

Business Continuity Plan

2026 - 2027



TMPM
Healthcare Transformation

► Key Information and Contents

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▶ 1. Purpose, Scope and Key Objectives

Purpose

- This Business Continuity Plan (BCP) sets out how TMPM will continue to deliver critical services during and after a disruption.
- It ensures resilience across consultancy delivery, stakeholder engagement, and contractual obligations to clients across the NHS, local government, and wider health and care systems.

Scope

This plan applies to:

- All TMPM staff, associates, and contractors
- All consultancy services (programme delivery, transformation, commissioning support)
- Digital systems, communications, and operational infrastructure
- Client-facing activities across health and care systems

Key Objectives

- Maintain continuity of critical client services
- Protect staff, associates, and stakeholders
- Minimise reputational and financial impact
- Ensure compliance with contractual and regulatory requirements
- Enable rapid recovery and return to normal operations

▶ 2. Critical Business Functions

Priority 1 (must continue within 24 hours)

- Programme leadership & strategic oversight
- Client communications (NHS, Local Authorities, ICS partners)
- Delivery of critical transformation milestones
- Safeguarding-related advisory activity

Priority 2 (within 48–72 hours)

This plan applies to:

- Reporting (boards, governance, performance)
- Bid and proposal submissions
- Stakeholder engagement workshops

Priority 3 (within 5–7 days)

- Business development activity
- Marketing and communications
- Internal improvement initiatives

▶ 3. Risk Assessment and Business Impact Analysis

Key Risks Identified

- Loss of key personnel (illness, absence)
- IT system failure or cyber incident
- Loss of access to client sites or data
- Supply chain disruption (associate consultants)
- Reputational risk due to service disruption
- National or regional emergencies (e.g. pandemic, system pressures)

Business Impact Analysis (BIA)			
Function	Impact if Disrupted	Tolerable Downtime	Recovery Priority
Client programme delivery	High	<24 hours	Critical
Client communications	High	<24 hours	Critical
Bid submissions	Medium/High	48 hours	High
Internal operations	Medium	3–5 days	Medium

▶ 4. Continuity Strategies

4.1 Workforce Resilience

- Maintain a flexible associate model to ensure cover
- Cross-training across key programme areas
- Up-to-date contact lists and escalation routes

4.2 Remote Working Capability

- All staff equipped for fully remote delivery
- Cloud-based collaboration tools (e.g. MS Teams, SharePoint)
- Secure VPN access where required

4.3 Client Continuity

- Named client leads and deputies for all programmes
- Pre-agreed contingency arrangements with clients
- Regular communication protocols during disruption

4.4 Data & IT Resilience

- Cloud-based storage with secure backups
- Multi-factor authentication and cybersecurity controls
- Regular system backups and recovery testing

► 5. Incident Response Structure

Incident Lead Director / Managing Consultant (TMPM Lead)

Response Team Programme Leads

Business Support

IT / Data Support (if applicable)

Response Process

Identify incident

Assess impact and severity

Activate BCP (if required)

Communicate with clients and stakeholders

Implement continuity actions

Monitor and review

▶ 6. Communication Plan

Internal

- Immediate notification via email / Teams
- Daily situation updates (if required)

External

- Clients informed within 4–24 hours depending on severity
- Clear communication on:
 - Impact
 - Mitigation actions
 - Revised delivery timelines
- 10. Recovery Plan
- Prioritise restoration of critical services
- Reallocate resources where required
- Engage associate network to fill capacity gaps
- Conduct post-incident review and lessons learned

▶ 7. Testing and Review

- Annual review of BCP
- Scenario-based testing (e.g. IT failure, staff absence)
- Continuous improvement based on:
 - Client feedback
 - Delivery experience
 - System pressures (e.g. winter demand in NHS)

▶ 8. Roles and Responsibilities and Alignment with TMPM Values

Key roles and responsibilities:

- Director - Overall accountability and decision-making
- Programme Leads - Delivery continuity and client liaison
- Associates - Delivery support and flexibility
- Business Support - Coordination and communications

This plan supports TMPM's commitment to:

- System resilience
- Partnership working
- Delivery excellence
- Supporting health and care systems to be Fit for the Future

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