

Case Study: Childcare Search

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Going back after maternity leave without the childcare headache

Angela, Assistant Investment Manager

Angela is an Assistant Investment Manager for a City based investment bank. She has a twenty one-month old daughter, Isabella. She works part time three days a week in a job share role and so she feels that she really needs to be there on these days. She provides support to fourteen people and so it's a very hands on job all the time. She feels that with the nature of banking, she really can't be seen to be making excuses for not being there when she's needed.

When Angela was planning her return to work after maternity leave she was able to use My Family Care's Childcare Search to help her find the right childcare solution that would enable her to continue her career.

"When I was really starting to think about coming back to work, Lisa, one of the childcare consultants contacted me and we met to discuss what sort of care I would need. We talked about all aspects of it, from what sort of care I wanted for Bella, to flexibility, cost and location issues. Lisa was very thorough in helping me to think through and work out the practical issues of what would work for me.

I chose to go down the nursery route and Lisa, having 'taken the brief', went away and then came back with options that she'd thoroughly researched and reviewed. I chose an amazing nursery that's on my route to and from work and offers the flexibility of extended hours when I need them. Bella loves it!"

Angela's (or rather Bella's) nursery does close for a week over Christmas. Angela needed to be working her three days over this week. Her husband was working (at the last minute!) and her mum couldn't help her out. As it was Christmas, the office was operating a skeleton staff and so she didn't want to leave her colleagues short staffed.

Emergency Childcare arranged for a nanny to come to her home as Angela felt it would be less unsettling for Isabella. Angela says "The nanny was brilliant and I felt very comfortable leaving Bella in her care, she even did hand painting with her. The service from Emergency Childcare was amazing; the staff were knowledgeable and did everything to put me at ease. They found me a suitable nanny within twenty minutes of my call."

"For anyone who doesn't have kids, the best way I can describe how you feel when suddenly your childcare falls apart is to imagine that you've lost your mobile or your handbag. Immediately your mind starts writing a mental panic list of all the things you have to do and rearrange as a result, it's stressful and time consuming."



"Having this sort of help was invaluable, apart from the sheer time it saved me, I've got the perfect solution, having taken into account things that would never have occurred to me otherwise."

Living a long way from home, having a demanding job and expecting your first child - some specialist help is called for!

Evelyn, Systems Analyst

Evelyn is a Systems Analyst for a leading investment bank. She is currently pregnant with her first child and has no idea on childcare or what is best for her work situation. Emma works in a male environment and her job is demanding with a start time of 8am in the city and she never usually leaves the office until 6pm.

She's originally from New Zealand and so Evelyn has no family back up for childcare and her husband also works in the city. She needed some specialist help on understanding her options and working out how she was going to manage the logistics of work and childcare when she returned to work.

Evelyn called her HR department and they directed her to My Family Care's Care Search, one of the many employee benefits the bank offers. My Family Care assigned her a childcare consultant, Jane. Jane called Evelyn within twenty four hours and a face to face meeting was immediately set up. The meeting was set up at Evelyn's office as this was most convenient.

From this meeting Evelyn was provided with various options for childcare such as a nanny, child-minder and nursery. Evelyn decided she would like a nursery close to either her work or her husband's as she felt this option would be more stimulating for their child plus her husband drives to work so the child would go in the car with him.

Jane explained that a 7am to 7pm nursery would be needed in order to cover both work start and end times and that she would search both Evelyn's and her husband's work areas for nurseries that catered for under one's and for these hours. Unfortunately there were only one nursery close to Evelyn's work address but had a waiting list of eighteen months. The other options were three nurseries in Canary Wharf where her husband worked and they were all within 5 to 10 minutes walking distance and had space availability.

As part of Childcare Search, Jane went to view all three nurseries on Emma's behalf and drew up comprehensive reports on basic details such as fees, opening times, meals provided and then more in depth information on activities children were involved in, once she had visited them.

This saved Evelyn valuable time as once she read the reports she really only liked the sound of two of the nurseries. Evelyn viewed both nurseries and liked both and really was not sure which one to choose. Jane advised Evelyn to pay the £25 non-refundable registration fee at both nurseries as there were very limited spaces left and then go and see both nurseries again for a final decision. Jane's advice was invaluable as the day Evelyn registered there was only one place left at one of the nurseries. This nursery ended up being Evelyn's first choice for her child.

Evelyn went on to have a beautiful baby boy and at six months he started nursery. Jane kept in touch with Evelyn to make sure her deposit had been paid to the nursery and that written confirmation was received. Jane also called Evelyn a couple of weeks after her son had started nursery to make sure all was well.

Evelyn comments on the service she received; "All assignments undertaken by Jane were dealt with speedily, efficiently and with clear insight based on her experience in this field. In particular, her help in conducting day care searches and assessments was invaluable. She needed minimum amounts of time from me, which was really helpful. Being pregnant and working long demanding hours meant that time was in short supply! Without Jane's assistance it would have been a very torturous experience. The reports of day care nurseries that Jane produced are excellent and all the right questions and more were covered."

Since using the Search & Guidance service, Evelyn has recommended it to both friends and work colleagues.



"My co-ordinator consistently went over and above to deliver practical solutions to my requirements."

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