

Business Continuity Plan

Routes of Communication

Internal

External

internat	
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	Mailchimp

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 &	Distract



Videography & Distract Photography

Local θDistract - Print, Online,National PressConference, TV, Radio

Newsletter

Personal Email



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

1. Health & Safety Manager to inform Marketing via Ticketing System

(submit Urgent Ticket with relevant information / next steps) 2. Marketing Comms Officer to create All-Staff Email & Text Message

(pre-produced and ready to send, where possible) Safety
Manager to send All-Staff Email (to include a note to Managers to contact own teams)

4. Managers to send Group Message via Teams

5.
Infrastructure
Team Leader
to send
All-Staff Text
Message

Major IPU Disease Outbreak

1. Director of Patient Care or IP&C Lead to inform Marketing ASAP via phonecall, plus Ticketing System

(submit Crisis Comms ticket with relevant information / next steps) 2. Marketing Comms Officer (with support of Team Leader & Head Of) to produce statements for 1. Staff, 2. Families, 3. Press 4. Director of Patient Care to distribute family communication via Ward Manager (in-person, phonecall, email)

3. Director of Patient Care to sign off statements

5. Marketing Comms Officer to publish internal communication via All-Staff Email

6. Director of Patient Care to confirm all patients and families have been informed

8. MarketingComms Officer to liaise with Distract for urgent publication to provide

Comms Officer to provide updated statements as relevant (next steps / solution)