

SMART Response® Immediate Response

Purpose

Help candidates understand what should happen in the first moments of a SMART Response® incident: stay safe, assess, communicate and escalate proportionately.

Key principle

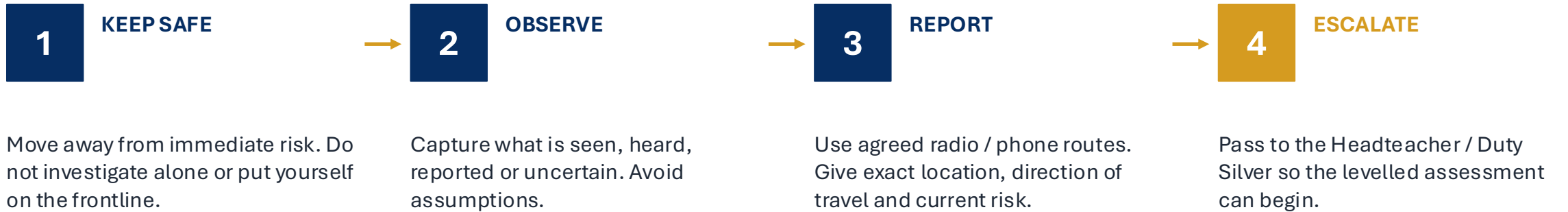
Do not improvise, rush to the threat or create confusion. Use the procedure, the levelled approach and the command structure.

Stay calm • Keep safe • Escalate clearly



The first moments: what matters most

Incidents may arrive with warning or without warning. The first response must protect people and move reliable information to the right person quickly.



Candidate prompt

What information would Silver need in the first 60 seconds to decide whether the site should remain at Level 1/2, move to Level 3, or move to Level 4?

What good looks like

Calm voice. Exact details. No speculation. Clear route to Silver. Decisions logged. Bronze roles prepared if escalation is required.

Immediate response is a bridge between the concern and the formal command structure.

Use the levelled approach before the alert

SMART Response® is phased and proportionate. Level 4 is reached when the threat cannot be isolated and all zones need to respond.



Example cues from procedure

Level 1: “There is a Mr Grey in reception.”
 Step down: “Mr Grey has left.”
 Level 2: “Mr Grey is here to fix the doors.”
 Level 3: “Zone ___ Code Grey.”
 Level 4: “Code Grey.”

Teaching point

The alarm / beacon is a serious whole-site action. The Headteacher or designated senior leader activates it only after the phased level assessment has been made.

The levelled approach helps leaders avoid both delay and overreaction.

Level 4: immediate protective actions

When Level 4 is triggered, the whole site needs simple, consistent protective actions. The site should fall silent immediately.

MOVE & SECURE

- Move pupils into a room immediately
- Clear corridors, toilets and communal areas
- Close and lock windows/doors if possible

ACCOUNT & PROTECT

- Account for pupils in your care
- Keep pupils together and silent
- Seat pupils out of sight

REDUCE VISIBILITY

- Lights off
- Blinds and curtains closed
- Lanyards hidden

WAIT FOR TRUSTED INSTRUCTION

- Follow recognised SLT / emergency service direction
- Mobile use only if information must be relayed
- Remain until the all clear

Do not allow pupils to visit the toilet. Ignore a fire drill unless you and your class are obviously at risk.

Command Centre response and candidate task

Immediate response becomes effective when information reaches the Command Centre and roles stay clear.

Silver / Headteacher

Manages threat assessment, remains in the Command Centre and coordinates Bronze activity.

Chief of Staff + Scribe

Filter information, operate communications, record actions, decisions and time stamps.

Bronze roles

Use cards, brief teams, act within responsibility and update Silver on changes.

Exercise: first 90 seconds

In groups, rehearse the first 90 seconds after a concern is reported. Decide what is known, what is uncertain, who is Silver, what is logged, and which Level is proportionate.

Share-back question: What one piece of information would change your decision from “investigate” to “Code Grey”?

Close by capturing one improvement action: training, radios, room readiness, visitor controls, contact details or role cards.