



User Guide

Index

Login	3
Dashboard	5
Recording & Reporting	7
Creating a Behaviour (Smart) Plan	23
Incident Search	28
Incomplete Incidents	30
Incomplete Smart Plans	32
Using Analytics	34
Directory	40
AI Support (Insights)	43





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

BehaviourSmart/dashboard

 **18** Young
People

 **15** Users

 **210** Smart
Plans

 **279**
Incidents

Incidents I'm collaborating on

No incidents to display

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 Smart Plans (Smart Plans), add users or individuals, get the most from the Behaviour Smart Analytics system and much more. Our Help Centre is designed to help you get the best out of Behaviour Smart. In it, you will find useful video tutorials and PDF User Guides.

[Help Centre](#)

Need Help?

Have a question about the system or need technical support?

[Open Ticket](#)

Your Dashboard shows the number of Individuals, Users, Smart Plans, Incidents on your system and incident that you currently collaborating on.

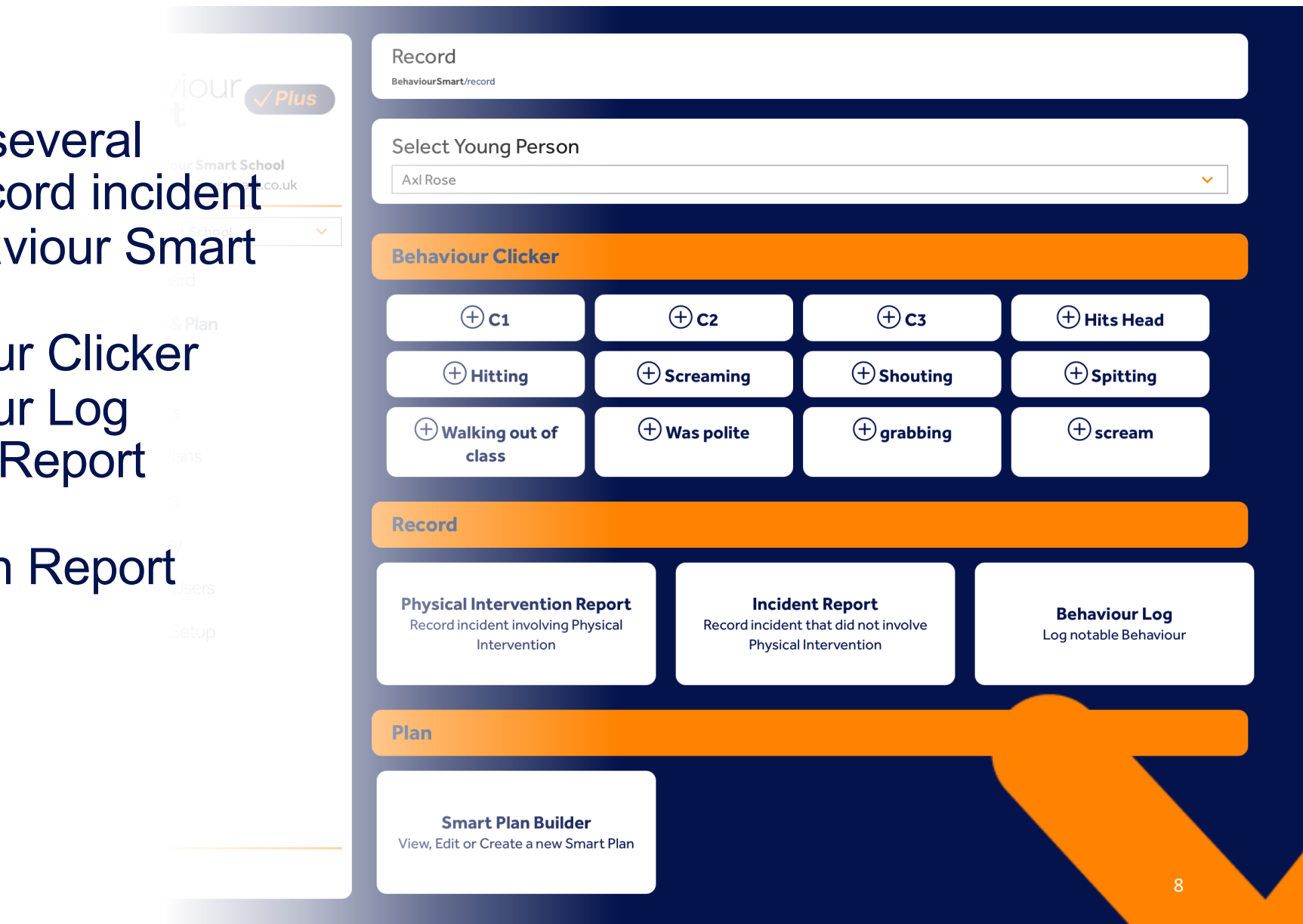
You can watch Video Tutorials, Download PDF guides or raise a support ticket



User Guide – Reporting and recording with Behaviour Smart

There are several ways to record incident using Behaviour Smart

1. Behaviour Clicker
2. Behaviour Log
3. Incident Report
4. Physical Intervention Report





User Guide – Behaviour Clicker

Behaviour Clicker

- These behaviours are added in the system setup by your Behaviour Smart Admin. If an individual has shouted 8 times today. The user clicks shouting 8 times. This behaviour is now logged and can now be analysed.





User Guide – Using the Log

Logs: : Axl Rose

BehaviourSmart/log/7450/edit

New Log for Axl Rose

Type

Positive

Negative

N/A

Date of Log

27/05/2025 12:12



Recorded By

Log

Action

Action Date

Select date & time



Actioned By

Action

Smart Plan

☐ Add this log to the young person's Smart Plan?

Save

< Back

- The Log feature of behavior Smart allows user to record positive, negative and not applicable behaviours

- 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.

- Users with the correct permissions can analyse the data collected



User Guide – Recording an incident (without Physical Intervention)

Incident Report: Axl Rose

BehaviourSmart/[incident/7450/edit](#)

Incident Report ?

Young Person Name

Axl Rose

Date and Time of Incident

Select date & time 

Location

Location

Report completed by

Completed by

Name of staff involved

Staff Involved

Other young people involved

Young People involved

Was anybody injured?

Yes

No

Was your action in the best interest of the young person?

Yes

No

N/A

Why was this in the best interest of the young person?

Description of the incident.

< Back

 Save for later

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

Record your incident.

Complete post incident learning.



Post Incident Learning ?

What happened from the young person's point of view? ?

How did the young person feel? ?

What will the young person do differently next time they feel that way? ?

Likely triggers

What reasonable adjustments could be made (in the future) to support the young person?

Comments



User Guide – Recording an incident (with Physical Intervention)

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.

behaviour
mart

board

incident

mart Plans

rt Search

delete incidents

delete Smart Plans

ics

ory

Users Page

Setup

New Incident Report

BehaviourSmart/incident/new/edit

Incident Report ?

Student Name

Select Student

Date and Time of Incident

Select date & time

Location

Location

Report completed by

Completed by

Name of staff involved

Staff Involved

Other Students involved

Students involved

Names of witnesses

Witnesses

Hurting self

Yes No

Hurting others

Yes No

Damage to property

Yes No

Committing an offence

Yes No

Other behaviour?

Yes No

Was physical intervention used?

Yes No

Was RESTRICTIVE physical intervention used?

Yes No

Did you make a dynamic risk assessment?

Yes No

Did you follow the plan?

Yes No

Was your action in the best interest of the Student?

Yes No

Was anybody injured?

Yes No

Please Elaborate

Why was this not in the best interest of the service user?

< 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

-  Dashboard
-  Record & Plan
-  AI Insights
-  Incidents
-  Smart Plans
-  Analytics
-  Directory
-  System Users
-  Service Setup

Post Incident Learning ?

What happened from the young person's point of view? ?

How did the young person feel? ?

What will the young person do differently next time they feel that way? ?

Likely triggers

What reasonable adjustments could be made (in the future) to support the young person?

Comments

Complete the Post Incident Learning Section

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


< Back

 Save for later

21
Next Page

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 – The Smart Behaviour Plan Builder

ur/Risk Assessment Plan ?

	Date of Plan	Review Date of Plan	Completed By
	dd/mm/yyyy	dd/mm/yyyy	

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

Adjustments

Additionally?
g lessons , Play Dp music in assembly , Play Dp music in assembly , Play Dp music in assembly , Play Dp music

Support for Triggers
People making fun of her music, People making ic, People making fun of her music, People



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.

BehaviourSmart

Record Incident

Smart Plans

Search

Create Incidents

Create Smart Plans

Reports

My

Users Page

Setup

Smart Behaviour Plan: Chris Rock

BehaviourSmart/behaviour/7886/edit

Behaviour Management Techniques

Deescalation Techniques

Giving Space

Try

Avoid

reassurance

Try

Avoid

verbal advice and support

Try

Avoid

reduction of language

Try

Avoid

tactical ignoring

Try

Avoid

positive reinforcement

Try

Avoid

scripts

Try

Avoid

redirection

Try

Avoid

sensory regulation

Notes

Marilyn likes lots of space

Notes

Notes

Notes

Notes

This does not work very well

Notes

Notes

Notes

Notes

26

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

School

d
Plan
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etup



Quick Search

Get Search >

Details

Search Criteria

Add to Quick Search

Field

Query

Value

+ Add Criteria

< Back

View Results

First 250 Results (279 found)

Incident No	Young Person	Date Of Incident	Parents Informed	Flag	Actions
besmart-9667	Axl Rose	05/05/25			
besmart-9665	Axl Rose	06/05/25			
besmart-9657	Axl Rose	06/05/25			
besmart-9641	Axl Rose	01/05/25			
besmart-9626	Axl Rose	01/05/25			
besmart-9615	Axl Rose	07/05/25			
besmart-9607	Axl Rose	05/05/25			
besmart-9588	Axl Rose	01/05/25			
besmart-9587	Axl Rose	06/05/25			
besmart-9580	Axl Rose	01/05/25			

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 also record that parents have been notified.

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



User Guide – Incomplete Incidents

Behaviour Smart

-  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

Analytics

BehaviourSmart/reports

Available Analytics

Global Incident Report

Top individuals, groups, times and locations.

Intervention Report

Overview of interventions.

Injuries Report

Overview of injuries.

Log Report

Overview of logs.

PIL Extras Report

Overview of PIL extras.

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.

Log Report will show details of logs

Clicker Report will show details of quick behaviours recorded

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.

The screenshot displays the BehaviourSmart application interface. On the left is a sidebar menu with the following items: Dashboard, New Incident, Log, My Smart Plans, Incident Search, Incomplete Incidents, Incomplete Smart Plans, Analytics, Directory, System Users Page, and School Setup. The main content area is titled "Global Incident Report" with a sub-link "BehaviourSmart/incident/report/search". Below this is a "Quick Search" bar with a text input field, a dropdown arrow, and buttons for "Get Report >" and "Delete". The "Search Criteria" section contains three dropdown menus: "Field" (set to "Student - Primary"), "Query" (set to "is"), and "Value" (set to "Marilyn Monroe"). There is an "Add Criteria" button with a plus icon and a minus icon. At the bottom of the search criteria section are "< Back" and "Get Report" buttons. A large orange arrow graphic points towards the bottom right corner of the page.

BehaviourSmart

Global Incident Report
BehaviourSmart/incident/report/search

Quick Search ▼ [Get Report >](#) [Delete](#)

Search Criteria [Add to Quick Search](#)

Field	Query	Value
Student - Primary ▼	is ▼	Marilyn Monroe ▼

[+ Add Criteria](#)

[< Back](#) [Get Report](#)

36

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.

behaviour
mart

Global Incident Report
BehaviourSmart/incident/report/search

Quick Search ▼ [Get Report >](#) [Delete](#)

Search Criteria [Add to Quick Search](#)

Field	Query	Value	
<input type="text" value="Student - Primary"/> ▼	<input type="text" value="is"/> ▼	<input type="text" value="Marilyn Monroe"/> ▼	<input type="button" value="⊖"/>
<input type="text" value="Incident - Date"/> ▼	<input type="text" value="on"/> ▼	<input type="text" value="15/6/2024"/> <input type="button" value="📅"/>	<input type="button" value="⊖"/>

Find results that match
 ▼

[+ Add Criteria](#)

[< Back](#) [Get Report](#)

37

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.

behaviour
smart

Global Incident Report
BehaviourSmart/incident/report/search

Quick Search Get Report > Delete

Search Criteria Quick Search Name * Taylor Hurting Staff Save

Field	Query	Value	
Student - Primary	is	Taylor Swift	⊖
Field	Query	Value	
Behaviour - High Level	is	Hitting	⊖
Field	Query	Value	
Incident - Restrictive Physi	is	Yes	⊖
Field	Query	Value	
Injury - Suffered By Staff	is	True	⊖

Find results that match
ALL OF THE ABOVE

+ Add Criteria

< Back Get Report

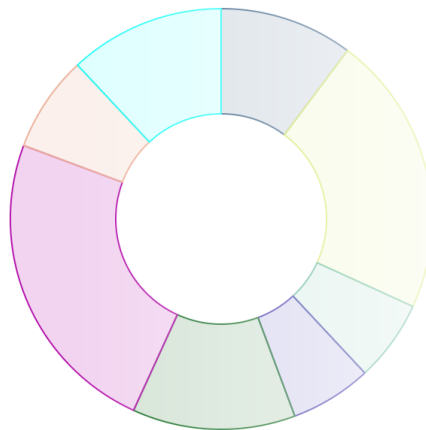
Involvement Report

BehaviourSmart/report/involvementreport

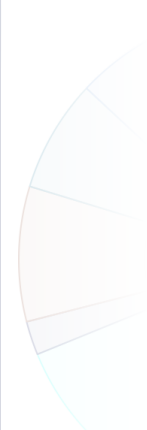
187

Number of Incidents

Staff

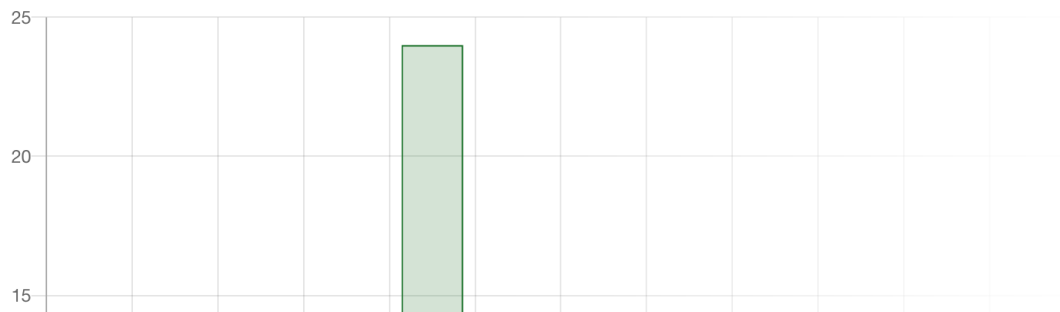


Other Staff



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

Student Directory

BehaviourSmart/serviceusers

Bulk Upload

+ Add Students

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.

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

Logout

Click on the eye icon to see a timeline of events for the individual, here you can download historic reports.

The note pad is where you can view the personal information, records, key contact details, Smart Plans and record incidents and logs for the individual.

Bulk Upload

Add Student

Student Number ^		Year Group		Actions
		Year 4		<div><div></div><div></div><div></div></div>
		Year 5		<div><div></div><div></div><div></div></div>
		Year 12		<div><div></div><div></div><div></div></div>
		Year 8		<div><div></div><div></div><div></div></div>
		Year 11		<div><div></div><div></div><div></div></div>
		Year 10		<div><div></div><div></div><div></div></div>

3

42



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>

Behaviour Smart AI will analyse and give feedback on:

1. A single report
2. An individual
3. You whole service

Summarise Report

On 1st October 2024, an incident occurred in the hall involving Mariah Carey and Taylor Swift that escalated from a minor behavioural issue, such as tapping, to a fight over a song competition, resulting in Mariah sustaining a black eye. The staff member who 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 powers were used, though some physical intervention occurred, leading to injuries that required treatment.



AI Insights

Users can support and provide feedback on the report.

Summarise Report

Recommend Actions

Assess

Draft an informal letter/email

Draft a formal letter

Suggest

Suggest strategies for the Service User

How can we best support this Service User

Give me

Help me with post incident learning

What can we learn

Sum



Users will support and feedback on the individual

Service Insights

Create a 6 hour training course based on our needs

Create a 3 hour training course based on our needs

Create a 1 hour training course based on our needs

Summary of Incidents

Supporting Post Incident Learning

Summary of Low Level Incidents

Summary of Medium Level Incidents

Summary of High Level Incidents

What can we learn from our incidents?

What do we do well?

Information for (SEF)

Most Common Triggers

What are our areas for development

Is behaviour in our service improving

How can we improve overall behaviour

Causation of behaviour

Improve AI Insights

Report inaccurate information

Make a suggestion



AI Insights

Users will support and feedback on the whole service



Thank you for using Behaviour Smart.