You can contact us at:

0300 1234 333

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

Referral Gateway Team
(Single Point of Entry to Children’s Services)
Oriel House
2-8 Castle Street, Antrim
Tel: 028 9442 4459
email: SPOE.Referrals@northerntrust.hscni.net

Further contact details

Central Gateway Team
Unit 5A
Toome Business Park
Hillhead Road
Toomebridge
BT41 3SF
email: central.gateway@northerntrust.hscni.net
Tel: 028 7965 1020

South Eastern Gateway Team
The Beeches
76 Avondale Drive
Ballyclare
BT39 9DB
email: southeastern.gateway@northerntrust.hscni.net
Tel: 028 9334 0165

Northern Gateway Team
Coleraine Child Care Team
7A Castlerock Road
Coleraine
BT51 3HP
email: northern.gateway@northerntrust.hscni.net
Tel: 028 7032 5462

Regional Emergency
Social Work Service

After 5.00pm each evening
and all day weekends and bank holidays

Tel: 028 9504 9999

Gateway
to Children’s
Social Work Service

0300 1234 333
What is Gateway?

- Gateway is a Social Work service for children and families.

- We provide a Social Work Service Monday - Friday 9 am - 5 pm.

Referral Gateway

- All new referrals should be made directly to referral gateway. This team is the first point of contact for people who are concerned about a child or young person not already known to Social Services.

- Referral Gateway will respond promptly by gathering information and will pass the referral to the locality gateway team should it be determined that an initial social work assessment is required.

What is the purpose of Locality Gateway?

- We visit children, young people and their families in their own homes, to assess what they need.

- To ensure an immediate response to safeguard children in need of protection.

- To link with children and families to assess their needs and to identify appropriate support services.

- To ensure everyone involved with a child can contribute to the assessment of the child and his or her family.

- 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 of additional support where needed.

- We aim to complete all assessments within 10 working days and we keep professionals and families informed throughout the process.

- We ensure children and families who continue to need a social work service are transferred to their local Family Support and Intervention Team for on-going involvement.

Where are we?

REFERRAL GATEWAY TEAM
Covering: Trust-wide

LOCALITY GATEWAY TEAMS

Northern Sector
Covering: Ballycastle, Ballymoney, Portrush and Coleraine

Central Sector
Covering: Ballymena, Antrim, Cookstown and Magherafelt

South Eastern Sector
Covering: Carrickfergus, Newtownabbey and Larne.