

Client: Liberal Democrat Political Party

Brief: Tinies Crèches have and continue to provide the Lib Dem Party with a crèche facility for both the Spring & Autumn Conferences, held at various locations throughout the UK.

The crèche facility is required to care for children of all ages to enable parents/carers to attend the 2 – 3 day conference. Our programme must provide activities for a broad age range and ensure that the children are stimulated and having fun, as well as their basic needs met.

Timings vary each day; however children can be with us for up to 8 hours and therefore require food, drink and their familiar routines followed.

Delivery: Prior to the start of each event we are notified of the numbers and ages of children and therefore the programme is bespoke on a day to day basis. The basic equipment always provided however includes:

- Story & quiet corner
- Creative zone – programme advertised daily to parents
- Construction area – programme rotates throughout the day.
- Home corner – dressing up & fantasy play
- Baby area – soft flooring; cots; suitable furniture & large variety of interactive toys
- Practical aids – baby changing facilities; potties; training seats.

Service and support: This contract is held centrally with Tinies Head Office to make communication for the client easy and consistent. Tinies head office then ensures that all communication is passed to the local branch who will execute the event on the day. The local branch conducts a full risk assessment of the premises at least 7 days prior to the conference and runs through all safety and security measures. All parents are then contacted prior to the event to discuss their child's familiar routines and to agree the child's choice of menu for the duration of their stay. This is done to ensure that parents are not delayed on the first day of the conference and to help settle the children as best as we can. Tinies crèches select a fully qualified team who possess varied skills to ensure we can cater for all ages attending. This team has to be chosen in advance in order to pass through the enhanced security checks required since the Lib Dems move into Government.

All team members had been interviewed, reference checked and held a CRB (police check), ensuring the safety of the children. The Tinies Team are easily identifiable in their 'Tinies' uniform' - red logoed polo shirts, black trousers / shorts & name badges.

Client feedback: "We have used Tinies at the past four conferences held in various locations around the country and they provide an excellent, consistent service no matter which local branch we use. Feedback from the children and parents has been great throughout"

Sian Jenkins – Commercial Manager

