Where to seek professional help

During normal office hours – Monday to Friday 9.00 am – 5.00 pm. Please ring your local social services office as identified below and ask to speak to the duty social worker.

The office contact numbers are:

<table>
<thead>
<tr>
<th>Area</th>
<th>Children’s Services</th>
<th>Elder Care Services</th>
<th>Mental Health Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Antrim</td>
<td>9441 6555</td>
<td>9442 6002</td>
<td>9441 3650</td>
</tr>
<tr>
<td>Moyle</td>
<td>2076 1500</td>
<td>2076 2651</td>
<td>2076 1517</td>
</tr>
<tr>
<td>Ballyclare</td>
<td>9083 1444</td>
<td>9086 7111</td>
<td>90552648 / 2368</td>
</tr>
<tr>
<td>Ballymena</td>
<td>2563 5640</td>
<td>2565 6447</td>
<td>9441 3650</td>
</tr>
<tr>
<td>Ballymoney</td>
<td>2766 1808</td>
<td>2766 1830</td>
<td>2766 0350</td>
</tr>
<tr>
<td>Carrickfergus</td>
<td>9331 5114</td>
<td>9085 5855</td>
<td>9335 6400</td>
</tr>
<tr>
<td>Coleraine</td>
<td>7035 2221</td>
<td>7034 7864</td>
<td>7034 2721</td>
</tr>
<tr>
<td>Cookstown</td>
<td>8675 8877</td>
<td>8672 3800</td>
<td>8672 3846/7/9</td>
</tr>
<tr>
<td>Glengormley</td>
<td>9083 1444</td>
<td>9086 7111</td>
<td>9055 2648 / 2368</td>
</tr>
<tr>
<td>Larne</td>
<td>2827 5427</td>
<td>2827 5427</td>
<td>2827 5427</td>
</tr>
<tr>
<td>Magherafelt</td>
<td>7930 1700</td>
<td>7936 5000</td>
<td>7930 2950</td>
</tr>
<tr>
<td>Newtownabbey</td>
<td>9083 1444</td>
<td>9086 7111</td>
<td>9055 2648 / 2368</td>
</tr>
</tbody>
</table>

Gateway – to Children’s Social Work Service

0300 1234 333

Gateway is a social work service for children and families. It is the first point of contact for people who are concerned about a child or young person not already known to Social Services. Services are provided Monday – Friday 9.00 am to 5.00 pm.

Information Leaflet

Northern Health & Social Care Trust

Out of Hours Emergency Social Work Service

Phone 028 9446 8833

After

5.00 pm each evening

and

All Day Weekends and Bank Holidays

October 2009

For general information during normal working hours contact:

Manager Out-of-Hours Emergency Social Work Service
Northern Health & Social Care Trust
Trust Headquarters Phone on 028 2563 3794
The Cottage Fax: 028 2563 3733
5 Greenmount Avenue Minicom: 2563 2762
Ballymena
BT43 6DA
Email – eugene.hagan@northerntrust.hscni.net
What the service is

The out of hours emergency social work service provides an emergency response to individuals and families requiring assistance within the Northern Health & Social Care Trust areas which covers the council areas of Antrim, Ballymena, Ballymoney, Carrickfergus, Coleraine, Cookstown, Larne, Magherafelt, Moyle, Newtownabbey. The service operates every evening and all day during weekends and bank/public holidays.

Aim

The aims of the service are to:

- Respond in an appropriate way to emergency situations which take account of the Trust’s statutory obligations;
- Provide professional social work assessments in emergency situations and to make sure that assessed needs are addressed; and
- Provide an initial point of contact in the event of a civil emergency.

The service is provided by qualified and experienced social workers for emergencies only.

Contact

When you phone 9446 8833, you will be asked for your name and phone number only. This information will be passed to the co-ordinator on duty, who will phone you to seek further details. On occasions when the co-ordinator is busy you may have to wait a short time before being contacted.

When we are contacted we will, if appropriate, liaise with various agencies, including the Police, Dalriada Urgent Care Service (doctor on call) and other NHSCT services.

We are not a referral point for such agencies should you wish to contact them you should do so directly.

The range of responses may include:

- The need for a social worker to visit;
- Advice and guidance to assist in dealing with the emergency;
- A recommendation that you contact another agency;
- Matter to be referred to the local fieldwork office the next working day.

All contacts will be recorded and forwarded to the appropriate office for their information and further action if required.

Note:

- Matters that can be “held over” until the next working day will be.
- If you wish to pass on a message to social services or talk to your social worker and it is not an emergency, you should do so during office hours (9am – 5pm).

A list of office addresses, phone numbers are shown overleaf.

What is an emergency?

An emergency can be any situation which causes you or your family distress and upset. This can include domestic violence, childcare concerns, concern regarding elderly relatives/friends or mental health problems.

Although we can assist in an emergency, we are unable to contact your social worker.

Emergency Homelessness

The out of hours service will assist you if you are homeless as a result of an emergency by providing temporary accommodation approved by the Housing Executive. We act on behalf of the Housing Executive, using their criteria. All reports are forwarded to the Housing Executive who will deal with your situation fully during normal working hours. You are responsible for providing your own food, should you be provided with emergency accommodation.

We do not deal with repairs/housing applications or transfers.

Financial Assistance

The out of hours service acts on behalf of the Social Security Agency outside normal office hours. If you require emergency financial assistance your circumstances will be assessed by a staff member. We are guided by Social Security Agency regulations regarding how much money should be given.

If cash is provided, it will be by way of a loan. All loans are repayable and you will be asked to sign a form acknowledging it is a loan.

Records of any payments given are forwarded to Social Security Agency who may reduce your normal benefit entitlement to pay back the loan.

We do not deal with new claims or disputes. The Citizens Advice Bureau can help with advice on these matters.