

# KCSiE Compliant Digital Monitoring

For Schools and MATs





# 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 22<sup>nd</sup> 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

**smoothwall**<sup>®</sup>  
by Qoria



# 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.



