

Localities

Armagh and Dungannon

- Armagh
- Coalisland
- Dungannon
- Fivemiletown
- Markethill
- Moy
- Tandragee
- Ballygawley

Craigavon and Banbridge

- Craigavon
- Banbridge
- Dromore
- Lurgan
- Portadown
- Gilford

Newry and Mourne

- Newry City
- Bessbrook
- Annalong
- Rathfriland
- Newtownhamilton
- Warrenpoint
- Crossmaglen
- Kilkeel

A Duty Social Worker is available to take your call Monday to Friday from 9am - 5pm
(Excluding Public Holidays)

Contact Details for Gateway Teams

Armagh and Dungannon Team

'E' Floor
South Tyrone Hospital
Carland Road
Dungannon
BT71 4AU
Tel: (028) 8771 3506

Craigavon and Banbridge Team

Brownlow H&SS Centre
Legahory
Craigavon
BT65 5BE
Tel: (028) 3834 3011

Newry and Mourne Team

Dromalane House
Dromalane Road
Newry
BT35 8AP
Tel: (028) 3082 5000, Option 1

Freephone
(from landlines only)
0800 783 7745



Southern Health
and Social Care Trust

Gateway Service for Children's Social Work Services

**New Single
Freephone Telephone Number**

0800 783 7745

*This telephone number is
free from landlines only*

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 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.
- 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 9am - 5pm.
- 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.
- We keep families and professionals informed throughout the assessment.
- We aim to 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.

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