

# Appropriate Filtering for Education settings



June 2021

## Filtering Provider Checklist Responses

Schools in England (and Wales) are required “to ensure children are safe from terrorist and extremist material when accessing the internet in school, including by establishing appropriate levels of filtering”. Furthermore, the Department for Education’s statutory guidance ‘Keeping Children Safe in Education’ obliges schools and colleges in England to “ensure appropriate filters and appropriate monitoring systems are in place” and they “should be doing all that they reasonably can to limit children’s exposure to the above risks from the school’s or college’s IT system” however, schools will need to “be careful that “over blocking” does not lead to unreasonable restrictions as to what children can be taught with regards to online teaching and safeguarding.”

Included within the Scottish Government national action plan on internet safety, schools in Scotland are expected to “have policies in place relating to the use of IT and to use filtering as a means of restricting access to harmful content.”

By completing all fields and returning to UK Safer Internet Centre ([enquiries@saferinternet.org.uk](mailto:enquiries@saferinternet.org.uk)), the aim of this document is to help filtering providers to illustrate to education settings (including Early years, schools and FE) how their particular technology system(s) meets the national defined ‘appropriate filtering standards. Fully completed forms will be hosted on the UK Safer Internet Centre website alongside the definitions

It is important to recognise that no filtering systems can be 100% effective and need to be supported with good teaching and learning practice and effective supervision.

|                        |  |
|------------------------|--|
| Company / Organisation | Renato Software Ltd.                             |
| Address                | 11 High Street, Ruddington, Nottingham, NG11 6DT |
| Contact details        | 0115 857 3776 Sales@renatosoftware.com           |
| Filtering System       | Senso® Filter Cloud                              |
| Date of assessment     | 09/06/2021                                       |

### System Rating response

|  |  |
|--|--|
| Where a supplier is able to confirm that their service fully meets the issue identified in a specific checklist the appropriate self-certification colour for that question is GREEN.              |  |
| Where a supplier is not able to confirm that their service fully meets the issue identified in a specific checklist question the appropriate self-certification colour for that question is AMBER. |  |

## Illegal Online Content

Filtering providers should ensure that access to illegal content is blocked, specifically that the filtering providers:

| Aspect  | Rating | Explanation   |
|---|--------|---|
| <ul style="list-style-type: none"> <li>Are IWF members</li> </ul>   |        | Senso® is a member of the IWF and actively communicate with them.             |
| <ul style="list-style-type: none"> <li>and block access to illegal Child Abuse Images (by actively implementing the IWF URL list)</li> </ul>                    |        | IWF Lists are provided updated within Senso via an API                        |
| <ul style="list-style-type: none"> <li>Integrate the 'the police assessed list of unlawful terrorist content, produced on behalf of the Home Office'</li> </ul> |        | CTIRU URL Lists are provided and updated in real time within Senso via an API |

## Inappropriate Online Content

Recognising that no filter can guarantee to be 100% effective, providers should both confirm, and describe how, their system manages the following content

| Content                    | Explanatory notes – Content that:  | Rating | Explanation  |
|----------------------------|--|--------|--|
| Discrimination             | Promotes the unjust or prejudicial treatment of people on the grounds of race, religion, age, or sex.                                      |        | Discrimination Category is one of 500 + unique content categories, and includes daily and real-time updates, as well as ActiveWeb traffic from over 600+ million end users globally with 99% ActiveWeb Coverage and Accuracy |
| Drugs / Substance abuse    | displays or promotes the illegal use of drugs or substances  |        | Several categories combine to cover Drugs & Substance Abuse Categories as above  |
| Extremism                  | promotes terrorism and terrorist ideologies, violence or intolerance   |        | Extremism category as above plus Daily updates of the CTIRU URL lists  |
| Malware / Hacking          | promotes the compromising of systems including anonymous browsing and other filter bypass tools as well as sites hosting malicious content |        | Yes – covered within Malicious Internet Activity Category  |
| Pornography                | displays sexual acts or explicit images  |        | Adult Content Category included as above   |
| Piracy and copyright theft | includes illegal provision of copyrighted material   |        | Covered within Criminal Activity / Piracy Category   |

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| Self Harm | promotes or displays deliberate self harm (including suicide and eating disorders) |  | Self Harm Category included as above          |
| Violence  | Displays or promotes the use of physical force intended to hurt or kill            |  | Weapons / Violence category included as above |

This list should not be considered an exhaustive list. Please outline how the system manages this content and many other aspects

More than 99% active web coverage and accuracy  
 Web traffic from 600+ million end users globally  
 Over 200 languages supported  
 Daily and real-time updates  
 Senso's filter cloud not only benefits from extensive category-based libraries to block inappropriate websites, but also uses Artificial Intelligence to check the content of every website a student attempts to visit and will proactively include any inappropriate websites within the filtering libraries

Regarding the duration and extent of logfile (Internet history) data retention, providers should outline their retention policy, specifically including the extent to the identification of individuals and the duration to which all data is retained.

We have a basic filter package which doesn't include logging of internet history, and a premium package including logging of internet history. The latter retains logs currently from the date of installation for the length of a customers active subscription.

Providers should be clear how their system does not over block access so it does not lead to unreasonable restrictions

Senso as a provider work closely with partners and customers to ensure the filter is appropriately blocking harmful and inappropriate content without over blocking. Customers have the option to both schedule and turn off completely specific categories such as social media and gaming, based on age or role within the school, to allow for a flexible and strategic approach to internet use. Senso also provides the ability to whitelist any websites which are blocked by Senso Filter Cloud on the fly, as required by the individual customer.

## Filtering System Features

How does the filtering system meet the following principles:

| Principle   | Rating | Explanation  |
|---|--------|--|
| <ul style="list-style-type: none"> <li>Age appropriate, differentiated filtering – includes the ability to vary filtering strength appropriate to age and role</li> </ul> |        | Ability to :<br>Schedule All / some categories<br>Group web filtered users by criteria such as staff / year group with options |

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|   |  | to allow certain categories at certain times and have different strengths of filter.   |
| <ul style="list-style-type: none"> <li>● Circumvention – the extent and ability to identify and manage technologies and techniques used to circumvent the system, specifically VPN, proxy services and DNS over HTTPS.</li> </ul>   |  | Senso will block access to torrent repositories, proxy anonymisers, peer to peer file sharing sites to support protection against circumvention.   |
| <ul style="list-style-type: none"> <li>● Control - has the ability and ease of use that allows schools to control the filter themselves to permit or deny access to specific content</li> </ul>   |  | Ability to add wild card words or URL's to Senso Filter as required.<br>Turn on and off filter categories.<br>Whitelist URL's.   |
| <ul style="list-style-type: none"> <li>● Contextual Content Filters – in addition to URL or IP based filtering, the extent to which (http and https) content is analysed as it is streamed to the user and blocked. For example, being able to contextually analyse text on a page and dynamically filter</li> </ul>  |  | Senso's filter cloud not only benefits from extensive category-based libraries to block inappropriate websites, but also uses Artificial Intelligence to check the content of every website a student attempts to visit and will proactively include any inappropriate websites within the filtering libraries |
| <ul style="list-style-type: none"> <li>● Filtering Policy – the filtering provider publishes a rationale that details their approach to filtering with classification and categorisation as well as over blocking</li> </ul>  |  | Yes.   |
| <ul style="list-style-type: none"> <li>● Group / Multi-site Management – the ability for deployment of central policy and central oversight or dashboard</li> </ul>   |  | Scalable and flexible to support multi-site right down to individual user unique filtering policy.   |
| <ul style="list-style-type: none"> <li>● Identification - the filtering system should have the ability to identify users</li> </ul>   |  | Users are identified upon log on to the device.  |
| <ul style="list-style-type: none"> <li>● Mobile and App content – mobile and app content is often delivered in entirely different mechanisms from that delivered through a traditional web browser. To what extent does the filter system block inappropriate content via mobile and app technologies (beyond typical web browser delivered content)</li> </ul> |  | Senso Filter Cloud is available on iOS devices and soon to be android. This will work in a similar way from a flexibility perspective.   |
| <ul style="list-style-type: none"> <li>● Multiple language support – the ability for the system to manage relevant languages</li> </ul>   |  | Over 200 languages supported   |

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| <ul style="list-style-type: none"> <li>• Network level - filtering should be applied at 'network level' ie, not reliant on any software on user devices whilst at school (recognising that device configuration/software may be required for filtering beyond the school infrastructure)</li> </ul> |  | <p>Senso has moved to the hybrid classroom and typical on premise network filtering no longer provides the flexible approach to onsite and remote learning required by UK education. Filter Cloud is cloud and client based filtering, designed to support devices which may move on and off the school network.</p> |
| <ul style="list-style-type: none"> <li>• Remote devices – with many children and staff working remotely, the ability for devices (school and/or personal) to receive school based filtering to a similar quality to that expected in school</li> </ul>  |  | <p>As above, with the option to schedule the Senso Filter Cloud to turn on once a device leaves the network or at specific times.</p>  |
| <ul style="list-style-type: none"> <li>• Reporting mechanism – the ability to report inappropriate content for access or blocking</li> </ul>  |  | <p>If a user accesses an inappropriate site, the customer can instantly add this to their block list via Key Word Libraries.</p>   |
| <ul style="list-style-type: none"> <li>• Reports – the system offers clear historical information on the websites visited by your users</li> </ul>  |  | <p>Yes in the premium Filter Cloud Package, all websites visited by users are logged within Senso.</p>   |

Filtering systems are only ever a tool in helping to safeguard children when online and schools have an obligation to *“consider how children may be taught about safeguarding, including online, through teaching and learning opportunities, as part of providing a broad and balanced curriculum”*.<sup>1</sup>

Please note below opportunities to support schools (and other settings) in this regard

**Senso Safeguard Cloud :**

Cloud based, real time monitoring of activity on school owned devices, designed to highlight to school staff users who may be vulnerable or at risk to themselves, at risk to others or behaving inappropriately. Senso indicates a potential concern by raising a “violation” when a keyword, acronym or phrase typed, matches against those found within our libraries. The violation information including a screenshot can then be viewed in the dashboard by the relevant Senso Safeguarding Portal User. The screenshot will also be analysed by our AI driven image analysis to indicate whether a student is potentially viewing harmful or inappropriate content alongside the keyword typed. This helps with prioritisation of Senso violations.

Integrates with CPOMS & Myconcern

<sup>1</sup> <https://www.gov.uk/government/publications/keeping-children-safe-in-education--2>

Live Dashboard to support proactive and strategic online safeguarding

Senso Concern Reports (included with Senso Safeguard Cloud) :

The ability for users to anonymously report a concern about themselves or someone else and include a screen capture if required.

Senso Safeguarding for Microsoft Teams App:

Monitors all Microsoft Teams Chat regardless of device or location a user is logged on. Will also analyse images alongside the chats to identify users who may be vulnerable or at risk to themselves, at risk to others or behaving inappropriately. Senso indicates a potential concern by raising a "violation" when a keyword, acronym or phrase typed, matches against those found within our libraries. The violation information including chat transcript can then be viewed in the dashboard by the relevant Senso Safeguarding Portal User. All images sent within Microsoft Teams chat will also be analysed by our AI driven image analysis to indicate whether a student is potentially sending harmful or inappropriate images.

Senso Assisted 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.

Senso Class Cloud

Tools and monitoring for teachers to ensure focused and engaging lessons, whether they or a student are logged in at school or remotely.

## PROVIDER SELF-CERTIFICATION DECLARATION

In order that schools can be confident regarding the accuracy of the self-certification statements, the supplier confirms:

- that their self-certification responses have been fully and accurately completed by a person or persons who are competent in the relevant fields
- that they will update their self-certification responses promptly when changes to the service or its terms and conditions would result in their existing compliance statement no longer being accurate or complete
- that they will provide any additional information or clarification sought as part of the self-certification process
- that if at any time, the UK Safer Internet Centre is of the view that any element or elements of a provider's self-certification responses require independent verification, they will agree to that independent verification, supply all necessary clarification requested, meet the associated verification costs, or withdraw their self-certification submission.

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|-----------|---|
| Name      | Michael Payne   |
| Position  | Directors of Operations   |
| Date      | 26-Aug-2021   |
| Signature |  |