

Responder Guidance

How to receive, assess and resolve an incident as part of a response team, and launch a site-wide response when it's needed.

1 Get alerted

2 Assess

3 Checklist

4 Escalate

5 Close

6 Announce

7 Monitor

8 All-clear



Throughout this guide, **the response team** means the colleagues your school has set up to handle each type of incident, such as on-call staff, first aiders or your DSL. **The emergency response team** (usually SLT) leads site-wide emergencies, covered in Part 2.

PART 1 · FOR EVERY RESPONSE TEAM

Responding to an incident

1

Get alerted

When a colleague taps Call for Help and chooses an incident your team handles, you're notified on every device with teamSOS. Tap the notification to join the incident.

Only your team is alerted, so no one else is disturbed. SOS incidents, such as a lockdown or medical emergency, arrive as critical alerts.

teamSOS

now

Leah M. needs your support

Disruption / De-escalation Support

Tap to join incident

2

Assess in the incident group

See who raised it, what they've reported, where they are and which student is involved. Talk to them directly to judge how serious it is, offer support and agree next steps.



Walkie-talkie: hold to talk live.



More tools:

 Camera GPS Add staff Tasklists Announcement

Disruption / De-escalation Support

On-call connected

Send an Announcement Tasks Escalate

Leah M. · Room 9B

 Room 9B, Science block

Student refusing to leave the room and shouting. **Tom Evans · Year 9**

On my way - 2 mins. I'll take Tom out.



Leah M. · live audio



add more detail



3 Follow your checklist

When the incident starts, your school's checklist for that type of incident is added to it. Open **Tasks** at the top of the incident to find it.

Tick each step as it's done. Who did it, and when, is recorded, so follow-ups like contacting parents are never forgotten.

☒ **De-escalation checklist** 3 steps

☒ Remove from the lesson	Sam B (11:23)
☒ Let the Head of Year know	Sam B (11:26)
☐ Contact parents / carers	

2/3 complete. Logged to the incident record.

4 Escalate if it needs more help

If things become more serious, or you need more hands, tap **Escalate** at the top of the incident to bring in another team, such as SLT.

They join the same incident and can see everything that's happened so far, so nobody has to repeat themselves.

Your school can also set incidents to escalate automatically if no one responds in time.

LM **Disruption / De-escalation Support**
 On-call connected

Send an Announcement Tasks **Escalate**

ESCALATE TO

- SLT **SLT**
 Senior leaders on duty
- P **Pastoral team**
 Heads of Year and pastoral staff
- F **First aid team**
 Trained first aiders

5 Close it. The record writes itself.

When it's resolved, close the incident. Every message, voice note, location and action is already saved, with the time and who did it.

Export it, or share it straight to your school's systems, such as **SIMS**, **CPOMS** or **MyConcern**, so nobody has to type it up again.

Q **DISRUPTION INCIDENT RECORD** CLOSED 11:31

- Raised in 9B - Student: **Tom Evans**
 11:18 · Leah M
- On-call support joined - "On my way"
 11:19 · Sam B
- Checklist: 2 of 3 steps done
 11:26 · Sam B
- Closed incident - "Code C logged"
 11:31 · Leah M

Disruption-incident-06-07-2026.pdf **Export**

SHARE TO CPOMS MyConcern SIMS

PART 2 · FOR THE EMERGENCY RESPONSE TEAM

Site-wide emergencies

6 Send an Announcement

If staff across the site need to act, tap **Send an Announcement** at the top of the incident, or find it under the **+** button.

Write the message and choose who it goes to, or tap one of your school's templates:

Fire Evac

Intruder Lockdown

The wording, audience and settings fill in, and you can still edit before you send.

teamSOS Desktop Alerts take over the whole screen on Windows. **Silent** sends without sound. **Confirm OK / NOT OK** asks every recipient to reply.

← Announcement

Send

Brightway Hill Academy

Dan Robson

Silent ☐

Urgent ☒

All staff

Tap to change

Confirm OK / NOT OK

Tap to change

Lockdown now. Intruder on-site.

Secure your area: lock doors where safe, move people out of sight and stay quiet. Reply I'M NOT OK if you need help.

Fire Evac

Intruder Lockdown

Invacuation

☒ Send teamSOS Desktop Alert

Lockdown Now

Instant, independent action: tap Lockdown Now on the home screen. Your school's pre-set Lockdown Announcement goes to all staff, and you join the other responders in an incident.

7 Monitor staff responses

Staff reply **I'M OK** or **I'M NOT OK**, and must give a reason for NOT OK. Your incident group shows a live tally. Tap a group to open a direct reply channel with those staff.

ANNOUNCEMENT

Lockdown now. Intruder on-site. Secure your area.

2 NOT OK

11 OK

3 NOT RESPONDED

← NOT OK

LP Lauren P · 2 secs ago

Suspect seen by the sports hall doors

RS Richard S · 1 min ago

One of my students is absent from the classroom

8 Update staff, then close

While it's live: send further Announcements to update staff as things change.

When it's over: send an all-clear, then close the incident. The record saves itself.