



## Allsave provides the solution to EC Harris's childcare voucher scheme

EC Harris is a leading international consultancy working on the real estate, infrastructure and construction sectors. Providing a full range of professional services, EC Harris manages both the construction and the ongoing operation of built assets. Established more than 90 years ago, EC Harris now operates in 20 countries with 40 wholly owned offices worldwide employing over 2,500 people.

Human resources is a key function within EC Harris. As a professional services consultancy, the company's employees are its main asset and their needs are top of the organisation's priorities. EC Harris offers its staff a comprehensive benefits package as part of their total rewards and salary offer and for a number of years childcare vouchers have been a key part of this package. Jo Wotton, HR Manager explains;

***'Working in a service industry means that our people are our commodity. It is important that we look after our employees and give them a competitive benefit package. Our human resources department is therefore extremely proactive in meeting the employees' needs and expectations to ensure the organisation stays ahead of the competition. Looking after our working parents through childcare voucher provision has been a part of our strategy for a number of years and has seen a number of people in the company benefit.'***

In 2005, a change in government legislation led to an expansion of the childcare voucher industry and many providers were caught out by the demand. This meant that service levels plummeted and clients began to suffer, including EC Harris which began to experience problems with its incumbent childcare voucher provider. Jo recalls when the problems began;

***'We began to experience late invoicing, late vouchers, late child carer payments and poor customer service. Our employees were suffering as the scheme we had in place was letting them down. One employee referred to the scheme provider as 'chaotic' and another 'hopeless'. After failing to resolve the***

***problems with our incumbent supplier the decision was made to seek an alternative.'***

EC Harris undertook a market review in 2006 to decide on a new voucher provider. Jo and her HR team selected Allsave, as despite being a relatively new provider, Jo was confident that the qualities Allsave presented would help solve the problems EC Harris had been experiencing. The HR team at EC Harris was impressed by Allsave's strong service ethos and its commitment to satisfy all of the stakeholders in the childcare voucher scheme. Jo comments;

***'Allsave's commitment to service levels offered us a solution to the problems we had faced. Also impressive was the emphasis on monitoring and feedback, which provides much needed evidence to us that the scheme is working for all parties. This together with a management fee significantly lower than other providers secured our decision to work with Allsave.'***

The change over of provider has resulted in a trouble-free scheme. Allsave worked with EC Harris to time the changeover so that it would be convenient for all. By coinciding with EC Harris's annual benefits election, existing scheme participants were able to re-register along with those joining the scheme for the first time. Since the change over the feedback from employees has all been positive, with comments including;

***'Your scheme shines above the previous provider'***

***'Allsave is excellent'***

Jo confirms there are no regrets;

***'Since switching our provider to Allsave our childcare voucher scheme has operated without a problem. Allsave staff are professional, helpful and the service they provide to all scheme members is excellent. Our first service monitoring feedback showed that 100 per cent of scheme users rated Allsave's service good to excellent. EC Harris's employees now enjoy all the benefits of a first class scheme.'***



## **Nuffield Hospitals uses Allsave voucher scheme to help staff across UK to fund childcare**

Nuffield Hospitals is Britain's longest standing group of not-for-profit hospitals. The registered charity was established in 1957 to provide healthcare services to local communities. Over time the group has grown and today includes Nuffield Hospitals, Nuffield Proactive Health and Vanguard Healthcare with 10,000 staff spread across 44 sites in the UK.

As an organisation caring for people's wellbeing, employee benefits play an important part of Nuffield Hospitals' remuneration package to staff. In April 2005 when the government made significant changes to the legislation affecting childcare vouchers, Nuffield Hospitals recognised the opportunity to start helping many of their working parents make substantial savings in childcare costs. Jane Baird, General Manager, Pay and Rewards, comments:

***"Cost effective employee benefits are an important part of looking after our nearly 10,000 employees. We recognise that many of our staff are working parents who spend significant sums on childcare and we want to support them where we can. A childcare voucher scheme allows our employees to fund registered childcare for their children whilst also benefiting from tax relief on up to £55 a week."***

Following a tender process, Allsave was selected by Nuffield Hospitals to implement and manage the childcare voucher scheme. One of the key factors that influenced the organisation in its decision was Allsave's offer of savings in the employer's national insurance. Jane continues:

***"Whilst some voucher providers make this scheme cost neutral for employers, the scheme that we have with Allsave means that we can make significant savings in employer's national insurance. Such savings means that***

***we can reinvest in the organisation to improve services, facilities and equipment and that's why we selected Allsave as our chosen provider."***

Since working with Allsave, Nuffield Hospitals has not only benefited from the scheme's low management fee but also the excellent customer service and efficient account management. Allsave provides a fully managed service at the lowest cost in the market. This service includes sending reports each month to each of the 44 sites across the UK, detailing which employees will be issued with vouchers or online credits. By ensuring that Nuffield Hospitals receives these reports at least two days before the salary cut off, the organisation's accounts staff are able to reconcile this information with their payroll and advise Allsave of any changes to be made. Jane explains:

***"Allsave's staff are knowledgeable, helpful and responsive. The system that Allsave has put in place to issue the vouchers or online credit is always timely and reliable. By receiving reports in advance of the salary cut off day, we are able to ensure all of our internal checks are carried out in time and our staff can receive the vouchers by payday."***

Since implementing the scheme Allsave have continued to work with Nuffield Hospitals to encourage staff take up of the scheme. Jane concludes:

***"Allsave works with us on a regular basis to raise the profile of the scheme. This together with positive feedback from those already on the scheme means that more and more working parents will be able to benefit and make savings."***

## Allsave constructs a scheme of real choice and savings for employees at Fitzpatrick

Fitzpatrick is one of the largest privately owned multidisciplinary contractors in the UK. Founded in 1921 as a civil engineering contractor, the company has evolved and grown to meet the demands of today's construction industry and now successfully operates in a number of sectors including industrial, commercial and public sector building, civil engineering, rail, highway maintenance, construction and facilities management. Today the company, based in Hertfordshire, has a £400 million turnover.

With the company growing at such a rapid pace and employing a high proportion of working parents, Alison Foster, Company Secretary, responsible for employee benefits, was keen to look into childcare voucher schemes and was recommended Allsave by a benefits advisor. Alison recalls the initial process:

***“We hadn't enrolled on this type of scheme before so we wanted to make sure we looked at a number of providers in the market to get an idea of what was on offer. After speaking with Allsave, it was clear that it was the most competitive for a fully managed service. Some scheme providers make the scheme cost neutral for employers but Allsave's low management fee meant that we could make real savings on employer's national insurance.”***

Once Fitzpatrick signed up to the childcare voucher scheme, Allsave set about working closely with the company and communicating the options and benefits available to staff through specially tailored marketing materials. As part of the full scheme management service, Allsave managed the implementation from start to finish which ensured that Alison and her team were not subject to additional administration or hassle that would take up unnecessary amounts of their time. The scheme set up by Allsave also offers a

number of voucher delivery methods all at the same cost to the employee including auto (direct to the child carer), virtual (online), postal and email. Given that not all Fitzpatrick's employees have access to a computer, it was essential that the scheme could offer more than just one option and ensure employee inclusion was maximised. Alison continued:

***“We found Allsave's staff to be very knowledgeable and helpful and they explained the scheme to us fully. We liked the employee choice element too as not all of our employees have access to the internet and with Allsave's flat fee for all four schemes, it was one less decision to make.”***

In addition, Allsave provided guidance on how to set the scheme up on the company's payroll system ensuring that any additional joiners to the scheme or changes after the initial scheme implementation would be simple and hassle-free. Talking about the payroll process, Alison continued:

***“Each month, a couple of days before our salary processing cut off date, Allsave sends us a detailed summary of the employees to whom vouchers or credit will be issued. We then reconcile this with our payroll and advise Allsave if there are any last minute changes to be made. It's very easy for our payroll department to work with.”***

With its diverse employee base, it is also important that Fitzpatrick is able to monitor the success of the childcare voucher scheme among its employees and ensure that all of its eligible employees are catered for. By using Allsave's proactive service level monitoring amongst child carers and employees, Fitzpatrick has been able to gauge the levels of satisfaction among the scheme's users and has so far seen glowing reports. Alison concluded:

***“The service we have received from Allsave has been seamless and I would have no hesitation in recommending Allsave for its excellent set up.”***





## **Citrix benefits from Allsave's excellent service and value**

Citrix is the global leader in application delivery infrastructure. More than 180,000 organisations worldwide rely on the Citrix's technology to deliver all the applications users may need with the best performance, highest security and lowest cost. Its client list includes government and commercial businesses, such as schools, banks and local authorities, who share Citrix's vision of a world where anyone can work from anywhere.

Citrix has offices in more than 22 countries. Within its UK workforce there is an above average percentage of employees with young children. HR Manager, Chris Prince, recognised the high cost of childcare that many of his staff face in order to come to work and therefore sought to implement a childcare voucher scheme that would help provide cost saving benefits to these members of staff. Chris Prince, says:

***"At Citrix Systems a number of our staff have young children and have to pay costly childcare bills so they can still come into work. We are committed to helping our working parents and the childcare voucher scheme was considered to be a simple means by which to achieve this goal and help take away some of the financial strain of childcare costs."***

Citrix instigated a selection process in order to determine the best childcare provider for the company and its employees. Chris was impressed by the strengths of Allsave's offering, in particular the flexibility it has to provide a range of voucher delivery methods such as online or postal, in order to suit all employees. This coupled with the fact that Allsave offers the lowest market fees for a fully managed service, secured its selection with Citrix. Chris comments;

***"When selecting a provider, we found Allsave to be both professional and knowledgeable. We liked the range of schemes available to suit the needs of all our employees and the***

***excellent value for money that Allsave offered."***

Since implementing the childcare voucher scheme, there has been an excellent 10 per cent take up rate among staff. Following the successful launch, Allsave continue to work with Citrix to manage the scheme and help get more employees on board. Regularly monthly reports and swift payments ensure that all employees who sign up to the scheme receive their vouchers on time month after month. Chris comments;

***"We are really pleased with the 10 per cent take up rate and the way Allsave manages the process - everything works like clockwork each month."***

As a user of the scheme, Citrix can also benefit from Allsave's excellent customer service which includes a helpline to deal with any queries that may emerge. This helpline is run by staff that have a full understanding of the process and provide high calibre support. Their focus on excellent customer service is an integral part of the Allsave package and has been key to the success of the scheme at Citrix. Chris concludes;

***"We have continued to be impressed with Allsave's commitment to service and the level of expertise of their staff in dealing with queries. We appreciate in particular the time taken by Allsave to assess the levels of service our employees' experience using the scheme and the subsequent feedback we receive. This feedback is proof that the scheme is working perfectly and that our staff are happy with it."***