

How to prepare for your nanny for work

The term 'induction' is generally used to describe the whole process where employees adjust or acclimatise to their jobs and working environment.

The length and nature of the induction process may depend on the background of your new nanny. There's no legal obligation to carry out an induction, but a structured programme helps you to be sure that your new nanny get a proper introduction to his or her role and begins to work effectively as soon as possible. This guide explains what you should include in such a programme and how to implement it.

Why Carry Out an Induction

The purpose of induction is to ensure the effective integration of employees into their role for the benefit of both parties. A good induction will help new employees to:

- Establish themselves quickly in their job and therefore maximise their productivity.
- Become motivated to do well and fit in early on.
- Understand any health and safety issues relating to their job - this should help in reducing accidents at work.
- Understand your values, standards and rules.

Investing time in this process will give new employees a good grounding and help them make fewer mistakes in the long run. The highest level of staff turnover is among new employees so it is important that the early period with you leaves a good impression. Research has shown that tailor-made induction programmes increase employee retention.

The Basics of an Induction

Your new nanny needs to know the children, family members, the values, rules, standards and their role. Ideally, all new employees should receive an individual induction programme that reflects their specific needs.

Information should be provided at a rate that allows the employee to understand it properly. Explain what you want them to do and how the new nanny fits in.

Carrying out an induction: Some rules

Preparation is the key to a good induction.

Before your nanny starts:

- Prepare an induction checklist including all the items that need to be covered and what needs to be done when. You can plan for the induction to be spread over a period of days or weeks
- Arrange, in advance, any instruction or training courses needed

Once the nanny starts:

- Ensure that when they arrive they are made to feel welcome.
- Get one person, ideally the employer, to take care of a new starter throughout the first day in order to build the working relationship.
- It is a good idea to get new workers to complete some kind of work on their first day. This can help them relate what they are learning to their job.
- Talk to them through details of the family, children's routines, likes and dislikes, rules regarding amount of TV and computer, any allergies, discipline etc.
- Give them a clear outline of the job/role requirements and standards you expect.

Administration

You need to provide the employee with: -

- Terms and conditions of employment - It is a legal requirement for employers to give their employees a written statement of terms and conditions of employment within two months of starting work, except for those employees who will be working for less than one month. It is a good idea to go through this during the induction and give them details of issues such as:
 - Hours of work - including breaks
 - Sickness and holiday procedures
 - Disciplinary and grievance procedures
 - Any standard equipment they will use

Health and safety

- You are legally required to provide workers with any health and safety information they need to carry out their job safely. You must inform them - preferably on the first day - of any particular hazards that they should be aware of and what precautions need to be taken.

Tour of the house

- Show your new employee where they will be working and the location of any facilities. Also make it clear if there are any areas where they will not be allowed to go

Introduction to the job

- Take them through what their job description and how you would like things done – setting any rules and your standards at the beginning means everyone is clear of what is expected and it's much easier than trying to bring things into line at a later date.

Introduction to the family

- Introduce your employee to the children and family members they will come into regular contact with. Don't forget to introduce them to nursery/school, any clubs your children regularly go to, your children's friends etc.

Household appliances e.g. Computer, cooker, dishwasher, washing machine

- Make sure your nanny knows how to operate any household appliances they will be using and show them where everything is kept.

Ask for feedback

- During and after the process ask for feedback to check that you haven't missed anything. You might want to give the new starter a checklist and ask them to sign it to show it has been completed.

What to avoid

Providing too much, too soon – try not to overwhelm your nanny by giving a mass of information on the first day. Keep it simple and relevant.

Once you have established a good induction procedure it is useful to set it out in writing and use it whenever a new person starts - see below. This Induction Checklist, ideally countersigned by your nannies, helps to ensure all employees receive all the information they need. It can also be a vital source of reference later in employment - for example to check an employee has been briefed on policies, or to produce evidence of training.

See the “Example Induction Checklist” over the page.

Induction Exercise (Defining what is needed)

This exercise is best used before a new nanny arrives. It gives the family a chance to think in an orderly way about how to plan the induction process. It also involves the whole family in the process, so making them sensitive to how the new nanny may feel when they join the family.

As a family, make a list of all the things that the newcomer needs to know. Typically these will fall into three main areas, for example:

Infrastructure	Job Tasks	Children
The geography of the building/s and surroundings	Job descriptions and responsibilities	Routines
Where everything is kept	Rules and standards	Schools, clubs etc
How to use basic tools: telephones, email, internet, messaging, household appliances etc.	How the new nanny will be assessed and evaluated	Likes and dislikes
Procedures: expenses, overtime, health and safety, confidentiality, etc.	Where to find advice and help	Friends
		Favourite toys

Now plan the new nanny's first day:

- Set aside a specific time when nanny can meet all the people in your family and any other people they will have frequent contact with.
- Make certain that on the first day that nanny joins your family, it is possible for someone to meet them when they arrive.
- The nanny's equipment should be ready for them, as should any necessary passes, keys and so on.
- Make sure you know what they need to do on their first day, but try to keep it to essential duties only so they have time to find their way around and settle in.
- Don't expect immediate productivity – although it is useful if you map out some of the essential tasks that they will be tackling day to day.

Resources needed will include:

- Terms and conditions of employment
- Any health and safety information

How to check that the nanny is settling in well

Make sure that the family keeps a close eye on the new nanny, and make sure that help is available to them during the first few weeks. There is no need to featherbed them, but it is vital that they feel that people are keeping a weather eye out for

them. Even experienced and confident individuals feel unsure when in a new situation and keeping their comfort levels high is an essential management task at this point. Indeed, the relationship that is made in these early days sets the pattern for the months to come.

Hints and tips to make the induction successful

- Don't schedule a heavy work load for the first week.
- Put aside a half-hour each day for a meeting with so that you can check how they are getting on and whether they have any worries.

Example Induction Checklist

It is good practice to let the new starter have a copy of this list – this enables them to follow what is happening and will act as a reminder of anything missed or that needs particular attention. It should be the responsibility of family / employer and nanny to ensure that all relevant items are properly covered during the induction period.

Full Name:	Start Date:
Induction completed (signature of employee):	

Induction Checklist	Date Completed
Documentation and checks	
Proof of the right to work in the UK (if not already done during recruitment)	
P45 or P46 for an employee without a P45 (available from www.paymynanny.net)	
Obtain National Insurance (NI) Number	
Household Rules	
Smoking Policy	
General behaviour/dress code	
Telephone calls/ computer use, including internet & email policy	
Use of household appliances and facilities	
Expenses & expense claims	
Car use	
Introduction to the Family	
Who's who	
Tour of the house	
Children's routines	
Allergies / Medications	
Likes & dislikes	
Pets	
Local amenities	
(Pre) School timings, address and telephone numbers	
Children's clubs, friends etc.	
The Job	
Requirements of the job	
Standards expected	
Supervision and Performance	
Appraisals	

Health & Safety

Awareness of hazards – any particular type to work	
Safety rules	
Emergency procedures	
Clear gangways and stairs etc	
Location of exits	
First aid	
Personal hygiene	

Terms & Conditions of Employment

Written terms & conditions / Contract of Employment issued	
Hours and breaks	
Payment date and method	
Tax and National Insurance	
Holidays and leave arrangement	
Benefits	
Working time / flexitime / reporting Procedures	
Absence reporting procedures	
Period of notice	
Sickness provisions	
Performance appraisals	