

# INTRODUCTION



**This folder is here to help you as you move on from working with your advocate. It's full of useful information and contacts that can support you with different parts of your life, whether it's about your home, school, health, or finding other people who can help.**

**This might not all be useful to your right now, so don't worry!**

**Remember, even though your time with your advocate is ending, there are always people and services who care and want to help you succeed.**



On request this information will be available in different languages and formats.

Please contact [communications@tgpcymru.org.uk](mailto:communications@tgpcymru.org.uk)

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Registered Office: SPARK, Maindy Road, Cardiff, CF24 4HQ



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# SCHOOL SUPPORT



- LAC education support teams
- Education Maintenance Allowance (EMA) – Up to age 19 Student Finance Wales
- Assembly learning grant

## SNAP Cymru

SNAP Cymru is a national charity unique to Wales that offers free and independent information, advice, and support for children and young people with Special Educational Needs (SEN) / Additional Learning Needs (ALN) and disabilities. They can help with:

- Assessments and Individual Education Plans
- Bullying, school attendance, exclusion
- Health and social care provision
- Advocacy and disagreement resolution

Phone: 0808 801 0608 (Helpline). Email: [enquiries@snapcymru.org](mailto:enquiries@snapcymru.org)

Website: [SNAP Cymru](https://www.snapcymru.org)



## Careers Wales

They can help you with:

- Exploring career options
- Finding courses and training
- Apprenticeships
- Job searching and CV writing
- Interview skills

Phone: 0800 028 4844 Website: [Careers Wales](https://www.careerswales.org)

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# HEALTH SUPPORT



## **Betsi Cadwaladr University Health Board (BCUHB)**

BCUHB is the local health board for North Wales, providing a wide range of primary, community, mental health, and hospital services.

General Enquiries:

Website: [Betsi Cadwaladr University Health Board](https://www.bcuhb.wales.nhs.uk)

**NHS 111 Wales:** For urgent health advice when it's not a 999 emergency. You can call 111 for advice on symptoms, finding local services, or if you're feeling unwell.

Phone: 111 (Free to call from landlines and mobile phones). Website: [NHS 111 Wales](https://www.nhs.uk/111)

**GP Registration:** It's important to be registered with a local GP (doctor). You can find a GP practice near you on the NHS 111 Wales website or by asking at your local pharmacy.

**Looked After Children (LAC) Health Services:** BCUHB has specialist nurses who offer support, advice, and interventions for all looked after children and young people (0-25 years) across North Wales, focusing on physical, emotional health, and wellbeing. Your social worker or personal adviser can help you access this.  
Website: [BCUHB Looked After Children](https://www.bcuhb.wales.nhs.uk/looked-after-children)



If you feel like you didn't get the right care, Llais are a medical advocacy service that can help.

Call 02920 235 558 for support.

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# HEALTH SUPPORT



## Mental Health Support

**Child and Adolescent Mental Health Services (CAMHS):** If you are under 18 and need mental health support, CAMHS can help. Referrals are usually made through your GP, social worker, or school.

**Adult Mental Health Services:** If you are over 18, your GP can refer you to adult mental health services if needed.

**YoungMinds:** A leading charity for young people's mental health. They offer guides, advice, and a helpline for parents and carers, but their website is a great resource for young people too.  
Website: [YoungMinds](https://www.youngminds.org.uk)

**Crisis Messenger:** Text YM to 85258 (24/7 support for young people in crisis)

**Mind Cymru:** Provides advice and support to empower anyone experiencing a mental health problem in Wales.  
Website: [Mind Cymru](https://www.mindcymru.org.uk)

**Samaritans:** Offer a safe place for you to talk any time you like, in your own way, about whatever's on your mind.  
Phone: 116 123 (Free, 24/7)  
Website: [Samaritans](https://www.samaritans.org)

## Sexual Health Services

**Sexual Health Services (BCUHB):** Provide contraception, STI testing, and advice.

**Appointment Line:** 03000 856000  
(Monday - Thursday 9:00am - 3:00pm,  
Friday 9.00am - 1.00pm)

**Website:** [BCUHB Sexual Health](https://www.bcuhb.nhs.uk/sexual-health)



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# PARENT & BABY SERVICES



If you are a young parent, or are expecting a baby, there is a lot of support available to you.

## Health Visitors

Health Visitors are nurses who provide expert advice and support for families and children from the antenatal period up to 5 years old. They can help with:

- Infant and child nutrition (including breastfeeding)
- Child growth and development
- Parent-infant relationships
- Managing behaviour (sleep, toilet training, feeding)
- Childhood immunisation programmes
- Emotional health difficulties (e.g., postnatal depression)
- Your midwife or GP will usually inform the Health Visiting team, who will then contact you. Their details are often in your child's red book.



## Local Health Visiting Contact Details (BCUHB):

**Anglesey:** 03000 853172 or 01407 762507

**Gwynedd:** 03000 851638

**Conwy and Denbighshire:** 03000 850009 opt. 7

**Wrexham and Flintshire:** 03000 859301

**Website:** [BCUHB Health Visitors](https://www.bcuhb.org.uk/health-visitors)

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# PARENT & BABY SERVICES



## Flying Start

Flying Start is a Welsh Government program for families with children aged 0-4 living in specific disadvantaged areas. It provides:

- Extra health visiting support
- Free quality part-time childcare for 2-3 year olds
- Parenting support programs
- Early language development and play skills
- Your Health Visitor or local Family Information Service can tell you if you live in a Flying Start area.

Website: [BCUHB Flying Start](#)

## Maternity Services

If you are pregnant, you can refer yourself directly to NHS maternity services to start your pregnancy care with a midwife. You usually don't need to see a GP first.

Website: [NHS UK - Refer yourself for NHS pregnancy care](#) (This is a UK-wide service that helps you find local NHS trusts)

## Other Family Support

**Family Information Services (FIS):** Each local authority has a Family Information Service that can provide details on local childcare, family support, and activities.

Search for "[Your County Name] Family Information Service" online.

**NSPCC:** Offers advice and support for parents and families. Helpline: 0808 800 5000

Website: [NSPCC](#)

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# HOUSING SUPPORT



## Local Council Housing Options Teams

Your local council has a legal duty to help if you are homeless or at risk of homelessness. It's important to contact them as soon as possible if you have concerns about your housing.

### Anglesey Housing Service:

Phone: 01248 752200

Website: [Anglesey Council Housing](#) (You may need to search for their housing section on their main website)



### Conwy Housing Solutions Team:

Phone: 0300 124 0050

Email: [sarth@cartreficonwy.org](mailto:sarth@cartreficonwy.org) (This email is for Cartrefi Conwy, a housing association, but they work closely with Conwy Council's housing solutions)

Website: [Conwy Council Housing](#)

### Denbighshire Housing:

Phone: 01824 712911 Email: [housingregister@denbighshire.gov.uk](mailto:housingregister@denbighshire.gov.uk)

Website: [Denbighshire Council Housing](#)

### Gwynedd Housing Options Team:

Phone: 01766 771000 Email: [opsiynautai@gwynedd.gov.uk](mailto:opsiynautai@gwynedd.gov.uk)

Website: [Gwynedd Council Housing](#)

### Wrexham Housing Options Team:

Phone: 01978 292947 (Anytime) If you are under 18 and homeless or worried about becoming homeless: 01978 292039 (Anytime)

Website: [Wrexham Council Homelessness Help](#)

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# HOUSING SUPPORT



## Helplines for Housing Advice

### Shelter Cymru:

Experts in housing law and advice.

Website: [Shelter Cymru](#) - Get Help Phone: 08000 495 495  
(Housing Advice Helpline)

### Citizens Advice Bureau (CAB):

Offer confidential advice on a range of matters, including housing issues.

Adviceline (Wales): 03444 111 444 (Monday to Friday, 9am to 5pm) Website: [Citizens Advice Wales](#)

Local offices are available, check their website for details.

### StreetLink:

If you are concerned about someone sleeping rough, you can use their website or app to send an alert.

Website: [StreetLink](#)

### Llamau:

Housing related support for 16-25 year olds

Phone: 029 2023 9585

[www.llamau.org.uk](http://www.llamau.org.uk)



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# HELP AFTER TURNING 18

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## Adult Social Care

Your local council's adult social care team can provide support if you have care and support needs due to illness, disability, or age. This can include help with living independently, personal care, or accessing community activities.

Contact your local council and ask for Adult Social Care

## Employment and Training Support

**Careers Wales:** provides support for adults with career guidance, job searching, and training opportunities.

Phone: 0800 028 4844 Website: [Careers Wales](https://careers.wales)

**Jobcentre Plus:** Can help you look for work, claim benefits, and access training.

Website: [GOV.UK](https://gov.uk) - Find your nearest Jobcentre Plus

### Llamau – Step into Employment (16–24)

Tailored employment support for young people who are not in education, training, or employment. [llamau.org.uk](https://llamau.org.uk)

### Young Enterprise North Wales (YE North Wales):

Works with young people to develop life skills, knowledge, and confidence for the world of work through enterprise programs.

Website: [Young Enterprise Wales](https://youngenterprise.wales)

### Citizens Advice

Citizens Advice provides free, confidential, impartial advice on a wide range of issues including benefits, debt, employment, housing, and consumer rights.

### Adviceline (Wales):

03444 111 444 (Monday to Friday, 9am to 5pm)

Text Relay: 18001 03444 111 444 Website: [Citizens Advice Wales](https://citizensadvice.wales)

