

Solutions Guide

BACK-UP CARE & EDUCATION

Why a Plan B for your employees should be your Plan A.

Back-Up Care removes obstacles and reduces stress for your busy people, while helping them to perform and progress.

It supports them to deliver their work, and feel well, even as their life circumstances change and develop.

Book a Demo 



We **save** our clients **80,000+**
working days per year

They have happier, more productive and less stressed employees, and in most cases, we deliver at least three times ROI. **Everyone Wins!**

 **80%**  **83%**  **100%**

of employers say Bright Horizons Back-Up Care helps to make them 'Employers of Choice'

of employers say it's improved retention and reports of positive impacts on women

of employers report reduced absenteeism after adding Bright Horizons Back-Up Care to their organisation



Why Back-Up Care?

Back-Up Care is an employee benefit that supports your employees with all types of family care when their regular care arrangements break down, or when their care needs to flex and adapt.

Back-Up Care can support flexible working and inclusion as a creative way to plug care gaps such as school holidays, or making a hybrid schedule more adaptable.

How does it work?

We all know life doesn't go according to plan, especially when juggling work and family responsibilities. We all have busy lives, and many of us live and work away from close family, so relying on relatives to step in has become less of an option.

When an employer brings Back-Up Care into their workplace, the employees each receive a number of Back-Up Care days, (typically 10 - 15 days), to access alternative forms of care when needed to meet the responsibilities of work.

When care arrangements break down or need to change, employees either climb stressful mountains to make it happen or end up missing work. Everyone loses.

Giving your employees access to high-quality, dependable child, adult and elder care - as well as the option to add pet care - can be a game-changer. It not only enables your people to work, but also encourages the kind of focus that fuels engaged workforces and creative ideas. Everyone wins.



An average of **8 working days** a year are lost due to care break downs, without a back-up plan.

An evolution from just reducing absenteeism to a focus on wellbeing

We have seen many leading employers transition in recent times towards viewing back-up care as a wellbeing provision: Virtual tutoring can be incorporated into a Back-Up Care Programme alongside our many types of care.

This goes much further than simply avoiding absence. It empowers employees to be fully 'present' at work when their children's care and education worries are understood and addressed.

Pre-Pandemic	Today
Work and family care were consistent and defined	Work is fluid, but children need routines
Dependant care benefits often focused on infants and preschoolers	Parents of school-age children need an equal amount of support
Back-Up Care covered emergencies	Flexible care solutions provide a greater range of support options

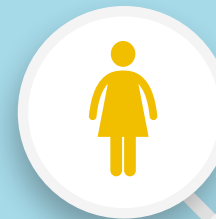
Why do employers invest in Back-Up Care?

Back-Up Care removes obstacles and reduces stress for your busy people, while helping them to perform and progress. It supports them to deliver their work, and feel well, even as their life circumstances change and develop.

With our post-pandemic awareness, being family-friendly means understanding that for a working parent or carer, your employee's wellbeing is directly linked with the wellbeing of their loved-ones.

Women in Leadership

Our clients report that it has a positive impact on women's advancement in their companies.



Retaining and attracting talent

From both client and employee feedback, we know it's a highly valued benefit. It provides a practical solution and peace of mind for working parents and carers who feel less stressed, more engaged and valued by their employer.



Supporting flexible and hybrid working

Many employers see Back-Up Care as a natural extension of their working practices to support working parents and carers.



Reducing absenteeism and improving productivity

'Home/family/carers responsibilities' is one of the 5 major causes of sickness absence in organisations. 100% of employers tell us that it's had a positive impact in reducing care related absenteeism.



The only Back-Up Care solution that is fully inclusive of **all life-stages**

Bright Horizons' Back-Up Care was developed as a direct response to clients who told us that they wanted to reduce absenteeism, support flexible working and increase their employees' productivity and engagement levels.

Today we are proud to say that we lead the market and set the standards for Back-Up Care in terms of quality, delivery and innovation. Our clients recognise that their most valuable asset is their people, and that recruiting and retaining them is vital.

Our Back-Up Care services include:



Nursery Care

- For children from **3 months to 5 years**.
- Supporting special needs, including children with disabilities.



Childminders

- For Children from **3 months to 12 years**. A childminder will care for your child in their home. Many childminders are parents themselves.
- In-home childcare



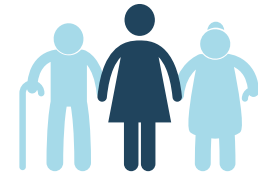
Nannies

- In-home nannies for children from **birth to 17 years**.
- Tailored to individual family requirements, e.g. additional needs (including disabilities), age specialisms and languages.



Play Schemes and Holiday Clubs

- For children aged **5 years to 14 years**.
- Partnered with Ofsted - registered holiday camps, including Supercamps and Camp Beaumont.



Back-Up Adult and Eldercare

For working carers and individuals, we can arrange home assessments and source the most appropriate local care when and where it's needed. Our clients and their employees tell us it's a fantastic benefit to have. It allows more people to successfully combine care commitments with work responsibilities.

- Personal care assistants for persons **aged 18+**.
- Delivered in employee's home or care recipient's home.
- Offers personal care, grooming, light household tasks, and transport.
- Facilitates medical professional care in exceptional cases.
- Supporting special needs, including adults with disabilities.



*NEW Pet care

- For the family's furry, four-legged loved ones
- Access to reliable, trusted care from an industry leader
- Services include: dog walking, dog and cat sitting, overnight boarding and day care



Virtual Tutoring

- For all school ages from **5 to 16 years**, including GCSE support
- Live 1:1 sessions in Maths and/or English tailored to the needs of the child.
- Access to additional virtual and archived lessons, reading lists & resources to support learning at home

How does Back-Up Care work?

We have the largest network of providers across the UK and Republic of Ireland.

- Our nannies are qualified, experienced and referenced, with enhanced DBS checks and first aid practising certificates to ensure the highest level of service quality.
- Our Nursery provision includes 300+ Bright Horizons Day Nurseries and Preschools, including four exclusive nurseries on Canary Wharf.
- As well as being regulated by Ofsted and other appropriate regulatory bodies, the majority of our providers have been used and recommended by individual parents and carers.
- Effective Back-Up Care needs to be trusted. Our team of care consultants provide a high level of customer service in understanding the employees' specific needs and providing reassurance at all stages of the registration, booking and follow up process.

1. Registration

We recommend that employees register with the service as soon as they can, rather than waiting until they need to use it. This means that when a care breakdown occurs there is one less thing to worry about, and also means that all the necessary information about the family is already safely recorded and will make requesting care a quicker process.

2. Booking Care

Booking care is a simple, streamlined process – we use the latest technology to ensure that your employees receive the care they need, when they need it. Employees can book care either online, by phone or via our mobile Back-Up Care booking app, available on iPhone and Android. Booking an instance of care can be carried out up to one month in advance (a shorter booking window can be agreed if required). Some clients also provide a longer booking window (up to 3 months) to allow for more flexible use of backup as a planning tool.

3. Post-care delivery feedback survey

Each time a family uses Back-up Care we email them a brief survey, so that we can measure their satisfaction levels with the service. We ask them about not just the care provided but their whole experience of booking the care, from speaking with the Care Consultants onwards. The information we receive from families helps us to make continual improvements and ensures that we are meeting the needs of all our users.



4. The Employee Experience

- Employees contact our 24/7 service when they have a need for care
- Our highly-trained Care Consultants make the appropriate arrangements and we support them to ensure that they receive an excellent experience – this experience is then measured through collecting feedback and shared with the employer



"There are sometimes circumstances where you need to be in two places at once, but it's not just not possible. The provision of Eldercare meant I had one less thing to worry about and I felt safe and assured that my father was being cared for by a professional."

*Employees can book care either online, by phone or via our mobile Back-Up Care booking app, available on iPhone and Android.

We know there's more to supporting parents

Your Employees will also have access to our Work+Family Space

It gives them access to a range of Bright Horizons Work+Family Solutions that offers support, advice and information on all things work+family related, tailored to their family life stage(s)



Priority access

Back-Up Care families receive priority access at Bright Horizons network of 300+ nurseries, (including our Canary Wharf-based facilities). All Bright Horizons nurseries are exclusive – they are never available as part of any other provider's network.

Regular care search and selection

Navigating the maze of care options available for your family can be difficult and time-consuming. We provide expert advice to help your employees find the right child, adult or eldercare solution for their family's needs.

Webinars

Back-Up Care families also have access to a wide range of resources designed to improve family and work life. Our webinars are designed to guide individuals towards reflection and action by providing coaching tools, expert advice and workable tips for the best way forward.



"I have recommended the programme to contacts in other companies – it's an ideal way for an employer to support the lifestyle balance of their employees, showing that they care what happens at home as well as at work. We've never had a benefit like this before - what Bright Horizons offers is perfect...I think it works and I'm always learning more about it."

Bright Horizons Client Feedback



"We have used back-up care approximately 8-10 times in the past six months. I have recommended the service to all the colleagues in my team I was that impressed. It has saved the day on many occasions!"

Employee Review



About Bright Horizons

What we do

We help to increase our clients' employee wellbeing, engagement and productivity, supporting career progression and improving recruitment and retention of talented and diverse workforces.

How we do it

We provide holistic solutions to the challenges facing parents and carers in the workplace today. They include comprehensive care services, coaching and development provision, digital resources, family network events, and manager/ organisational guidance. They address the practical, emotional and cultural needs of organisations and individuals. What we offer is good for employers and good for employees. **Everybody wins.**

Our History

For over 30 years, Bright Horizons has been supporting the evolving needs of working families. Through bespoke family care solutions, we are helping employers to anticipate the challenges facing their employees and equip them with the tools they need to thrive.

From workplace nurseries and hybrid worker solutions to back-up care when your employees need it most, our work and family solutions enhance your ability to attract and retain key talent, giving your teams the peace of mind and confidence to do their best work.

At Bright Horizons, we are always looking forward, creating and developing solutions to help businesses succeed and create a happier, more efficient and profitable workforce.

With operations in the US, UK, India and the Netherlands, we've a wealth of experience in supporting multi-national clients.

A partner, provider and employer of choice

We look forward to always delivering the best for our clients, families and our own employees.

- We monitor and evaluate our service provision through ongoing employee and client feedback to ensure its quality and positive impact. We provide our clients with access to live usage and engagement analytics.
- We have been consistently recognised as a UK Best Workplace by the Great Place to Work Institute every year since 2006.
- We have a strong commitment to corporate sustainability and, through our registered charity the Bright Horizons Foundation for Children, we work to transform the lives of children and families in crisis.

Our family of services includes:



Our award-winning **Back-Up Care** network, which saves our clients over 80,000 days in productivity each year



One to one **Virtual Tutoring** in Maths and English for children (ages 4-14 years) accessible through the Back-Up Care benefit



Work+Family Space, an easily searchable hub of information, resources and advice on a wide range of work and family topics



Coaching & Development Solutions to help businesses retain and develop employees through life's big transitions, including the parent transition and becoming a carer – supporting your people to thrive at work and at home



Parental Leave Toolkit, our unique digital coaching solution for new parents and the managers who support them



Nursery Partnerships, which can save employees 30% on nursery fees at no cost to their employer



Workplace Nurseries, providing parents with reassuringly high-quality and convenient care at or near their workplace

Get in touch to discover how we can help your business and your employees:

☎ 0345 241 5309
🌐 solutions.brighthorizons.co.uk
✉ employerenquiry@brighthorizons.com

