

## Contact Details

**Single Point of Entry  
Gateway Service  
Lisanally House, Lisanally Lane  
Armagh BT61 7HF  
Tel: 028 3756 7100**

**Freephone  
0800 7837745**

Email: [duty.service@southerntrust.hscni.net](mailto:duty.service@southerntrust.hscni.net)

**For Referrals Out of Hours**

**Regional Emergency  
Social Work Service  
Freephone 0800 197 9995**

*A Duty Social Worker is available to take your  
call Monday to Friday from 9.00am—5.00pm  
(excluding Public Holidays)*



*Quality Care - for you, with you*

## **Gateway Service for Children's Social Work**



**For all new referrals, enquiries or  
information contact the  
Single Point Of Entry  
Gateway Service:**

**Tel: 028 3756 7100**

**Or Freephone: 0800 7837745**

## 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.

## 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 provide this for them.
- 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 to Friday from 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 keep families and professionals informed throughout the assessment.

- We aim to allocate all referrals within 20 working days and complete all initial assessments within 10 working days.
- We give the family and professionals (when appropriate) a written copy of the completed assessment.
- 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.

