



Securus
Safeguard Monitor Protect

Assisted Monitoring Service (AMS)

Delivered in partnership with
South West Grid for Learning
(SWGfL) & ITS4all

About our Assisted Monitoring Service

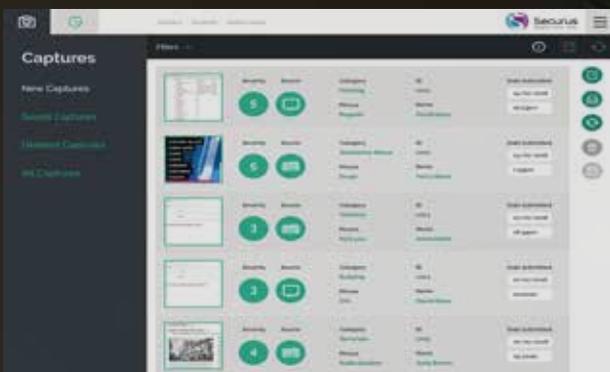
The Assisted Monitoring Service incorporates Securus safeguarding software along with a fully managed service operated by our partners SWGfL and ITS4all.

AMS provides schools with a service that monitors, analyses and categorises capture data along with rapidly alerting you to potential risk. This approach to online safeguarding ensures that your devices are constantly monitored by a team of safeguarding experts who can offer support and advice to help resolve issues and discuss the appropriate course of action to take. This also helps to ensure potential risks are less likely to go undetected.

As part of the September 2018 update to Keeping Children Safe in Education guidance, it became a statutory requirement for all schools to have "appropriate" monitoring systems in place. Our Assisted Monitoring Service ensures you are compliant.

Key Benefits of AMS

- ✓ Fully managed service operated by trained professionals with safeguarding backgrounds.
- ✓ Incidents are identified and categorised to inform school staff of potential risk.
- ✓ Provides guidance and support where required, to manage safeguarding concerns.
- ✓ Cost effective service.
- ✓ Complies with Keeping Children Safe in Education guidance, PREVENT duty & Ofsted requirements.
- ✓ Monitors all devices for inappropriate material.
- ✓ All activity is monitored on a daily basis.
- ✓ No time constraints on school staff to review captures.



Our AMS Partners



For more information on our Assisted Monitoring Service:

Tel: 44 (0) 330 124 1750 | Email: enquiries@securus-software.com | Web: www.securus-software.com

Challenges to Ensuring Effective Monitoring

Monitoring technology can certainly help schools, but there are a number of challenges that can arise unless your school has the resources to carry out this task effectively.

- ✔ **Staff responsibility** Not all schools have staff appropriately trained to deal with safeguarding incidents and reviewing captures requires a level of insight and awareness. Time constraints and conflicts with other duties are also factors.
- ✔ **Data volume** Monitoring can produce high volumes of data. Using the AMS service means serious incidents are prioritised.
- ✔ **Frequency to review** Due to limited resource, schools can find they are unable to complete reviews of captures quickly enough to identify and act upon more serious incidents.
- ✔ **Actions required** Schools may need help with taking steps to resolve an issue once it has been identified, especially if the issue is related to a unique situation.

The Technology

Securus monitors the user activity on each monitored device, sending data back to the Securus cloud portal for analysis and action. Rather than blocking data, Securus operates in the background comparing the realtime activity of users against pre-defined lists that may indicate off-task, inappropriate or even unsafe activity.

When a capture is activated a screenshot of the activity is sent to the Securus portal for review and analysis

The AMS Team

The Assisted Monitoring Service is operated by trained and experienced professionals at SWGfL and ITS4all, who have a background in child protection, ICT and social care. They understand how schools use the internet and how filtering and monitoring services work.



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