

Back-Up Care & Education

Life doesn't always go to plan - but your business still can.

When unexpected disruptions affect care plans, Back-Up Care keeps your teams supported and your business moving forward. Protect productivity, champion wellbeing, and create a culture that truly stands out. With Back-Up Care, your business and your people thrive.

Book a Demo 



With **Back-Up Care**, we **save** our clients

234,000+

working days per year

The result: more engaged, happier employees, more productive teams, and at least three times ROI – a win for your people and your business.

 **79%**

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

 **83%**

of women say Back-Up Care has positively impacted their ability to keep their career on track

 **87%**

of employees agree Back-Up Care reduces unplanned absence



Why Back-Up Care?

Life doesn't always stick to the script. When care plans fall through, employees can find themselves torn between urgent family needs and work commitments. Whether it's a sick child, an ageing parent, or a pet that suddenly needs attention, the scramble for last-minute care takes a toll.

57% of working parents

and 84% of carers say care breakdowns disrupt their productivity, averaging nearly five days at a time.

26% of parents

are forced to take last-minute annual leave, while 15% resort to calling in sick

77% of UK working parents

and carers are finding it hard to focus on work due to stress

(Modern Families Index, 2026)

An Opportunity for Employers

For employers, offering Back-Up Care isn't just about providing a benefit - it's about creating a supportive environment that reduces absenteeism, enhances productivity, and strengthens your reputation as an employer who values their people - keeping talent loyal and attracting top candidates.

Did you know?

- 36% of working parents plan to look for new employment in the next year, and 70% of working parents consider their employer's support for family life before accepting or applying for a promotion or a new job.
- 43% of those with adult or eldercare responsibilities aim to look for new employment in the next year and nearly 7 in 10 (71%) consider their adult care needs before accepting a job or promotion.

Why do employers invest in *Back-Up Care?*

In today's world, where work and life are more intertwined than ever, Back-Up Care is more than just a benefit - it's a business enabler.



Drives gender equity & leadership progression

Access to care can be a make-or-break factor in career progression, especially for women. Employers tell us Back-Up Care plays a crucial role in advancing women into leadership by easing common care barriers.

Supports in-person or hybrid working

As more teams return to the office, dependable care gives employees the confidence to commit to in-person schedules, without the stress of scrambling for last-minute help.

Reduces absenteeism

One of the top causes of unplanned absence? Care breakdowns. Back-Up Care helps avoid lost workdays and keeps projects on track. 100% of employers report a reduction in care-related absenteeism.

Increases employee wellbeing and productivity

Back-Up Care keeps employees focused and stress-free by removing the worry of unexpected care disruptions. With dependable support in place, they can stay present, engaged, and productive. The result? A healthier, more resilient workforce - and a stronger, more reliable business.

Attracts and Retains Top Talent

Back-Up Care is one of the most valued benefits by working parents and carers. It shows your people you have their back - building loyalty, lowering turnover, and boosting your reputation as an employer of choice.

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

Back-Up Care doesn't just fill gaps when care plans fall through - it empowers your people to navigate life's demands with confidence. It delivers inclusive, dependable, high-quality support for every stage of life, every kind of family, and every way of working - helping families thrive, not just get by.

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**.
- High quality care, local to you.

Nannies

- In-home nannies for children from **birth to 17 years**.
- Tailored to individual requirements, e.g. additional needs, specialisms & languages

Play Schemes and Holiday Clubs

- For children aged **5 years to 14 years**.
- Ofsted-Registered Play Schemes and Holiday Clubs

Virtual Tutoring

- For all school ages from **4 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

Back-Up Adult and Eldercare

- Personal care assistants for people **aged 18+**.
- We can arrange home assessments and source the most appropriate local care when and where it's needed.
- Delivered to an 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.

Pet Care

- Access to reliable, trusted care from an industry leader.
- Services include dog walking, dog and cat sitting, overnight boarding and day care.

Care you can *trust* and *depend* on

With over 3,600 fully vetted care providers in the UK and Ireland, we offer trusted support exactly when families need it most. Every provider is carefully selected and quality-assured: our nannies are experienced, reference-checked, hold enhanced DBS clearance and up-to-date first aid certifications. Families also gain access to nearly 300 Bright Horizons Day Nurseries and Preschools for off-site care.

1,067 nurseries

222 childminders

38 nanny agencies

1,670 holiday clubs

600 adult/elder care offices

Each care option is regulated by Ofsted or the appropriate governing body, and many of our providers come personally recommended by the families who've used them. It's dependable care that meets the highest standards for safety and professionalism - delivered with inclusivity, flexibility, and peace of mind at its heart.



How does it *work*?

Back-Up Care is easy to implement and provides employees with allocated days of reliable care coverage per year. When life affects regular care plans, employees can access alternative options, whether for children, elderly relatives, or pets, without missing work or relying on annual leave. Employees simply request the care days they need, and the process ensures they can return to their responsibilities at work with minimal disruptions to their productivity, presence and wellbeing.

1. Registration

Employees are encouraged to register in advance - so that when a care emergency arises, everything's already in place. This saves valuable time and ensures that family details are securely recorded, speeding up the care request process.

2. Booking

Booking care is simple and flexible. Employees can request care online, by phone, or via our mobile Back-Up Care app (available on iOS and Android). Care can be booked up to one month in advance - or longer, if your company offers an extended booking window of up to three months.

Our average time to fill a booking request is 1 day, and in 2025, we achieved a 97% fulfillment rate.

3. Feedback

After every care session, families receive a short feedback survey. We use this insight to monitor satisfaction and improve the experience at every stage, from booking to care delivery.

4. Experience

- Employees contact our 24/7 service when they need care.
- Our trained Care Consultants arrange everything with professionalism and empathy.
- Every experience is supported, tracked, and measured to ensure high satisfaction, and results are shared with employers to maintain transparency and excellence.

"My partner and I have found this benefit absolutely invaluable, having recently returned to work from mat leave (especially with no family support or crèche place). If it wasn't for this service, I'd easily have missed at least 6 – 7 full days of work in the last 6 months due to our childminder being unavailable. It would also have impacted my ability to meet certain work commitments. Every company should have this service for its staff."

- Back-Up Care User Review

"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



About Bright Horizons

What we do

For more than 35 years, Bright Horizons has been supporting the evolving needs of working families and their employers. We create, develop, and deliver solutions that remove barriers to performance, talent and diversity in our clients' businesses and help them succeed in their goals.

We address the wide range of challenges facing parents and carers in the workplace today, enhancing our clients' ability to attract and retain key talent, giving their teams the peace of mind and confidence to do their best work.

How we do it

Bright Horizons' services include workplace and partnership nurseries, coaching and development provision, digital resources, and manager guidance, plus Back-Up Care for adults, children of all ages - and even pets.

We provide our clients with access to live usage and engagement analytics on their programmes, and also keep them updated with ongoing research findings and benchmarking data.

Who we are

- We have operations in the UK, US, India, Australia, and the Netherlands. 1,300 clients globally, over 400 in the UK.
- We have been recognised as a UK Best Workplace by the Great Place to Work Institute every year since 2006, and are actively committed to Diversity, Equity, Inclusion and Belonging, and to Mindful Business practices.
- We strive to minimise negative environmental impact guided by our Future Earth green agenda and, through our registered charity the Bright Horizons Foundation for Children, to make a positive difference in the lives of children and families in crisis.

Our family of services includes:



Reliable, flexible **Back-Up Care** options for children of all ages, adults and elders - **and even pets** - when usual arrangements break down or schedules change. Back-Up Care is a trusted Plan B that protects productivity and supports wellbeing.



One to one **Virtual Tutoring** in Maths and English for children (ages 4-16 years) and also school entrance exam preparation. Tailored tutoring helps confidence and achievement, while easing parents' concerns about their child's education and mental health.



Work+Family Space, an easily searchable and personalised hub for all matters work and family, and a vital resource for busy workers. Filled with a world of information, tips, webinars and expert advice, there's something for everyone - whatever their life stage or personal situation.



Our innovative **Parental Leave Toolkit** is a digitised coaching solution delivering timely checklists and advice to the individual and their manager at every point in the journey, making a significant difference to return rates.

Beyond the parent transition, we've developed tailored coaching programmes for our clients on many major life events.



Workplace Nurseries and Nursery Partnerships provide parents with reassuringly high-quality and convenient care at, or near, their workplace.

The ultimate "sticky benefit" and a real game-changer for retention.

This is Working.

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



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