

How can we make family relocation *successful?*

An Employer's Guide to My Family Care's Relocation Solutions

Temporary Childcare

Childcare Relocation

Adult & Eldercare Relocation

Life Transition Coaching

**My
Family
Care™**



Making work+family work

Moving jobs and cultures can be exciting and rewarding, but the actual process of moving can be difficult and stressful, having a partner and young family can make it even more so. Their lives have to be relocated as well. Life only returns to normal when both partner and children are settled and childcare is in place and working as planned. For the increasing number of families who have an adult dependent or elderly parent, putting the right local care in place is just as important.

Family issues are the single biggest reason for unsuccessful relocation assignments*, so addressing the needs of the employee's family is critical.



How can we help?

We're unique in the UK at being able to provide a complete package of support for a relocating family. We'll help with all the different aspects of the family's move to or within the UK, providing access to a team of nationwide childcare and eldercare experts.

- **Temporary Childcare**

Our temporary nannies are available last minute for families visiting the UK to view schools and homes before a permanent move.

- **Childcare and Adult & Eldercare Relocation**

We provide specialist care consultants to listen, advise and find the right childcare and adult and eldercare solutions during and after moving from, to or within the UK.

- **Life Transition Coaching**

Our coaching for relocating employees will enable them to quickly adapt to their new working environment, helping them build their professional profile and create influential networks. We also provide spouse coaching, supporting partners in settling in the UK and building their new life.

- **School Relocation**

For families relocating with school aged children, we're pleased to work alongside **School Choice International**, so we can provide a single solution whatever the age of the children.

"Like many companies of our size we have a lot of employees relocating. We felt that having Care Search could make the process that little bit easier for our staff and help them to settle into their new homes and work-life more quickly."

Head of Benefits, Shell

Why do companies use My Family Care's Relocation Solutions?

- **Maximising the likelihood of a successful relocation assignment**

Family issues are the most likely cause of assignment failure, so taking an holistic approach and looking after the needs of all family members makes absolute sense.

- **Creating engaged and productive employees from day one**

When employees know that their family issues are being taken care of, they're able to focus on the new job role. They're more likely to be engaged and productive from the start.

* IPD Reward Management Report – International Assignments, 2007

"My Family Care exceeded expectation on every level. A fantastic consultant held my hand through the whole process of recruiting a nanny with perfect results. I am delighted with the service provided."
Shell employee

Temporary Childcare

When relocating to the UK or planning an exploratory visit to view houses and schools, travelling with a young family in tow can make things difficult. We make things easier by providing experienced, qualified, referenced nannies for temporary childcare cover. A nanny can be booked in the UK for as long as is needed.

- We've been providing Backup Childcare and many other family friendly benefits to blue chip companies since 2000. We're the UK experts at all things childcare and eldercare related.
- Tinies Childcare, the UK's largest chain of nanny agencies, and the nanny sharing website nannyshare.co.uk are both part of the My Family Care group.



Childcare and Adult & Eldercare Relocation

Childcare Relocation

Our Childcare Relocation service reduces the time and stress of finding trusted and reliable childcare in the UK. The UK childcare market is unique in its complexity. Typical options include: day nurseries, nursery schools, childminders, nannies, nanny shares and au pairs. We ensure employees understand their options, and help them find trusted childcare that suits their lives.

Adult & Eldercare Relocation

Moving from, to or within the UK with the care responsibility for an adult dependent can make the transition especially difficult - whether it's an elderly parent or disabled relative.

The UK care market is complex and subject to constant change. Trying to understand how a loved one might be cared for in the UK and what support the local authority might provide can be very stressful and time consuming. We can provide all the support and expert knowledge and advice you or your employee might need to ensure a successful move.

How Care Relocation works

Our consultants are available before, during and after the family's move to listen, advise and assist in finding practical care solutions.

Our nationwide team of experts will do everything and anything needed to put the right solution in place for both work and family. These are the key stages of a typical relocation case:

- Initial contact. We're put in touch with the relocating family or they contact us directly.
- A local care consultant appropriate to their care needs is assigned. We have full time consultants throughout the UK.
- The family and consultant meet to discuss the family's circumstances, budgets and preferences. Typically we'll meet the family the first time they come to the UK although we can also work remotely.
- The consultant advises and guides the employee on what to expect about childcare and/or adult and eldercare in the UK and in the area they are moving to.
- A detailed care plan is created once the consultant researches the available care solutions.
- The consultant is available to perform a practical care search based on all the family's requirements.
- Once care is in place the consultant is available for ongoing support.

Childcare searches might include visiting nurseries and childminders, arranging backup care, advertising and recruiting and interviewing nannies or au pairs.

For adult and eldercare searches, our work can and does include investigating local funding, visiting care homes, and finding and recommending the best local domiciliary care agencies.

*When asked to identify the top reasons for employee refusal of an international assignment, **family concerns** were cited first, followed by a **spouse's career**. Additionally, key factors leading to assignment failure were partner dissatisfaction, **family concerns**, inability to adapt, and poor job performance.*

The 2006 Annual Global Relocation Trends Report - GMAC Global Relocation Services

Life Transition Coaching

Coaching for the relocating employee

The value of an experienced, intelligent and trusted sounding board at this time cannot be overestimated. We select coaches who understand the cultural and personal challenges of relocation and managing complex roles. Our coaches also draw on our core experience of supporting life transitions more broadly. We pay attention to quick wins for the first 100 days, building influence and profile.

The coaching offers:

- A dedicated opportunity to weigh up priorities and take action to have the most professional impact
- A confidential sounding board to work out solutions to challenges at work and home
- Emotional support to work through the transition period in a way that develops resilience and awareness

Spouse support

Our one-to-one service help spouses to view relocating to the UK as an opportunity rather than a series of problems and challenges. For a spouse as well as the employee, relocation will mean adjusting to a new environment and all the life changes that go with it. It may also involve career disruption, a change in job or giving up work as well as supporting their partner in their new role.

The coaching offers:

- A dedicated opportunity to review career options, choices and take action
- Valuable insight on settling into the UK from a professional, social and family perspective
- Emotional support during an unsettling transition period
- The sense of being valued in the relocation process

Coaching for both the employee and spouse typically includes up to three two-hour coaching sessions, one session upon arrival and two sessions afterwards.

On going telephone support with the coach can be arranged in between coaching sessions. Coaching sessions can be face-to-face or over the telephone.

How will it suit my company's needs and budget?

Our Relocation Solutions can be provided for individual employees, included as part of a comprehensive assignment package, or bought directly by individuals. Our flexible approach means that we can tailor services for a company and an individual's specific needs.

Find out how My Family Care's Relocation Solutions could make a difference to your company

Call **0845 676 7680**
Click myfamilycare.co.uk

