

Visiting Elevate-Ed

A guide for parents and carers

The Bungalow, Howe Pit, Norwich Road, Brooke, NR15 1HJ · safeguarding@elevate-ed.org.uk

We're really glad you're coming in. Whether you're joining us for a placement review, an initial visit to see the setting, or a check-in meeting, we want your visit to feel relaxed and informative. This guide tells you what to expect and the few things we ask of everyone who visits — to keep our learners safe and our sessions running well.

What to expect

Arrival

Please message ahead if your plans change. When you arrive, a member of the team will meet you at the door — we don't have a public reception, so please don't walk in unannounced.

Signing in

We ask all visitors to sign in and out. This is a safeguarding requirement, not a formality.

Your child

We'll let your child know in advance that you're coming. Depending on the purpose of the visit, you may observe part of a session or meet separately with Aaron.

Length of visit

Most parent and carer visits are 30–60 minutes. We'll agree the format with you beforehand.

A few things we ask

Photography and recording

Please don't take photos, videos, or recordings while on site. This protects all our learners — some are in vulnerable situations and their presence at Elevate-Ed is confidential. If you'd like a photo of your child's work, just ask a member of the team.

Confidentiality

You may see or hear things relating to other learners during your visit. Please treat anything you observe as confidential. We extend the same to you — your family's circumstances are never discussed with other families.

Staying with staff

We ask all visitors to remain with a member of the team while on site. This is standard safeguarding practice — the same expectation we have of commissioners and inspectors.

Raising concerns

If something doesn't feel right — about your child, the setting, or anything you observe — please speak to Aaron directly, either on the day or afterwards. We take all concerns seriously.

Safeguarding

Our Designated Safeguarding Lead is Aaron Guy (safeguarding@elevate-ed.org.uk). If you have a concern about any child's welfare, speak to Aaron immediately. If your concern relates to Aaron directly, contact your child's school SENCO or the Norfolk Education Duty Desk on 01603 307797.