

## About Us

Childcare Unlimited has been established to provide a personal, professional and reliable Nanny, Au Pair and Maternity Nurse service.

We recognize that choosing the right person to look after your child, or children, is one of the most important decisions you will have to make. We understand that they are most precious to you so we will do our utmost to make sure they are cared for as you would wish.

We like to build a personal relationship with both our Clients and our Carers therefore we are happy to discuss your family's specific childcare requirements in detail. Through talking to you we are able to ascertain the kind of person you are looking for and the type of personality you feel will fit in with your family. If you would like to discuss your requirements in greater detail you may request a home visit.

We aim to provide a carer with whom you are comfortable, so that the moment you walk out of the door you are happy in the knowledge that you have left your family in caring, capable hands. **We care, you relax.**

We provide carers who are professional, have excellent references, pleasant personalities and have experience.

### **We pride ourselves in assisting you to make the right choice.**

If you need a Nanny, Maternity Nurse or Au Pair we will provide you with profiles of carers, suited to your family, who we have short-listed. We will also make ourselves available to talk to you about the carers we have selected.

Let us know which carers you are considering and we will be happy to arrange interviews for Nannies, Maternity Nurses and Au Pairs resident in the U.K. Au Pairs who are not resident in the U.K. can be spoken to on the telephone or contacted by e-mail should you prefer. Prior to engaging any employee we strongly recommend you speak to them in person, or on the telephone where a one-to-one meeting cannot be held. We are happy to provide details of referees with whom we have personally spoken should you wish to speak to them yourself.

### **Our procedures are thorough, to ensure your peace of mind**

Whilst we advertise locally, nationally and internationally most of our carers are found through personal recommendation. We also regularly network to obtain new introductions. Whether a carer comes recommended or has responded to one of our advertisements we carry out thorough reference checks and we personally contact referees to discuss, in detail, the carers personality, ability and suitability. Even overseas referees are contacted by telephone to verify a reference.

**We don't hope our carers will suit your needs..... We go out of our way to ensure they do.**

When you ask us to help with your childcare requirements, be it Maternity Nurse, Nanny or Au Pair, you can feel confident that, wherever possible, we have met the carers on our register (exceptions are au pairs who are still overseas).

By meeting carers we are able to get to know them better. We ensure all interviews are not rushed or interrupted. We always obtain proof of identification, qualifications and residence together with a minimum of two written references.

Only when we are completely satisfied do we include the carer on our register.

Our agency is registered directly with the Criminal Records Bureau, which discloses data from the Police National Computer and databases from the Department of Health and the Department for Education and Skills. Our registration enables us to obtain checks on carers resident in the U.K.

Should you choose to register with us we will be happy to assist you with your childcare needs. We will provide you with our detailed guidelines on inviting an Au Pair to live with your family or employing a Nanny or Maternity Nurse.

**How do you register?**

Just read the enclosed "Guidelines for employing your nanny" and the copy of our Terms and Conditions then complete and return the enclosed family registration form. You will need to sign and date your completed family registration form to confirm your agreement to our Terms and Conditions and fee structure.

**Our Office Hours**

Our office is open from 9.00am to 5.00pm Monday to Friday. We are closed on Weekends, Bank Holidays, Christmas Day and New Years Day. During particularly busy times you may find the answer phone picks up a call made during office hours. Should this happen please leave a message even if it is only your name and telephone number. Your call will be returned as soon as possible.

**What you need to know about employing a Nanny to look after your family.....**

**The Basics.....**

Having made the decision to employ a Nanny you will need to think about a variety of issues. What type of person you are looking for? Do you need your Nanny to be qualified or would you be just as happy with an unqualified Nanny who has relevant experience? What duties you would like your Nanny to carry out? Nursery Duties only? Do you have a clear understanding of what Nursery Duties actually involve?

How should you hold an interview? How much should you pay your Nanny? Remember, Nannies talk about the net figure when discussing their wages. Any salary you agree upon will be subject to Income Tax and National Insurance Contributions, which are paid by you the employer. How do you work out PAYE? Should you prepare a job description or contract of employment?

Childcare Unlimited will be happy to provide you with further information and assistance on all aspects of employing a Nanny. **We care, you relax.**

## **What you need to know about inviting an Au Pair to live as part of your family.....**

### **The Basics.....**

An Au Pair is a single girl (or boy) aged 17 to 27 from another country who comes to England to learn the language and experience our way of life. Most Au Pairs are students who wish to attend a course at your local college.

An Au Pair lives as part your family and should be treated as if he or she is a member of the family. They should have their own bedroom and meals should be taken with the family, not just with the children. Clear guidelines will be required explaining when and how you would like the Au Pair to help you day to day. Pocket money should be paid to your Au Pair on a weekly basis. We recommend a wage from £55 per week minimum depending on the hours and duties you require.

Childcare Unlimited will be happy to provide you with further information and assistance on all aspects of employing an Au Pair. **We care, you relax.**