



Bright Horizons Client Story:

Empowering
working parents
and shaping the
future of work

Client Background

Prestigious law firm Stephenson Harwood LLP is known for its unwavering commitment to excellence. As a leading employer in the legal landscape, they were determined to set new standards for supporting their employees' professional and personal journeys, aware of the challenges that arise when balancing a thriving legal career with family responsibilities.

**STEPHENSON
HARWOOD**



Bright Horizons.
Work + Family Solutions

The Challenge:

Stephenson Harwood identified a dual challenge that many organisations encounter in today's dynamic work environment. First, they recognised the importance of empowering their working parents and caregivers to help them achieve their career aspirations without sacrificing their family commitments. Second, in the era of evolving work arrangements, the firm needed to navigate the complex terrain of hybrid work policies effectively.

The goal was to offer support and flexibility that would enhance work-life blend and also give employees and managers the skills to navigate the parent transition successfully, supporting home life as well as ongoing careers, all while maintaining the highest professional standards.

The Solutions:

In their quest to address these challenges, Stephenson Harwood chose to work with Bright Horizons to establish a comprehensive programme which seamlessly integrated into the firm's culture, nurturing an environment where the firm's people could thrive professionally and personally.

Comprehensive Parent Transition Support:

Stephenson Harwood introduced Bright Horizons' tailored group and one-to-one coaching sessions, manager's best practice workshops, family-friendly policies, and a suite of resources to assist their people in smoothly integrating their careers with family life.

Flexibility in Hybrid Work:

The firm has embraced a hybrid working policy that allows for balance and flexibility in the way people work, while still ensuring that the business and client needs are met.

Talent Mapping and Training:

The firm undertook talent mapping and training programmes to ensure equal opportunities for career advancement and minimise any unconscious biases in talent planning.

Inclusive Resources:

Stephenson Harwood provided their people with a wide range of benefits and services provided by Bright Horizons, including Bright Horizons' Parental Leave Toolkit and coaching, The Work+Family Space resource hub, and back-up care services, covering childcare, adult and eldercare, ensuring support at every stage of their journey.

Employee Networks and Inclusivity:

The firm further fostered inclusivity through informal employee networks, each addressing the unique challenges and aspirations of its members, creating a dynamic environment for shared insights and support.

The Impact:

The impact of these initiatives is evident in the data points below, illustrating the enhanced work culture at Stephenson Harwood.

Active Engagement:

Over 80% of eligible employees actively engage with the parent transition programme, demonstrating its relevance and significance.

Enhanced Confidence:

Programme participants reported being 49% MORE confident in their approach to this transition following the coaching, on top of their existing confidence.

Career Progression:

After coaching, participants felt an extra 44% MORE equipped for influential conversations with their key stakeholders. Their sense of being able to manage their ongoing career at the firm alongside family was boosted by a further 36% uplift.

Back-Up Care:

The back-up care service has received a 100% satisfaction rating from service users, strongly agreeing that the service was important in allowing them to fulfill work commitments.

Why Bright Horizons?

Stephenson Harwood's vision to work towards a fully inclusive and supportive work environment was brought to life by their partnership with Bright Horizons. In finding solutions to challenges, this collaboration has also resulted in a holistic approach that aligns seamlessly with the firm's values.



"We want to create an environment in which our people can thrive and be able to do their best work. We understand that people need different types of support throughout their careers and as they move through their personal life stages. For us, it's about looking holistically at all our people and providing the support as and when people need it."

Katy Berry

Senior HR Business Partner
Stephenson Harwood



"Stephenson Harwood's multifaceted approach to parent transition support is a compelling example of creating a harmonious work-life fit. It's a testament to how organisations can empower their people, embrace flexibility, and stay ahead in their industry."

Jennifer Liston-Smith

Head of Thought Leadership
Bright Horizons

The Path Forward...

Stephenson Harwood's story is an inspiration for organisations seeking to empower their employees and create a workplace where excellence and wellbeing coexist. It highlights the importance of thoughtful partnership and inclusive solutions in shaping the future of work-life balance.

For organisations looking to embark on a similar journey, Bright Horizons offers guidance and support to help you achieve your vision of a harmonious work environment where your employees can thrive.



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 35+ subjects for children (aged 4-22 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.

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



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