

SMART Response®

Implementation Guidance

Foundation plan: a step-by-step route from policy to confident practice

Own

Build

Train

Review

**Aim: one shared procedure, one command model,
one tested response.**



1. Establish ownership and governance

Start by making responsibility clear before you move into training or drills.

Confirm strategic owner

Agree who holds Gold responsibility and how strategic oversight links to the Trust Business Continuity Plan.

Assign Bronze functions

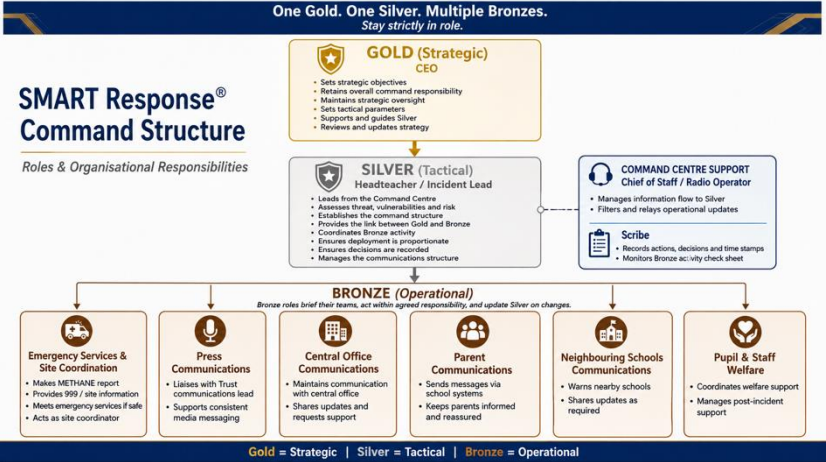
Allocate Bronze leads for emergency services, parents, central office, neighbouring schools and welfare.

Name the incident lead

Identify Silver, deputy arrangements, command centre location and authority to activate alerts.

Set meeting rhythm

Create an implementation group with estates, safeguarding, admin, communications and senior leaders.



Foundation output

A confirmed SMART Response® implementation team with named leads, deputies, contacts and governance route.

Implementation starts with role clarity: Gold strategic, Silver tactical, Bronze operational.

2. Build the site-ready foundations

Turn the policy into local arrangements that work in your buildings.

- 1

Map the site

Zones, entrances, assembly/safe spaces, vulnerable areas and command centre access.
- 2

Check alert routes

Alarm/beacon system, radios, reception procedures, PA, email and backup communications.
- 3

Prepare resources

Role cards, 999 information, METHANE prompt, check sheets, scripts and contact lists.
- 4

Test access control

External doors, gates, visitor procedures, lettings, CCTV access and out-of-hours response.



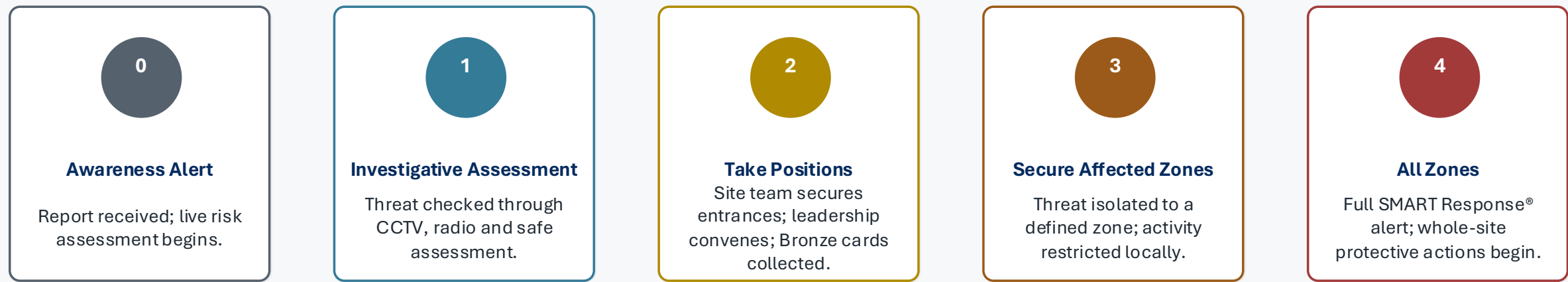
Foundation output

A local SMART Response® pack that can be found quickly and used under pressure.

If it cannot be accessed quickly during pressure, it is not yet ready.

3. Implement the levelled approach

Use escalation language consistently so everyone understands what stage the response is at.



Implementation rule

Staff must understand that SMART Response® is a phased response, not simply “on” or “off”.

Practice requirement

Use table-top exercises and walk-throughs before any live Level 4 drill is attempted.

The aim is proportionate escalation, not panic.

4. Train people, then test the system

Training should move from awareness to role confidence to whole-site assurance.

All staff briefing

Purpose, levels, cues, protective actions and what staff must do immediately.

Role-specific practice

Gold, Silver, Bronze, Scribe, Radio Operator, site team, reception and welfare roles.

Scenario testing

Reception call, office intruder, break-time challenge, external threat and communications exercise.

Drills and debrief

Controlled Level 3/4 practice, observer sheets, hot debrief and improvement tracker.



Foundation output

A trained community that knows the procedure, understands its role and can practise safely.

Do not test people before they have been trained — test the system, then improve it.

5. Embed, evidence and improve

A foundation plan only works if it becomes part of the normal assurance cycle.

30 days

Confirm roles, update contacts, complete site audit, prepare command centre resources.

60 days

Deliver staff briefing, run role-card walk-through, test radios and communication routes.

90 days

Complete scenario exercise, run controlled drill, debrief and agree improvement actions.

Ongoing

Review after incidents, drills, site changes, staffing changes and annual policy review.



Evidence set

Training records, drill reports, audit findings, action tracker, version control and updated procedures.

Final output: a tested SMART Response® implementation file that proves readiness and drives improvement.

Keep the plan live: review, refresh, re-train and re-test.