

Gateway



To Children's Social Work Service

028 7131 4090

Out of Hours Emergency

Social Work Service
Emergency Social Work Service
 After 5.00pm each evening and all day weekends and bank holidays.

02895049999

Compliments/Complaints

We would like to learn from your comments – good or bad. Please let staff know how you feel about the service we have provided. If you wish to make a complaint please contact the Complaints Department at:

Complaints Manager
Patient's Advocate
MDEC Building
Altnagelvin Hospital
Londonderry
Tel: 028 7161 1226

You can contact us at:

028 7131 4090

Or by visiting any of the offices listed below.

A duty Social Worker is available to take your call Monday – Thursday, 9.00am – 5.00pm, and on Friday 9.00am – 4.30pm (Excluding public holidays).

You can also contact us by calling in person to the following offices;

- 2 Coleshill Road, Enniskillen, Fermanagh, BT74 7HG
- 106 Irish Street, Waterside, Londonderry, BT47 2ND
- Main Building, Tyrone & Fermanagh Hospital, Omagh, BT79 0NS



One number – One Call
028 7131 4090

- 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.
- We ensure families and professionals know what happens next.
- We ensure children and families who are identified as requiring ongoing services continue to need a social worker.

- 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 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 assessment.
- We refer families to locally based services for additional support when needed.

What do we do?

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 identify appropriate support services.
- To ensure an immediate response to safeguard children in need of protection.