

# Nanny and Au Pair Agencies

The Royal Borough of Kingston upon Thames



Compiled by  
The  
**Families  
Information  
service**

For further information telephone

**020 8547 5004**

(hold for Family Information Services option)

or visit [www.kingston.gov.uk](http://www.kingston.gov.uk)

*Kingston*  
**Children & Young People's Trust**  
*Making a Difference Together*



**The Families Information Service is now located at:-**

**Room 16  
Guildhall 1  
High Street  
Kingston  
KT1 1EU**

**However if you would like to pop in and see us please ring and make an appointment first.**

**You may have received your list in a small booklet style. We are using this format to reduce paper and postage costs. If you have any comments or would like to receive a version with larger print please contact us.**



**EnhanceAble Children's Services are here to support you and your family in a wide range of areas surrounding childhood disability and additional need.**

**Never feel alone and never be afraid to ask for support.**

**We can offer advice and support on:**

**Childhood Disability Benefits**

**Education**

**Support Groups**

**Leisure Activities**

**Blue Badges**

**Contact us on  
020 8547 6200**

**children@enhanceable.org  
www.enhanceable.org**



## Childrens Centres in Kingston

Childrens Centres are for parents and carers with children under five years old. They offer a wide range of services including ante-natal care, stay and play sessions, health services and family support services. You will always be made welcome at a Childrens Centre so please visit to find out what Childrens Centres can offer you.

<b>Childrens Centre</b>	<b>Address</b>	<b>Postcode</b>	<b>Telephone Number</b>
Chessington CC	Castle Hill Primary Buckland Road Chessington	KT9 1JE	020 8397 6319
West Chessington CC	Lovelace Primary School Mansfield Road Chessington	KT9 2RN	020 8397 3265 (School)
Kingston Hill CC	Alexandra Infants Alexandra Road Kingston	KT2 6SE	020 8546 7176 (School)
Kingston Town CC	King Athelstan Primary School Villiers Road Kingston	KT1 3AR	020 8481 0640
North Kingston CC	Latchmere Primary School Latchmere Road Kingston	KT2 5TT	020 8547 0187
New Malden CC	Burlington Infant and Nursery Burlington Road New Malden	KT3 5PF	020 8336 1561
Old Malden CC	Malden Manor Primary and Nursery Sheephouse Way New Malden	KT3 5NB	020 8241 0837
Norbiton CC	The Mount Primary Dickerage Lane New Malden	KT3 3RZ	020 8949 6065
Tolworth CC	Tolworth Infant School Douglas Road Surbiton	KT6 7SA	020 8399 4231 (School)
Surbiton CC	Alpha Road Surbiton	KT5 8RS	020 8547 6242
Surbiton Town CC	YMCA Surbiton Victoria Road Surbiton	KT6 4NG	020 8547 6776

## **What is a nanny?**

A nanny is employed by you to look after your child/children in your home. Many have nursery nurse training or childcare qualifications though this is not compulsory. There is no national nanny register so, unlike other carers, nannies are not inspected by Ofsted. However from 6<sup>th</sup> April 2007 nannies (and other individuals providing childcare that is not otherwise required to register) have been able to join a voluntary scheme – the Ofsted Childcare Register (OCR). Registration under this scheme will demonstrate to parents and employers that essential standards of childcare have been met and will mean that parents employing registered carers will be able to claim working tax credits and employer supported voucher schemes if they are eligible. More details about the scheme are included on the Ch information sheet attached

A nanny can live in or come to your home for set days and hours. A nanny share cares for children from two separate families. This makes the cost of a nanny more affordable.

## **What it costs**

As the nanny's employer, you must pay their tax and national insurance as well as wages ranging from £200 to £400 a week. The Inland Revenue can help work out the tax and national insurance divide for nanny shares.

## **Points to consider**

You are responsible for checking credentials and conducting interviews with nannies that you are considering employing.

- Always check references thoroughly even if an agency has already done so.
- Check that the nanny has a first aid certificate and verify qualifications.

Check that the nanny understands your expectations (hours, job description, length of employment etc) Draw up a contract to cover these details

Draw up a checklist of questions before starting interviews and make notes on a sheet for each nanny that you interview. Suggestions of areas that you might like to cover are below :-

- Experience - numbers of children / ages of children
- Qualifications
- What do they find most rewarding about being a nanny?
- What do they find most difficult about being a nanny?
- How would they organise your child's day?
- What is their attitude to key issues like sleep, potty training, discipline and diet
- How will they spend off duty time if living in?

**Mother's Help** – this may be a newly qualified nanny or an experienced nanny who helps you with the children and may help with basic housework. They can have sole charge of the children for a few hours here and there, but they are not recommended for full time sole charge. They can provide professional support for new mums, help after the birth of your second or third child or when there has been a multiple birth.

**Maternity Nurse** - offers practical help and guidance on breastfeeding and setting baby into a routine. They are not medically qualified but are on call 24 hours a day, 6 days a week. It's best to book them before the baby arrives. They are usually no tax/NIC liability, as they are self-employed.

**Au pairs** – these are not usually experienced child carers. They may have traveled from abroad to learn English so may only have a short stay in the country. Au pairs would live in and be employed to do duties such as general housework and babysitting. We do not recommend sole charge of children under 5 years. Au pairs would usually be paid pocket money on top of receiving full board whilst living in your house.

**Baby sitters** – these care for children in your own home usually in the evenings. They are often young people. Although there is no legal minimum age below which a child/ young person may not lawfully baby-sit, the NSPCC recommend 16 as the minimum age for babysitting. . Those with parental responsibility for the child must ensure that the person they have asked to baby-sit is capable and will provide adequate care for the child otherwise both those with parental responsibility and the babysitter risk prosecution for cruelty or neglect, or even a civil action. Some experienced and registered child-carers i.e. childminders do offer their services as babysitters. Some agencies specialise in providing experienced babysitters. Charges for babysitting are comparable to childminding rates but taking into account the age and experience of babysitter.

## **The voluntary part of the Ofsted Childcare Register (OCR)**

The voluntary part of the Childcare Register came into effect in April 2007. People may choose to join the voluntary part of the register if they are caring for children:

- In the home of one of the children, aged from birth to 17 years (such as nannies)
- Aged 8 to 17 years
- Aged from birth to under 8 in provision that is exempt from compulsory registration, such as sports coaching

**Registration on the voluntary part of the OCR will provide the following benefits :- it will demonstrate to parents that essential standards of childcare have been met and will mean that parents employing registered carers will be able to claim working tax credits and employer supported voucher schemes if they are eligible.**

Applications to join the voluntary part of the Ofsted Childcare Register can be made in the following ways:

- Online application ( [www.ofsted.gov.uk](http://www.ofsted.gov.uk))
- by telephone on 08456 40 40 40
- by completing a written application ( forms can be downloaded from the Ofsted website)

Each applicant must:

- pay an application fee
- confirm that they have met the requirements of the voluntary part of the Childcare Register
- satisfy any checks and interviews needed to establish suitability for registration.

The fees for the voluntary registration of childcare providers are set by the Government.

The current application fee is:

- £103 for childminders and home childcarers
- 
- £114 for other childcare (on domestic or non-domestic premises).

The current Criminal Record Bureau disclosure fee, payable by applicants for other childcare only, is:

- £68.36 for the registered person.

Providers must display their certificate of registration, or in the case of home childcarers show it to parents on request. If you lose, damage or destroy your

certificate, you will need to get a replacement. The current fee for all providers for this service is £7. Please contact Ofsted on 0300 123 1231 if you wish to request a replacement certificate.

## **Checks**

Ofsted carry out an identity check and an enhanced level Criminal Record Bureau (CRB) check (unless a CRB check has already been obtained through Ofsted in the previous three years) of all applicants. When other childcare is provided on non-domestic premises, Ofsted will also check the manager. Four or more people working together on domestic premises, either as direct childcare providers or as a mix of providers and employees, will be categorised as 'other childcare'. In those instances, Ofsted will check all those people who directly provide the care.

Ofsted do not visit applicants before registration but may carry out additional checks and interviews if they have concerns arising from the CRB check.

## **After you apply**

If your application is successful, Ofsted will issue a registration certificate. This should be displayed in your setting or, in the case of home childcarers, should be shown to parents upon request. If your application is unsuccessful, you can submit an appeal to the Care Standards Tribunal.

## **Provider Requirements**

The requirements cover the following:

- welfare of the children being cared for
- arrangements for safeguarding the children
- suitability of persons to care for or be in regular contact with children
- qualifications and training
- suitability and safety of premises and equipment
- how the childcare provision is organised
- procedures for dealing with complaints
- records to be kept
- providing information to parents
- providing information to Ofsted
- public liability insurance

- the certificate of registration.

The law allows Ofsted to carry out inspections to check that providers comply with these requirements.

The purpose of the inspection is to check that the provider is complying with the requirements of registration.

Ofsted will inspect those on the voluntary part of the Childcare Register if a parent or others have concerns about whether the requirements of registration are being met, or about the welfare of the children. Ofsted will also inspect some providers at random. Overall, Ofsted will inspect 10% of providers on the Register each year.

### **The inspection**

Ofsted provide little or no notice of inspections. During an inspection, Ofsted inspectors will:

- talk to the provider, the children and any staff members and observe their provision to make sure policies are being put into practice
- check registration details and assess their compliance with, and understanding of, the requirements of registration
- assess the safety of their premises and their risk assessment
- assess staff's understanding of policies and procedures
- look at their recruitment policies, where applicable
- look at their arrangements for making sure that unvetted people do not have unsupervised access to children.
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If you are a home childcarer, Ofsted will seek permission to inspect your provision from the occupier of the premises where you work.

### **After the inspection**

Ofsted will not issue reports of these inspections. Providers will be notified in writing if they have met the requirements for registration and what action, if any, they must take to remain registered. Ofsted will publish these letters on the Ofsted website, but will withhold childminder's addresses.

If you no longer wish to be a registered provider, you need to resign your registration in writing to Ofsted.

For more information contact Ofsted on 0300 123 1231 or visit [www.ofsted.gov.uk](http://www.ofsted.gov.uk)

## NANNY AGENCIES

Agency Name	Contact Details
Abbeyville Nannies	020 7627 3352 www.abbeyvillenannies.co.uk
Absolute Childcare Nanny Agency	020 8288 1808 www.absolutechildcare.co.uk
Applejack Nannies	020 8878 9181 www.applejacknanniesltd.co.uk Kbe23@dial.pipex.com
Au-Pair Network International	020 3239 7778 www.aprni.co.uk
Au Pair Plus	www.aupair-plus.com
Babysitters	0800 38 900 38 www.sitters.co.uk enquiries@sitters.co.uk
Buttercup Nannies	020 7125 0080 www.buttercupnannies.co.uk
Buttons Nanny Agency	0845 873 7010 www.buttonsnannyagency.com
Millennium Au Pairs & Nannies	020 8241 9752 info@milleniumaupairs.co.uk
Elite Nannies	020 7723 6531 info@elitenannies.co.uk www.elitenannies.co.uk
Greycoat Placements	020 7233 9950 info@greycoatplacements.co.uk www.greycoatplacements.co.uk
Independence Childcare Nanny Agency Surbiton	020 8390 3486 Kath.gin@independencechildcare.co.uk www.independencechildcare.co.uk
Imperial Nannies	020 7795 6220 nannies@imperialstaff.com www.imperialnannies.co.uk
Knightsbridge Nannies	020 7610 9232 info@knightsbridgenannies.com www.knightsbridgenannies.com

Maternally Yours	020 7795 6299
	<a href="http://www.maternally-yours.com">www.maternally-yours.com</a>
Nannies of St James	0845 658 1961
	<a href="mailto:Nanniesstjames@aol.com">Nanniesstjames@aol.com</a>
	<a href="http://www.stjamesandtempnannies.com">www.stjamesandtempnannies.com</a>
Nannies Unlimited	020 8788 9640
	<a href="mailto:enquiries@nanniesunlimited.co.uk">enquiries@nanniesunlimited.co.uk</a>
	<a href="http://www.nanniesunlimited.co.uk">www.nanniesunlimited.co.uk</a>
Occasional & Permanent Nannies	020 7225 1555
	<a href="mailto:info@nannyworld.co.uk">info@nannyworld.co.uk</a>
	<a href="http://www.nannyworld.co.uk">www.nannyworld.co.uk</a>
Nannies Incorporated	020 7038 3757
	<a href="mailto:London@nanniesinc.com">London@nanniesinc.com</a>
	<a href="http://www.nanniesinc.com">www.nanniesinc.com</a>
Premier Nannies	020 8339 0298
	<a href="mailto:Premier-nannies@btconnect.com">Premier-nannies@btconnect.com</a>
	<a href="http://www.premier-nannies.com">www.premier-nannies.com</a>
Riverside Nannies	020 7374 6363/4
	<a href="mailto:info@riversidechildcare.net">info@riversidechildcare.net</a>
	<a href="http://www.riversidechildcare.net">www.riversidechildcare.net</a>
Simply Angelic	0870 7744272
	<a href="http://www.simplyangelic.co.uk">www.simplyangelic.co.uk</a>
Simply Domestic	020 7808 7042
	<a href="mailto:Northlondonnannies@yahoo.co.uk">Northlondonnannies@yahoo.co.uk</a>
	<a href="http://www.simplydomestics.com">www.simplydomestics.com</a>
SLM Recruitment Ltd	020 7828 2188
	<a href="mailto:info@slmrecruitment.co.uk">info@slmrecruitment.co.uk</a>
	<a href="http://www.slmrecruitment.co.uk">www.slmrecruitment.co.uk</a>
Surrey Childcare Nanny Agency	020 3343 8451
	<a href="mailto:info@surreychildcare.co.uk">info@surreychildcare.co.uk</a>
	<a href="http://www.surreychildcare.co.uk">www.surreychildcare.co.uk</a>
Swanson's Nanny Agency	020 8994 5275
	<a href="mailto:anne@swansonsnannies.co.uk">anne@swansonsnannies.co.uk</a>
	<a href="http://www.swansonsnannies.co.uk">www.swansonsnannies.co.uk</a>
The Au Pair Company	<a href="mailto:info@theaupaircompany.com">info@theaupaircompany.com</a>
	<a href="http://www.theaupaircompany.com">www.theaupaircompany.com</a>
The London Au Pair and Nanny Agency	020 7435 3891
	<a href="mailto:Londonaupair.nannyagency@virgin.net">Londonaupair.nannyagency@virgin.net</a>
	<a href="http://www.londonnanny.co.uk">www.londonnanny.co.uk</a>

The Nanny Sharers	support@thenannysharers.co.uk
	www.thenannysharers.co.uk
Tinies Childcare	020 7384 0322
	info@tinies.com
	www.tinies.com
Top Notch Nannies	020 7881 0893
	www.topnotchnannies.com
	jean@topnotchnannies.com
Wimbledon Nannies	020 8947 4666
	info@wimbledonnannies.co.uk
	www.wimbledonnannies.co.uk