



Severn Mentoring - *Business Continuity Plan (BCP)*
(Community Mentoring & Alternative Provision – September 2025)

1. Purpose and Scope

This Business Continuity Plan outlines the procedures and responsibilities in place to ensure that **Severn Mentoring** can continue to operate critical services during and after an emergency, disruption, or crisis.

It applies to all Severn Mentoring activities, including mentoring, small-group tuition, community sessions and administrative operations, all delivered under the governance and financial management of **Forest Sports Education (FSE)**.

The plan aims to:

- Safeguard the wellbeing of learners and staff.
- Maintain delivery of essential mentoring and tuition functions.
- Protect critical data and resources.
- Ensure transparent communication with all stakeholders.

2. Key Emergency Contacts

Role	Name / Position	Contact Details	Responsibility
Business Continuity Lead	Heidi Lane – Operations & Development Lead, Severn Mentoring	07966405892 Heidi@prostars-fse.com	Activate BCP, coordinate response and liaise with FSE and external agencies
Senior Management Oversight	Rich Kear – Director, Severn Mentoring	07717840231 Rich@prostars-fse.com	Strategic decision-making, authorising recovery actions
Designated Safeguarding Lead	Rich Kear – Director, Severn Mentoring	07717840231 Rich@prostars-fse.com	Safeguarding coordination during disruption
Deputy Safeguarding Lead	Jack Fowler + Josh Carter	Jack – 07990624347 / jack@prostars-fse.com Josh – 07515508643 / Josh@prostars-fse.com	Cover for DSL when unavailable
Facilities / Site Management	Rich Kear	07717840231 / Rich@prostars-fse.com	Site access, safety, and repairs
IT / Data Protection Lead	Scott Davies	07703565986 / Scott@prostars-fse.com	Data security and systems recovery
Emergency Services —	999		Fire, police, ambulance

A laminated emergency contact card will be displayed in all delivery sites and vehicles.

3. Critical Functions and Recovery Plans

Critical Function	Description / Dependency	Recovery Time Objective (RTO)	Continuity / Action Plan
Safeguarding & learner welfare	Immediate safety and protection of all young people in our care	Immediate (within 1 hour)	Activate DSL contact. Relocate to safe area if the site is unsafe. Contact parents/carers. Record incident via CPOMS or secure safeguarding form.
Mentoring & tuition delivery	Core service for referred learners	Within 48 hours	Relocate to an approved alternative venue or deliver remote sessions. Reallocate mentors based on availability.
Communication with local authorities & referrers	Maintain contact with commissioners, schools and parents	Within 24 hours	Send update to LA link officers detailing actions taken and expected recovery timeframe.
Data & record management	Access to safeguarding logs, learner profiles and contact info	Within 12 hours	Restore from cloud-based backup (Microsoft 365 secure system). Replacement devices available if required.
Staffing & payroll	Continuity of staff payment and HR processes	Within 72 hours	Managed remotely by FSE finance team. Emergency authorisation by FSE Director if required.
Site & facilities access	Safe premises for delivery	Within 72 hours	Relocate to secondary venue (FSE base or partner school). Liaise with landlord for repairs or alternative access.
Transport / vehicle use	Vehicle access for off-site mentoring	Within 24 hours	Arrange temporary hire or car-share. Notify insurance provider of any incident or damage.

4. Crisis Communication Strategy

a. Internal Communication

- The **Business Continuity Lead** (Richard Kear) will activate an internal alert via staff Whatsapp group and email, outlining the situation and initial actions.
- All staff must confirm receipt within **30 minutes**.
- Daily situation updates will continue until full operational recovery.

b. External Communication

- All external communication will be approved by the **Severn Mentoring Senior Management Team**.
- **Communication priorities:**
 1. Local Authority and commissioning officers
 2. Parents and carers
 3. Partner schools or venues

c. Communication Channels

- Official updates via:
 - FSE email accounts
 - Severn Mentoring social media (approved posts only)
 - Direct phone contact for urgent safeguarding issues
 - Recorded message on the main contact number, if appropriate

5. Recovery and Review Process

1. **Initial Response** – Activate the BCP, ensure safety, and communicate the status to staff and stakeholders.
2. **Stabilisation** – Assess impact, prioritise critical functions, and reassign staff/resources.
3. **Restoration** – Resume normal operations once key risks have been mitigated.
4. **Post-Incident Review** – Conduct a debrief within 7 days. Identify lessons learned and update the BCP and staff training accordingly.

6. Governance and Oversight

All business continuity arrangements are managed through **Forest Sports Education's governance framework**, ensuring oversight in the following areas:

- Financial management and resourcing
- Safeguarding and data protection
- HR, payroll and staff wellbeing
- Compliance and insurance cover

This ensures Severn Mentoring operates within a fully accountable structure, consistent with all legal and local authority requirements.

7. Document Control

Date	Author	Approved By	Next Review
September 2025	Jack Fowler	Rich Kear – Director, Forest Sports Education / Severn Mentoring	September 2026
