

# Childcare Voucher Scheme

## Survey Results

We would like to thank everyone who took the time out to take part in our survey focussing on our Childcare Voucher Scheme. We were delighted with the massive response.

We said we would donate £1 to a charity for every completed survey. We have stuck true to our word and now a cheque for £525 is winging its way to CLIC Sargent, a hugely worthwhile charity raising funds for children with cancer.



### The results

We wanted to know your thoughts on how the scheme is run, how you would rate our customer service levels and also give us constructive feedback and ideas for improvement in the future. You did not disappoint.

- 99%** agree that our helpdesk always respond in a timely & efficient manner
- 99%** are satisfied with the speed in which Fair Care issue vouchers to employees
- 99%** always receive the scheme report in a timely manner
- 99%** agree that the Fair Care process is simple and works well for their organisation
- 99%** are completely satisfied with the account support they receive
- 96%** believe Fair Care provide enough internal marketing materials to promote the scheme
- 99%** would recommend the Fair Care Childcare Voucher Scheme to other organisations

### Improvements required

The whole point of our survey was not only to find out what you were happy with, but to also pinpoint areas for improvement. We will strive to improve the following:

- 46%** are aware that members get free access to a range of discounts with Fair Care Plus
- 91%** are aware that vouchers are available in various formats (paper, online, direct payment)
- 89%** are aware of the range of benefits that Fair Care offers

### Comments

*"We changed to Fair Care and it has totally delivered in terms of simple & prompt administration and helpful service"*

*"We are currently trying to amend our benefits package and have been provided information from Fair Care"*

*"The overall approach seems just right"*

*"An exemplary service which I would not hesitate to recommend"*

*"Perhaps a little more internal marketing would help"*

*"Great service & value for money"*

*"We use childcare vouchers and operate ride to work schemes, both of which work extremely well"*