VenturEd Solutions™

CASE STUDY

Why BehaviourWatch has been a game-changer for The Excelsior Academy

Learn how The Excelsior Academy has transformed their behaviour management



The Excelsior Academy, part of the Community Schools Trust (CST), adopted BehaviourWatch in late 2022 following its successful use across other schools in the trust. These schools had already been using the system extensively to log and manage their behaviour data, influencing Excelsior's decision to implement it.

Since adopting BehaviourWatch, The Excelsior Academy has seen significant improvements in its behaviour processes, as well as positive effects on students.

In this case study we spoke with Dawn Wilkes, who leads the administrative process for behaviour management and communications at Excelsior Academy, to discuss its impact on the school's behaviour management process and overall outcome.

Dawn describes BehaviourWatch as a "game changer," enabling her team to log much more behaviour data in a fraction of the time. The system is also helping to drive improvements in student behaviour and better parental engagement.

The Excelsior Academy

ABOUT

1,030 students

Using BehaviourWatch since 2022

Shacklewell, London

PRODUCTS

BehaviourWatch

TEAM



Dawn Wilkes
Office Manager

> **"If we had to go back to the old way, it would be totally impossible to do even half of everything we do now."**

The challenge

Behaviour management at the academy before BehaviourWatch

Before implementing BehaviourWatch, The Excelsior Academy relied on Excel spreadsheets to track behaviour incidents and detentions. Staff filled out a Google Form, which then populated a spreadsheet, and Dawn had to manually email parents to inform them of detentions.

This manual process had several critical issues:



Time-consuming and inefficient

Staff were setting detentions outside working hours, sometimes as late as 11pm, meaning parents were receiving emails at inconvenient times.



Prone to accidental errors

Duplicate detentions were common, especially for students who got detentions at multiple lessons in a day, causing issues for reception staff.



Difficult to identify trends

Incidents were logged in complex spreadsheets and paper books, making it hard to track trends or address recurring behavioural issues effectively.

“We were using Excel spreadsheets, and I had to manually email parents to let them know about detentions. It wasn’t very clever — it was an absolute nightmare!”

The solution

Implementing BehaviourWatch at the academy

To address these challenges, The Excelsior Academy transitioned to BehaviourWatch, replacing spreadsheets and manual data entry with an automated, centralised platform.

The teachers use BehaviourWatch to log slips, then reception staff review these and set detentions accordingly. This has been particularly impactful because of the duplication issues they had previously.

“It really is much more efficient for us,” Dawn adds. “Now we have a limit of one detention per day, so the accuracy is spot on now. It’s really good.”

Key areas that have been transformed include:

Better detention tracking and communication

“All the staff have got logins to BehaviourWatch and have it open during classes,” says Dawn. “They record things like missed homework, behaviour in lessons, behaviour outside of lessons — it’s all recorded.”

This greatly reduces the workload of the admin team who then set the detention and manage communications, ensuring parents are informed efficiently. No more manual emails at inconvenient hours. Instead, detentions can be logged instantly, and parents receive timely updates.



“Setting detentions is really, really quick now. It was time consuming before, especially with managing multiple detentions in one day. Now in BehaviourWatch, it automatically goes to the next free date for that student to take the detention. That’s saved more than five or six hours every week.”

Identifying trends to plan interventions

With lots of flexible reports available, Dawn is able to support her colleagues with identifying hidden trends that might explain student behaviour. This allows the team to plan interventions to support the students.

“The first aid report that I’ve been running recently has been really good at highlighting patterns,” Dawn explains. “If the first aid report shows one child has been there four times in a week, we can see which lessons they don’t like!”

> **“Before, it was all written in a book, so you’d be flipping through pages and couldn’t really find patterns.”**

Enhanced parental engagement

BehaviourWatch has streamlined communication with parents, with over 100,000 emails being sent automatically this academic year. This is a huge time saver for Dawn, who used to do this manually. She’s now able to have much better conversations with parents to help improve student behaviour.



“Parents are much more informed now. It’s really useful when we have parents complain, because their children have told them they didn’t do anything wrong.

“I can run a report and tell them exactly what they’ve done, which is really good for getting parents on board. We can ask them to sit down at home and talk about the behaviour with their child.

“With those kids, their detentions have slowed down because their parents are speaking to them about it at home. So it has made a difference to parents — especially the argumentative ones!”

Impactful reports for better decision-making

The Academy can now generate detailed reports on student behaviour, which means staff can easily identify trends and back up their discussions with real data. The reports are particularly impactful in meetings between parents and school leadership teams, which Dawn is able to help with.

“I run reports for the Student Manager and the Head of Learning if they’re planning to speak to a parent, so that helps them prepare for the conversation. I can also do this quickly if a parent calls the school.

“It’s useful for the parents because it opens their eyes to what the kids are getting up to,” Dawn adds. “The kids might blame their behaviour on a certain lesson or one teacher, but the report might show the pattern is across other lessons, too. It really does give you an insight into what’s going on.”

Customisable, school-specific automation

BehaviourWatch also allows the academy to implement their own specific policies in the system, automating their processes to save admin staff even more hassle. Sometimes these requirements can also change over time.

Dawn is in regular contact with the BehaviourWatch support team so she can ensure her colleagues have access to everything they need.

“Sometimes we change how we want to manage behaviour, so we’re always customising BehaviourWatch.

For example, we can set it to automatically set detentions with the headteacher after a certain number of incidents.”



The results

Improved efficiency in reception, better behaviour in class

The introduction of BehaviourWatch has had a significant positive impact on behaviour tracking, staff workload, and parental engagement for The Excelsior Academy.



Setting detentions is now faster and error-free, allowing staff to process up to **400 detentions a day.**



Over 100,000 emails have been automated, reducing complaints and enabling more constructive conversations between staff and parents.



First aid logs have **revealed behaviour patterns,** such as students repeatedly skipping specific lessons.

Based on her experience, we asked Dawn what she would say to other schools who might be considering using BehaviourWatch.

“I’d say give BehaviourWatch a go. I’d never used BehaviourWatch before, so my reaction was wow, it’s so fast! To me, it’s everything that we could want. You can always customise it to make sure you’re getting what you want out of it, and the team are always happy to help. It is a game-changer, especially if you’ve never used anything like it before.”

To find out more, visit **behaviourwatch.co.uk** or get in touch with our friendly team to discuss how BehaviourWatch could work for your school.

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