



# Dame Ellen Pinsent School

Ardencote Road, Kings Heath, Birmingham B13 0RW

Telephone: 0121 675 2487 Email: [enquiry@dameellenpinsent.bham.sch.uk](mailto:enquiry@dameellenpinsent.bham.sch.uk)

Website: [www.dameellenpinsent.bham.sch.uk](http://www.dameellenpinsent.bham.sch.uk)

Head Teacher Ms Denise Fountain

Chair of Governors Mr Andy Punch

Friday 20<sup>th</sup> March 2020

## FAQs

Questions	Answers
1) How can I contact the school?	<p>The school office, for the foreseeable future will be manned by 1 member of staff.</p> <p>Telephone: <b>0121 675 2487</b></p> <p>The school email will remain monitored: <b><i>enquiry@deps.ac</i></b></p>
2) What should I do if my child doesn't understand the work they've been set?	<p>Please email us at <a href="mailto:enquiry@deps.ac">enquiry@deps.ac</a> and this will be passed onto the teacher who will then send further information and guidance to you.</p>
3) Can I access the school during closure?	<p>No. The building will be open only for vulnerable pupils, pupils of 'Key Workers' and the appropriate number of staff. Should you need to make contact with the school, please use the mechanisms outlined above.</p>
4) What do I do if I have any safeguarding concerns?	<p>Please contact Children's Social Care on 0121 303 1888. For less urgent contact please use the mechanisms above and the school will arrange for you to talk to a DSL.</p>
5) When should I expect to receive communications or updates from school?	<p>We will do our very best to update you regularly with any changes that affect Dame Ellen Pinsent. It is very important that you check your texts regularly and keep abreast of global news.</p> <p>The school website will also be updated regularly.</p> <p>We are aiming to operate a telephone contact system, whereby a member of staff will contact you and your child to see how you are all doing.</p>
6) When is school going to re-open?	<p>Unfortunately, this isn't a question we can answer at this stage. We would advise you to keep up to date with global news and regularly check the school website for communication from the school.</p>
7) My child is entitled to a Free School Meal, will this be provided?	<p>Yes. A letter has already been sent to eligible families. If you believe you are eligible and haven't received the communication please contact us.</p>





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8) What will happen to any payments already made?	If you have paid for a trip or visit that was planned you will be refunded.
9) What happens if I have a change in my circumstances?	If you have a change of circumstances at any point during the enforced school closure please email: <a href="mailto:enquiry@chilcoteschool.com">enquiry@chilcoteschool.com</a>





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