




BUSINESS CONTINUITY PLAN

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| Policy Approved By: | Sevcan SUNGUR |
| Name: | Sevcan SUNGUR |
| Role: | Director |
| Signed: |  |
| Date: | 10/04/2026 |



1. Introduction

Sun Play Therapy is committed to maintaining the continuity of its educational and therapeutic services for children, young people, and their families, even in times of disruption. As an organisation working with vulnerable individuals, we understand the critical importance of stability, safety, and consistent support in the lives of those we serve.

This Business Continuity Plan (BCP) provides a structured approach to dealing with unexpected events such as health emergencies, technical failures, or loss of access to premises. It ensures preparedness, clear communication, and rapid response in line with our commitment to safety and quality of care.

2. Objectives of the Plan

The main objectives of this Business Continuity Plan are to:

- Ensure the safety and well-being of all service users, staff, and volunteers
- Maintain continuity of therapeutic and educational services wherever possible
- Provide clear guidance on roles and responsibilities during emergencies
- Minimise the operational, reputational, and financial impact of any disruption
- Support rapid recovery and restoration of normal services
- Comply with legal, safeguarding, and contractual obligations during periods of disruption

3. Risk Assessment

Sun Play Therapy recognises that various internal and external factors may pose risks to the continuity of its educational and therapeutic services. A proactive approach to identifying, evaluating, and preparing for potential disruptions is essential to safeguard the wellbeing of children, families, and staff.

The following key risks have been identified as having the potential to significantly impact service delivery:

- **Illness or Absence of the Lead Practitioner**
As a small, practitioner-led organisation, the temporary unavailability of a key staff member—due to illness, personal emergency, or other unforeseen circumstances—can interrupt scheduled sessions. This risk is particularly significant for children who require consistent support from trusted adults. Mitigation includes ensuring that session plans are documented and that a backup practitioner (where possible) is briefed and DBS-checked.



- **Severe Weather Conditions**
Heavy snow, storms, flooding, or extreme heat may prevent safe travel to session locations or pose risks to health. Contingency plans include remote delivery options (if suitable), advance communication with families, and flexible rescheduling of sessions.
- **Power or Internet Outages**
Loss of power or internet access can disrupt digital tools used for communication, planning, and virtual sessions. To mitigate this, practitioners are advised to maintain offline access to essential documents and have access to alternative communication devices (e.g., mobile phones).
- **Transport Disruption (e.g., Vehicle Breakdown)**
Practitioners may face delays or cancellations due to car trouble, public transport strikes, or accidents. Sun Play Therapy encourages staff to plan additional travel time, maintain vehicle safety, and notify families promptly in the event of travel-related disruption.
- **Data Loss or Cyber-Attack**
As digital record-keeping and communication are integral to our work, loss or unauthorised access to sensitive data could have serious consequences. Sun Play Therapy enforces secure cloud storage, regular data backups, and password-protected devices in line with GDPR and internal data protection policies.
- **Venue Unavailability or Closure**
In cases where sessions take place in schools, community centres, or hired spaces, unplanned closures due to health hazards, double bookings, or structural issues may require sessions to be cancelled or relocated. Alternative venues or temporary remote options will be considered in such cases.
- **Public Health Emergencies (e.g., Pandemics)**
In situations such as COVID-19 or other public health crises, face-to-face contact may need to be suspended in accordance with government guidance. Sun Play Therapy will adapt services to online platforms where appropriate and ensure that both staff and families are supported during these transitions.

Each risk will be monitored continuously, and response plans will be adapted based on current circumstances, legal guidance, and feedback from stakeholders. Risk levels and mitigation strategies will be reviewed annually as part of the Business Continuity Plan review cycle.

4. Preventative Measures

To reduce the likelihood and impact of potential disruptions, Sun Play Therapy implements a series of proactive and preventative measures. These actions are designed to ensure that core services can continue with minimal interruption while maintaining the safety, privacy, and trust of children, families, and stakeholders.

- **Secure File Backup and Data Protection**
All documentation, reports, and sensitive information are securely stored using encrypted cloud-based systems. Regular backups are performed to prevent data



loss and ensure continued access to essential records in the event of technical failure or cyber threats. Access is restricted to authorised staff in accordance with Sun Play Therapy's Data Protection Policy and GDPR requirements.

- **Remote Delivery Options**

When in-person sessions are not possible—due to illness, travel disruption, or public health emergencies—online alternatives are available. Practitioners are equipped to deliver therapeutic and educational support via secure video conferencing platforms, ensuring continuity of care and engagement.

- **COVID-Safe and Risk-Assessed Venues**

All physical locations used for sessions are subject to thorough risk assessments and comply with relevant health and safety guidelines. Hygiene protocols, ventilation standards, and space suitability are regularly reviewed, particularly in the context of communicable illnesses or pandemics.

- **Emergency Contact Information**

Up-to-date emergency contact details are maintained for all children and young people receiving services. This allows Sun Play Therapy to quickly communicate important information to parents, carers, or guardians if an emergency or sudden change occurs.

- **Availability of Substitute Professionals**

In the event of long-term staff absence, Sun Play Therapy may contact approved, DBS-checked substitute practitioners to maintain service delivery. Where possible, children and families will be introduced to the substitute in advance to ease the transition and maintain trust.

- **Prompt Communication with Families and Referrers**

Parents, carers, schools, and commissioning bodies are informed promptly about any changes, cancellations, or alternative arrangements. Clear and timely communication helps reduce confusion, manage expectations, and reinforce confidence in the organisation's professionalism and preparedness.

These preventative measures form an integral part of Sun Play Therapy's approach to risk management and service continuity.

5. Recovery and Continuation Plan

In the event of a disruption, Sun Play Therapy is committed to restoring services as swiftly and effectively as possible. Recovery efforts are structured into short, medium, and long-term phases, depending on the severity and duration of the disruption. The goal is to maintain trust, minimise service gaps, and ensure that therapeutic and educational support continues without compromising quality or safeguarding standards.

- **Short-Term Recovery (within 48 hours)**

In the case of minor disruptions such as practitioner illness or temporary venue issues, sessions will either be:

- Delivered online using secure video platforms, or
- Rescheduled to the nearest possible date, within 48 hours

Families and referrers will be informed immediately of the situation and



any temporary changes. Priority will be given to maintaining consistent support for children with high or complex needs.

- **Medium-Term Continuation (within 1–2 weeks)**

If a disruption extends beyond 48 hours, Sun Play Therapy will implement further measures such as:

- Engaging approved substitute practitioners where suitable
 - Offering session credits or extended time slots to make up for missed sessions
 - Adjusting schedules to accommodate client availability and needs
- These actions aim to reduce the emotional and educational impact of service gaps while maintaining therapeutic consistency.

- **Long-Term Planning (over 2 weeks)**

For prolonged disruptions—such as extended practitioner unavailability, venue closure, or public health restrictions—a coordinated recovery plan will be developed in collaboration with:

- Families and carers
 - Referring organisations (e.g., schools, local authorities)
 - Internal safeguarding and clinical leads
- This plan may include adjusted methods of delivery (e.g., blended online/in-person models), new locations, or revised individual support plans. The focus remains on child-centred service continuity, wellbeing, and clear communication throughout.

All recovery actions will be documented, reviewed, and adjusted as needed to respond to the evolving nature of the disruption and feedback from stakeholders.

. Responsibilities

The overall responsibility for the implementation, monitoring, and review of this Business Continuity Plan lies with the organisation's leadership.

- **Sevcan Sungur**, as the Founder and Lead Practitioner of Sun Play Therapy, holds primary responsibility for initiating and overseeing all actions outlined in this plan. This includes:
 - Assessing the nature and scale of any disruption
 - Communicating with families, staff, and commissioning partners
 - Activating alternative service arrangements as required
 - Ensuring that safeguarding and data protection standards are maintained throughout
- In the event that Sevcan Sungur is unavailable or incapacitated, **delegated partners** or designated members of staff will assume responsibility in accordance with the procedures and priorities set out in this document. These individuals will be:
 - Fully briefed on the Business Continuity Plan
 - Given access to all necessary contact information, session plans, and safeguarding procedures



- Expected to document all actions taken and report any unresolved issues to the Lead Practitioner as soon as possible

Responsibility also extends to all Sun Play Therapy staff and freelancers, who are expected to:

- Be familiar with the core principles of this plan
- Cooperate fully in the event of activation
- Report any risks, barriers, or incidents that may affect service continuity

The clear delegation of responsibilities ensures that service users receive timely, coordinated, and consistent support during periods of disruption.

7. Review and Evaluation

To ensure its ongoing relevance, effectiveness, and alignment with current operational needs, this Business Continuity Plan will be subject to regular review and evaluation.

- The plan will be formally **reviewed every six months**, or sooner if a significant event occurs that necessitates the activation of the plan (e.g., a major disruption, public health emergency, or critical staff absence).
- Following any activation of the plan, a **post-incident evaluation** will be conducted to assess:
 - The effectiveness of the response measures
 - Areas of strength and areas requiring improvement
 - Feedback from staff, families, and partners involved
 - Any updates required to reflect new risks, changes in procedures, or lessons learned
- All updates and amendments will be clearly **documented**, dated, and **shared with relevant stakeholders**, including staff, partners, and commissioners, where appropriate.
- A copy of the most up-to-date Business Continuity Plan will be **stored securely** and made available to designated personnel to ensure accessibility during emergencies.

Regular review and transparent communication ensure that Sun Play Therapy remains well-prepared, adaptable, and responsive to the changing needs of its service users and operational environment.