

Case Study: Emergency Childcare

2011

My
Family
Care™



+



Making work+family work



When your husband's away and your mother and sister are ill who do you turn to in a childcare emergency?

Suzanne, Trade Support Specialist

Suzanne is a trade support specialist for a leading investment bank. Her employer provides Emergency Childcare as a benefit. She has an eighteen-month old son, Luke, and her husband also works in banking. She's just moved teams and having started a new role is undertaking a lot of training on top of her existing workload. Her employer is quite flexible in that she is able to drop her son at nursery before work. Her mother picks up and looks after Luke in the afternoon and so, if for any reason her mother can't do this, Suzanne has to make alternative arrangements.

In December 2010, Suzanne's mother was very ill and ended up in hospital with pneumonia. With her husband away on business at the time and her sister also ill with flu, Suzanne had no one else to turn to, so she called Emergency Childcare.

Suzanne explains "I've just moved to a new team, it's a small team, there's only six of us so I really didn't want to leave them in the lurch and with my additional training going on at the moment, it couldn't have happened at a worse time"

Emergency Childcare found her a nursery next to her workplace for Luke. She says "It's very convenient and Luke was very happy, he didn't want to go home!" In fact now that all is back to normal on the home front, Suzanne has booked him into the nursery for one day a week to give her mother a day off.

So how did she find the service? Suzanne says "it was all very quick and efficient; I was called back within ten minutes with a solution and had the peace of mind of knowing that all the checks on the nursery had already been done."

She describes Emergency Childcare as 'a brilliant service' and says that she recommends it to her colleagues all the time. When asked how she felt about her employer, she said "It's a great bank to work for as they are supportive and understanding regarding family issues. It seems to be OK to take time off when the children are ill, but I just prefer not to if at all possible. Having this sort of support does mean I'm happy to stay here. I love my job and thanks to the practical help and flexibility I can work and bring up a family. Nothing's perfect in life, but this is pretty good".



"With everything else going on, it (childcare) was one thing I didn't have to worry about."

A senior role, long hours and a husband often away on business trips could make life difficult for a working mother

Sarah, Vice-President European Syndicate FICC

Sarah works on the new issues syndicate desk launching bond deals into the market. She also looks after road shows for corporate and emerging market deals. She is married with two children Adrian, nine and Connor, five.

Her working day is long and she starts work at 7.30am every day, often working through until 8pm. Her husband works full time and although his hours are much more flexible, he is away on business trips relatively frequently, so if her usual babysitter is unavailable, then Emergency Childcare is a Godsend.

Both the children are at full time primary school and they both attend the after school club. If there are teacher-training days or she is called in late to attend a meeting, then Emergency Childcare is invaluable. It means that she can still get to work on time and leave late if necessary.

She last used the service in January. She needed to be back at work on January 4th and the school was shut until January 6th. Her usual babysitter couldn't help and so she called Emergency Childcare.

Given the seniority of her role and the nature of her work, she is constantly working to deadlines and the team are very busy in January, so it's vital that she's in the office on time and able to stay late. When Sarah needs to call Emergency Childcare she usually chooses a nanny or a child-minder.

Sarah says "Emergency Childcare is a fantastic experience and very simple and stress free to use. Having it as a benefit just makes my life less stressful.

The family friendly nature of her employer is very important to her and she really appreciates the benefit of backup childcare. Tellingly she says "I really don't think I could do my job without the support of my employer and the benefits, such as Emergency Childcare, that are provided."



"I don't have to worry about the children as I know they are in safe hands."

A view from the perspective of a working father and an HR manager

Mark, HR manager

Mark is an HR manager with a leading investment bank; he has two children aged one and three.

Mark needs to be in the office and can't work from home as he is needed to attend meetings and briefing sessions and look after clients. He works full time five days a week sometimes quite late. His wife now works part time, three days a week.

Both children are now at nursery five days a week from 8am to 6pm. Mark drops the children off and his wife collects them His employer is quite flexible in that he can do the nursery run in the morning, but he does work late.

The last time he needed to use Emergency Childcare was at the beginning of January. His youngest son had conjunctivitis and so could not attend nursery. Both he and his wife needed to be at work. Mark works with deadlines on a daily basis and January is a particularly busy time of year for him as it's bonus/promotion time.

Mark usually books online; he thinks it's a very easy and efficient way to book. He always requests nannies that have attended previous bookings so that the children are familiar with them. Emergency Childcare is usually able to fulfil his requests.

He says "As a working parent, I find the service invaluable. I have the security of knowing that my children are being looked after and are in good hands." Of the booking team he says that they are always helpful and that the service is excellent.

When asked his views on Emergency Childcare from an HR perspective, he says "There's no doubt that it makes absolute sense for us. Having benefits like these creates a really positive productive working environment and the parents really appreciate them."



"When our employees feel that their home lives and childcare issues are being taken care of, then they are able to provide the bank with the very best of services. The fact that it saves us money against the costs of absenteeism is almost secondary."

Find out how My Family Care could make a difference to your company

Call 0845 676 7680
Click myfamilycare.co.uk

