CORPORATE POLICY / 2026-27

Business Continuity Plan

Protect people. Maintain critical services. Recover safely.

Version 1.0 | 17 April 2026 | Approved by Chris Taylor, TMPM Director

Purpose and scope

Maintain consultancy delivery, stakeholder engagement and contractual commitments across NHS, local government and wider health and care. This plan applies to staff, associates, contractors, consultancy services, digital systems and client-facing activity. Protect people, minimise disruption, maintain compliance and enable rapid recovery.

Recovery priorities

Priority	Critical functions	Target
1	Programme leadership, client communications, critical milestones and safeguarding advice	Within 24 hours
2	Governance reporting, bids and stakeholder workshops	Within 48-72 hours
3	Business development, marketing and internal improvement	Within 5-7 days

Risks and business impact

Plan for loss of key people, cyber or IT failure, loss of site or data access, associate supply disruption, reputational issues and regional or national emergencies.

Client delivery and communications have tolerable downtime under 24 hours. Bid submissions are a high priority at 48 hours; internal operations have a 3-5 day tolerance.

BUSINESS CONTINUITY / RESPONSE AND RECOVERY

Continuity in practice

People and delivery

Flexible associate cover, cross-training, current contacts and escalation routes. Use named client leads and deputies, agreed contingencies and regular communication.

Systems and access

Cloud collaboration, secure remote access and fully remote delivery capability. Secure cloud backup, MFA, cybersecurity controls and recovery testing.

Incident leadership

The Director / Managing Consultant leads the response. Programme leads, business support and IT or data support join as needed.

Response sequence

Identify > assess > activate the plan > communicate > implement continuity actions > monitor and review.

Communication and recovery

Notify staff through email or Teams, with daily situation updates where required. Inform clients within 4-24 hours according to severity, explaining impact, mitigation and revised timelines. Restore critical services first, reallocate resources, use the associate network and complete a post-incident review.

Ownership, testing and review

The Director is accountable. Programme leads manage continuity and client liaison; associates provide flexibility; business support coordinates communications. Review annually and test scenarios such as IT failure or staff absence. Use client feedback and delivery experience to improve resilience, partnership working and delivery.

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