

KCSiE Compliant Digital Monitoring

For Schools and MATs



smoothwall®
by Qoria



The iSPAs
Multiple Award
WINNER

Presenters



Schools Broadband

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Introduction

- **Requirements:** To keep your school KCSiE and DfE compliant
- **Understanding:** The differences between filtering & digital monitoring and the importance of both technologies
- **Risks:** Trend analysis of digital safeguarding risks

Why Are We Talking About Monitoring Today?

- **Monitoring:** Monitoring was first formally introduced into KCSiE 2016
- **Guidelines:** Guidelines stated schools should adopt “appropriate filtering and monitoring systems”
- **Updates:** Successive updates emphasise growing importance of robust & effective software solutions
- **DfE:** New DfE Filtering & Monitoring standards published 22nd October 2024
- **Standards:** Standards provide detailed criteria and guidelines for both filtering and monitoring tools

“It is essential that governing bodies and proprietors ensure that appropriate filtering and monitoring systems are in place”
KCSiE 2024

Web Filtering vs Digital Monitoring

Filtering

- Web filtering is a **preventative measure that blocks access** to harmful, inappropriate, or illegal online content by analysing and restricting specific websites, links, and media. It ensures users are shielded from exposure to unsafe material before they encounter it.

Monitoring

- Monitoring, on the other hand, is a **reactive solution that tracks user activity on devices without blocking access**. It generates reports or real-time alerts based on concerning behaviour or interactions, such as bullying or accessing harmful content, allowing staff to intervene as needed.

Common Misconceptions

"I have monitoring already; my filter does that"

"If I receive monitoring reports that show everything a user has searched and typed, I don't need filtering reports"

"I don't want to be bombarded with alerts/false positives / don't have time to look at the reports"

"I don't need monitoring as we're a small school and I can see all of the children's screens"



Schools Broadband & Smoothwall

- Schools Broadband already have a multi-award-winning Filtering and Security solution
- Schools Broadband needed a best of breed Digital Monitoring solution
- Delighted to announce new partnership with Smoothwall

Welcome

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So What's Monitoring Then?

If the filter is our digital playground fence, then monitoring is..

The member of staff on playground duty



Monitoring Isn't Like A Fence!

- **The staff member isn't there to stop kids wandering off**
...but you might be able to relax your filter if there's someone watching
- **A staff member can give you the context as to why a problem's happening**
Fences don't talk – a filter log isn't going to show intent
- **Bad stuff happens in good places**
Bullying in Google Sheets, suicide notes in Word

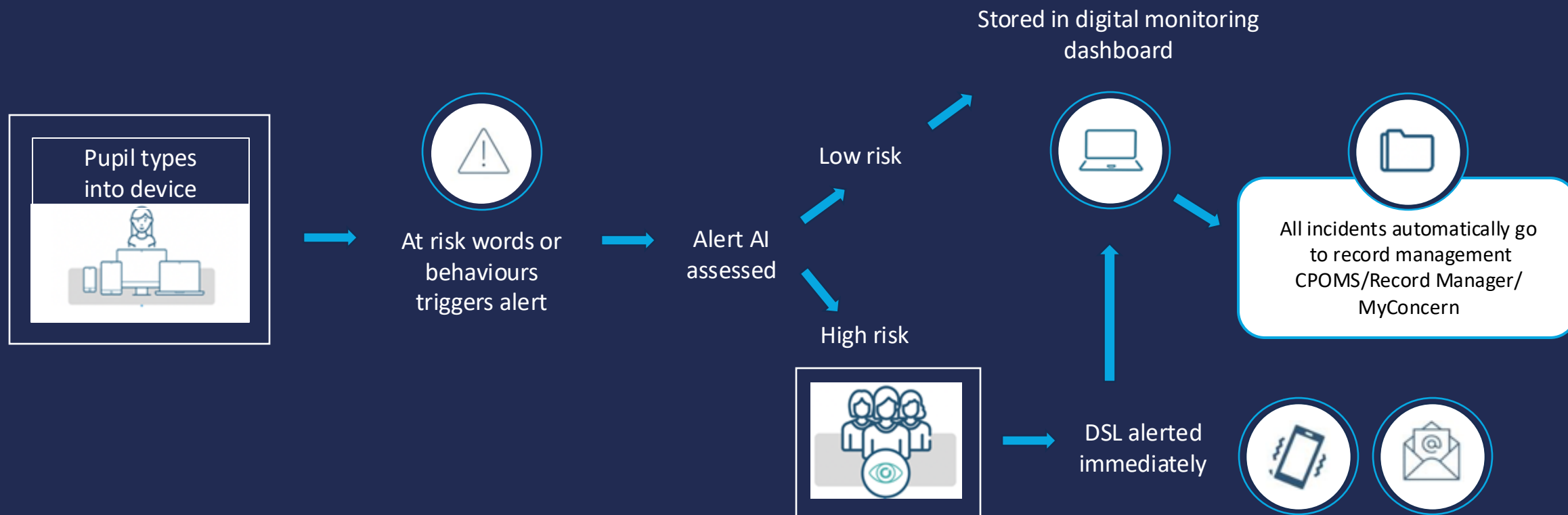


Risks In 2024

- **Every 56 Seconds**
Student at suspected risk
- **Every 4 Minutes**
Serious cyberbullying, bullying or violent incident
- **Every 50 Minutes**
Highest possible risk from a sexual incident, including a risk to their health or life
- **Every 18 Minutes**
Alerted highest possible risk
- **Every 3 Minutes**
Student suspected to be involved in a serious sexual incident

Digital Monitoring

How it works



High Level Stats

- **For every 1,000,000 captures of data from schools**
Where a capture is typically a short sentence
- **10,000 of these are reviewed by Human Moderators**
Or 1% - AI removes 99% of false positives
- **100 of these result in serious events being raised by email/phone**
Or again, 1% of all items reviewed by the human moderation team



The Two Types Of Monitoring



Unmanaged or Unmoderated

- Agent on the device
- Entirely keyword based
- Only electronic alerts
- You get the alert, no more
- Drink from the firehose



Managed or Moderated

- Agent on the device
- Alerts checked by humans
- Phone calls for serious events
- Context and depth available
- Very low false positives

The Eyes and Ears Of A Teacher Alone Is No Longer Enough

- **Out of Hours**
Safeguarding incidents don't stop when the school day ends
- **5pm Friday**
Students spend extended time online at weekends without the safety net of school policies or teacher guidance
- **Hidden Digital Spaces**
Teachers can't monitor private chats, encrypted spaces, etc.



The 'Third Type' Of Monitoring

Some people claim that 'monitoring' your web filter logs is (nearly?) as good as a monitoring product. **This is simply not the case.**

Logs are complex to read

There's no context

Not everything is picked up by
the web filter

Search terms at best!

NOT MONITORING



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Scenario Recap



Common Misconceptions

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Questions & Feedback



Digital Safeguarding Guide

Free to all webinar attendees

Coming soon to your email inbox!

Guidance on demonstrating a robust digital safeguarding framework during an Ofsted inspection.

How to demonstrate proactive strategies to educate, monitor, and protect students in the online environment.



