem, coping with loneliness, transitions, relationships and sex education. We are also providing 1:1 support via telephone to young people after Zoom sessions where appropriate.

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

Primary Mental Health (U18 AND 18+): Referrals are being accepted on enquiries@nolimitshelp.org.uk. We are offering weekly 1:1s via phone call, 'visionable' (Video call) or face to face where virtual options are not suitable, and the young person's mental health is suffering as a result. Our U18 Primary Mental Health Workers are still



triaging CAMHS referrals in the SPA. We are checking in regularly with those on the waiting list. CBT spaces available for 16+ YP using the above referral route.

NLXtra: we continue to provide help with debt and budgeting. Referrals being accepted by email and support offered via telephone or email.

Sexual health: we are completing targeted sexual health work through detached youth work in Southampton and surrounding areas. 1:1 phone consultations with a specialist sexual health nurse are available – email to arrange. Relationships and sex education topics can be provided to young people through Zoom upon referral. Young people can access general advice and guidance through our webchat, email or phone.

Social prescribing: taking a holistic approach to people's health and wellbeing. Social prescribing aims to connect children and young people (13-18 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 will be offered from the beginning of July, only where there is an identified need and the interaction cannot take place digitally (depending on government advice.)

Safe Havens for 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 instant emotional and practical support. Providing an online and telephone service, youth workers are available Monday 5-8pm, Tuesday 11am-1pm, Wednesday 5-8pm, Thursday 5-8pm and Friday 10am-12pm.

Safe House and Teen Safe House: Our support groups are taking place over Zoom. Normal referral routes apply.

Time4U: Our support groups are taking place over Zoom. Normal referral routes apply.

Young Carers: We continue to support young carers. Referrals are still being accepted by email. Assessments are being completed over the phone and where possible through Zoom. Weekly 1:1's are continuing with support and guidance offered over the telephone and through Zoom. All young carers and their families are receiving regular support through resource packs via email. Interactive weekly support groups continue to meet via Zoom too.

Youth Infinity: The support group for those on the Prince's Trust Fairbridge Programme is continuing. 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.