



## **Code of Conduct for the Virtual Nanny**

### **The purpose of this document**

At Virtual Nanny we are committed to providing the children and young people with whom we work with a supporting online environment that facilitates their care, wellbeing and development.

Virtual Nanny believes that children and young people should not have to experience abuse of any kind and that we have a responsibility to promote the welfare of all children and young people, to keep them safe and to work in a way that protects them and which builds a safeguarding culture and that this is paramount in all the services that we provide.

In order to enable us to do this please ensure that you read, understand and accept the rules set out in this Code of Conduct.

### **1. Being a Virtual Nanny**

- 1.1 It is the Responsibility of the Nanny to encourage the children and young people with whom you work to reach their individual potential and you should identify any particular challenges or difficulties that those children may have and assist them in overcoming those barriers.
- 1.2 Your relationship to the children and young people you nanny is professional and not personal and you have a duty of care towards them.
- 1.3 You should share with the parent/guardian any concerns that you have about a child's social, emotional, and behavioural difficulties that are beyond your competency to address.

### **2. Behaviour**

- 2.1 You must treat children and their parents/guardians with respect and refrain from using any offensive or discriminatory language.
- 2.2 You must not take photographs or make recordings during any online session.

### **3. Confidentiality**

- 3.1 You should treat information you receive about children or families with the utmost discretion and keep it confidential, unless doing so would be likely to result in injury or harm being done to them.
- 3.2 You will ensure your treatment and handling of personal data is at all times in accordance with Virtual Nanny's Data Policy and with the Data Protection Act 2018.
- 3.3 You must ensure that sessions are delivered in a private environment with no third parties present with you.
- 3.4 You must seek advice from Virtual Nanny's Child Protection Lead before sharing information which has been passed on to or requested from you.

### **4. Social Contact**

- 4.1 You must avoid all social contact with the children and their parents/guardians and inform the Child Protection Lead should any such social contact occur.

### **5. Safeguarding Concerns**

- 5.1 You will ensure that you maintain vigilance in looking out for signs of abuse or neglect in all forms and that you will take seriously any disclosures of abuse and report all non-emergency suspicions of abuse or neglect to the Child Protection Lead as soon as reasonably possible. If the abuse constitutes an emergency case you should suspend the session if necessary and report the concern to the Child Protection Lead and, where appropriate, the police.

### **6. Enforcement of Code of Conduct**

- 6.1 Virtual Nanny may remove you from their roster of nannies if given any reason to believe that you are not adhering to this Code of Conduct.
- 6.2 Virtual Nanny will report any suspicions of illegal activity to the police and assist them fully in their investigations.

## **Contact details**

### **Nominated child protection lead**

Name: Elizabeth Rackow

Email: [elizabeth@virtualnanny.co.uk](mailto:elizabeth@virtualnanny.co.uk)

### **NSPCC Helpline**

0808 800 5000

This policy statement came into force on April 15<sup>th</sup> 2020

We are committed to reviewing our policy and good practice annually

This policy statement and accompanying procedures were last reviewed on April 15<sup>th</sup> 2020

Signed: *Elizabeth Rackow*

Elizabeth Rackow, Founder and CEO

Date: *April 15<sup>th</sup> 2020*