

What areas do we cover?

Greater Lisburn

Covering: Lisburn
Dunmurry
Moira
Hillsborough

North Down

Covering: Bangor
Newtownards
Ards Peninsula
Comber

Down

Covering: Downpatrick
Newcastle
Ballynahinch

You can contact us at:

0300 1000 300

A duty Social Worker is available to take your call Monday - Friday, 9.00am - 5.00pm (excluding public and bank holidays)

0300 1000 300

Out of Hours Emergency Social Work Service

Phone

(028) 9056 5444

after 5.00pm each evening at weekends and Public/Bank Holidays

Further Contact Details

Greater Lisburn Gateway Team

Stewartstown Road Health Centre
212 Stewartstown Road
Dunmurry
Belfast BT17 0FG
Tel: (028) 9060 2705
Fax: (028) 9062 9827

North Down Gateway Team

James Street
Newtownards
BT23 4EP
Tel: (028) 9181 8518
Fax: (028) 9056 4830

Down Gateway Team

Children's Services
81 Market Street
Downpatrick
BT30 6LZ
Tel: (028) 4461 3511
Fax: (028) 4461 5734

This document can be made available on request in accessible formats including ethnic languages.

0300 1000 300

Designed by the Publications Department



South Eastern Health and Social Care Trust

Gateway
To
Children's Social Work Service

One call - One number

0300 1000 300

What is Gateway?

- Gateway is a social work service for children and families
- It is the first point of contact for people who wish to share a concern about a child/young person who is not already known to social services
- It exists to respond quickly to the needs of children and families who are referred for a social work service.

What is the purpose of Gateway?

- To work in partnership with children and families to assess their needs and to identify appropriate support services
- To ensure an immediate response to safeguard children in need of protection
- To ensure that everyone involved with a child can make a meaningful contribution to the assessment of the child and his or her family
- To identify children/young people who need ongoing social work involvement and to access this for them

0300 1000 300

- To work closely with other agencies when there is a concern about a child/young person or when additional support is needed
- To make sure that all new referrals are responded to promptly.

What do we do?

- We provide a Social Work Service Monday - Friday 9.00am - 5.00pm
- We provide information and advice
- We visit and speak to children, young people and their families in their own home, to assess what they need
- We speak to other professionals involved with the family to ensure their views are included in the assessment
- We refer families to locally based services for additional support when needed
- We take steps to protect children and young people when this is necessary

0300 1000 300

- We keep families and professionals informed throughout the assessment
- We aim to complete all initial assessments within 10 working days
- We can provide a written copy of the completed assessment to family and professionals, where appropriate
- We ensure families and professionals know what happens next
- We ensure children and families who continue to need a social work service are transferred to their local social work team.

One call - One number

0300 1000 300

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