



# Business Continuity & Contingency Plan

Registered company no. 12760014  
ICO Registration Number: ZB615860  
Reviewed: August 2025

## Purpose

This plan sets out how Flourish Oxford Ltd will ensure the continuity of counselling and intervention services in the event of disruption. It outlines steps to minimise risks to clients, schools, and stakeholders, ensuring safe, ethical, and consistent delivery.

## Scope

This plan applies to:

- Counselling and therapeutic interventions with children, young people, and adults
- School and community-based programmes
- Behaviour as Communication interventions
- Partnership work with educational settings and local authorities

## Key Objectives

- Ensure client safety and well-being at all times
- Minimise service disruption during unexpected events
- Maintain secure access to client records and data
- Provide clear communication with stakeholders and clients
- Ensure ethical, compliant decision-making in line with BACP guidelines and UK GDPR

## Risk and Mitigating Strategies

Risk	Impact	Mitigation / Contingency
Unexpected illness or incapacity	Disruption to client sessions and school interventions	Notify clients and schools promptly; offer rescheduled appointments; if prolonged, engage pre-approved qualified associates (BACP/UKCP members)
Safeguarding concerns or incidents	Potential harm to clients, breach of duty of care	Follow Flourish Safeguarding Policy; liaise with Designated Safeguarding Leads (DSLs); escalate to statutory services if required
Data loss / IT failure	Loss of client records or confidential information	Microsoft 365 secure backup; encrypted storage; ICO-registered processes; restore within 24 hours
Loss of premises or access to schools	Interruption of in-person work	Offer remote sessions via secure, GDPR-compliant platforms; liaise with schools for alternative locations
Reputational risk	Loss of stakeholder trust or contractual risk	Maintain transparent communication; evidence reflective practice and supervision; follow BACP Ethical Framework
Legal or compliance changes	Service disruption or non-compliance	Review policies annually; keep GDPR, safeguarding, and ethical frameworks up to date



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## Roles and Responsibilities

- Director & Lead Practitioner (Nicolette Glashan, MBACP)
- Oversees business continuity measures
- Makes operational and safeguarding decisions
- Ensures ethical compliance and communication with stakeholders
- Qualified Associates (if engaged)
- Deliver agreed interventions under Flourish's policies
- Maintain client safety and GDPR standards
- Stakeholder Collaboration
- Schools, local authorities, and safeguarding leads are informed promptly in relevant scenarios
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## Reflective Practice and Supervision

Regular reflective practice and clinical supervision are central to maintaining high standards, ensuring ethical decision-making during disruptions, and supporting safe outcomes for clients and professionals alike.

## Communication Plan

- **Clients and Families** → Clear, timely updates about any changes to appointments or service delivery
- **Schools and Stakeholders** → Prompt notification of any disruption to planned interventions
- **Data Breach Protocol** → ICO-compliant response within 72 hours if applicable

## Review and Testing

This plan is reviewed annually or following any significant incident.

Next review date: **August 2026**