



Senso Assisted Safeguard Monitoring Service

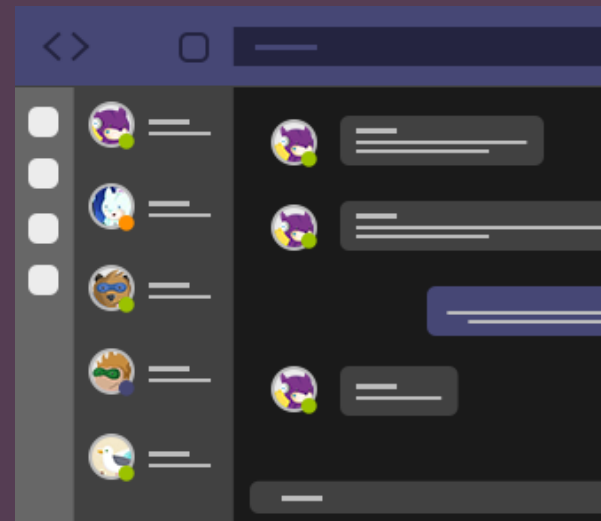
A fully managed service with human screening, moderation, assessment including external escalation, real-time evaluation of events by safeguarding experts with effective and expert triage, with phone calls for most serious cases for instant attention.



What is the Senso Assisted Safeguard Monitoring Service?

Senso Safeguard Assisted Monitoring service apply the capability of award-winning online safety specialists to assist schools in managing their Senso safeguarding technology.

Assistance is an important and powerful descriptor as the service works in collaboration with each school rather than seizing responsibility; partnering the capability and capacity of online safety specialists with local school child safeguarding people and processes.

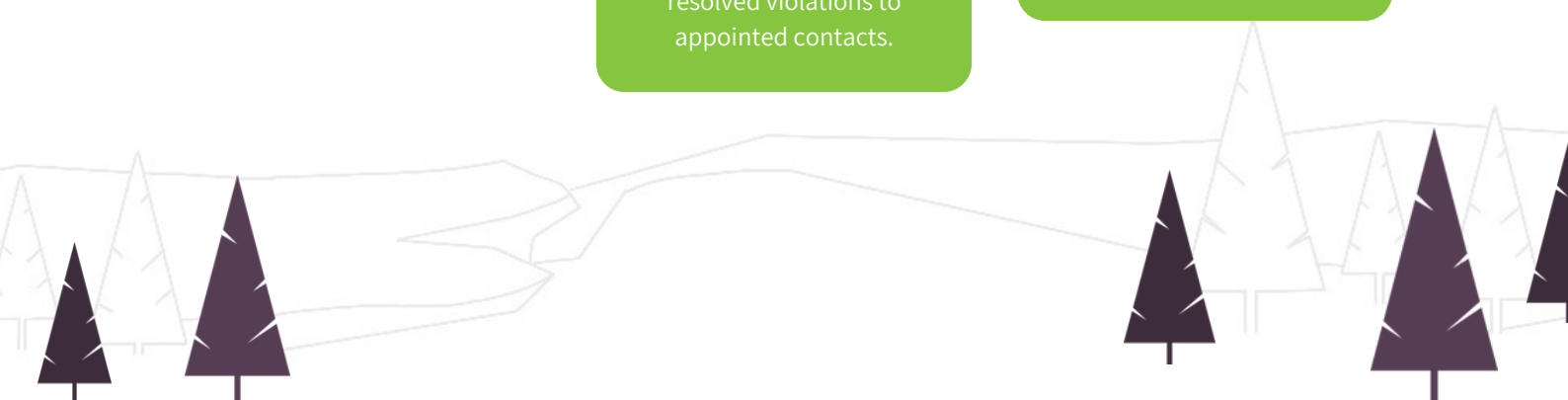
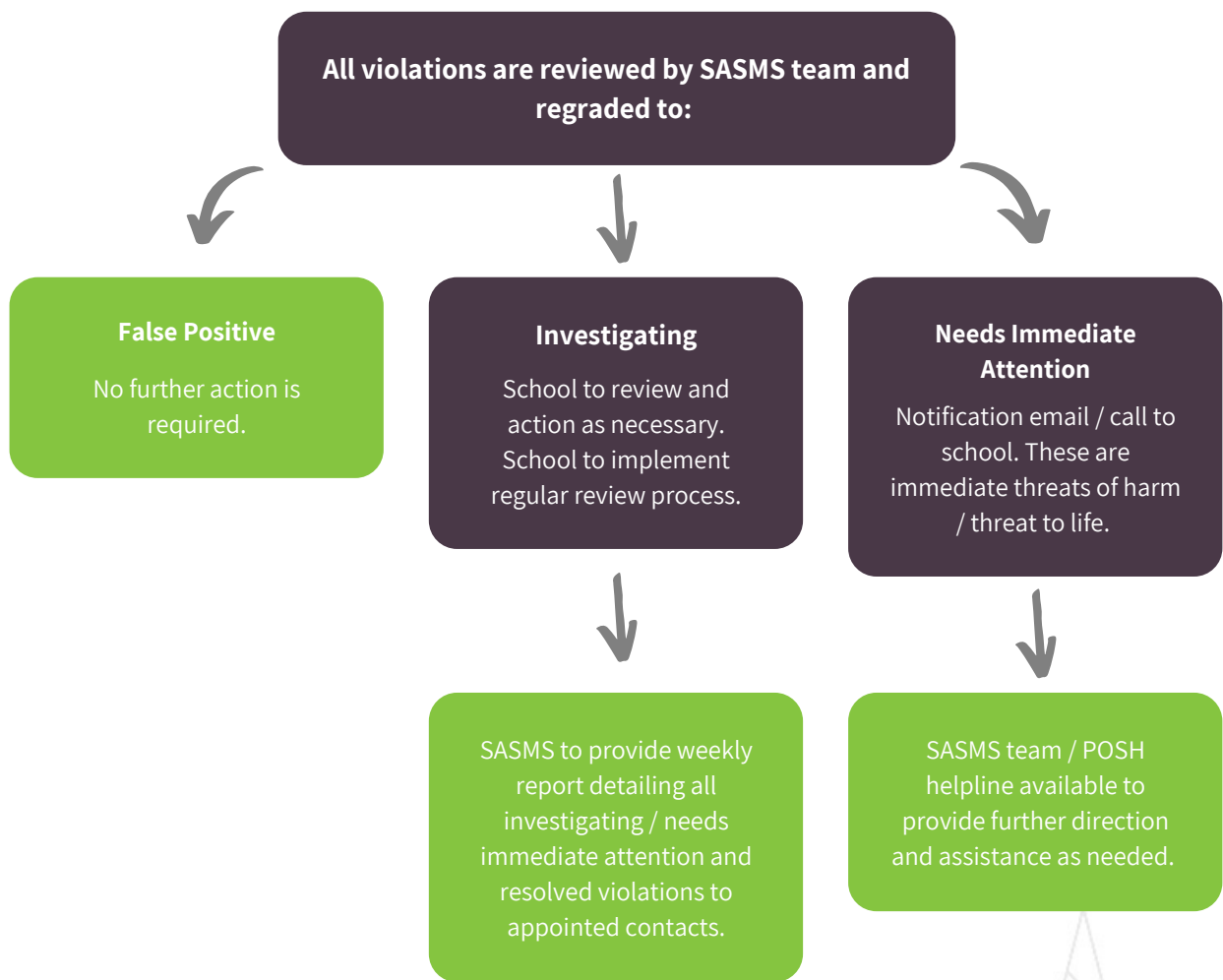


The union of these services with local school child safeguarding, recognises that school staff may have a range of distractions that prevent them from applying the sole attention to the management of their monitoring system.

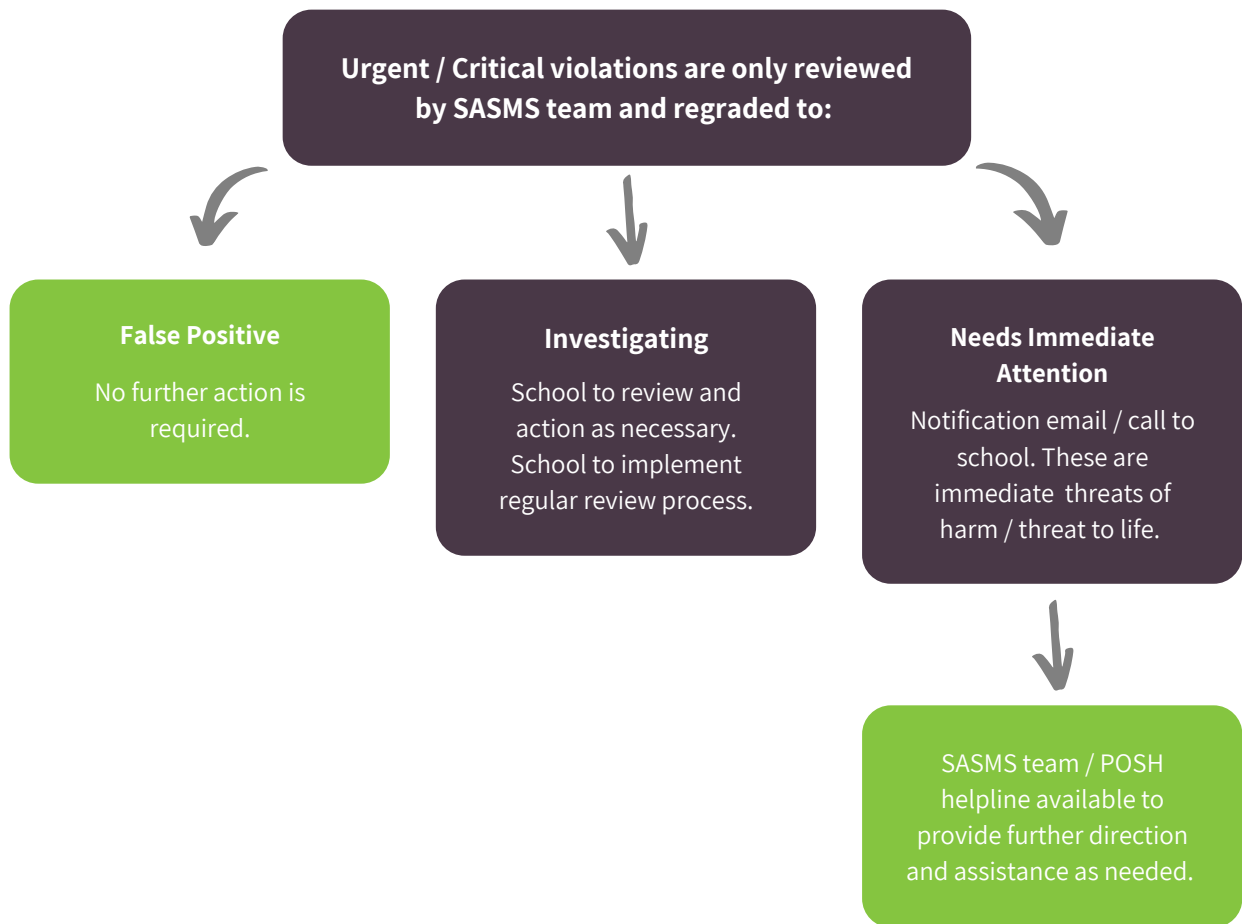
Two key services have been defined depending on the level of support required and capacity of the school safeguarding team, as well as a choice of timing options depending on cover required and online activity during term and non-term time.

	Identification/Notification of Urgent/Critical Alerts	Review of all Alerts to remove False Positives	Weekly Summary Report
Urgent/Critical Incidents	✓	✗	✗
Full Triage	✓	✓	✓

Full Triage Process



Urgent / Critical Process



This full triage service means that only actual or high potential safeguarding and behavioural incidents need to be reviewed by the school safety team as all false positives can be filtered away.

The case managers, supported by child protection specialists are skilled in assessing the alerts, assimilate the risk and identify a response or escalation. The analysis of each alert is focused on the context of the violation, the usage patterns of the specific user and any other relevant factors or supporting information.

In addition, when incidents occur, school staff are likely to appreciate the suggestions about managing the incidence in context of their own child safeguarding policies and procedures. Both services allow schools to manage other incidents that don't warrant the immediacy of intervention at their own discretion.

