



DSL FAQs for the managed monitoring service (with human review)

What is the difference between filtering and monitoring?

Web filtering allows you to block or allow webpages - it is binary, applies only to websites and provides little context about a pupil's journey. Monitoring is about much more, allowing you to see a user's broader activity across the whole device and will take captures including screenshots and further context where there are indications of a potential safeguarding concern. Find out more about the differences at [monitoring.lgfl.net](https://www.lgfl.net/monitoring) and [safefiltering.lgfl.net](https://www.lgfl.net/safefiltering).

Why do we need Senso monitoring if we've got SchoolProtect?

[SchoolProtect](#) and [HomeProtect](#) are LGfL's web filtering systems, accredited by the UK Safer Internet Centre. They allow you to block inappropriate content but are not monitoring systems. [Keeping Children Safe in Education](#) and the [DfE standards for filtering and monitoring](#) require schools to have appropriate filtering AND monitoring. There are different ways to monitor students (see 'Monitoring Strategies' on [this UK SIC page](#)); increasingly schools are opting for a technical solution to better see and understand all student's online behaviour and act accordingly to safeguard them.

What is the value of the LGfL and Senso partnership?

LGfL is delighted to have partnered with Senso to provide pupil monitoring. Both organisations have a vision for a commitment to safeguarding and complementary aims. Find out more about what makes the partnership special in [this video](#).

The partnership will provide monitoring to schools across the country which could otherwise not have afforded it, but there is much planned over the next year that will take this to the next level. LGfL and Senso will be working together to identify local, regional and national trends and help schools to incorporate real-life data into more effective proactive and reactive safeguarding, as well as embedding data into RSHE and PSHE safety education.

Is the monitoring product compliant / appropriate?

Senso's Safeguarding Cloud service is deemed 'appropriate' in terms of Keeping Children Safe in Education's 'appropriate monitoring' as demonstrated by this [submission](#) to the UK Safer Internet Centre.

In terms of compliance with the DfE standards for filtering and monitoring ([standard 4](#)) however, it is important to remember that compliance relates to a school's effective deployment of monitoring, fulfilling different roles and responsibilities, carrying out reviews, checks and more. Therefore, leaders should consider how they meet

[monitoring.lgfl.net](https://www.lgfl.net/monitoring)



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the standards and what evidence they have. We will be working closely with schools to help them understand how to do this (the LGfL [Online Safety Audit](#) may also help), but be assured that the technology we provide gives you all you need to comply and more.

What does the software look for / how does it work?

When you install the software onto all devices used by pupils (please note that monitoring staff is a very different issue), it tracks a user's keystrokes and if concerning language is identified, it triggers a screenshot and further analysis. The system uses a complex combination of AI and the latest corpus linguistics to help identify when even everyday language can be concerning. You will then be provided with a screenshot, user name (make sure pupils always log into devices), time, date and other contextual information in an alert, which will be graded as low, medium, high or critical/urgent - these are sent to you immediately or in digests in accordance with your settings.

What is the difference between managed and unmanaged?

Unmanaged monitoring means that it is entirely the school's responsibility to manage the portal and examine the captures. You will need to monitor the portal throughout the day - it can be thought of as self-service.

Managed monitoring involves a human review team which will triage your school's captures and flag those to you that are critical and urgent, removing any false positives and providing peace of mind that concerns will be picked up and acted upon swiftly. DSLs will still need to pay close attention to alerts received by the team (responding to phone calls about the most urgent, reading email digests and looking at the portal each day to see if they disagree with any captures marked as 'false positives'), but the constant oversight by the managed team will provide greater peace of mind.

The software used for both services is identical; this means that schools can move between managed and unmanaged with ease (contractual/payment agreement notwithstanding). If you wish to switch from one service to another, contact monitoring.requests@lgfl.net.

Will there be training available?

Yes, there is self service training available for DSLs and Technical support. At least one DSL and one IT Technician need to complete the respective training for your school. You will be given access to this shortly after the set up form for your school is completed.



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To access the self-service training about LGfL Senso monitoring, please visit learn.senso.cloud and log-in using your **Google** or **Microsoft** credentials (simply click on the button, don't add any credentials, but do ensure you are logged into the web browser with the correct account).

If you do not have a login with either of these, click on 'forgot password' to generate a password for your account with the email address provided to LGfL for the provisioning of your monitoring. Your completion of the relevant training on the system will then be logged by the platform.

If you are not nominated as either the DSL for your school, but need access to the training, please complete the [Senso Learn Registration Form](#).

Once you are up and running, if you still have questions or want to discuss best-practice as a DSL for portal use or can't remember how to do something then please:

- Email us - monitoring@lgfl.net
- Access the 'How to Guide' for DSLs - dlsensoguide.lgfl.net

How does managed monitoring work?

Managed monitoring uses Senso's safeguarding portal and a dedicated team of experts to review and triage your logs. The team filters out false positives and alerts school contacts about urgent or critical captures during business hours (8:00–18:30, Monday to Friday). If a capture occurs outside these hours, the school will be notified the next morning, and emergency services may be contacted if necessary. Schools remain informed during holidays with a designated point of contact.

Who are the experts on the managed service team?

The managed service team has a wealth of experience in technology and safeguarding. Our Safeguarding specialists have received Designated Safeguarding Lead training, alongside a wide range of other safeguarding training on issues such as county lines, CSE and gang related crimes.

All members of the managed service team have Enhanced DBS checks.

What are the DSL's responsibilities when using managed monitoring?

The DSL has lead responsibility for filtering and monitoring in the school as per KCSIE. It will be the DSL's responsibility to ensure that their school is meeting the DfE standards for filtering and monitoring, including completing an annual review, ensuring the school's relevant policies are up to date and effective.

From an operational perspective, DSLs will be the primary contacts for the managed service team.



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Although the managed service team will flag Urgent/Critical captures directly to you, DSLs need to regularly check the platform daily with the platform to view ALL captures. When doing so we recommend that you mark them as 'resolved' when you have dealt with the incident.

DSLs should also review the weekly report sent by the managed service team and use it to inform future safeguarding provision and interventions in school.

DSLs will need to change the status of captures on the portal as they are dealt with and transfer captures that are a safeguarding concern to their reporting system (e.g. click the Export to CPOMS / MyConcern buttons).

The DSL will also need to liaise with technicians to customise the system as required.

Despite using managed monitoring, schools remain responsible for the safeguarding of their pupils and for following their internal policies and procedures, including deciding on action/s that need/s to be taken as a result of a capture and recording this.

What happens out of hours and during holidays?

We will ask you how you wish us to respond outside school hours or term-time. On occasion, where we can not get hold of you, the managed service team may be required to call the emergency services to ensure that the individual receives the right support in a timely manner. If this were to happen, nominated school staff would be informed as a matter of urgency.

If I use managed monitoring, can I still see all the capture information?

Yes, DSLs retain access to all information at all times and use the same portal as the managed monitoring team. You know your students best so it is important you review the team's work, but this should be much faster as a result of their work and allow you to look at less severe captures when you have time.

What do the different categories of severity mean?

The managed service team will filter out obvious false positives to leave captures which need actioning. These will be grouped as follows:

- **Low, medium and high** severity captures need investigation by relevant school staff. They do not pose immediate harm or threat but may be indicative of certain issues or difficulties that a pupil may be experiencing such as poor mental health.

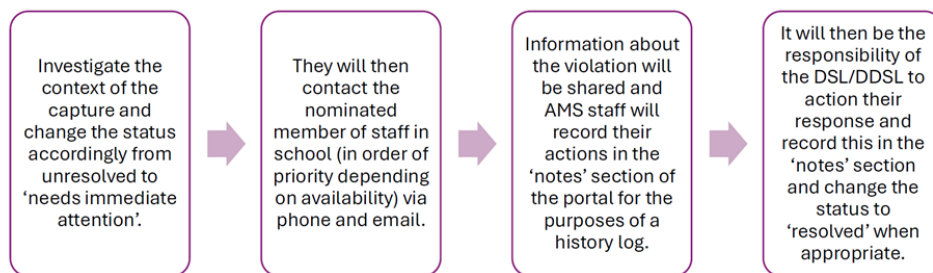


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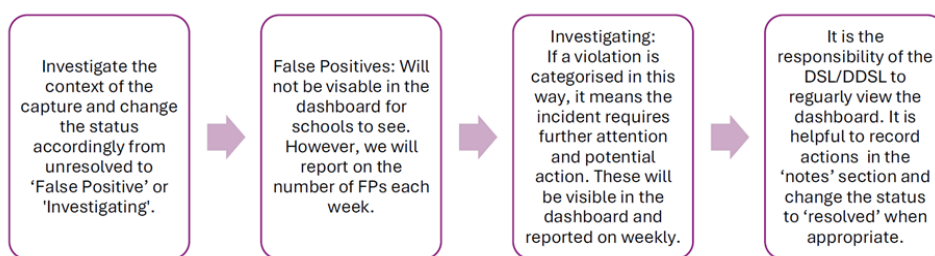
- **Urgent/critical** captures are deemed by our staff to pose potential or immediate threat of harm or threat to life. The managed service team will phone the school and follow up to make sure they received notification of any urgent/critical captures.

How will the managed service team respond to the different severity levels?

When the managed service team staff are alerted to the most serious (urgent/critical) captures, they follow this process flow:



When managed service team are alerted to low, medium or high, they will:



Managed Monitoring staff will categorise a capture based on the information they have available to them in the capture. They will always act with caution and if in doubt they will get in contact. If you are unsure as to why a decision has been made regarding the categorisation of a capture please contact the team for a chat.

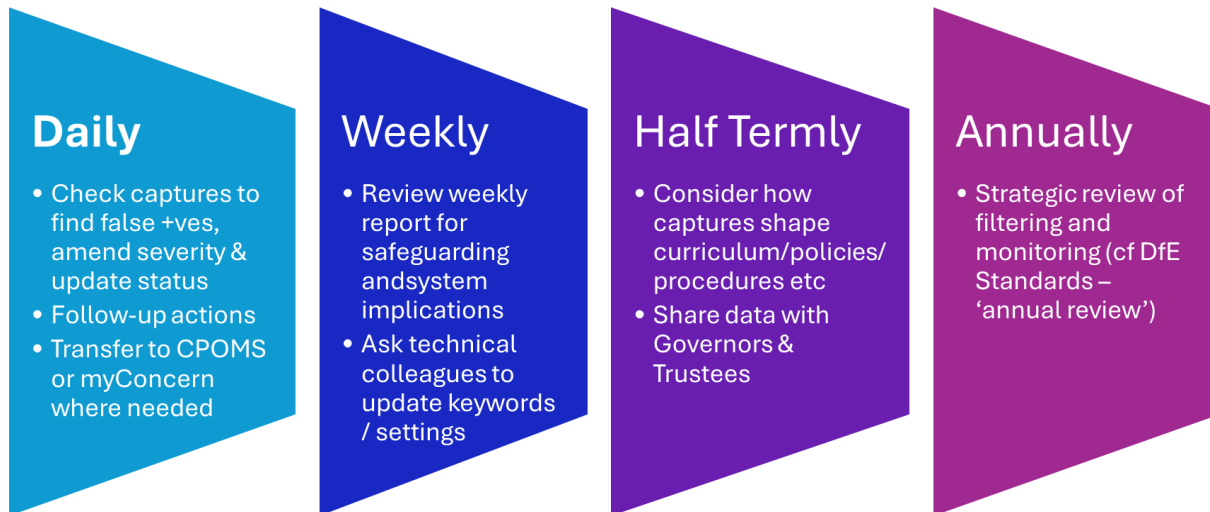
If you have a team of DSLs in your setting, we advise that you consider setting up a DSL group email account so that alerts can be sent to there, in case of staff absence or unavailability.



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What do I do on a day-to-day basis?

Our suggestion of your regular tasks is as follows:



How do I use the portal?

There is a guide for DSLs to remind you of what you saw in the training webinar and where to click to do all your actions. Please access this here: dlsensoguide.lgfl.net

Do I need a DPIA?

LGfL cannot decide on your behalf if this is necessary or not - we suggest that you discuss the service with your data protection officer (DPO) and read the [LGfL Monitoring Service Privacy Policy](#).

What else do I need to know if I am from a MAT?

Please note that we will set up schools within a MAT with the presumption that they will be centrally managed and should sit under the umbrella organisation. This will not mean that DSLs in a single academy will see captures from another but it will mean that the central safeguarding team can see all schools and also the central technical team can do similar from a technical and configuration side.



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Schools filling out an expression of interest form will be asked if they are part of a trust and who the overarching trust technical and safeguarding leads are. We may not have this information if you were one of the early adopters so do reach out to let us know in case we have not been able to find it.

Please also note that if you are part of a MAT but wish to be a standalone setup (this cannot be changed so be sure that all parties agree) rather than a subsite of your MAT's portal, you must let us know.

Transition to LGfL Senso from another reseller - what do I need to know?

If you previously had Senso from another provider or for example your tech provider uses the network management tools from Senso and now you will be using the safeguarding module from us, you may have more questions - please download [this explainer](#) which will hopefully answer your questions.

What is the role of technical colleagues in relation to managed monitoring?

Technicians have an important role in setting up, configuring and updating the Senso system. They should not make safeguarding judgments on the captures received, but must attend training and will have access to support resources.

How will I give feedback?

For any general feedback, please contact us via monitoring@lgfl.net. We will be in regular contact to find out how it is going and how we can improve the service; you will also hear frequently from the managed service team who contact you regarding urgent/critical captures.

Who can I contact for more support?

Once your portal has been set up, you will be invited to complete training and sent key links to support guides. We will be adding to these FAQs over time so please return to monitoring.lgfl.net to download the latest copy or to see the technical FAQs.

If you have questions, please direct them as follows:

- monitoring@lgfl.net for all general queries
- lgfl@senso.cloud for technical queries e.g. setup and configuration
- monitoring.requests@lgfl.net for questions about your school's eligibility
- monitoring.sales@lgfl.net to receive a quote for one of the other modules