What is Gateway?

- 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.
- Gateway will respond quickly to the needs of children and families who are referred for a Social Work Service.

What is the purpose of Gateway?

- To make sure that all new referrals are responded to promptly.
- To link 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 contribute to the assessment of the child and his or her family.
- To make sure children and young people receive ongoing social work support whenever they need it.
- To work closely with other agencies when additional support is needed.
- 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.

What do we do?

- We provide a Social Work Service Monday - Friday, 9.00am - 5.00pm.
- We visit children, young people and their families in their own homes, 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.
- We aim to complete all assessments within 10 working days and we keep families and professionals informed throughout the process.
- We give the family and professionals (when appropriate) a written copy of the completed assessment.

Where are we?

NORTHERN SECTOR
Covering:
Ballycastle, Ballymoney, Portrush and Coleraine

CENTRAL SECTOR
Covering:
Ballymena, Cookstown and Magherafelt

SOUTH EASTERN SECTOR
Covering:
Antrim, Carrickfergus, Newtownabbey and Larne.
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)

Further contact details

Northern Gateway Team
Coleraine Child Care Team
7A Castlerock Road
Coleraine
BT51 3HP
email: northern.gateway@northerntrust.hscni.net
Tel: 028 7032 5482

Out of hours emergency social work service

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

Tel: 028 9446 8833

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

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