

CLIENT STORY

Supporting those who serve

RAF Northolt is a core defence site, home to over 2,000 personnel supporting critical UK operations. In a fast-paced and high demand environment, ensuring personnel can focus on their roles without disruption is essential.

Through its long-standing partnership with Bright Horizons, RAF Northolt provides a Workplace Nursery that delivers reliable, high-quality childcare — giving families confidence and enabling personnel to perform at their best.



RAF Northolt's *Ambition*

RAF Northolt's ambition is to support its people with dependable childcare that reflects the realities of military and government work, where hours are often long, variable, and unpredictable. The Workplace Nursery plays a key role in strengthening recruitment, retention and wellbeing, while demonstrating a clear commitment to family friendly employment. It also supports wider strategic goals around inclusion, productivity, and career progression for parents.

- **Support recruitment and retention in a demanding operational environment**
- **Enable personnel to balance work and family life, even with unpredictable schedules**
- **Strengthen wellbeing, productivity, and focus across the workforce**
- **Demonstrate a clear commitment to being a family friendly employer**
- **Support inclusion and career progression for parents**

“The nursery helps us provide a dependable childcare solution that fits around the demands of Service life, ensuring personnel can focus on their roles knowing their families are supported.”

Edlynn Zakers
Community Development Officer

15+
years
partnership

77%
of nursery
capacity serves
RAF Northolt
families

100%
families agree
great value for
money

Bright Horizons *Partner of choice*

Bright Horizons continues to support RAF Northolt with a high-quality, dependable childcare solution that reflects the unique challenges of Service life.

Together, the partnership ensures personnel are supported both professionally and personally — enabling them to focus on delivering their mission while knowing their families are in safe hands. The relationship between RAF Northolt and Bright Horizons is built on trust, communication, and a shared commitment to supporting personnel and their families.

“Bright Horizons was selected from the tender process because they were perceived to offer an all-round, well-practised package with an ethos and identity that was very much aligned to that of the Service. Their open communication and responsiveness mean the service runs seamlessly alongside our operational demands, which is essential in a workplace nursery setting.”

Edlynn Zakers
Community Development Officer

Operational flexibility

Work patterns in the Government and Defence sector often fall outside standard childcare hours. The Workplace Nursery provides dependable, consistent support that aligns with operational demands.

Reduced stress and improved focus

Having childcare on site reduces uncertainty and daily logistical pressures, enabling personnel to concentrate fully on their roles.

Accessible and cost-effective care

Subsidised fees and reduced reliance on external providers help ease financial pressures, particularly during the cost-of-living crisis.

Partnership-led delivery

A strong, collaborative relationship with Bright Horizons ensures the nursery evolves with the needs of the Station and its people.



Supporting personnel & families

At RAF Northolt, the Workplace Nursery is more than a benefit — it is a critical part of how the Station supports its people. The Workplace Nursery plays a key role in helping personnel manage the challenges of military life.

- Enables parents to remain in post and return to work with confidence
- Supports career continuity and progression after parental leave
- Reduces stress through convenient, on-site childcare
- Improves morale, loyalty, and overall wellbeing

“ Access to secure, on-site childcare helps our parents return to work sooner and remain in post with confidence. More predictable daily routines reduce stress and improve focus, supporting both wellbeing and career continuity. ”

Reducing cost, driving value

While the value of the nursery is clear for families, it also delivers measurable organisational benefits:

- Reduced absences linked to childcare challenges
- Improved retention in a highly skilled workforce
- Greater productivity and engagement
- Long-term workforce stability

“ The nursery provides real financial benefit through subsidised fees and lower childcare costs, while also supporting retention. The return is clear — fewer absences, greater stability, and meaningful support for employees during the cost-of-living crisis. ”

Edlynn Zakers

Community Development Officer

Real-life impact is seen day-to-day — from parents returning to work sooner, to improved focus and confidence knowing their childcare is secure and nearby.

“ The nursery has a clear positive impact — helping personnel manage work and family life more effectively, while reducing stress and supporting long-term career progression. ”

Edlynn Zakers

Community Development Officer



Workplace Nurseries with us

Be the employer of choice for working parents. From concept through to delivery and ongoing management, Bright Horizons supports organisations to provide high-quality childcare that drives retention, wellbeing, and performance.

 BOOK A CALLBACK

DOWNLOAD GUIDE 

