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FACTSHEET

A Guide to Nannies

What is a nanny?

A nanny is someone who provides childcare in your own home. The nanny is employed by you. An advantage of using a nanny is that they can provide flexible childcare in the familiar surroundings of your child's own home and can accommodate the differing childcare needs of siblings. It also may be more cost effective to use a nanny if you have more than one child. Nannies can be daily nannies that come to the family home each day, or they can live in with the family they are working for and are provided with a private bedroom and food in addition to their salary.

Do nannies have to be registered with Ofsted?

No, there are no legal requirements for nannies to be registered. It is up to you as a parent and employer to ensure you employ someone you are satisfied with and who will look after your children well. However, there is now the facility for nannies to register as 'home childcarers' through the voluntary part of the new Ofsted Childcare Register (this has now replaced the Childcare Approval Scheme). Using a nanny registered in this way will enable you to claim the childcare element of the Working Tax Credit, if you are eligible. It will also enable you to use employer-supported childcare vouchers that require you to use registered childcare.

Using a nanny on the voluntary register will ensure that certain standards have been met concerning areas such as the welfare and safeguarding of children, how childcare is organised, health and safety, complaints procedures and information to parents. Nannies on the voluntary register must have an enhanced Criminal Records Bureau check and are inspected to ensure they meet the standards. There is an annual registration fee for the voluntary part of the Childcare Register. Nannies that are already approved under the old Childcare Approval Scheme do not have to register with the Childcare Register until their approval runs out. A nanny who cares for children from three sets of parents at any one

time, in any or all of the parents' homes, is also required to register with Ofsted as a childminder. Contact Sheffield Information Link for more information on how to register. See also our factsheet "A guide to registration and Ofsted".

Are nannies qualified?

No special training or experience is required for someone to set themselves up as a nanny, however many nannies have some childcare related qualifications e.g. NVQ Early Years Childcare and Education, NVQ Children's Care, Learning and Development, NNEB, BTEC Diploma, City and Guilds. Childcare training will include child development, play, safeguarding and safety issues. Although qualifications are important, an untrained person with experience can offer valuable practical skills and knowledge. Nannies that are registered as home childcarers are required to have a minimum of a level 2 childcare qualification, or to have completed training in the common core skills. They must also have a relevant first aid qualification. Further information on the core skills training can be found on the Every Child Matters or Children's Workforce Development Council website. See 'Useful contacts' section at the end of this factsheet.

What is the difference between an au pair and a nanny?

An au pair is someone who comes to Britain to help with childcare and improve or learn English by living in your home. This is normally a short term arrangement (6 - 12 months). There are no restrictions on au pairs from European Union countries coming here to work, but au pairs from outside the EU must have a special visa which is usually for a year and will restrict what they can do. Au pairs are not supposed to work for more than five hours a day and their work is governed by Home Office regulations. More information on au pairs can be found on the Working Families 'Childcare Factsheet' which is

Available via their website. See 'Useful contacts' section at the end of this factsheet).

How do you find a nanny?

Finding the right person does take time, so try to begin your search at least twelve weeks before you need your nanny to start work. You can find a nanny in several ways:

- Contact a nanny recruitment agency. Agencies advertise in the back of magazines such as *Nursery World* or *The Lady*. The Yellow Pages should also list agencies and you will find a range of agencies on the internet, as well as some websites which list nanny agencies (see 'Useful contacts' section at the end of this factsheet). You will normally be expected to pay an agency fee. Agencies usually carry out some checks on nannies – however you should clarify with them exactly what checks have been undertaken, such as Criminal Records Bureau checks. Please note there is as yet no regulatory body for nanny agencies.
- You can place an advert on Sheffield Information Link's job vacancy board. This will also be uploaded to our website and circulated to people looking for jobs in childcare.
- Sheffield Information Link holds details of all home childcarers on the voluntary part of the Ofsted Childcare Register. Numbers of registered home childcarers are still relatively low as it is a new scheme, and not all give permission for their details to be passed on to parents. However, it is worth asking SIL if there is anyone currently available to meet your needs.
- You could place an advertisement in local newspapers or parents' newsletters, eg local National Childbirth Trust newsletter. Or you could advertise in national magazines like *Nursery World*, or on some of the websites listed in the 'Useful contacts' section.
- Put advertisements on local noticeboards, in schools, community halls etc.
- Advertise in colleges which offer childcare courses (courses usually end in June).

You need to consider that someone you employ straight from college may not have much experience.

What should my advertisement say?

You need to think about the criteria you wish the prospective nanny to meet. Establish what is important to you personally, e.g. childcare qualifications, non-smoker, first aider, experience of children with special needs, driving license etc. This needs to be included in your job description for the advert, along with, hours, duties, whether you want the nanny to live in or not, number of and age of children. For safety reasons do not include your full address or your children's names in the advert. You may wish to ask potential nannies to write to a box number, rather than putting your home phone number on the advert (your local post office will tell you how to get one).

Job description and application form

You should provide a job description setting down the duties, terms and conditions for the job, as with the advert. You may want to consider providing a simple application form, asking for details of qualifications and experience. Alternatively you can ask them to write with these details or send a CV. The 'needananny' section of the Sure Start website provides a useful step-by-step guide to employing a nanny and the Department for Business Enterprise and Regulatory Reform can provide information on any employment regulations or responsibilities. (See 'Useful contacts' section).

How do I choose a nanny?

Draw up a shortlist from the returned applications and arrange to interview the nannies. You may find it helpful to ask a friend, your partner or a relative to help you with the interviewing. The interview is a two way process – to help you choose the right person and to provide the prospective nanny with the opportunity to find out whether the position is right for them by asking you questions. Draw up a list of questions and ask the same questions of each candidate.



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Introduce your child(ren) to each nanny and take note of how they relate. Always take up a minimum of two references which can be contacted independently, rather than just copies of references provided by the candidate, even if you have come into contact with the nanny through an agency. One referee should be their past or present employer, or if they are a newly qualified nanny who has just finished college, the person who supervised them on their placement. In particular check their duties and reason for leaving their last employment, sickness record, reliability, and qualifications. Explore fully any gaps in their employment history and ensure you see proof of their identity, eg passport, driving license, birth certificate. Insist on seeing originals and that one of these items carries a photograph. Similarly, ask to see originals of their qualification certificates. You can also ask to see any Criminal Records Bureau (CRB) checks (see below for further details).

What questions should I ask in the interview?

Below are some ideas of questions you may want to ask – it is not a definitive guide. Further suggestions can be found on the SureStart website (see ‘Useful contacts’ section at the end of this factsheet).

- What training has the nanny had? First Aid etc, ask to see certificates.
- What experience have they had?
- What sort of activities would they use to engage the children?
- What is their attitude to discipline?
- How would they deal with difficult behaviour?
- What do they know about child safety and safeguarding?
- Are they in good health?
- Do they smoke?
- Do they have a car?
- Would they be prepared to do other duties, housework etc?
- Will they work unsocial hours/do babysitting?
- You will also need to discuss: hours and duties, salary, details of tax and

National Insurance arrangements, holiday entitlements, probationary period and contract.

CRB checks

Criminal Records Disclosures are carried out by the Criminal Records Bureau (CRB). At present there is no nationally agreed system for parents to gain direct access to the criminal record information of someone applying for a post as a nanny. This is why it is essential to check references and employment history and follow up unexplained gaps or discrepancies in the information they provide to you.

Registered home childcarers will have a CRB check. If an agency has supplied the nanny the agency can have them CRB checked. If you are using a nanny agency, check whether or not they use the CRB to assess the suitability of nannies. Alternatively the nanny can apply for a check through an Umbrella Body, an organisation that will process disclosure checks on behalf of individuals, although there will be an additional charge for this. You can search for a local umbrella body on the CRB website (see ‘Useful contacts’ section at the end of this factsheet).

What are my responsibilities in employing a nanny?

Successful nanny work is based on a clear understanding of what is expected on both sides. Initial and ongoing communication is very important. Treat your nanny as you would wish to be treated. A number of statutory rights apply to employees as soon as they start work. Leaflets on employment legislation are available from the Department for Business Enterprise and Regulatory Reform (formerly the Department of Trade and Industry) and from job centres. For further information see ‘Useful contacts’ section at the end of this factsheet.

Contract of employment

It is essential that you have a written contract of employment between yourself and your nanny. This should cover: start date, salary, main duties, period of employment, hours,

any probationary period after which the appointment will be confirmed, notice periods required, arrangements for sick leave and pay, maternity leave and pay, and holidays. Changes to the contract should be agreed by both parties; it may be useful to review the contract from time to time. Contracts can only be ended by either party after a notice period. A sample nanny contract is available for members of VOICE – the union for education professionals (including nannies). See 'Useful contacts' section at the end of this factsheet.

Wages, Tax and National Insurance

Nanny wages will vary according to where you live, the job and the nanny's experience and it will be up to you to negotiate an agreed rate. Nannies are covered by the National Minimum Wage. The rate varies for different groups of workers (see 'Useful contacts' section at the end of this factsheet for the Department for Business Enterprise and Regulatory Reform website which details current minimum wage rates). It is very unusual for a nanny to be self employed so it is likely that you will become their employer. As an employer, you are responsible for paying tax, National Insurance (NI), sick pay, and maternity pay where appropriate. When you negotiate a salary with your nanny it is important to be clear about whether you are talking about a net wage or a gross wage. A nanny's gross pay is their take home pay plus tax and NI contributions. The tax and NI are deducted by you and paid to the HM Revenue and Customs, along with an employer's NI contribution. You will need to supply the nanny with payslips detailing tax and NI deductions. The HM Revenue and Customs can advise on this (see 'Useful contacts' at the end of this factsheet).

Insurance

You will need to ensure you have Employer's Liability Insurance to cover you for any injury caused to your nanny whilst in your employment. You can often get this through your home insurers. It is worth noting that if you do not let your insurers know that you are employing a nanny you may invalidate your household insurance. Your nanny should have Professional or Public Liability insurance which covers them, for example if action was brought against them for causing injury. Contacts for companies who offer insurance policies for nannies are listed at the end of this factsheet.

Working together with your nanny

Discuss any difficulties with your nanny as soon as they arise – often lack of communication can lead to misunderstandings which can easily be avoided. Keep the nanny informed of any changes in your or your child's routine. Plan time at least once a week when you can talk to your nanny about how things are going and have the opportunity for you both to raise any issues.

Does your child have a special need or disability?

SIL provides a specialist information service for families with children who are disabled or have special needs. The service called SIGN can provide information on services, support and specific conditions and disabilities. SIGN is based at the Ryegate Children's Centre and has an enquiry line. For details see 'Useful contacts' section below.



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Useful contacts and information

- **Sheffield Information Link (SIL)**
Tel: 0114 275 6699 (out of hours answerphone)
11 Leopold Street, Sheffield, S1 2GY
Mon, Tues, Thurs 9.30am – 5.30pm; Weds 9.30am – 6.00pm; Fri 9.30am – 4.00pm
Email: info@sheffinfolink.org.uk • Website: www.sheffinfolink.org.uk
For information and guidance on finding childcare and services for children and young people in Sheffield. SIL produces a range of useful factsheets, including one on Children and Young People's Rights. These can be viewed on our website: www.sheffieldinfolink.org.uk
- **SIGN Information Service**
Ryegate Children's Centre, Tapton Crescent Road, Sheffield S10 5DD
Drop in and phone service Monday – Friday 10.00am – 1.00pm
Tel: (0114) 266 9476 (out of hours answerphone)
Email: sign@sheffinfolink.org.uk
Free information for parents and carers with children or young people with special needs or disabilities
- **Advisory, Conciliation and Arbitration Service (ACAS)**
Tel: 0845 747 4747 (Helpline) • Textphone 0845 606 1600
Mon – Fri 8.00am – 6.00pm
Website: www.acas.org.uk
An organisation devoted to preventing and resolving employment disputes by offering information and advice to employers and employees
- **Children's Workforce Development Council (CWDC)**
2nd Floor, City Exchange, 11 Albion Street, Leeds LS1 5ES
Tel: 0113 244 6311. Qualifications List Helpline: 0300 123 1033
Email: info@cwdcouncil.org.uk
New qualifications list website: <http://qualificationslist.cwdcouncil.org.uk>
For information on current and relevant qualifications to work with children in early years
- **Criminal Records Bureau (CRB)**
Tel: 0870 909 0811
Mon – Fri 8.00am – 8.00pm; Sat 10.00am – 5.00pm
Website: www.crb.gov.uk
- **Department for Business Enterprise and Regulatory Reform**
(Formerly the Department of Trade and Industry)
Tel: 020 7215 5000
Email: enquiries@berr.gsi.gov.uk • Website: www.berr.gov.uk
For information on all aspects of employment rights
- **Every Child Matters**
Website: www.everychildmatters.gov.uk/deliveringservices/commoncore
For information on 'Common Core of Skills and Knowledge for the Children's Workforce'
- **HM Revenue and Customs**
Tel: 0845 714 3143 (employers helpline)
Website: www.hmrc.gov.uk
Comprehensive information for employers on tax and National Insurance
- **Netmums**
Website: www.netmums.com
To advertise or find a nanny vacancy on their childcare board

- **Nursery World**
Tel: 020 8267 4674
Website: www.nurseryworld.co.uk
- **OFSTED**
Tel: 0845 640 4040
Email: enquiries@ofsted.gov.uk • Website: www.ofsted.gov.uk
For information on the OFSTED Childcare Register
- **Sure Start**
Tel: 0870 000 2288 (Public Enquiry Unit)
Email: info@dfes.gsi.gov.uk
Website link: www.surestart.gov.uk/aboutsurestart/parents/needananny
Provides useful step by step guide to employing a nanny
- **VOICE - the union for education professionals (including nannies)**
Tel: 01332 372337
Email: enquiries@voicetheunion.org.uk • Website: www.voicetheunion.org.uk
Information on pay and conditions for nannies. Produce an information pack called 'All you need to know about working as a nanny'. Sample contract available for union members
- **Working Families**
Tel: 0800 013 0313 or 020 7253 7243
Email: office@workingfamilies.org.uk • Website: www.workingfamilies.org.uk
For useful information and factsheets.

Nanny Agencies:

- **Angelic Angels**
Tel: 01482 845387
Mobile: 07914 986272
6 Hull Road, Cottingham, HU16 4QB
Email: info@angelicangels.co.uk • Website: www.angelicangels.co.uk
Nanny agency serving Yorkshire area. Seeks to recruit childcare workers with suitable qualifications
- **Brick Au Pair Recruitment**
Tel: 0114 276 0564
20 Exeter Drive, Sheffield, S3 7TU
Email: recruit@brickaupairs.co.uk • Website: www.brickaupairs.co.uk
Au pair recruitment agency
- **East Midlands Nannies & Aupairs**
Tel: 01636 830898
Gibsmere House, Gibsmere, Nottingham NG14 7FS
Email: anne@eastmidlandsnannies.co.uk • Website: www.eastmidlandsnannies.co.uk
Nanny agency covering Nottinghamshire, Leicestershire, Lincolnshire, Derbyshire, Rutland and South Yorkshire areas
- **International Au Pair Association (IAPA)**
Website: www.iapa.org
A global trade association for organisations actively engaged in the au pair industry. IAPA currently has more than 150 members in 43 countries



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- **International Helping Hands**
Tel: 0113 237 0480
Email: aupairs@internationalhelpinghandsagency.co.uk
Website: www.internationalhelpinghandsagency.co.uk
Au pair agency
- **Janet White Agency**
Tel: 0113 266 6507
Email: info@janetwhite.com • Website: www.janetwhite.com
Nanny and au pair agency covering the Yorkshire area
- **Nannily**
Tel: 07599 842778 Address: 16 Stanley Road, Chapeltown, Sheffield, S35 2XD.
Email: info@nannily.co.uk • Website: www.nannily.co.uk
A nanny agency specialising in the provision of experienced and qualified nannies for the North of England
- **National Nannies**
Tel: 07875 030 393
Email: info@nationalnannies.co.uk • Website: www.nationalnannies.co.uk
Sheffield Contact: Rebecca Gillespie: Rebecca@nationalnannies.co.uk
- **The Original Nanny Company**
Tel: 07824 465994
5 Mulberry Way, Sheffield, S21 1JA
Email: enquiries@theoriginalnannycompany.com
Website: www.theoriginalnannycompany.com
Nanny agency
- **The Nanny sharers**
Tel: 020 8789 9556
Provides a free centralised database where families can team-up and share a nanny and the related costs.

Lists of Nanny Agencies Available From:

- **The Association of Nanny Agencies**
Email: admin@anauk.org • Website: www.anauk.org
Non-profitable organisation that supports and informs its members. Sets standards for member organisations.
- **NannyJob**
Website: www.nannyjob.co.uk
Provides lists of nanny agencies serving your area
- **REC (Recruitment and Employment Confederation)**
Tel: 020 7009 2100
Email: info@rec.uk.com • Website: www.rec.uk.com
Can provide a list of member nanny and au pair agencies

Nanny Payroll services

- **Nannytax**
Tel: 0845 226 2203
Email: mailbox@nannytax.co.uk • Website: www.nannytax.co.uk
Useful information on all aspects of employing a nanny including tax calculator, holiday, sick and maternity leave, list of nanny agencies. Also operates a payroll service for parents employing a nanny

- **PAYE for Nannies**
Tel: 01485 533322
Email: payroll@payefornannies.co.uk • Website: www.payefornannies.co.uk
Offers a payroll service for parents employing a nanny
- **Way2PAYE**
Tel: 01604 743346
Email: payroll@way2paye.co.uk • Website: www.way2paye.co.uk
Payroll service for parents employing a nanny

Insurance: Companies who offer policies for nannies:

- **Morton Michael Insurance**
Tel: 0845 257 0117
Email: Childminder@mortonmichel.com • Website: www.mortonmichel.com
- **Nannyinsure**
Tel: 0845 226 7329
Website: www.nannyinsure.co.uk

Please note: Sheffield Information Link has no way of vetting the above agencies and organisations and inclusion on our factsheet does not amount to a recommendation. It is responsibility of the parent/carer to make sure that the childcare services used are safe for their child.



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