

# Grove Street Primary and Nursery School

Grove Street  
Primary School



**MINDS | LEARNING | FUTURES**

*Every child deserves a Champion*

## Visitor Information Handout

|                          |                 |                                    |                    |
|--------------------------|-----------------|------------------------------------|--------------------|
| Date of Policy           | September 2026  | Due for Review                     | September 2027     |
| Headteacher<br>Signature | <i>L. Walsh</i> | Chair of<br>Governors<br>Signature | <i>N. Cornford</i> |

## Visitor information

Welcome to Grove Street Primary School. We hope you have a pleasant visit.

Please take a moment to read this leaflet. It outlines our health, safety, and safeguarding expectations to help ensure everyone on site remains safe, comfortable, and well protected.

We are fully committed to protecting the welfare of our children and families, and we ask all staff, volunteers, and visitors to share this commitment. If you have any questions, please speak to a member of staff or one of the named contacts within this leaflet.

## Fire safety

We have various fire assembly points around school, you will be notified of your nearest by your visit host. If the fire alarm sounds during your visit, please report to this location and make yourself known to a member of staff or fire marshal.

If you require assistance with evacuating the building, please ensure that you make a staff member aware of this on arrival.

In the event of the fire alarm sounding:

- Make your way out of the building immediately by following the fire exit signs.
- Leave any belongings behind.
- Once outside, head towards the fire assembly point.
- Do not enter the building again until you are informed that it is safe to do so.

## Behaviour and conduct

We ask that all visitors model good behaviour when on school site – our school reserves the right to remove any individual who exhibits unsavoury conduct.

Please ensure that you:

- Abide by the Smoke-free Policy.

- Only engage in a level of contact with children that is suitable for the purposes of your visit.
- Use appropriate language.
- Do not take photographs without permission from our Senior Leadership Team
- Ensure that mobile phones are safely stored away for the duration of your visit.
- While on site please ensure that all gates and secured doors are closed behind you. Please do not encourage tailgating.
- Make the school aware of the purpose of your visit in advance.

### Visitor safeguarding procedures

- Report any safeguarding concerns or incidents to the designated or deputy designated safeguarding leaders:
  - Caroline Stanley – Designated Safeguarding Lead
  - Lisa Walsh – Deputy Designated Safeguarding Lead
  - Enid Kenney – Deputy Designated Safeguarding Lead
  - Rachel O’Driscoll – Deputy Designated Safeguarding Lead
  - Sian Campbell – Deputy Designated Safeguarding Lead
- Treat everybody with respect and dignity.

### How to raise a concern (for visitors)

If you observe or are informed of a concern regarding adult behaviour toward a child while visiting our school:

- **Report Immediately to the Designated Safeguarding Lead (DSL):** Speak directly to our lead on-site staff member or main reception before leaving the premises.
- **Formal LADO Submission:** Our DSL will evaluate the details and submit a formal [LADO Allegations Referral Form](#) to [safeguardingunit@wirral.gov.uk](mailto:safeguardingunit@wirral.gov.uk)

<https://www.wirralsafeguarding.co.uk/professionals/lado-allegations/>

- **Immediate Danger / Emergency:** If a child is in immediate danger of harm, notify emergency services (999) or contact the [Wirral Integrated Front Door \(IFD\)](#)

(<https://www.wirralsafeguarding.co.uk/procedures/5-1-contacts-referrals/>) directly on **0151 606 2008** (out-of-hours: 0151 677 6557).

## Types of harm

The following is a list of possible forms of harm that children can face:

**Physical abuse** – a child suffers physical harm or injury, e.g. bruises and cuts.

**Emotional abuse** – a child receives emotional maltreatment which causes adverse effects on their development, e.g. being told they are worthless.

**Sexual abuse** – a child is forced or enticed into taking part in sexual activities, whether or not they are aware of what is happening. Indicators may include the use of sexual language or not wishing to be alone with someone in particular.

**Neglect** – a child's basic physical and/or psychological needs are consistently not met, resulting in serious impairment of their health or development, e.g. by providing inadequate amounts of food. A child may appear tired or malnourished.

**Child sexual exploitation (CSE) and child criminal exploitation (CCE)** – a child is subject to a form of abuse where an individual or group takes advantage of, or manipulates, a child into sexual or criminal activity, in exchange for something the victim wants or needs. An indicator may be that the child has unexplained new items or presents.

**Child-on-child abuse** – this abuse can involve physical abuse, CSE, CCE, serious youth violence, and harmful sexual behaviour between children.

## Keeping yourself safe

Whilst on site, you must always remain professional, especially if you are a volunteer, trainee or on work experience. Please be aware that you may be escorted or supervised throughout your visit.

Where a child has told you that they are being harmed, you must not question the child and must report the incident to the DSL immediately. Only trained investigators should question a child who has said they are being harmed.

You must never share contact details with a child or arrange to meet them outside of school hours.

Children should not be contacted through social media and you should not discuss the school, its teachers or its children across such platforms.

Taking photographs or recording videos is not permitted unless consent has been granted by the headteacher for the relevant school activity. Use of mobile phones is also prohibited unless agreed in advance with a member of the Senior Leadership team.

## Key school contacts

If you have any queries or need to contact someone during your visit, please contact the following people as applicable to discuss your concern:

For general queries and concerns: Headteacher – Lisa Walsh, 0151 645 2170

For safeguarding queries and concerns: DSL – Caroline Stanley, 0151 645 2170

For fire safety queries and concerns: Site Manager – Joey Farrell, 0151 645 2170

For first aid queries and concerns: Site Manager – Joey Farrell, 0151 645 2170

For health and safety queries and concerns: Site Manager – Joey Farrell, 0151 645 2170

## Policies and procedures

The following policies and procedures are in place for the protection of all staff, pupils and visitors:

- Health and Safety Policy – This policy ensures the risks to the health and safety of all staff, children and visitors are minimised.
- Child Protection and Safeguarding Policy – This policy ensures that children are kept safe, and that procedures are in place for dealing with allegations.
- Evacuation procedure – This document ensures that our school has a procedure in place to evacuate the premises in the event of an emergency.
- Smoke-free Policy – This policy prohibits smoking or vaping on our school site – if you do smoke, please ensure that all cigarettes and vapes are used away from the school premises.
- Visitor Policy – This policy details the procedures that you must adhere to whilst visiting the school.

All policies can be viewed on our school website, <https://www.grovestreetprimaryschool.co.uk/>

## Visiting arrangements and information

Our Visitor Policy details the procedures that you must adhere to whilst visiting the school.

All visitors, including trainee teachers, volunteers, parents, and those on work experience, must:

- Report to the school office on arrival.
- Provide their details, including their name, the purpose of the visit, the name of the child the visit affects and/or the name of the staff member who arranged the visit.
- Provide identification if visiting in a professional capacity.
- Sign in and out using sign in screen
- Display the ID badge provided at all times whilst on the school premises.
- Return the ID badge to the school office before departure.

When you arrive at the school, please report to the main office where you will be handed a visitor's lanyard and asked to sign in. Upon leaving the school, please ensure that you return this lanyard and sign out.

Once you have signed in, a member of staff will be on hand to answer any queries you have and to make you aware of fire exits and the location of school facilities.

Car parking is available on Grove Street in two council car parks which are currently free of charge.

Toilets can be found outside the staff room. Our children's toilets are not to be used by visitors at any point.

## Health and safety

The health and safety of our children, staff and visitors is extremely important. We require all visitors to act in accordance with the Health and Safety Policy at all times and be mindful of any hazards that may be present.

If you or someone else is injured during your visit, please report this to the Site Manager who will be able to ensure the appropriate action is taken. If someone requires immediate emergency or lifesaving treatment – dial 999.