When School Feels Impossible

Where to get help in Wales

A practical starting point for parents, carers and young people when school attendance, anxiety, additional learning needs or family life have become overwhelming.

You do not have to wait for a school referral to ask for advice. Some services offer immediate information or a helpline; specialist support may involve eligibility checks, referrals or waiting lists.

Support organisations

SNAP Cymru

Independent advice about additional learning needs (ALN), individual development plans (IDPs), disagreements with schools and education rights.

Visit website | Telephone: 029 2002 8466

Families First (via your local council)

Practical family support, including parenting, wellbeing and accessing local services. Ask your council how to access its Families First provision.

Visit website

YoungMinds – Parents

Advice for parents concerned about a child's mental health, anxiety or school-related distress.

Visit website

Meic Cymru

Free, confidential information, advice and advocacy for children and young people up to age 25 in Wales.

Visit website | Telephone: 0808 80 23456

Family Lives

Support for parents and carers with challenging family situations, behaviour and relationships.

Visit website | Telephone: 0808 800 2222

Contact

Advice for families of disabled children and children with additional needs.

Visit website | Telephone: 0808 808 3555

NYAS

Independent advocacy for eligible children and young people, helping them to be heard.

Visit website | Telephone: 0808 808 1001

Parent Talk – Action for Children

Online parenting guidance and access to support through its website.

Visit website

C.A.L.L. Mental Health Helpline

Confidential mental health information and emotional support in Wales.

Visit website | Telephone: 0800 132 737

TGP Cymru – Young Voices

Independent advocacy for eligible young people in North Wales; check current criteria and coverage.

Visit website

WeMindTheGap

Programmes focused on young people's confidence, opportunities and future participation. This is not an emergency school-crisis helpline; check programme eligibility.

Visit website

If you need urgent help

For urgent mental health support in Wales, call NHS 111 and select option 2. If someone is in immediate danger, call 999. For medical advice, contact NHS 111 Wales.

NHS 111 Wales

Before you contact a service

You can simply say: "My child is struggling to attend or cope with school, and our family needs support. Can you tell me what help is available and whether we can refer ourselves?"

It may help to note your child's age, the main difficulties, what you have already tried, and what would make the biggest difference right now.

This guide is a signposting resource, not legal or medical advice. Services, telephone numbers, opening hours and eligibility can change; please check each organisation's website. Updated October 2026.

Behind the Behaviour | When School Feels Impossible

Julie A Milner

Available on Amazon : https://amzn.eu/d/0fzzFLbV