



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

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## **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.
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## **2. Key Emergency Contacts**

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

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

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### 3. Critical Functions and Recovery Plans

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

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#### 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

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### **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.
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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.

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7. Document Control

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

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