**Suggested INVITATION email copy to be sent to all UK employees by client**

**From:**

**Sent:**

**To:**

**Subject: Do you have children? Are you looking after ageing parents? Please take our short survey**

One of the employee benefits [client name] offers UK staff is childcare vouchers. They help families with their childcare costs – each working parent can save over £900 a year in tax and National insurance exemptions - and they can be used for any registered childcare provider, and from toddlers to teens.

The government has announced that the childcare voucher scheme will now close to new entrants on 4 October 2018 (delayed from April). After that date, the only scheme working parents can apply for is Tax-Free Childcare (TFC), and families won’t necessarily be eligible for it.

**Already registered for childcare vouchers?**

> If you’re already registered for childcare vouchers, you can continue to receive them after 4 October, providing you’ve received a voucher in the last rolling 12-month period. For example, if you had your last voucher in September 2017, you need to receive a voucher by September 2018 to remain on the scheme after October.

**Want to join the scheme?**

> If you wish to join the childcare voucher scheme, you need to receive a voucher through payroll before the scheme closes in October. The last date you can apply is [insert payroll cut-off date].

**On maternity/paternity leave?**

> If you’ll be on leave when the childcare voucher scheme closes, we may be able to arrange a childcare voucher as part of a Keep in Touch (KIT) day. This can be for the minimum £20.

**Please take our short survey**

As your employer we have no involvement with TFC, and whilst we will continue to run the childcare voucher scheme for as long as parents are on it, we also want to understand how we can continue to support our working parents in the long term.

We want as many employees as possible to answer a few questions on their current and future childcare needs. Click here to take the survey [insert link].

**Looking after ageing parents?**

We’re also asking about eldercare, so we would appreciate you taking the survey too.

**Please note:** Your answers will be held in the strictest confidence and any survey results will be published anonymously.

**For more information**

> To understand the differences between childcare vouchers and Tax-Free Childcare visit <http://www.giveyourselfachoice.com/decision-tree>

> Visit our employee benefits page [insert link]

> To apply for childcare vouchers visit [www.computersharevoucherservices.com](http://www.computersharevoucherservices.com). Our scheme ID is [insert].

Regards

[Named individual, ideally someone recognised by all employees e.g. MD, CEO, HR/Rewards & Benefits Director]

[Title/team]

Suggested **REMINDER** email copy to be sent to all UK employees by client

**From:**

**Sent:**

**To:**

**Subject: Do you have children? Are you looking after ageing parents? It’s not too late to take part in our survey**

We've had a great response to our survey so far and there's still time for you to take part before the closing date.

We want as many parents as possible to answer a few questions on their current and future childcare needs, so we can understand how we can continue to support our working parents in the future.

We’re asking about eldercare too.

Click here to take the survey [insert link].

**Please note:** Your answers will be held in the strictest confidence and any survey results will be published anonymously.

**For more information**

> To understand the differences between childcare vouchers and Tax-Free Childcare visit <http://www.giveyourselfachoice.com/decision-tree>

> Visit our employee benefits page [insert link]

> To apply for childcare vouchers visit [www.computersharevoucherservices.com](http://www.computersharevoucherservices.com)

Regards

[Named individual, ideally someone recognised by all employees e.g. MD, CEO, HR/Rewards & Benefits Director]

[Title/team]

**The survey questions**

Shown below are the survey questions.

Please note skip logic is used for questions 4, 5 and 6 (they skip to different questions depending on the answers selected).

The client should ensure that all relevant disclaimers are inserted in relation to their own company policies and guidelines. They may need to obtain approval from other internal departments.

Introduction/Welcome page

Welcome to this short employee survey. The survey will take a few minutes to complete and you can only complete it once.

Please note: Your answers will be held in the strictest confidence and any survey results will be published anonymously.

Question 1 - Choice - One Answer (Bullets)

[Mandatory]

Are you male or female?

* Male
* Female

Question 2 - Choice - One Answer (Bullets)

[Mandatory]

How old are you?

* 16-25
* 26-30
* 31-36
* 37-45
* 46+

Question 3 - Choice - One Answer (Bullets)

[Mandatory]

Are you a Basic, Higher or Additional rate tax-payer?

* Basic
* Higher
* Additional
* Don’t Know

Question 4 - Yes or No

[Mandatory]

Are you the parent / adoptive parent / legal guardian of at least one child under 16 years old?

* Yes
* No [Skip to Q14]

Question 5 - Choice - One Answer (Bullets)

[Mandatory]

Do you currently take childcare vouchers as part of your employee benefits package?

* Yes [Skip to Q8]
* No

Question 6 - Yes or No

[Mandatory]

Have you used registered childcare in the past 12 months? (i.e. your carer is registered with Ofsted in England, or with the equivalent authorities in Scotland, Wales and Northern Ireland, or the Independent Schools Inspectorate)

* Yes
* No [Skip to Q8]

Question 7 - Choice - Multiple Answers (Bullets)

[Mandatory]

Why don't you currently take childcare vouchers to pay for registered childcare?

Please tick all that apply:

* I’ve registered for Tax-Free Childcare (TFC) as that’s the better option for my family
* I’m eligible for free childcare eg, 15/30 hours in England for all 3 and 4 year olds
* I no longer have a need for childcare vouchers
* I’ve never heard of childcare vouchers
* I don’t understand how childcare vouchers work
* I didn’t know childcare vouchers can help me save money on my registered childcare costs
* I didn’t know my company offered childcare vouchers as an employee benefit
* I’ve looked into childcare vouchers but it all seemed like too much effort
* I’ve never asked my carer if they accept childcare vouchers as payment
* My carer told me they don’t like to accept childcare vouchers
* I prefer to pay my carer in full by cash, cheque, credit card, debit card etc.
* My family income is low enough that I/we are better of using Tax Credits/Universal Credit
* My partner joined their employer's childcare voucher scheme and I didn’t know both parents could register for childcare vouchers
* My partner joined their employer's scheme and that pays for all our registered childcare costs
* My childcare needs are not regular so I don’t know how much I’d need to deduct from my salary each month
* I didn’t think I was eligible as I’m a Higher / Additional rate taxpayer
* Other, please specify

Question 8 - Choice - Multiple Answers (Bullets)

[Mandatory]

What types of registered and unregistered childcare have you used in the past 12 months?

Please tick all that apply:

* Nursery
* Playgroup
* Crèche
* Holiday club or scheme
* Activity holiday e.g. XUK
* Childminder
* Out of school club e.g. Breakfast club, After school club, Homework club
* School boarding
* Nanny
* Au pair
* Emergency childcare
* Family member or friend
* None
* Other, please specify

Question 9 - Choice - One Answer (Bullets)

[Mandatory]

Do you intend to use a registered childcare provider in the next 12 months?

* Yes
* No

Question 10 - Choice - One Answer (Bullets)

[Mandatory]

Do you know what help you can get with your childcare costs? For example: free childcare, childcare vouchers, tax credits/Universal Credit, Tax-Free Childcare

* Yes
* No
* Sort of

Question 11 - Rating Scale – Matrix

[Mandatory]

Please rate your knowledge/level of understanding on a scale of one to five, for each of the following statements:

1 = I don't know this at all

5 = I know this 100%

|  |  |
| --- | --- |
| I can save money on my registered childcare costs  by using childcare vouchers | 1 2 3 4 5 |
| I do not pay tax and National Insurance (NI) contributions on childcare vouchers | 1 2 3 4 5 |
| A Basic rate tax-payer using childcare vouchers can save up to £933 a year in tax and NI exemptions | 1 2 3 4 5 |
| A Higher and Additional rate tax-payer using childcare vouchers can save around £600\* a year in tax and NI exemptions | 1 2 3 4 5 |

\* Parents who registered on a childcare voucher scheme before 6 April 2011 will continue to save at the same levels as a Basic rate tax-payer until they leave the scheme or are no longer eligible to participate.

Question 12 - Rating Scale – Matrix

[Mandatory]

Please rate your knowledge/level of understanding on a scale of one to five, for each of the following statements:

1 = I don't know this at all

5 = I know this 100%

|  |  |
| --- | --- |
| The minimum voucher value is £20 a month | 1 2 3 4 5 |
| I can stop and start my order each month | 1 2 3 4 5 |
| I need to receive a childcare voucher at least once every 12 months, to remain on the childcare voucher scheme | 1 2 3 4 5 |
| I don’t need to use my vouchers straight away – I can save up my childcare vouchers to use them when I need them most e.g. to pay for childcare over the school summer holidays | 1 2 3 4 5 |
| I can use my childcare vouchers to pay for any fees over-and-above and free childcare allowance | 1 2 3 4 5 |
| I can use my childcare vouchers for before and after school clubs during term time | 1 2 3 4 5 |
| Both working parents can order childcare vouchers from their employer’s scheme | 1 2 3 4 5 |

Question 13 - Rating Scale – Matrix

[Mandatory]

Please rate your knowledge/level of understanding on a scale of one to five, for each of the following statements:

1 = I don't know this at all

5 = I know this 100%

|  |  |
| --- | --- |
| Childcare vouchers can be used for children up to 15 years old (16 if registered disabled), not just for children of nursery age | 1 2 3 4 5 |
| I can use childcare vouchers to pay more than one carer | 1 2 3 4 5 |
| I can use childcare vouchers for more than one child | 1 2 3 4 5 |
| I know where to find more information about the childcare voucher scheme | 1 2 3 4 5 |
| I know where to find more information about Tax-Free Childcare (TFC) | 1 2 3 4 5 |

Question 14 - One Answer (Bullets)

[Employer to phrase this question so it’s in accordance with legal rights and their ‘time off for dependents’ HR policy, and any ‘supporting working parents’ policies]

|  |
| --- |
| Before you go, one last thing…..  With the childcare voucher scheme closing to new entrants in October 2018 (those already on the scheme can continue on it for as long as they’re eligible), we’re looking at additional ways we can support our employees with dependents.  We understand that life doesn’t always go to plan when you’re juggling work and family. As an employee you’re allowed time off to deal with an emergency involving a dependent. This may simply be because of a breakdown in childcare arrangements or a medical emergency for an elderly parent.  We’d like to understand how many employees would be interested in an emergency care employee benefit. There are a number of providers in the market place, but essentially the service allows you to find:   * alternative childcare locally – when your childminder is sick, for example - with as little as 30 minutes notice. * help with eldercare for ageing parents, including help and advice navigating the social services available   Please answer the below questions to help us gauge the level of interest and demand for this type of employee benefit. |

[Mandatory]

Please see the below scenarios and tick all that apply to you:

* I have experienced a breakdown in childcare cover at least once in the last 12 months
* I (or my partner) had to take time off work because of this
* I would be interested in an employee benefit that allows me to find emergency childcare cover at short notice
* I would be willing to contribute towards the cost of this service (within reason)
* I’m already a member of an emergency childcare service
* I have had to take time off work when my child was ill at least once in the last 12 months
* I regularly have to work overtime/attend emergency business meetings at the last minute
* I care for elderly parents
* I would like access to eldercare services such as qualified financial advisors, specialising in care fees planning and the financial affairs of older people, as well as hands-on support when dealing with social services, setting up Lasting Powers of Attorney (LPAs) etc.
* I often feel stressed at work because of my childcare and/or eldercare responsibilities
* None
* Other, please specify

END OF SURVEY

Thank you for your time.

**For more information**

> Visit our employee benefits page [insert link]

> To understand the differences between childcare vouchers and Tax-Free Childcare visit <http://www.giveyourselfachoice.com/decision-tree>

> To apply for childcare vouchers visit [www.computersharevoucherservices.com](http://www.computersharevoucherservices.com). Our scheme ID is [insert]. The scheme will close to new entrants in October 2018. You must register for childcare voucher by [payroll cut-off date] and receive a voucher by October. This can be for the minimum £20. To remain on the scheme you must simply receive at least one voucher in every rolling 12-month period.

> To understand what help you can get with your childcare costs visit the government’s Childcare Choices website: <https://www.childcarechoices.gov.uk/>