



## **Behaviour Code for Parents and Guardians**

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.

However in order effectively to safeguard your children we need your cooperation and ask you to read this document carefully:

You agree that you will:

1. Where age appropriate, ensure that the child/ren is/are aware of our Safeguarding Policy.
2. At all times be responsible for the welfare of the child/ren during the Virtual Nanny sessions.
3. Always be responsible for the physical environment of the child/ren during the Virtual Nanny sessions, ensuring it is safe and appropriate.
4. Be available during a Virtual Nanny session so that any concerns of the nanny may be reported as soon as possible and ensure the child/ren and nanny are behaving in an appropriate manner.
5. At all times take all reasonable steps to ensure that nannies are treated with respect and will not be subjected to abusive behaviour or language.
6. Report any dispute with a nanny to Virtual Nanny as soon as possible.
7. Report any inappropriate behaviour by a nanny as soon as possible and, if the inappropriate behaviour or illegal activity is of a sexual nature, this should also be reported to the UK police as soon as possible.
8. Ensure that the session is terminated immediately if there is inappropriate behaviour.

## Contact details

### Nominated child protection lead

Name: Elizabeth Rackow

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### 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*