

Business Continuity Plan

Comms

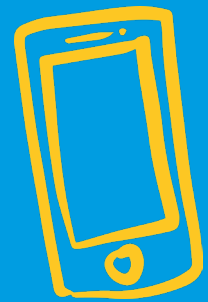
Routes of Communication

Internal

Social Media	Staff & Volunteer Facebook Group
Intranet Post	Sharepoint
All-Staff Email	Outlook
Phone Call	3CX
Meeting	Teams / In-Person
Direct & Group Message	Teams
SMS	
Literature	Offices, Staff Rooms
Volunteer Newsletter	Mailchimp
Personal Email	

External

Social Media	Facebook, Twitter, LinkedIn, Instagram, Tik Tok (shops only), Hootsuite, Charity Shops Page
Website Update via Roots	Homepage, Landing Page, News Story
Email	Mailchimp
Direct Mail	Ruddocks, Seale
Meeting & Conference	Teams / In-Person
Charities & Hospice-Led Organisations	Hospice UK, Hospice Income Generation Network, NHS
SMS	
Literature & Signage	Hubs, Shops
Videography & Photography	Distract
Local & National Press	Distract - Print, Online, Conference, TV, Radio



Notable Contacts

Internal

Warwick Davis
Patron

Chris Wheway
CEO

Michelle Webb
Deputy CEO

Tony Maltby
Chair of Trustees

Dave Libiszewski
Vice Chair of Trustees

Becky Franks
Director of Patient Care

Lisa Phillips
Director of People

Charlie Thompson
Director of Income Generation

Amelia Chambers
Head of Marketing, Digital & Communications

Nikki Lambert
Head of Governance and IP&C Lead

Diane Maltby
Health & Safety Manager

Cassie Scullion
Data Protection Officer

Chris Glazer
Supporter Engagement & Data Lead

Ozamata Asun
Infrastructure Team Leader

External

Software

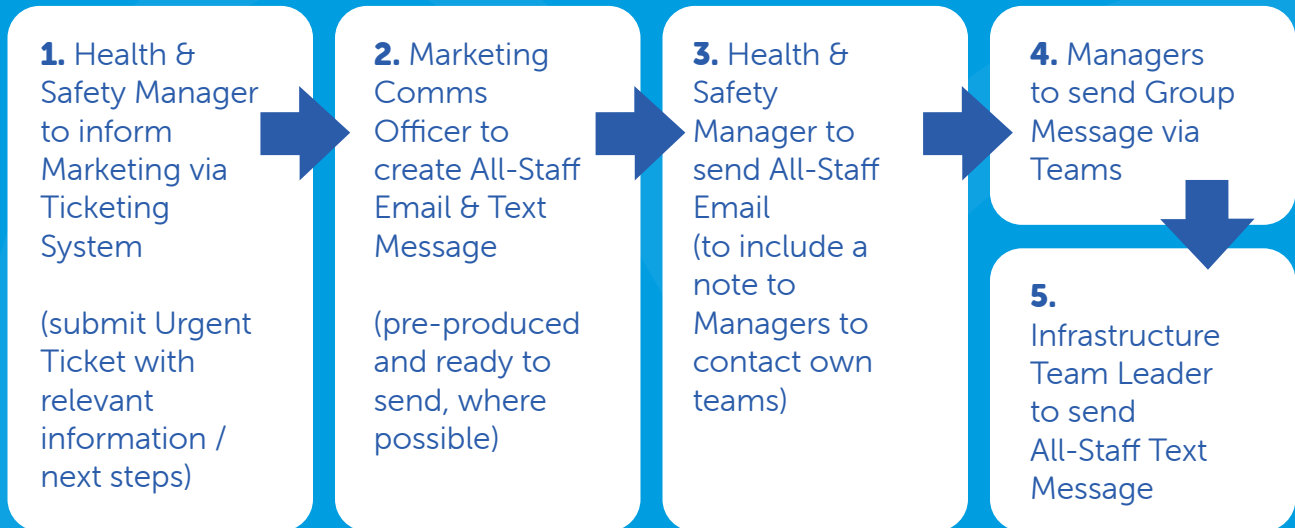
Bluestream
Exchequer
Donorflex
Enthuse
Datix
IT Helpdesk
Marketing Helpdesk
Izuka
Vantage

Suppliers & Other Support

Distract
Roots
Ruddocks
Visual Print
Seale
Catsnake
Wallbreaker
Lincolnshire ICB
Legal representation

Example Process

Minor Wet Weather



Major IPU Disease Outbreak

