

## ECIRS and MASH process where timely or satisfactory response not met

The process to follow when you do not receive a timely or satisfactory response from ECIRS/MASH

**Timely** means within the expected timeframe according to risk/rag 24 hours-48 hours - 72 hours max.

**Satisfactory** is where decisions reached reducing risks/concerns for family.

1. Referral made to Ealing Children's Integrated Response Service but unable to contact or no response to referral
2. Contact ECIRS duty team managers
  - Lynne Ochieng: [Ochiengl@ealing.gov.uk](mailto:Ochiengl@ealing.gov.uk)
  - Rachel McIntyre: [McIntyrer@ealing.gov.uk](mailto:McIntyrer@ealing.gov.uk)
  - Vivian Chan: [Chanv@ealing.gov.uk](mailto:Chanv@ealing.gov.uk)
3. Deputy Team Manager (DTM) contacted but no response to emails or calls
4. Contact ECIRS team manager Simone Lionel [Lionels@ealing.gov.uk](mailto:Lionels@ealing.gov.uk)
5. Team manager has not responded within the expected 24 to 48 hours
6. Email Head Service, Jenny Palmer [palmerj@ealing.gov.uk](mailto:palmerj@ealing.gov.uk)

### Was this page useful?

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

Last updated: 25 Jul 2025

---