

Business Continuity Plan

Provider enrolment policy document

Company	Urban Transit Solutions Ltd	Document	Business Continuity Plan
Registered office	71-75 Shelton Street, Covent Garden, London, WC2H 9JQ	Trading address	84 Bilton Way, London, EN3 7NH
Document owner	Director / Authorised Representative	Approved by	Director / Authorised Representative
Version	1.1 - enhanced for provider enrolment	Issue date	08 July 2026
Review cycle	Annual, before mobilisation of a material new contract, and after any serious incident, equality complaint, major disruption, legal update or customer requirement change	Controlled status	Controlled copy retained in the Urban Transit Solutions policy pack

1. Purpose and Scope

This Business Continuity Plan explains how Urban Transit Solutions Ltd will maintain safe passenger transport services, communicate with customers and recover service delivery during disruption, emergency or loss of key resources.

The plan applies to all company-managed passenger transport services, including SEND, vulnerable passenger, school, council, NHS or other contracted journeys where Urban Transit Solutions Ltd is responsible for accepting, allocating, monitoring or evidencing the booking.

Passenger safety and safeguarding will always take priority over service continuation. Where a journey cannot safely continue, the company will notify the customer promptly and agree the safest recovery action.

2. Critical Services and Recovery Objectives

Critical function	Target recovery objective	Minimum action required
Passenger safety and safeguarding	Immediate	Make passengers safe, contact emergency services where required, escalate safeguarding concerns and notify the customer.
Customer and contract communication	As soon as practicable, normally within 30 minutes of becoming aware of a material issue	Provide clear route, passenger reference, impact, estimated recovery time and next update time.
Transport resource continuity	Same operational period wherever safe and available	Use standby or replacement resources, reallocate journeys, or agree alternative arrangements with the customer.
Critical records and contact information	Available during service hours	Maintain secure access to route schedules, passenger requirements, driver/vehicle records, insurance, licensing and incident logs.
Incident logging and corrective action	Started on the same day and completed after review	Record facts, decisions, communications, recovery action and lessons learned.

3. Roles and Responsibilities

Role	Responsibility
Director / Operations Lead	Overall continuity decision-maker; authorises service recovery, customer escalation, resource reallocation and post-incident review.
Designated Safeguarding Lead	Receives and escalates safeguarding concerns; liaises with customer safeguarding contact and records safeguarding actions.
Drivers and escorts / passenger assistants	Keep passengers safe, follow route instructions, report delay, absence, accident, incident or concern immediately and cooperate with recovery arrangements.
Customer contract contact	Receives disruption updates, confirms customer decisions and provides passenger-specific instructions where needed.
Insurers, licensing authorities and emergency services	Contacted when the nature of the disruption requires formal reporting, support, investigation or legal compliance.

4. Critical Resources and Records

- **People:** director / operations lead, safeguarding lead, drivers, escorts / passenger assistants and approved subcontractor resources where applicable.
- **Vehicles:** licensed, insured and roadworthy vehicles suitable for the passenger and route requirements.
- **Communication:** mobile phones, email, customer contact details and alternative contact routes where primary systems are unavailable.
- **Records:** route schedules, passenger requirements, risk assessments, driver details, vehicle details, licence/insurance documents, emergency contacts and incident logs.
- **Suppliers:** vehicle recovery support, insurers, IT / telecoms support and any approved transport resource used under customer requirements.

5. Disruption Response Procedure

1. Make safe: check passenger, driver and escort safety first. Contact emergency services if there is any immediate risk.
2. Escalate internally: driver/escort informs the Operations Lead. Safeguarding concerns are escalated to the Designated Safeguarding Lead.
3. Inform the customer: provide a clear update with route impact, safety position, estimated recovery time and any decision required.
4. Recover the service: allocate replacement resource where safe and available, revise route timing, or agree cancellation/alternative transport with the customer.
5. Record and review: log the incident, communication, decisions, corrective actions and learning before closing the matter.

6. Scenario Action Plan

Scenario	Immediate actions	Escalation
Driver or escort non-attendance / illness	Attempt immediate contact; check passenger collection risk; deploy standby resource where available; inform customer of delay and recovery plan; record late/non-attendance and investigate.	Operations Lead; customer contract contact; safeguarding lead if passenger is affected.
Vehicle breakdown, defect or accident	Move passengers to a safe place where possible; contact emergency services/recovery if required; inform customer; arrange replacement vehicle only where safe, licensed and suitable; complete accident/incident record.	Operations Lead; insurer; licensing authority where reportable; safeguarding lead if applicable.
Passenger illness, distress, behaviour incident or safeguarding concern	Protect passenger dignity and safety; avoid restraint except lawful emergency action; contact emergency services/customer as required; do not leave vulnerable passengers unsupervised unless customer procedure allows.	Designated Safeguarding Lead; customer safeguarding contact; emergency services where required.
IT, phone or booking system outage	Use alternative mobile/email; access secure offline critical contact and route records; continue manual logging; update customer when normal system access is restored.	Operations Lead; IT/telecoms support; customer if service impact exists.
Severe weather, road closure or major traffic disruption	Assess route safety; check official route information where available; inform customer of delay/risk; agree revised timing or cancellation; ensure drivers do not continue unsafe journeys.	Operations Lead; customer contract contact.
Fuel shortage, vehicle shortage or unexpected resource loss	Prioritise safeguarding-critical journeys; contact customer before any service reduction; reallocate available resources fairly and safely; document reason and recovery decision.	Director / Operations Lead; customer contract contact.
Data loss, cyber concern or confidentiality breach	Limit further disclosure; preserve evidence; notify Director; follow data protection procedure; notify customer and/or authority if required by contract or law.	Director; Data Protection Lead/authorised representative; customer contact.

7. Communication Standards

All disruption communication must be factual, timely, respectful and limited to information required to manage the transport issue. Personal data must only be shared with authorised customer contacts and only where necessary.

- Initial customer update should include route/reference, passenger safety position, issue summary, likely delay, recovery action and next update time.
- Where a passenger may be late to school, home, appointment or placement, the customer will be notified promptly so safeguarding and receiving-location arrangements can be managed.
- Updates will continue until the route is completed, cancelled by agreement, or handed over to another authorised arrangement.
- Drivers and escorts must not make promises to passengers or families that conflict with customer instructions or safeguarding requirements.

8. Alternative Resource and Subcontractor Controls

Replacement or alternative resource must only be used where it is safe, lawful, insured, licensed, suitable for the passenger needs and permitted by the customer contract. Where a customer requires prior approval for subcontractors or named drivers/vehicles, that approval will be obtained before deployment unless the customer gives emergency authorisation.

- Replacement drivers and vehicles must be checked for licence, insurance, DBS/vetting status, training and suitability before use.
- Passenger-specific risk information will be shared only on a need-to-know basis with authorised replacement personnel.
- If no suitable replacement is available, the company will notify the customer and agree the safest option rather than sending an unsuitable resource.

9. Records, Testing and Review

- Continuity records will include the incident log, communication trail, route impact, recovery decision, customer instructions and corrective actions.
- The plan will be tested through a desktop review at least annually and before mobilisation of any material new contract where the customer requires additional arrangements.
- Training and induction will include how to report disruption, when to escalate, safeguarding priority and how to protect confidential information.
- After any serious disruption, management will review the root cause, recovery speed, communication quality, recordkeeping and whether policy, training, supplier or route arrangements need improvement.

Approval

This document is approved for use in provider enrolment, tender submissions, mobilisation, staff induction and contract management. It will be updated if the operating model, customer requirements, legislation or risk profile materially changes.

Approved by	Director / Authorised Representative
Position	Director / Authorised Representative
Signature	
Date	08 July 2026

Note: This policy should be read with the company safeguarding, driver conduct, incident reporting, complaints, data protection, confidentiality and risk assessment documents.