



CRITICAL INCIDENT MANAGEMENT PLAN FOR DISASTER RECOVERY IN THE EVENT OF A CRITICAL INCIDENT

April 2026

Responsibility	Head Teacher
Date of next review by	31/03/2027

Signed: 
Head Teacher

Date: 22.04.2026

Signed: 
Director of Lifelong Learning

Date: 22.04.2026

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1. Introduction

The Aspire Academy Critical Incident Management Plan for Disaster Recovery has been written for those who will be involved in re-establishing the operational delivery of services following a major incident.

2. Definitions

An emergency is any event which causes, or has the potential to cause injury, loss of life, damage to property or significant business disruption.

A disaster is the escalation of an emergency to the point where normal conditions are not expected to be recovered for at least 24 hours.

3. General Information

3.1 Review

This document should be reviewed annually.

3.2 Associated Documents/information

Associated Documents include:

- Fire Evacuation Plan
- Fire Risk Assessment
- Emergency Telephone List and Closure Communication Chain

3.3 Emergency Contact Information

An emergency information pack is kept at reception in the main admin office and includes:

- Copies of this document
- Closure Communication Chain (for data security reasons the Emergency Telephone List is not included).

Emergency Telephone List is located electronically: OneDrive, StaffSharedDrive: STAFF HANDBOOK: 'EMERGENCY TELEPHONE LIST – September 2024. This document is updated as and when required and consequently may be re-dated. Staff are expected to keep the school updated on all changes to their personal and contact information.

Access to staff and pupil data (those on roll) with home/mobile phone numbers can be accessed on-line from the Arbor Management Information System. The Arbor system is cloud based and can be accessed remotely.

4. Strategy

If a disaster is declared by the Aspire Academy's Head Teacher, or in their absence the Deputy Head Teacher, the Critical Incident Management Plan will be activated.

Staff communication will be via email, the website if this is operable, and/or by the use of the Emergency Telephone List. Other methods of communication including Facebook and Twitter may be used if appropriate.

The following organisations may need to be advised of the implementation of the Critical Incident Management Plan as soon as possible:

- Current (and previous) Commissioning Schools:

○ Abbey Park Middle School	01386 552667
○ ArrowVale Secondary School	01527 526800
○ Aston Fields Middle School	01527 876026
○ Baxter College	01562 741524
○ Birchansale Middle School	01527 68430
○ Bishop Perowne CofE College	01905 746746
○ Blackminster Middle School	01386 830311
○ Blessed Edward Oldcorne College	01905 763041
○ Christopher Whitehead Language College	01905 423 906
○ Church Hill Middle School	01527 585580
○ ContinU Plus Academy	01562 822463
○ Droitwich Spa High School	01905 777070
○ Dyson Perrins C of E Academy	01684 573765
○ Hanley Castle High School	01684 593241
○ Haybridge High School	01562 886213
○ Holy Trinity High School	01562 886213
○ Ipsley CE Academy	01527 525725
○ King Charles I	01562 512880
○ North Bromsgrove High School	01527 872375
○ Nunnery Wood High School	01905 363636
○ Pershore High School	01386 555104
○ Prince Henry's High School	01386 765588
○ Ridgeway Academy	01527 892867
○ RSA Academy Arrow Vale	01527 526800
○ South Bromsgrove	01527 831783
○ St Augustine's Catholic High	01527 550400
○ St Egwins Middle School	01386 446924
○ St John's Middle School	01527 832376
○ St Nicolas Middle School	01386 554196
○ Stourport High School	01299 872950
○ The Bewdley School	01299 403277
○ The Chantry	01886 887100
○ The Chase	01684 891961
○ The De Montfort School	01386 442060
○ The Lacon Childe School	01299 270312
○ Trinity High School	01527 585859
○ Tudor Grange Redditch	01527 523088
○ Tudor Grange Worcester	01905 454627
○ Waseley Hills High School	0121 453 5211
○ Westacre Middle School	01905 772795
○ Witton Middle School	01905 773362
○ Wolverley CE Secondary School	01562 859800
○ Woodfield Academy	01527 527081
○ Woodrush High School	01564 823777

- Suppliers of services:

○ Black Pepper School Lunches	01684 891560
○ Esteem Trust	01623 859749
○ MJ Logan: Motor Vehicle	07834 355356
○ Stephan Natynczuk: Outdoor Learning	07810 645222
○ White Lotus: Kickboxing	01594 860872 / 07790 025743
○ Worcestershire City Trade Waste	01905 752982 / 07766 901455

- Off-site vocation providers:
 - Acton Mill Care Farm 01886 884227
 - Bransford Court Farm 01684 214410
 - Glovers Piece Mini Farm 07918 026036
 - Longlands Care Farm 01886 821063

- Education Funding Agency 02476 660 104/428
- EFA Risk Protection Arrangement (RPA) (Insurance) 0113 246 2040
- Cyber Emergency Assistance 0800 368 6378
- Health and Safety Executive (HSE) 0845 300 9923
- Zurich Insurance: Policy KSC-242052-7743 01252 387147
(Vehicle and Engineering Insurance only)
- Local Education Authority: WCC 01905 763763
- Local Police 101 / 999
- Local Fire Service 0845 122 4454 / 999
- Local Business Neighbours:
 - Southco 01905 346500
 - Three Pears Beefeater 01905 451240
 - Premier Inn 0333 321 9194
 - Acorn House

- Vehicle Registrations:
 - FP22 UGL (Minibus)
 - School Minibus Company (01273 005198)
 - Service Maintenance: Bridle – Reference 005766/001 (0333 0145 516)
 - Leased: Arval (0345 266 5228)
 - HJ22 EXX (People Carrier)
 - School Minibus Company (01273 005198)
 - Service Maintenance: Bridle – Reference 005766/001 (0333 0145 516)
 - Leased: Toyota (Kinto 0870 191 4444)
 - OW74 HHR (Minibus-Lite)
 - School Minibus Company (01273 005198)
 - Service Maintenance: Wessex Fleet (0800 917 7402)
 - Leased: Wessex Fleet (0800 917 7402)
 - EO71 SMX (People Carrier)
 - School Minibus Company (01273 005198)
 - Service Maintenance: ARVAL (01625 865 642)
 - Leased: Arval (0345 266 5228)

5. Roles and Responsibilities

5.1 Head Teacher (or Deputy Head Teacher)

The Head Teacher is responsible for the implementation and co-ordination of the Critical Incident Management Plan including:

- Where the disaster relates to the built environment or the ICT infrastructure, establishing if the building can be re-occupied and/or service delivery reinstated.
- Co-ordination of status reports/communication for the benefit of all audiences (including staff, pupils, parents, Local Authority, ESFA Academies Team, Commissioning schools, etc.)

- Maintaining the Critical Incident Management Plan in an up-to-date format by delegating responsibility to the Director of Operations for updates.
- The Deputy Head Teacher will act in Head Teacher's absence.

5.2 Critical Incident Management Team (CIMT)

Led by the Head Teacher, the Critical Incident Management Team includes: the Deputy Head Teacher, the Assistant Head Teacher, Director of Lifelong Learning & Operations and the Chair of Governors. Additional members of the team may be recruited to match the specific needs of the incident. The CIMT is responsible for acting under the direction of the Head Teacher (or their Deputy) to restore normal conditions as soon as possible. The CIMT will meet the first day after a critical incident.

5.3 Staff

Staff are required to co-operate with the CIMT in support of the Critical Incident Management Plan.

In the event that staff are sent home, they should remain available by phone and email during normal working hours to assist with necessary tasks.

6. Procedure for Closing the Academy

6.1 Closure in advance of a school day

The school can be closed in advance of a normal school day using the following system:

1. Closure authorised by the Head Teacher or in their absence Deputy Head Teacher.
2. The Head Teacher, or Deputy Head Teacher, will notify the Chair of Governors if a school closure is necessary.
3. Notification of a school closure using the Local Authority On-line website (actioned by the Head Teacher, or in their absence Deputy Head Teacher).
4. Implementing the school staff 'Emergency Telephone List' (actioned by the Head Teacher).
5. Recording the closure on the home page of the school website (actioned by the Director of Lifelong Learning, or in their absence the Director of Operations).
6. Recording a message on the school's answering machine (actioned by the Receptionist, or in their absence the Attendance Officer).
7. Sending out text messages via the 'Arbor' messaging system to all parents (actioned by the Attendance Officer, or in their absence the Receptionist).
8. Contact to local radio if appropriate.
9. Other forms of social networking communications, e.g. Facebook and Twitter may also be used.

6.2 Closure during a school day

It is never a preferred option to close the school during a school day, but it can be done using the following procedures:

1. Closure authorised by the Head Teacher, or in their absence the Deputy Head Teacher.
2. The Head Teacher, or Deputy Head Teacher, will notify the Chair of Governors if a school closure is necessary.
3. Pupils with parental authorisation may make their way home by themselves. Pupils will continue to be supervised by staff until parents authorise them to leave or they are collected from school.

4. Parental authorisation can be provided by phone directly with the school, or by e-mail or text message from a parental phone number or email address directly to the pupil's phone. Such communication must be seen (and recorded) by a member of staff.
5. Normal transport arrangements from school will be made available to pupils; by school minibus, rail, local bus service, staff transport as appropriate.
6. Notification of the school closure using the website, or Facebook and/or Twitter if appropriate (actioned by the Head Teacher, or Deputy Head Teacher their absence).
7. Recording the closure on the home page of the school website (actioned by the Director of Lifelong Learning, or in their absence the Director of Operations).
8. Sending out text messages via the 'Arbor' messaging system to all parents (actioned by the Attendance Officer, or in their absence the Receptionist).
9. Where necessary 'Places of Safety' may be considered, as described below.

6.3 Immediate Places of Safety

In the event of a major incident on site requiring the school to be closed, pupils will assemble at the primary Fire Assembly Point (at the rear of the school). If this is not possible staff will escort pupils to an off-site place of safety.

6.4 Off-Site Place of Safety

If it becomes necessary to evacuate the site completely, pupils will be escorted to the **Car Park**, adjacent to the school or **Worcester Warriors**, from where they can be collected or from where they can be released to make their own way home. Worcester Warriors can be accessed, off road, via the canal tow path.

7. Run Hide Tell

In the event of a terrorist attack, the school will follow the National Police Chiefs' Council (NPCC) 'Run, Hide, Tell' guidance.

All staff have access to the 'Run Hide Tell' guidance through the electronic Staff Handbook (Staff shared drive T: Staff Handbook; Run Hide Tell).

8. Lockdown Procedure

It is now possible to envisage circumstances where the school may wish to lock itself in, to secure staff and pupils from an outside threat. This circumstance is described as a 'lockdown'.

The Head Teacher, or in their absence the Deputy Head Teacher, will be responsible for declaring a lockdown, if declared:

- The emergency services 999 will be contacted and advice will be acted upon.
- The Executive/Senior Leadership Team and Site Staff will be advised to implement the lockdown.
- The school will be advised that it is in 'lockdown' by word-of-mouth or by announcement via the school's telephone 'paging' facility, phone and/or e-mail.
- All staff will remain in classrooms and keep pupils calm and away from windows.
- If it is necessary to stay away from external windows, pupil and staff will assemble in the first floor 'open' area; accessed via the central staircase.
- All providers with off-site pupils will be advised by telephone that pupils should not return to the school site until given the 'all clear'.

The lockdown will proceed in the following priority to ensure no one can enter or leave the premises.

- Front Reception doors to be key locked.
- External gates to be checked as locked (2 x vehicle access gates). These gates are normally locked during the school day; however, keys are available in the key safe in G16. If there are no site staff on site, a key to G16 is kept by the Director of Operations (G4).
- The following doors will then be checked and locked:
 - Staircase fire escape door (workshop end), locked by internal thumb turn lock.
 - Rear Pupil Reception, locked by internal thumb turn lock.
 - External door in dining room, locked by internal thumb turn lock.
 - Staircase fire escape door (dining room end) locked by internal thumb turn lock.
 - Garage door in construction area – this is ordinarily kept closed/locked.

Monitoring the site entrances: Once the site is secure, staff should return to the building and monitor Academy entrances via CCTV. The gates should only be opened as instructed by the Head Teacher, or their absence the Deputy Head Teacher, when visual confirmation or the presence of the Emergency Services can be confirmed, and when agreement with Emergency Services has been confirmed.

External key holders are:

- | | |
|-----------------------|--|
| ○ Head Teacher | ○ Director of Lifelong Learning & Operations |
| ○ Deputy Head Teacher | ○ Full-time Site Staff |

9. Silent Evacuation

The building is equipped with a single release that will free Maglocks without the need for the fire alarm to be sounded. This provision is available if it ever became necessary to complete a silent evacuation; however, this should not normally be necessary as all staff carry fobs to release the maglocks. Doors will be released following an instruction from the Critical Incident Management Team. Notification of a silent evacuation would be made by word-of-mouth. Where possible evacuation would be made in the following priority:

- Main entrance. This exit allows direct exit off-site.
- Fire escape and external door at dining room end. This route requires gates to be unlocked.
- Fire escapes at construction end. This route requires gates to be unlocked.
- Rear Pupil Reception. This route requires gates to be unlocked.

10. Business Recovery in the Event of a Loss of Buildings or Site Space

10.1 General

Replacement of the buildings and facilities are the responsibility of the School and Academy Trust for which it holds insurance.

10.2 Insurance

The schools holds insurance through the Department of Educations' Risk Protection Arrangement (RPA) membership:

- | | |
|--------------------------------|--|
| • Third Party Public Liability | Unlimited |
| • Employers Liability | Unlimited |
| • Professional Indemnity | Unlimited |
| • Property/Contents Damage | Reinstatement value of the property (subject to policy exclusions) |

Separate insurance is procured through Zurich for school vehicles (including occasional use) and Engineering and Inspection cover.

10.3 Replacement Site Facilities

The size and scope of facilities required for the school will vary according to circumstance. In the first instance contact should be made via the RPA membership for 'urgent incident notifications' on 0330 058 5566.

The location of the temporary accommodation will be determined based on the space required and circumstances at the time. The possible solutions which have been identified for consideration include:

- Erection of temporary classrooms within the perimeter of the existing school grounds. However this may have health and safety issues impacting from the rebuilding/reinstatement of the main school building.
- Erection of temporary classrooms away from the school site: the current locations have been identified:
 - Worcester Warriors
- Relocation of pupils back to their Home School/Alternative Provision.

Where possible the erection of temporary classrooms on our current campus site will always be the preferred solution.

11. Pandemic Threat (Staff and Pupils)/ Mass Staff Unavailability (including strikes)

Loss of staff is considered a generic threat to operations. In light of COVID-19, the spread of a virus capable of impacting on operational service delivery is now proved genuine and serious.

COVID-19 (and similar circumstances).

- Regular updates from central and Local government departments will be received and distributed as necessary.
- Government guidelines will be adhered to in all circumstances, including taking advice regarding any positive tests affecting the Academy from the **West Midlands (West) Health Protection Team (HPT), 0344 225 3560 (option 2), out of hours: 01384 679 031**, or from the **DfE Coronavirus helpline number: 0800 046 8687**
- Relevant Risk Assessments will be generated and addendums to current policies implemented
- A dedicated information sharing system is available to all staff through the OneDrive, Staff shared drive; Covid 19 Key Information.
- Facilities exist for staff, where applicable to work from home.
- On-line learning arrangements continue to be developed for pupils (see Remote Learning Policy).
- Provision is in place to purchase free school meal vouchers for eligible pupils.
- A list of potential COVID-19 cleaning contractors is available on the staff Shared Drive: Covid 19 Key Information; 'Covid Clean Contractors 2020'

In the event of mass staff illness or unavailability (e.g. strikes), the Critical Incident Management Team will shut the school using the same procedures described above.

12. Cyber Attack

In the event of any actual or suspected unauthorised access to any computer, other computing and electronic equipment linked to computer hardware, electronic data processing equipment, microchips

or computer installation that processes, stores, transmits, retrieves or receives data, the following cyber response procedure enacted:

- Contact Esteem Trust ICT Manager by telephone 07572 373960 (see Appendix A for additional contact details).
- Contact the 24/7/365 RPA Cyber Emergency Assistance by telephone 0800 368 6378 or by e-mail: RPAresponse@CyberClan.com
- Inform the National Cyber Security Centre (NCSC): <https://report.ncsc.gov.uk>
- Contact local police via Action Fraud website <https://www.actionfraud.police.uk/reporting-fraud-and-cyber-crime> or telephone 0300 123 2040
- Contact the schools Data Protection Officer by e-mail info@phplaw.co.uk . DPO as to whether ICO should be contacted (0303 123 1112)
- Contact Sector Security Enquires Team at the DfE: sector.securityenquiries@education.gov.uk
- For further details refer to the separate Cyber Response Plan.

13. Other Threats

The following other threats have been considered

- Phone and ICT communications loss
- Finance process breakdown – payments to suppliers fail
- Utilities / energy supply failure
- Legionella Outbreak
- Building denial leading to short term lack of access
- Key supplier failure – catering
- Evacuation or Lockdown due to nearby incident
- Prolonged bad weather
- Terrorist attack or threat
- Paedophile/sexual abuse enquiry
- Weapons on school premises
- Fire/critical incident in nearby premises
- Pupil or staff experiencing serious injury or harm
- GDPR: Loss of personal data

See Appendix A: Recovery Action Plans for further details

14. Occasions where closure in advance of the school day may occur

This is not an exhaustive list:

- Inclement weather
- Wide-scale sickness, including Covid-19
- Loss of power to the school site
- Loss of heating to school building
- Staff unavailability, e.g. strike
- Disaster leading to loss of site
- Cyber security incident

15. Occasions where closure during the school day may occur

This is not an exhaustive list:

- Inclement weather
- Wide-scale sickness. Including Covid 19
- Loss of power to the school site
- Loss of heating to school building
- Emergency leading to evacuation

- Staff unavailability, e.g. strike
- Disaster leading to loss of site
- Cyber security incident

Appendix A: Recovery Action Plans

Operational Threat	Steps to Restore Normal Working	Action by Whom	Comments/Notes
Phone and ICT communications loss	• Esteem ICT Manager – Adrian Foster 07572 373960 • Wave 9 (Broadband): 01785 472200 (option 1) • Horizon(Phones); https://www.unlimitedhorizon.co.uk/webapp/signin ○ Make contact as above to establish nature of problem and likely disruption impact. ○ Phone loss: use of mobile phones – update website with mobile phone number as appropriate ○ ICT communication loss: adopt manual pupil registers	Delegated by Head Teacher to CIMT	Hard copy pupil data held on file in the admin office Arbor, Access Finance, e-mail and Office 365 can be accessed remotely.
Finance process breakdown – payments to suppliers fail	• Finance systems includes hard copy files; enabling a manual system of ordering and supplier payments via manual cheque to be adopted. • Access finance package is cloud based and accessible remotely. • Access to the on-line banking system can be accessed remotely off-site. • Payroll service provided through the Esteem Trust	Finance & HR Manager	
Utilities / energy supply failure	• Electricity failure due to external failure (before electricity meters). Responsibility of Western Power Distribution – Emergency Information 0800 6783 105 – Website: www.westernpower.co.uk/Power-cuts-in-your-area.aspx • Loss of power due to internal failure: contact electrical contractor: 1st: RBV Electrical: 07974 987728 2nd: Esteem Helpdesk: 01623 859749 • Gas Leak: 0800 111999 • Boiler Contractor:	Delegated by Head Teacher to CIMT	For long term utilities failure – closure of school procedure may be implemented – Head Teacher to decide following information received from power distribution company and electrical contractors as appropriate.

	1st: Esteem Helpdesk: 01623 859749 2nd: Oakland: 0800 5422580 Water Failure: Severn Trent Emergencies: 0800 783 4444		
Legionella	Legionnaire's disease is a notifiable disease in England and any confirmed case must be reported to the HSE under the RIDDOR; https://www.hse.gov.uk/riddor/report.htm	Director of Lifelong Learning & Operations	
Building Denial leading to short term lack of access	Premises Team hold keys to external doors, allowing for the potential failure of the main reception doors. Locksmiths: - Steve Jarvis Locksmith: 07546 468846 - Locksmith Worcestershire: 01905 570999 - Key2Secure Locksmiths: 01905 780407	Premises Staff	
Key supplier failure e.g. Catering,	Catering: lunchtime service to be provided through packed lunches. Provisions can be procured at local Bookers and/or Tesco stores. Catering staff (and others) hold Level 2/3 Certificate in Food Safety in Catering.	Director of Lifelong Learning & Operations	
Evacuation due to nearby incident	See Fire Evacuation procedure, Silent Evacuation (point 8 above)	Delegated by Head Teacher to CIMT	
Lockdown due to nearby incident	See Lockdown procedure (point 7 above)	Delegated by Head Teacher to CIMT	
Fire	See Fire Evacuation procedure and other relevant points above		
Prolonged bad weather	For prolonged bad weather and the closure of the school (for periods in excess of 5 days) due to restricted access and/or inability of staff to attend, pupils may be expected to attend, wherever possible i.e. their home school	Delegated by Head Teacher to CIMT	
Terrorist attack or threat	Depending on attack and/or threat see Fire Evacuation, Lockdown and Silent Evacuation procedure (point 7 & 8 above)	Delegated by Head Teacher to CIMT	
COVID-19 Cleaning Contractors	A list of potential COVID-19 cleaning contractors is available on the staff Shared Drive: Covid 19 Key Information; 'Covid Clean Contractors 2020'	Director of Lifelong Learning & Operations	
GDPR: Loss of Personal Data	Data Protection Officer: - J A Walker, Solicitor info@phplaw.co.uk	Director of Lifelong Learning & Operations	

Appendix B: Fire Evacuation Instructions

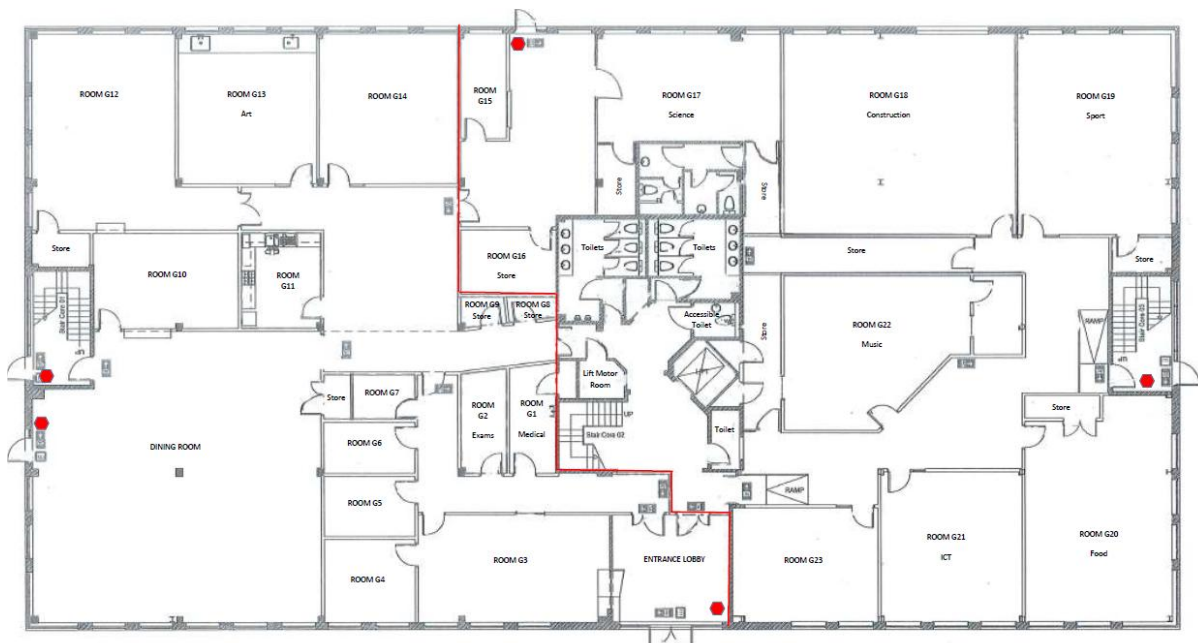
ON DISCOVERING A FIRE:

- RAISE THE ALARM: Shout “Fire, Fire, Fire”, locate fire call point and break glass
- DO NOT attempt to fight the fire
- EVACUATE via the nearest exit
- DO NOT collect personal items

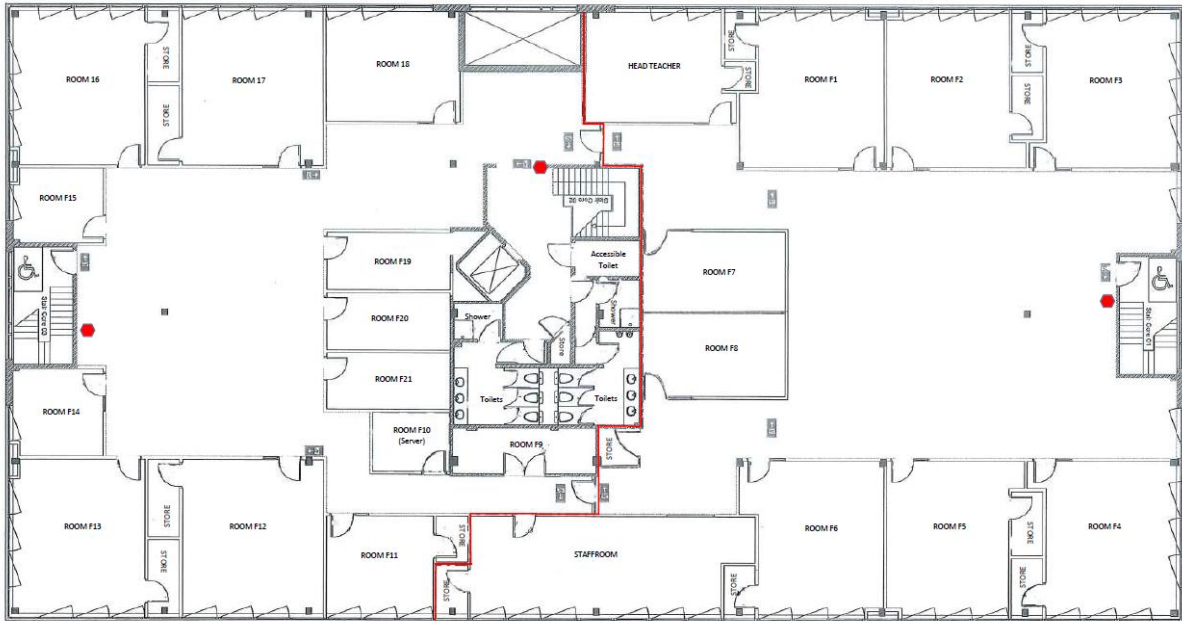
ON HEARING THE FIRE ALARM:

- EVACUATE via the nearest exit
- DO NOT collect personal items
- Follow the Fire Evacuation Signs
- DO NOT use the lift
- Report to the Assembly point (see below)
- Make sure you are accounted for
- Remain at the assembly point until instructed otherwise
- Listen to instructions
- DO NOT attempt to re-enter the building
- If you encounter any visitors, take them to their assembly point

GROUND FLOOR FIRE ALARM AND EXIT ARRANGEMENT



FIRST FLOOR FIRE ALARM AND EXIT ARRANGEMENT



FIRE ASSEMBLY POINTS:

- **Staff, pupils and visitors** must exit the building at the nearest fire exit and proceed to the **Fire Assembly Point located at the rear of the school**. Pupils should line up in tutor groups. All rooms are equipped with building evacuation route notices.

ASSEMBLY PROCEDURE:

- **Visitors:**
 - A designated member of staff (Receptionist) will collect the visitor and staff signing in books and check that all visitors and staff are present and accounted for.
 - Staff remain responsible for their visitors and must accompany them to the fire assembly point.
- **Staff and Pupils:**
 - A designated member of staff (Receptionist) will collect the Fire Evacuation Registers (which will be printed each day following AM and PM registration), the staff signing in book and the off-site register.
 - Each member of staff must make themselves known and register as present.
 - Each Tutor must collect and mark their pupils present in the Fire Evacuation register.
 - Pupils must line-up in tutor groups; any pupil unaccounted for must immediately be reported to the Head Teacher (or in their absence, the Deputy Head Teacher).

STAFF, PUPILS AND VISITORS MUST NOT RE-ENTER THE BUILDING UNTIL THEY ARE ADVISED BY THE HEAD TEACHER, OR THEIR DEPUTY, THAT IT IS SAFE TO DO SO