

## Children in need and child protection response issues

The process to follow when you do not receive a timely or satisfactory response from a social care professional for child in need (CIN)/child protection (CP)

**Timely** - within the expected 24 hours-48 hours

**Satisfactory** - decisions reached reducing risks/concerns for family

1. Child is known to social care but you have not been able to contact the social worker
2. Call Locality DTM
3. Deputy Team Manager (DTM) contacted but no response to emails or calls
4. Call Locality Team Manager
5. Team Manager has not responded within the expected 24 to 48 hours
6. Email Head of CIN Service, Shontelle Harries at [HarriesS@ealing.gov.uk](mailto:HarriesS@ealing.gov.uk)

### Acton & Ealing MAST Team

1. Referral made to Ealing Children's Integrated Response Service but unable to contact or no response to referral
2. Call MAST locality DTM:
  - Jana Dulakova [DulakovaJ@ealing.gov.uk](mailto:DulakovaJ@ealing.gov.uk)
  - Henrietta Antwi [AntwiH@ealing.gov.uk](mailto:AntwiH@ealing.gov.uk)
3. Deputy Team Manager (DTM) contacted but no response to emails or calls
4. Call MAST Team Manager Samia Ali [AliS@ealing.gov.uk](mailto:AliS@ealing.gov.uk)
5. Team Manager has not responded within the expected 24 to 48 hours
6. Email Head Service, Shontelle Harries [Shontelle Harries HarriesS@ealing.gov.uk](mailto:HarriesS@ealing.gov.uk)

### Greenford & Northolt MAST Team

1. Referral made to Ealing Children's Integrated Response Service but unable to contact or no response to referral
2. Call MAST locality DTM:
  - Anna Willis [WillisA@ealing.gov.uk](mailto:WillisA@ealing.gov.uk)
  - Lauren Whyte [WhyteL@ealing.gov.uk](mailto:WhyteL@ealing.gov.uk)
3. Deputy Team Manager (DTM) contacted but no response to emails or calls
4. Call MAST Team Manager Anne-Marie Phillips [PhillipsAM@ealing.gov.uk](mailto:PhillipsAM@ealing.gov.uk)
5. Team Manager has not responded within the expected 24 to 48 hours
6. Email Head Service, Shontelle Harries [Shontelle Harries HarriesS@ealing.gov.uk](mailto:HarriesS@ealing.gov.uk)

### Hanwell MAST Team

1. Referral made to Ealing Children's Integrated Response Service but unable to contact or no response to referral
2. Call MAST locality DTM:
  - Gurdeep Madan [MadanG@ealing.gov.uk](mailto:MadanG@ealing.gov.uk)
  - Krysta Chapman [ChapmanKr@ealing.gov.uk](mailto:ChapmanKr@ealing.gov.uk)
3. Deputy Team Manager (DTM) contacted but no response to emails or calls
4. Call MAST Team Manager Joe Rogers [RogersJ@ealing.gov.uk](mailto:RogersJ@ealing.gov.uk)
5. Team Manager has not responded within the expected 24 to 48 hours
6. Email Head Service, Shontelle Harries [Shontelle Harries HarriesS@ealing.gov.uk](mailto:HarriesS@ealing.gov.uk)

### Southall MAST Team

1. Referral made to Ealing Children's Integrated Response Service but unable to contact or no response to referral
2. Call MAST locality DTM:
  - Kim Black: [BlackK@ealing.gov.uk](mailto:BlackK@ealing.gov.uk)
  - Shadeene Henry-Mitchell [HenryMitchellS@ealing.gov.uk](mailto:HenryMitchellS@ealing.gov.uk)
3. Deputy Team Manager (DTM) contacted but no response to emails or calls
4. Call MAST Team Manager Davina Quinlan [QuinlanD@ealing.gov.uk](mailto:QuinlanD@ealing.gov.uk)
5. Team Manager has not responded within the expected 24 to 48 hours
6. Email Head Service, Shontelle Harries [Shontelle Harries HarriesS@ealing.gov.uk](mailto:HarriesS@ealing.gov.uk)

### Adolescent MAST Team

1. Referral made to Ealing Children's Integrated Response Service but unable to contact or no response to referral
2. Call MAST locality DTM:
  - Sharleen Vidal [VidalS@ealing.gov.uk](mailto:VidalS@ealing.gov.uk)
  - Mark Brown [BrownMa@ealing.gov.uk](mailto:BrownMa@ealing.gov.uk)
  - Annabelle Raza [razaan@ealing.gov.uk](mailto:razaan@ealing.gov.uk)
  - Louise Pickering [PickeringL@ealing.gov.uk](mailto:PickeringL@ealing.gov.uk)
3. Deputy Team Manager (DTM) contacted but no response to emails or calls
4. Call MAST Team Manager Nicola Smart/Natasha Thomas [SmartN@ealing.gov.uk](mailto:SmartN@ealing.gov.uk)
5. Team Manager has not responded within the expected 24 to 48 hours
6. Email Head Service, Shontelle Harries [Shontelle Harries HarriesS@ealing.gov.uk](mailto:HarriesS@ealing.gov.uk)

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- [Yes](#)
- [Neutral](#)
- [No](#)