



Matrix Academy Trust

EDUCATION WITHOUT EXCEPTION

SMART Response®

Command Pack

Command Structure

Learn about roles, organisational responsibilities and how command discipline protects the response.

GOLD

SILVER

BRONZE

One Gold. One Silver. Multiple Bronzes. Stay strictly in role.



1. Why the command structure matters

The structure prevents confusion, duplication and competing instructions during an incident.

Clarity under pressure

Everyone knows who is setting strategy, who is managing tactics and who is delivering operational actions.

Proportionate response

Silver can assess threat, vulnerabilities and risk, then match deployment to the level of threat.

Controlled communication

Information flows through the Command Centre, is filtered, logged and used to update decisions.

Role discipline

Gold, Silver and Bronze do not drift into each other's work. Each role adds a different level of control.



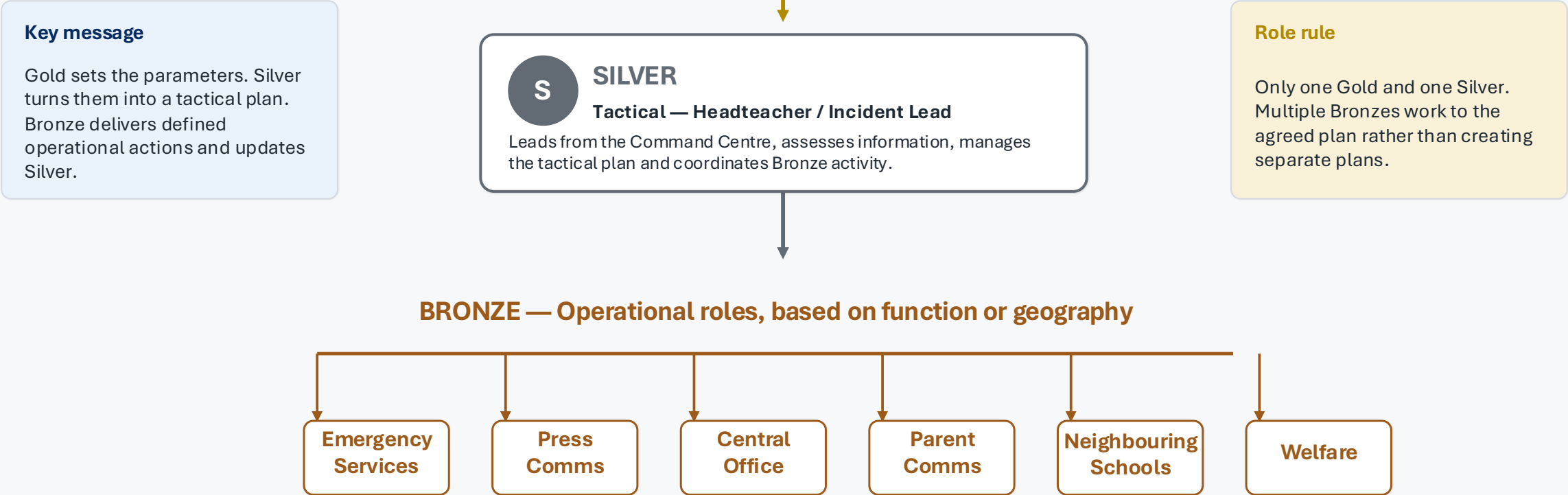
Candidate task

Explain how your own school would avoid conflicting instructions during a live SMART Response®.

A strong command structure creates calm, pace and accountability.

2. Gold, Silver and Bronze at a glance

A simple model for strategic, tactical and operational responsibility.



Command is a chain, not a crowd.

3. Command Centre support roles

Silver needs filtered information, accurate logging and a clear picture of Bronze activity.

Chief of Staff / Radio Operator

Acts as the radio operator and manages the flow of information to Silver, filtering where necessary.

Scribe

Records what happens, what is said and time stamps. Monitors the Bronze activity check sheet.

Command Centre discipline

Keeps Silver away from the frontline, reduces noise and protects decision-making space.

Decision record

Captures rationale, actions, timings, updates, outstanding risks and who has been instructed.



Practical check

Can your Command Centre find the role cards, radio, 999 information, site plans, contacts and logs within 60 seconds?

During a fast-moving incident, the log becomes the memory of the response.

4. Bronze responsibilities in practice

Bronze roles turn the tactical plan into controlled action across the site and community.

Emergency services

METHANE report, 999 information, site coordinator if safe.

Parent communications

Messages through school systems; calm, accurate and proportionate.

Central office / Trust

Updates and requests for support through agreed contacts.

Press communications

Liaison with Trust communication lead for consistent messaging.

Neighbouring schools

Warn nearby schools and share updates where required.

Pupil & staff welfare

Coordinates immediate and post-incident welfare support.

Bronze leads act within their agreed responsibility and update Silver when circumstances change.

Operational action must stay linked to the tactical plan.

5. Learning activity: stay strictly in role

Candidates practise separating strategic, tactical and operational thinking.

Scenario prompt

A report comes in that an unknown adult has entered reception and moved towards a corridor.

Silver question

What level is this, what information is missing and what tactical plan is needed?

Gold question

What is the strategic objective and what parameters should be set?

Bronze question

Which operational functions are required now and what must be reported back?



Debrief focus

Where did people drift out of role? Was communication clear? Were decisions logged? What would we change?

The best Command Pack is one that people have already practised using.