



Kids Deserve the Best

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www.kidsdeservethebest.co.uk

So what is involved in finding a family a nanny? What do Agencies actually do?

Our first task is to obtain an understanding of what the family situation is, what their need is! Where are they based, details of the children including allergies, needs, likes and dislikes, what the job will involve, what hours are needed, meeting the family in their home to discuss options if the family wish.

For EACH Nanny we consider:

- Check through CV, skills, experience, training – do we have enough information to consider a Nanny application? Have they worked as a Nanny before? If not, get a supporting statement
- Are we happy the person has the right qualities to consider for a nanny position? If no, ask for details. If yes, send application form and registration guide for next step.
- Arrange to meet each person for face to face meeting – to discuss their application– why do they work in childcare? Do they drive? What kind of family would suit them?
- Driving licence, passport and any other ID documentation check? Are the documents consistent with details, are they genuine? Are they valid and in date? Anything we need to know about, driving points etc? Insurance – what kind of insurance do they have?
- Do they have a DBS check? Are they on the DBS Update Service – if yes, check online. If no, they have to complete a DBS check AND join the Update service.
- Do they have a paediatric first aid training certificate? Do we feel they would confidently be able to handle a situation without panic? If yes, when does this expire and encourage to keep up to date. If no, point to a selection of companies who offer training so they can arrange this. KDTB expect ALL childcarers to have first aid training.
- Certificates – are they originals, do they have correct details on, take a copy for applicants file. If none, what experience do they have.
- References – who are the referees, do they know they are going to be contacted for reference? If paper references are brought, do we have contact numbers so we can confirm the references are genuine?
- Nanny Insurance – do they have? If yes, check details. If no, explanation that they will be expected to do so when they have a Nanny position to go to, and explain why?
- Ofsted Registration – are they Ofsted registered? If yes, take Ofsted number and date of registration and any inspections. If no, explain the process of obtaining registration and explain why people ask for this.
- Explain how KDTB work, and provide useful Nanny information pack for them.

Meetings usually last an hour – however some can be between 1-2 hours depending on the person.

After each meeting:

- Add all details onto our CRM system, scan documents and upload to applicant file
- Upload any photos of ID certificates etc which were taken at interview and add any notes
- How do we (KDTB) feel about this person? What do our instincts tell us?
- Does the person need any help with any element of the process?
- Is the CV accurate, presented nicely, no spelling mistakes? (*poor CVs will reflect the quality of care and standards of the Agency!*)
- Check documentation, DBS, Ofsted etc





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- Check and verify references – if we have written references, a telephone call to confirm that the reference is indeed from this person and asking them to confirm a few elements including what is the best thing about this person. Are they happy for the reference to be shared and if a potential family want to speak to referees, are they happy to do so. **As a minimum we check 2, ideally 3 references for each applicant.**

What next?

- Confirm to the nanny that everything is in place and they can now be considered for any suitable positions which are active now or which may come in. Invite to KDTB facebook page and North East Nanny Network support group page
- Are there any nanny positions available which will suit this person – if no, we are waiting for future positions
- If yes, discuss the position as much as you can with the nanny to ensure they understand what is involved and they are considering for the right reasons – *it is no good a nanny wanting full time hours taking a job with less than 20 hours a week – they will leave once a full time job becomes available*
- If happy, CV will be shortlisted for consideration.

For each family we consider:

- What the family need is and which nannies are looking for work which may fit the family criteria. (*considering, location, hours, age and number of children, family situation, is parent at home, flexibility etc*)
- Once a shortlist is ready, we consider how many are in this shortlist. We narrow down to a shortlist of 3 possibly 4 for the family to consider. (*A family are using a Nanny Agency so they can be presented with the best available applicants, if they receive too many CVs then a parent may become overwhelmed and the decision will be more difficult for them*)
- Give a brief summary of each person to go with the CV to give the family an indication of why this person has been sent for consideration.
- Feedback after sending of CVs? Any questions?
- Do the family wish to arrange interviews? And with whom? And what availability do the family have to do the interviews.
- Arranging of interviews and confirming dates and times with both family and nannies - then interview help questions sent to the family to help them prepare.
- Feedback (**from both parent and each nanny** who was interviewed) after each interview? Any questions? Any concerns? Did the children meet the nanny? Did you discuss money? Do we need to look for other potential applicants? If yes, repeat the process.
- Feedback from both parties is important to make sure this is right for both parties.
- If family are interested in any of the interviewed applicants, arrange a second meeting to see how the children and nanny will interact.
- Feedback afterwards – same questions as above.
- Have the family reached decision? If no, suggest a trial session, perhaps with the nanny preparing an activity for the children.
- If family are happy and nanny is happy, a start date of employment will be agreed.





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So agreement has been reached NOW WHAT?

- KDTB to confirm to nanny that they have been chosen – by phone and followed up by letter.
 - Nannies letter will provide the parents contact details, particulars of the agreement, advice on putting Nanny insurance in place, keeping first aid up to date, and good practice now they have a new adventure to begin.
- KDTB to confirm to the family that the chosen nanny has accepted the position available – by phone and followed up by letter.
- Families letter will provide the nannies contact details, particulars of the agreement, a sample contract to work on the confirm the employment details, sample fact sheets in relevant to employment procedures, advice on Ofsted registration is needed and insurance for them now that they are employing someone. Good practice now they have chosen someone to work within their family.
- Good practice includes advising of a formal review between family and nanny after the first 4 weeks of settling in time. This is the opportunity for both parties to discuss what is working well, what needs changing, this is a 2 way review and it is important that both sides listen and respect the views of each other.
- After care support from KDTB to ensure everything is settling well and to see if either party needs any assistance from KDTB.

This is the process we go through with ALL clients and nannies, whether they need someone for 4 or 40 hours a week.

