

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
 - Rachel McIntyre: McIntyrer@ealing.gov.uk
 - Vivian Chan: 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
5. Team manager has not responded within the expected 24 to 48 hours
6. Email Head Service, Jenny Palmer palmerj@ealing.gov.uk

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

Last updated: 25 Jul 2025
