



Tigerlily
CHILDCARE RECRUITMENT

www.tigerlilychildcare.co.uk

Finding the perfect match for you and your family



Welcome to Tigerlily Childcare Agency

Tigerlily Childcare is one of the UK's most popular and successful Nanny and Maternity Recruitment Agencies.

We provide a friendly and professional service, with the majority of our clients coming to us via recommendation.

We genuinely enjoy helping parents find the best possible childcare for their children and this is the driving force behind everything we do.

Whatever your childcare needs, we'll be delighted to help you and provide you with the best possible advice and support.





What we do

Our aim is to find the best possible Nannies, Maternity Nurses, Mothers Helps and Housekeepers for families across the UK. Our services include temporary/ permanent and emergency childcare. Our offices are managed by childcare specialists who are happy to offer as much advice and support as required and have a thorough knowledge of the Nanny market and current salaries.

Who we are

We are one of the UK's leading Childcare Recruitment Agencies. Originally Brighton-based, we now have offices throughout the UK including a specialist Maternity and International Division.

Our belief

"Finding the ideal person to take care of your children can be very hard. I know that because I'm a mother myself and can recall the headaches I had in finding quality childcare. That's why I'm determined to help parents find the perfect match for them, in the most simple, professional and enjoyable way." Amber Jones - Tigerlily Founder

The way we work

We will only put candidates forward for you to consider, if we genuinely believe they have the competence, skills, experience and enthusiasm to meet your requirements.

Care in what we do

All our candidates are personally interviewed and we are extremely stringent in deciding who is suitable for a position and who isn't. All candidates that we put forward are interviewed, hold a clean DBS Check (formerly known as a CRB) and a current Paediatric First Aid Certificate.

Whatever's best for you

Most of our nannies possess special skills e.g. play a musical instrument, speak foreign languages, excel at cookery, sport etc. However you will have your own unique set of requirements and our most important role is to ensure that we listen to them and only put forward candidates that meet your requirements.

And later on...

Once you've employed your Nanny, we won't leave you stranded. We'll provide you with support and guidance throughout the whole process. We can also put you in touch with other parents we've worked with and who managed to find the perfect match.



A nanny's role is to make sure that the children in their care are nourished emotionally, physically and intellectually.

Most employers agree that good nannies display: enjoyment of children, kindness, discretion, willingness, patience, stamina, unflappability and stability.

A nanny must be flexible as needs and routines can vary from family to family. The following is a rough guide to the duties of a nanny.

Duties

A nanny is responsible for feeding, washing, clothing, educating and stimulating children. She should provide a safe and loving environment for children and be expected to plan activities that help their learning and development. Nannies are not responsible for general housework or chores, although she should clear up after herself and the children.

A nanny should fit in with a family's routine and should be chosen to complement the views and preferred childcare methods of the family she is employed by.

A nanny is expected to keep the childrens' bedrooms/ nursery clean and tidy, wash and iron the childrens' clothes, pack lunch boxes and organise and cook lunch and tea for the children.

Nanny Hours

With the change towards more flexible working hours, many parents now employ a nanny on a part-time basis. A nanny will often be employed by more than one family, maybe starting a week with one and ending the week with another. An average day for a nanny is 8am to 6pm. However many nannies work longer hours and many are happy to have one or two nights babysitting written into their contract.

Salaries

The role of a nanny is a demanding and challenging one. Many work in excess of 50 hours per week. As with other professions a nanny's salary will depend on her level of qualification and experience.

Tigerlily is the first agency to move towards quoting GROSS SALARIES for nannies. This offers clarity of cost to the parent and enables the nanny to compare her salary against the UK average.

Interviewing your Nanny

We suggest an uninterrupted initial meeting with the nanny, maybe whilst the children are in bed. The second interview is a good opportunity for the children to meet with the nanny and express their views. We also suggest a half day trial before a decision is made. You may decide not to follow this format and many successful nanny/employer relationships have been formed after just one meeting.

DBS (formerly the CRB Check)/First Aid Certificates

All nannies should be in possession of a full, up to date DBS check. We will inform you of the nanny's DBS status before an interview. DBS checks cost around £70 and can take up to 4 weeks to complete.

It is essential for a person caring for children to hold a current Paediatric First Aid Certificate. Our sister Company Tigerlily Training (www.tigerlilytraining.co.uk) delivers specialist First Aid courses across the UK – please see our website for details on venues and dates.

We give all our nannies a leaflet on Nanny Insurance and strongly recommend that they get insured. The cost is approximately £60 per year and can be obtained via Morton Michel www.mortonmichel.com

Tax and National Insurance

As the employer you have full employer responsibility which includes payment of the tax and national insurance on your nanny's salary. You may wish to use a company such as Nannytax www.nannytax.co.uk which offers a full range of services and is great value for money.

www.tigerlilychildcare.co.uk

Contract of Employment

The law requires a nanny to receive a contract of employment within the first eight weeks of their employment. A draft employment contract will be emailed to you once you have appointed your nanny/childcarer.

Public and Employer's Liability Insurance

As an employer, the family must check that their insurer protects them against possible claims made by their nanny, such as personal injury.

Driving Responsibilities

Whilst some families will provide a car for their nanny to use, many nannies will use their own car for school runs and trips out. It is important that if using their own car the nanny has business insurance and that they are compensated with a pence per mile rate to cover petrol and wear and tear. It is the family and nanny's joint responsibility to ensure that the car is road worthy and that correct child seats are fitted. You may wish to see the nanny's driving licence, MOT and insurance details.

The Ofsted Childcare Register (OCR)

Introduced in April 2007 to replace the Childcare Approval Scheme, the OCR is a voluntary scheme. Parents wishing to take advantage of the childcare element of working tax credits or employer supported childcare vouchers will need their nanny to be registered with OFSTED.

The registration process takes approximately 8 weeks to complete and costs £110. As long as the nanny continues with her annual registration her DBS status will remain valid. We always recommended that you check your

nannies Ofsted URN status online to ensure that it is valid. An application can be made on-line and full details of the scheme along with an application form are listed on the ofsted website www.ofsted.gov.uk or you can call **08456 404040** for more information.



What should I ask when I interview a nanny?

When it comes to interviewing nannies some parents may have more interviewing experience than others. The most important thing to take away from the interview is the knowledge that this person has the competence and experience to do the job, that her views on childcare fit in with or complement yours, she is someone you can work with and that you would have the confidence to leave your children with her. Some general guidelines are set out below.

Preparing for the interview

Most parents will admit to being more nervous than the nanny when they come to dealing with their first selection of interviewees.

Whilst most will agree that they don't feel comfortable with a formal interview and bombardment of questions, it is necessary to have structure to the interview to avoid any embarrassing silences. More importantly it is essential that you cover all the ground necessary to make the right decision.

Some families prefer the double act of husband and wife interviewing together. If so then organise yourselves so that you don't confuse the nanny by constant disagreement, in-jokes or quizzical looks.

Find somewhere comfortable to sit, turn off the phone and choose a time when the children are in bed or are occupied elsewhere.

Ask her about...

Her qualifications and training

If the nanny you are interviewing has qualifications, feel free to ask her about them. Find out what made her decide to do the course, what it involved and what, in particular, she enjoyed about it. Ask about other relevant training e.g. cooking, first aid and any future training she has planned.

Her home life

It is worth finding out a little bit about the nanny's own life. Does she have a boyfriend/husband? What does he do? What are her hobbies and interests? How does she spend her spare time? Does she have brothers and sisters? If the position is live-in you may wish to ask if she will be homesick, does she have friends in the area, has she lived away from home before. These questions will help bring out her natural character and aim to give you a clearer picture of her suitability.

About herself

Does she smoke? Does she drive? When did she pass her test? Does she have a clean licence? Is she generally fit and healthy? Does she have any allergies or an on-going medical condition? Is she a Vegetarian/Vegan?



Her experience

What exactly has the nanny's experience been to date? Ask about the children she has worked with and the good and bad situations she has experienced. Is she still in touch with children? Ask her how she would structure an average day and what activities she would suggest. Ask if she knows other nannies in the area (as this will give your child/children the opportunity to interact with other children) and professional nannies are often members of nanny networks. It is much better to ask about these at interview stage than to find out too late that your ideas are very different. Ask how she would deal with bad behaviour, e.g. the children refusing to do what they are told.

Her expectations

Don't be afraid to ask her exactly how she sees the job. Ask about her working preferences. Would she be prepared to work the occasional weekend? Would she be prepared to help with housework? Does she insist on 'sole charge'?

Your Expectations

At some point during the interview you need to let the nanny know what your expectations of her are. You should outline exactly what her duties will be, who will be responsible for disciplining the children, what housework (if any) she will be required to do, hours of work, when/whether she will be expected to drive the children, salary etc. It is important to sort these things out early on so that her expectations and your expectations are the same. This can then be built into the contract. (Tigerlily will supply an example contract for you to use/adapt).

Once you have finished the interview, and the chance has been given to ask final questions, it is best to thank her for her time, and let her know that you are seeing other candidates and that Tigerlily Childcare will be in touch.

Once you have your shortlist, Tigerlily will arrange a second interview, or a 2hr trial period. We suggest that a second interview is arranged at a time when your children are around, as this is a good opportunity to see how the nanny interacts with your children.

Selecting your preferred candidate

Once you have found the nanny you wish to employ, the next stage is to make a formal 'offer of employment' to them.

Tigerlily will be happy to do this for you, however many families prefer to make the offer themselves. The three key elements of the job offer are:

1. The date that the nanny will commence employment with you
2. The days and hours that the nanny will work
3. The salary that the nanny will receive

Once the nanny has accepted the offer, the final stage is to put these details into a Contract of Employment. The Contract of Employment is a legal document that all nannies (as employees) are entitled to and Tigerlily will forward you a draft contract for you to edit / tailor as required. Once this document has been agreed & signed by both parties, the next stage is for the nanny to commence working for you and looking after your child(ren).



Nanny sharing has become an increasingly popular option for many families with just one or two children. The main advantage being that the cost of employing a nanny will be shared. Also an only child may benefit from the interaction of other children.

A nanny share typically works best when two (or sometimes three) families jointly employ a nanny to look after both families children either at the same time or sometimes on different days. The nanny will either be based at one family home or can alternate their time from one home to the other.

A contract would need to be agreed with both families as the employers. Notice can be given by either party and if this happens a new contract would need to be agreed.

Points to consider

If you are Nanny Sharing with young babies then you will need to consider sleeping patterns, travel cots and double buggies. Some activities, e.g. swimming, may be difficult with two babies. If the babies are of similar ages then you may wish to employ a nanny with twin experience.

You will need to find a good match with the age ranges, e.g. some parents may not feel their three year old would benefit from the company of a baby. Many Nanny Shares work well with children of a similar age and with similar interests.

Just like adults, some children just don't get on. Always make sure you have a good trial period if you are setting up with a new family.

Both families should spend time getting to know each other. The process will be far more likely to work if both parties agree on childcare styles, activities, discipline and general parenting philosophy.

If you are considering a Nanny Share then one of our experienced consultants will be happy to provide you with all the help you need. Please contact your nearest Tigerlily branch.



Permanent Services

	Central & Greater London	County Areas
Nanny / Housekeeper	10% of the candidate's annual gross salary (min fee £750)	7% of the candidate's annual gross salary (min fee £500)

Temporary Services

	Central & Greater London	County Areas
Nanny / Housekeeper	£30 per day	£20 per day

Tigerlily Childcare is a Franchised operation so please check with your local branch for their VAT status.

All invoices are payable within 14 days from the date of invoice or prior to the candidate commencing work (whichever is sooner) and may be subject to VAT at the current rate.



1. DEFINITIONS

“Candidate”	means the person introduced by the Agency to the Client for an Engagement.
“Client”	means the person or corporate body together with any subsidiary or associated Company. “Agency” means Tigerlily Childcare.
“Engagement”	means the engagement, employment or use of the Candidate by the Client or any third party on a permanent or temporary basis.
“Introduction”	means (i) the Client’s interview of a Candidate in person or by telephone, following the Client’s instruction to the Agency to search for a Candidate; or (ii) the passing to the Client of Candidate details.

2. THE CONTRACT

- 2.1. These Terms constitute a legally binding contract between the Agency and the Client and are deemed to be accepted by the Client by virtue of a written or verbal instruction to submit Candidates for the Client’s review or contact. If an Engagement of a Candidate arises from this instruction a fee is due.
- 2.2. These terms contain the entire agreement between the parties and unless otherwise agreed in writing by a Director of Tigerlily Childcare these Terms of Business prevail over any other terms of business.
- 2.3. The process of providing our services start at the point of a verbal or written instruction. The Client therefore agrees to waive their right to cancel the service within 7 days (“the cooling off period”) as defined under the Consumer Protection (Distance Selling) Regulations 2000.

3. FEES

- 3.1. Clients are informed of our fees on our website and verbally at the time of instruction. The Client agrees to notify the Agency as soon as an offer to a Candidate is made, an invoice is raised following a verbal or written offer of employment. The Client agrees to pay all fees in full either 14 days from the date of invoice or prior to the Candidate commencing employment with the Client, whichever is soonest.
- 3.2. The Agency reserves the right to charge the Client a 25% surcharge on all account not settled within this period and to reclaim costs as a result of chasing payment.

- 3.3. Fees are due on verbal or written offer of employment by the Client, fees relate to the permanent gross salary paid to the Candidate.
- 3.4. If the Client subsequently increases the Candidates hours and salary within a period of 2 months from the employment commencement date a further fee will be due based on the increased hours/salary.
- 3.5. If a Candidate returns to the Client within 12 months of initial introduction then a full fee based on the Candidates hours/gross salary will be due.
- 3.6. If Candidate details are passed on from the Client to a third party the Client of the Agency will be liable to pay a full fee based on the Candidates required hours/salary regardless of whether the Candidate is offered employment or not.
- 3.7. In the event of the Agency taking the Credit Card details of the Client. The fee will be deducted from this card on the invoice due date. A 3% administration fee will be charged.

4. REPLACEMENT GUARANTEE

- 4.1. If a Candidate leaves the Client’s employment within 6 weeks of starting employment or fails to start a position that has been offered the Agency will offer the Client one free replacement subject to the following conditions:
- 4.3. (a) The agency is informed in writing within 2 days of the termination.
(b) The relevant fee has been settled within 14 days of the date of invoice or prior to the Candidate commencing employment.
(c) The employment has not been terminated due to unreasonable demands by the Client or there has been a change in job description, hours, pay or job location.
(d) The Client doesn’t use another agency or source or website during the first 3 weeks of the new search.
(e) The Client still intends to employ a childcarer on the same hours/ salary as the initial instruction.
- 4.4. Refunds are at the discretion of the Agency and will be based on the reasons for the employment terminating. Refunds may only be offered if a free replacement hasn’t be found after 4 weeks of the Agency searching. The following scale applies:
 - If the Candidate leaves within the first 2 weeks of employment - 70%
 - If the Candidates leaves after 2 weeks but before the end of the 4th week - 50%
 - If the Candidate leaves after 4 weeks but before the end of the 6th week - 20%

5. CANCELLATION FEE

- 5.1. If after an offer of Engagement has been made to the Candidate and accepted and the Client decides for any reason to withdraw from the agreement the Client shall be liable to pay the full fee due regardless of employment contracts being signed. The Client will also be liable to pay the Candidate one full weeks salary.

6. CONFIDENTIALITY

- 6.1. Introductions of Candidates are confidential. The disclosure by the Client to a third party of any details regarding an Candidate introduced by the Agency which results in an Engagement with that third party within 12 months of the Introduction renders the Client liable to payment of the full Agency’s fee. as if the instruction had come directly from the Client.

7. SUITABILITY AND REFERENCES

- 7.1. Whilst the Agency endeavours to ensure the suitability of any Candidate introduced to the Client, the Client must satisfy themselves to the overall suitability of any Candidate introduced. The Agency only acts as an introduction and booking agent and advises the Client to take up references provided by the Candidate, check and retain copies of the Candidates ID and necessary certificates and if applicable to check the Candidates driving licence on a quarterly basis.
- 7.2. The Agency endeavours to take all such steps as are reasonably practicable to ensure that the Client and Candidate are aware of any requirements imposed by law or any professional body to enable the Candidate to work in the position which the Client seeks to fill.
- 7.3. The Client is responsible for obtaining work permits and/or such other permission to work as may be required, for the arrangement of medical examinations and/or investigations into the medical history of any Candidate, and satisfying any medical and other requirements, qualifications or permission required by law of the country in which the Candidate is engaged to work.
- 7.4. The Client as the Employer is responsible for the issuing of an employment contract, wage slips and the payment of all Tax and National Insurance contributions. The Agency acts only as an introduction and booking agent therefore holds no employer responsibility for any Candidate, whether introduced on a permanent, contract or temporary basis.

8. GENERAL

- 8.1 The Client is legally responsible for their employees tax and national insurance and providing an employment contract and payslips.
- 8.2 The payment of fees to Tigerlily are due irrespective of any contracts between the Client and Candidate being signed.

9. LIABILITY

- 9.1 The Agency shall not be liable under any circumstances for any loss, expense, damage, delay, costs or compensation (whether direct, indirect or consequential) which may be suffered or incurred by the Client arising from or in any way connected with the Agency seeking a Candidate for the Client or from the Introduction to or Engagement of any Candidate by the Client or from the failure of the Agency to introduce any Candidate. For the avoidance of doubt, the Agency does not exclude liability for death or personal injury arising from its own negligence.
- 9.2 These Terms are governed by the law of England & Wales and are subject to the exclusive jurisdiction of the Courts of England & Wales.

Signed for and on behalf of the Client:

Date:
