



# User Guide

# Index

Login	3
Dashboard	5
Writing an Incident Report	7
Using the Log	13
Creating a Smart Behaviour Plan	16
Incident Search	21
Incomplete Incidents	23
Incomplete Smart Plans	25
Using Analytics	27
AI Support	
Directory	33





# User Guide - Login

Enter your email address (this is case sensitive and should not be copied and pasted).

Enter your password.

If you have forgotten your password, select 'forgotten your password'. Your administrator can also send a forgotten password link from their system uses page by clicking the key symbol next to your name.

You can also login to Behaviour Smart using MyLogin if you subscribe to this service.

Select Next

# Behaviour Smart

## Login

Email

Password

[Forgotten your password?](#)

Next














Log in with MyLogin

[Don't have an account?](#)

[Sign up with BehaviourSmart](#)



# User Guide – Dashboard

-  **Dashboard**
-  New Incident
-  Log
-  My Smart Plans
-  Incident Search
-  Incomplete Incidents
-  Incomplete Smart Plans
-  Analytics
-  Directory
-  System Users Page
-  School Setup

[Logout](#)

## Dashboard

BehaviourSmart/dashboard

 **16** Students

 **9** Users

 **161** Smart  
Plans

### Welcome to Behaviour Smart

**Behaviour Smart** is a simple and effective way of recording and analysing behaviour in your service.

Learn how to record an incident, create effective Behaviour Plans (Smart Plans), add users or individuals, get the most from the Behaviour Smart Analytics system and much more. Our Video Tutorials are designed to help you troubleshoot your system.

[Video Tutorials](#)

### Need Help?

Have a question about the system or need support?

[Open Ticket](#)

Your Dashboard shows the number of Individuals, Users, Smart Plans and Incidents on your system

You can watch Video Tutorials, Download PDF guides or raise a support ticket



# User Guide – Writing an Incident Report



Select "New Incident" from the main menu.

Select the individual from the dropdown menu.

Select the date, time, and location of the incident.

Select the name of the person completing the report from the dropdown menu.

Select other staff involved and other individuals involved.

Select the reason for your intervention.

Indicate if you made a dynamic risk assessment or followed the smart plan, and if your action was in the best interest of the individual.

Was physical intervention used?

Was restrictive physical intervention used and was breathing monitored?

What was the duration of the restrictive intervention and the number of staff involved?

Was anyone injured? Who was injured, what was the injury and any treatment required? You can record any number of injuries.

There is also a field to record any other concerns or information.

## New Incident Report

BehaviourSmart/Incident/new/edit

### Incident Report ?

<b>Student Name</b> Select Student	<b>Date and Time of Incident</b> Select date & time 21	<b>Location</b> Location	
<b>Report completed by</b> Completed by	<b>Name of staff involved</b> Staff Involved	<b>Other Students involved</b> Students involved	<b>Names of witnesses</b> Witnesses
<b>Hurting self</b> Yes No	<b>Hurting others</b> Yes No	<b>Damage to property</b> Yes No	<b>Committing an offence</b> Yes No
<b>Other behaviour?</b> Yes No			
<b>Was physical intervention used?</b> Yes No	<b>Was RESTRICTIVE physical intervention used?</b> Yes No	<b>Did you make a dynamic risk assessment?</b> Yes No	<b>Did you follow the plan?</b> Yes No
<b>Was your action in the best interest of the Student?</b> Yes No	<b>Was anybody injured?</b> Yes No	<b>Please Elaborate</b> <div></div>	
<b>Why was this not in the best interest of the service user?</b> <div></div>			

< Back

Save for later

Next Page



## New Incident Report

BehaviourSmart/incident/new/edit

### Behaviour Details ?

Description of the incident.

As concisely as possible

What Low Level Behaviour did the Student show? ?

How did you respond? ?

Alternative strategies that might be tried next time.

What Medium Level Behaviour did the Student show? ?

How did you respond? ?

Alternative strategies that might be tried next time.

What High Level Behaviour did the Student show? ?

How did you respond? ?

Alternative strategies that might be tried next time.

What Recovery Behaviour did the Student show? ?

How did you respond? ?

Alternative strategies that might be tried next time.

< Back

Next Page >

Record the details of the incident.

Explain the low-level behaviours you observed. Describe how you responded to these behaviours. Suggest alternative strategies that might be tried next time.

Follow the same procedure for medium and high-level behaviours, responses, and alternative strategies.

The information entered will instantly be transferred to the individual's behaviour plan (smart plan).

Complete as many of the boxes as possible.

If the individual doesn't have a smart plan, one will be created.

If the individual has a plan in place, it will be updated.

Behaviour plans can be edited on the individual's profile page, hover over the tooltips for suggestions.

Behaviour Smart asks you to rate the effectiveness of the techniques used.

The system tracks the scores to help identify the most effective techniques.

The incident report can be saved at any time.

## New Incident Report

BehaviourSmart/incident/new/edit

### De-escalation Techniques used and effectiveness ?

1=Not Effective 10=Very Effective ?

Giving Space

1 2 3 4 5 6 7 8 9 10 n/a

verbal advice and support

1 2 3 4 5 6 7 8 9 10 n/a

tactical ignoring

1 2 3 4 5 6 7 8 9 10 n/a

scripts

1 2 3 4 5 6 7 8 9 10 n/a

sensory regulation

1 2 3 4 5 6 7 8 9 10 n/a

Communication Board

1 2 3 4 5 6 7 8 9 10 n/a

Empathy

1 2 3 4 5 6 7 8 9 10 n/a

Scripts

1 2 3 4 5 6 7 8 9 10 n/a

reassurance

1 2 3 4 5 6 7 8 9 10 n/a

reduction of language

1 2 3 4 5 6 7 8 9 10 n/a

positive reinforcement

1 2 3 4 5 6 7 8 9 10 n/a

redirection

1 2 3 4 5 6 7 8 9 10 n/a

Now and next

1 2 3 4 5 6 7 8 9 10 n/a

Other AAC device

1 2 3 4 5 6 7 8 9 10 n/a

Change of face

1 2 3 4 5 6 7 8 9 10 n/a

Other

1 2 3 4 5 6 7 8 9 10 n/a

< Back

Save for later

Next Page

You can also record discriminatory, prejudiced and other behaviour here, along with suspensions and permanent exclusion. If you selected this option on your setup page.

Click 'Next Page'.

## Discriminatory, Prejudiced and other Behaviour

### Bullying

☐ Yes☒ No

### Racist

☐ Yes☒ No

### Sexist

☐ Yes☒ No

### Disability

☐ Yes☒ No

### Homophobic

☐ Yes☒ No

### Biphobic

☐ Yes☒ No

### Use of derogatory language

☐ Yes☒ No

### Sexual harassment

☐ Yes☒ No

### Student On Student

☐ Yes☒ No

### Self-injurious Behaviour

☐ Yes☒ No

## Exclusions

### Suspension


☐ Yes☒ No

### Permanent exclusion

☐ Yes☒ No

Users can then submit the incident report directly and key people will receive a copy of the report. Alternatively, users can submit the report and edit the Smart Plan.

## Send Report

There are no key contacts for . A key contact can be added on 's profile. 

[< Back](#)[Submit & Close](#)[Submit & Edit Smart Plan](#)



# User Guide – Using the Log

## New Logs:

[BehaviourSmart/log/new/edit](#)

### New Log

**Student****Date of Log** **Recorded By****Log****Action****Action Date** **Actioned By****Action****Smart Plan**☐ Add this log to the Student's Smart Plan?**Save**

### History

The log can be used to record any positive or notable behaviour. If an individual has had a great day, we might use the log feature to record it. If an individual was involved in an incident that didn't require a full detailed incident report, the log can be useful.

First, select 'Log' from the main menu.

Select the name of the person whose behaviour you're recording from the drop-down list.

Select the date and time of the log.

Now select your name from the recorded by drop-down list.

Complete the log and select save, you can choose if this information should be added to the Smart Plan.

The key people in your service will receive an email, letting them know that a log has been recorded.

The key people in your service will receive an email, letting them know that a log has been recorded.

They follow the link in the email to record an action.

The initial log and the action can be added to the individual's smart plan by clicking the box.

Once an action has been completed, the person who initially completed the log will receive an email letting them know that an action has been added.

They follow the link in the email to view the action.

## New Logs:

[BehaviourSmart/log/new/edit](#)

### New Log

Student

Date of Log

Recorded By

Log

### Action

Action Date

Actioned By

Action

### Smart Plan

☐ Add this log to the Student's Smart Plan?

Save

### History

No Logs available





# User Guide – Create a Smart Behaviour Plan

From the Directory, select the ‘Edit’ icon next to the individual who you would like to edit or create a Smart Plan for.

Click “Update Smart Plan”

The completed incident reports will populate key areas of the Smart Plan, this can be edited for the final Smart Plan.

All the incident information will be stored on the system.

## Smart Plan/Risk Assessment Plan ?

Date of Plan

dd/mm/yyyy

Review Date of Plan

dd/mm/yyyy

Completed By

She was an American actress and model. Known for playing comic "blonde bombshell" characters, she became one of the most popular sex symbols of the 1950s and early 1960s

Adjustments

What would you like to add additionally?

Play lessons , Play Dp music in assembly , Play Dp music in assembly , Play Dp music in assembly , Play Dp music in assembly












Support for Triggers

People making fun of her music, People making fun of her music, People making fun of her music, People making fun of her music, People making fun of her music

Save for later

Delete Draft

Next Page

-  Dashboard
-  New Incident
-  Log
-  My Smart Plans
-  Incident Search
-  Incomplete Incidents
-  Incomplete Smart Plans
-  Analytics
-  Directory
-  System Users Page
-  School Setup

Logout

## Smart Behaviour Plan: Chris Rock

BehaviourSmart/behaviour/7886/edit

### Behaviour Details

#### As concisely as possible

##### Low Level Behaviour I show

☒ tapping pen on table



##### What's been tried?

☒ told him to stop



##### Other things that could be tried

☒ ignore




##### What can I do to help myself?

☒ play music



##### Medium Level Behaviour I show

☒ Shouting 




##### What's been tried?

☒ Ignore 



##### Other things that could be tried

☒ Use calm Voice 




##### What can I do to help myself?

☒ Breath Slow




##### High Level Behaviour I show

☒ Throwing 




##### What's been tried?

☒ Move away 



##### Other things that could be tried

☒ Support 



##### What can I do to help myself?

☒ Think happy thoughts



##### What will I do differently next time?

< Back

 Save for later

 Delete Draft

Next Page >

The Smart Plan will show the all the low, medium and high level behaviours, what has been tried and what could be tried in future.

Select which of these you would like to appear on the Smart Plan by ticking the box next to the behaviours and responses.

The techniques on this page appear from most effective to least effective.

You can select the techniques staff should try and avoid.

There is also a place to add notes.

## Behaviour Management Techniques

### Deescalation Techniques

#### Giving Space

Try

Avoid

#### Notes

Marilyn likes lots of space

#### reassurance

Try

Avoid

#### Notes

#### verbal advice and support

Try

Avoid

#### Notes

#### reduction of language

Try

Avoid

#### Notes

#### tactical ignoring

Try

Avoid

#### Notes

This does not work very well

#### positive reinforcement

Try

Avoid

#### Notes

#### scripts

Try

Avoid

#### Notes

#### redirection

Try

Avoid

#### Notes

#### sensory regulation

#### Notes

Users can then submit the Smart Plan which will be sent directly to key people.

## Send Report

Which key contacts should receive a copy of this report?

[< Back](#)[Save for later](#)[Submit](#)



# User Guide – Incident Search

From the Incident Search Tab, you can view a list of all the incidents that have been recorded on Behaviour Smart

They appear listed in date order or you can use the Search Criteria to explore individual students, staff members, dates, and more.

There is a feature to “flag” incidents, you can use this system to mark incidents that require further attention, are incomplete or are being reviewed.

You can download or add further information the completed reports in this section.

Incident Search

BehaviourSmart/incident/search

Quick Search

View Results >

Delete

Search Criteria

Add to Quick Search

Field

Query

Value

+ Add Criteria

< Back

View Results

Results (187 found)

Incident No	Student	Year Group	Date Of Incident	Flag	Download
besmart-9253	Taylor Swift	Year 12	04/06/24		
besmart-9251	Axl Rose	Year 4	04/06/24		
besmart-9250	Axl Rose	Year 4	04/06/24		
besmart-9248	Taylor Swift	Year 12	04/06/24		
besmart-9247	Axl Rose	Year 4	17/06/24		
besmart-9243	Taylor Swift	Year 12	06/06/24		
besmart-9241	Taylor Swift	Year 12	07/06/24		
besmart-9239	David Beckham	Year 8	12/06/24		
besmart-9238	Axl Rose	Year 4	04/06/24		
besmart-9234	Mariah Carey	Year 10	21/05/24		

22





# User Guide – Incomplete Incidents

-  Dashboard
-  New Incident
-  Log
-  My Smart Plans
-  Incident Search
-  **Incomplete Incidents**
-  Incomplete Smart Plans
-  Analytics
-  Directory
-  System Users Page
-  School Setup

[Logout](#)

## Incomplete Incident Reports

BehaviourSmart/incident/drafts












### Results

Draft ID	Created	Student
37688	25 days ago	B.B. King
39301	3 days ago	David Beckham

Incidents that are incomplete and saved for later, will appear in the “Incomplete Incidents” tab.



# User Guide – Incomplete Smart Plan





-  Dashboard
-  New Incident
-  Log
-  My Smart Plans
-  Incident Search
-  Incomplete Incidents
-  **Incomplete Smart Plans**
-  Analytics
-  Directory
-  System Users Page
-  School Setup

[Logout](#)

## Incomplete Smart Plans

[BehaviourSmart/behaviour/drafts](#)

### Results

Draft ID	Created	Student	Edit
39680	2 hours ago	Walt Disney	 
39681	2 hours ago	James Dean	 

Smart Plans that are incomplete and saved for later, will appear in the “Incomplete Smart Plans” tab.



# User Guide – Using Analytics


-  Dashboard
-  New Incident
-  Log
-  My Smart Plans
-  Incident Search
-  Incomplete Incidents
-  Incomplete Smart Plans
-  **Analytics**
-  Directory
-  System Users Page
-  School Setup

Logout

## Analytics


BehaviourSmart/reports


### Available Analytics

 **Global Incident Report**  
Top individuals, groups, times and locations.

 **Intervention Report**  
Overview of interventions.

 **Involvement Report**  
Key involvement

 **Medical Intervention Report**  
Overview of medical intervention.

 **Discriminatory and prejudiced behaviour**. Suspensions and exclusions.

The Analytics system is focused on five key areas:

**The Global Incident Report** will help you analyse incidents, physical interventions and restrictive physical interventions.

**The Intervention Report** will give you an overview of interventions, including: the most common location of interventions, the most frequent technique used, the reason for the intervention, and more!

**The Involvement Report** will show you, information including the date, time, and location of your incidents. You can view staff and individual involvement.

**The Medical Intervention Report** will give you an overview of any medical intervention, including the date, time, and location of any injuries

**Discriminatory and prejudiced behaviour**, suspensions and exclusions can analysis events of bullying, racist or any other discriminatory behaviour, and monitor suspensions.

You can manipulate the search criteria to get more specific information.

In this example, we explore the global incident report to get information on a specific individual:

First, select analytics and then global incident report.

In the field, select "student primary" and choose a student from the drop-down menu in the value tab. This will pull information from all the incident reports on this individual.

- Dashboard
- New Incident
- Log
- My Smart Plans
- Incident Search
- Incomplete Incidents
- Incomplete Smart Plans
- Analytics
- Directory
- System Users Page
- School Setup

Global Incident Report

BehaviourSmart/incident/report/search

Quick Search

Get Report > Delete

Search Criteria

Add to Quick Search

Field

Student - Primary

Query

is

Value

Marilyn Monroe

+ Add Criteria

< Back

Get Report



Users can also add unlimited criteria to fine-tune thier search.

To search by date:

Select "incident date" from the drop-down menu.

Choose "on," "before," or "after" from the drop-down query.

Select the date and get the report.

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Smart Plans

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in Users Page

ol Setup

Global Incident Report

BehaviourSmart/incident/report/search

Quick Search

Get Report >

Delete

Search Criteria

Add to Quick Search

Field

Student - Primary

▼

Query

is

▼

Value

Marilyn Monroe

▼

⊖

Field

Incident - Date

▼

Query

on

▼

Value

15/6/2024

⊖

Find results that match

ALL OF THE ABOVE

▼

Add Criteria

< Back

Get Report

For common or regularly searched criteria users can create a quick search.

Select multiple criteria.

Give it a name and get the report.

The search criteria will be saved until you want to delete it.

## Global Incident Report

BehaviourSmart/incident/report/search

Quick Search

Get Report > Delete

Search Criteria

Quick Search Name \* Taylor Hurting Staff

Save

Field

Student - Primary

Query

is

Value

Taylor Swift

Field

Behaviour - High Level

Query

is

Value

Hitting

Field

Incident - Restrictive Physi

Query

is

Value

Yes

Field

Injury - Suffered By Staff

Query

is

Value

True

Find results that match

ALL OF THE ABOVE

+ Add Criteria

< Back

Get Report

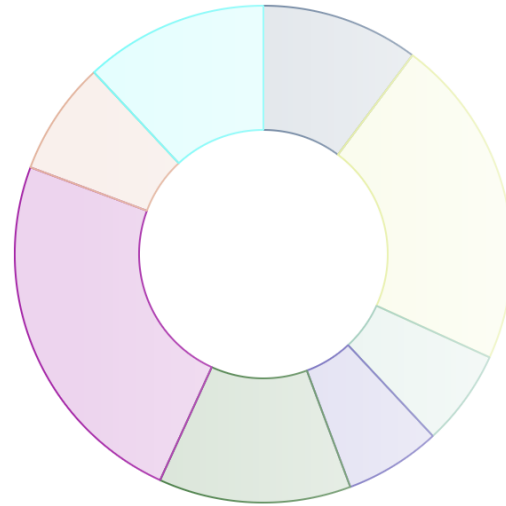
## Involvement Report

BehaviourSmart/report/involvementreport

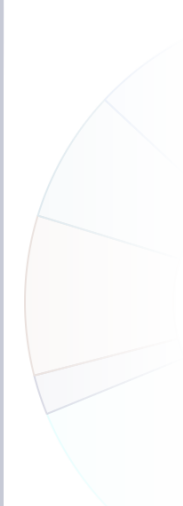
187

Number of Incidents

### Staff

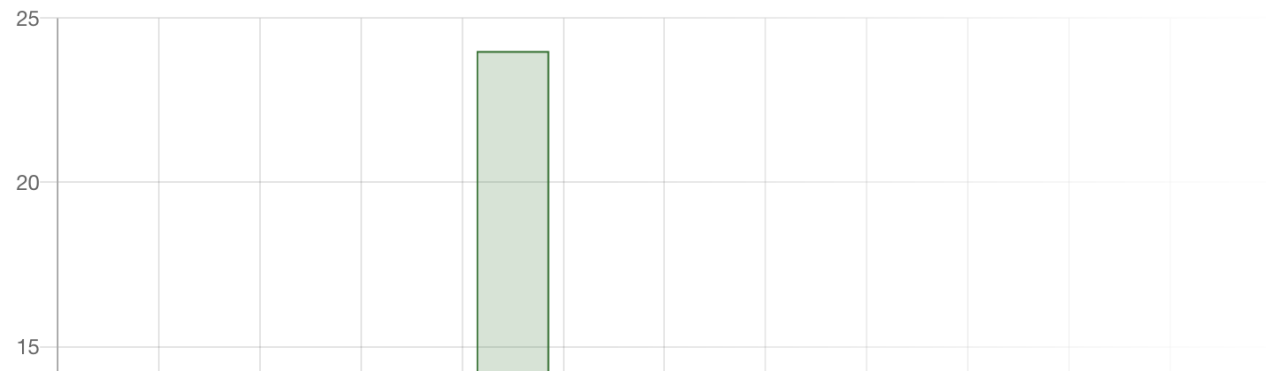


### Other Staff



### Date

Total number of Incidents



Monitoring staff involvement in incidents:

From the Analytics page you can click on Involvement Report

Ignore the search criteria or select a date range, then click 'Get Report'.

The data now presented shows you the total number of incidents, you can see graphs of which staff members are involved and can also see the student's involvement.



















































# User Guide – Directory

- Dashboard
- New Incident
- Log
- My Smart Plans
- Incident Search
- Incomplete Incidents
- Incomplete Smart Plans
- Analytics
- Directory**
- System Users Page
- School Setup

Bulk Upload

Add Student

Name ^		Learner Number		Year Group		Actions
Axl Rose		65436		Year 4		  
B.B. King		43421		Year 4		  
Bob Dylan		432123		Year 4		  
Chris Rock		785690		Year 5		  
David Beckham		23231		Year 8		  
Dolly Parton		76548		Year 5		  
Elon Musk		12213		Year 5		  
Gerrard Way		56754		Year 11		  
Harry Styles		85643		Year 4		  
James Dean		54321		Year 11		  
Mariah Carey		98765		Year 4		  
Marilyn Monroe		32145		Year 10		  
Richard Branson		43432		Year 4		  
Taylor Swift		12345		Year 12		  
Walt Disney		12124		Year 4		  
Will Smith		234423		Year 11		  

From the Directory you can view all the individuals on your system.

Arrange these in alphabetical order by clicking on the “Name” or search by name.

Order the individuals by year group or house group by clicking on the tabs, your directory is personalised to the set up of your school or service.





# User Guide – AI Support





Behaviour Smart AI Support analyses your incidents and offers support following the completion of an incident report. Historical reports can also be analysed by clicking the AI Support tab in your menu.

Our AI suggestions are for informational purposes only. Users should evaluate and apply these ideas based on their expertise. Behaviour Smart is not liable for outcomes from these suggestions. Always consult a qualified professional for personalised guidance. Please do not share data with parents or other parties that you're not authorised to. Please report inaccurate information or issues to <https://www.behavioursmart.co.uk/aifeedback>

You can access Behaviour Smart AI in two ways.

1. After the completion of an incident by clicking AI Support
2. Selecting the AI Support option from the main menu.

## Summarise Report

On 1st October 2024, an incident occurred in the hall involving Mariah Carey and Taylor Swift that escalated into aggressive behaviour, such as tapping, to a fight over a song competition, resulting in Mariah sustaining a black eye. The staff member responded to the situation by initially ignoring Mariah's low-level behaviour and instructing her to stop singing, which led to shouting and fighting. Although empathy was effectively employed during the incident, the use of humour was not appropriate, resulting in a low effectiveness rating. The dynamic risk assessment was conducted, and no restrictive measures were used, though some physical intervention occurred, leading to injuries that required treatment.



## AI Support

On the AI Support page select

- Summarise Report
- Assess the incident report.
- Draft an informal letter/email
- Suggest strategies for staff
- Suggest strategies for the Student
- How can we best support this Student
- Give more detail on the suggested strategies
- Help me with post incident learning
- Suggest other response to low level behaviours
- Suggest other response to medium level behaviours
- Suggest other response to high level behaviours

Summarise Report

Recommend Actions

Draft an informal letter/email

Draft a formal letter

Suggest strategies for the Service User

How can we best support this Service User

Help me with post incident learning

What can we learn



Thank you for using Behaviour Smart.