

Appropriate Monitoring for Schools



June 2022

Monitoring Provider Checklist Reponses

Schools (and registered childcare providers) 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, it expects that they “assess the risk of [their] children being drawn into terrorism, including support for extremist ideas that are part of terrorist ideology”. There are a number of self review systems (eg www.360safe.org.uk) that will support a school in assessing their wider online safety policy and practice.

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.”

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

The results will help schools better assess, in conjunction with their completed risk assessment, if the monitoring system is ‘appropriate’ for them.

Company / Organisation	Fastvue
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Contact details	https://www.fastvue.co/contact
Monitoring System	Fastvue Reporter
Date of assessment	24th January 2023

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.	

Monitoring Content

Monitoring providers should ensure that they:

Aspect	Rating	Explanation
<ul style="list-style-type: none"> Are IWF members 		Fastvue has been a member of the Internet Watch Foundation since October 2022. See the announcement here .
<ul style="list-style-type: none"> Utilisation of IWF URL list for the attempted access of known child abuse images 		<p>Fastvue utilizes the IWF keyword list for the detection of child exploitation keywords entered into search engines and chat messages.</p> <p>Fastvue works with filtering providers that utilize the IWF URL list for blocking and logging known child abuse URLs and Fastvue triggers alerts and reports on this content.</p>
<ul style="list-style-type: none"> Work with CTIRU 'the police assessed list of unlawful terrorist content, produced on behalf of the Home Office' 		Fastvue works with filtering providers that utilize the list of URLs produced by the CTIRU for blocking and logging of terrorist content, and triggers alerts and generates reports on this content.

Inappropriate Online Content

Monitoring providers should both confirm, and describe how, their system monitors/manages the following content

Content	Explanatory notes – Content that:	Rating	Explanation
Illegal	content that is illegal, for example child abuse images and unlawful terrorist content		<p>Fastvue Reporter reports on visits or attempted visits to web categories such as Drug Abuse, Extremist Groups, Hacking, Pornography, Explicit Violence, which cover illegal content and activities.</p> <p>Online activity related to illegal activities can be sent directly to safeguarding teams via email as</p>

			soon as it occurs, or in a daily, weekly, or monthly report.
Bullying	Involve the repeated use of force, threat or coercion to abuse, intimidate or aggressively dominate others		<p>Fastvue Reporter's comprehensive list of self-harm and adult/profanity keywords detects web searches and videos related to bullying and its effects.</p> <p>Fastvue Reporter also reports on visits or attempted visits to web categories such as Explicit Violence that depict offensive material on brutality, death, cruelty, acts of abuse, and mutilation, etc.</p> <p>Online activity related to bullying can be sent directly to safeguarding teams via email as soon as it occurs, or in a daily, weekly, or monthly report.</p>
Child Sexual Exploitation	Is encouraging the child into a coercive/manipulative sexual relationship. This may include encouragement to meet		<p>Fastvue Reporter reports on visits or attempted visits to web categories such as Child Abuse that contain URLs verified by organizations such as the Internet Watch Foundation to contain or distribute child exploitation material.</p> <p>Fastvue is also in the process of integrating the child exploitation keywords provided by the Internet Watch Foundation into Fastvue Reporter's default keyword lists for alerts and reports.</p> <p>Online activity related to child abuse web categories can be sent directly to safeguarding teams via email as soon as it occurs, or in a daily, weekly, or monthly report.</p>
Discrimination	Promotes the unjust or prejudicial treatment of people on the grounds of race, religion, age, sex, disability or gender identity		Fastvue Reporter's comprehensive list of extremism keywords detects web searches and videos related to racial hate.

			<p>Fastvue Reporter also reports on visits or attempted visits to web categories such as Discrimination that promote the identification, denigration, or superiority of any group.</p> <p>Online activity related to discrimination can be sent directly to safeguarding teams via email as soon as it occurs, or in a daily, weekly, or monthly report</p>
Drugs / Substance abuse	displays or promotes the illegal use of drugs or substances		<p>Fastvue Reporter's comprehensive list of drug-related keywords detects web searches and videos related to drug abuse.</p> <p>Fastvue Reporter also reports on visits or attempted visits to web categories such as Drug Abuse that contain information on illegal drug activities, including drug promotion, preparation, cultivation, trafficking, distribution, and solicitation.</p> <p>Online activity related to drug abuse can be sent directly to safeguarding teams via email as soon as it occurs, or in a daily, weekly, or monthly report.</p>
Extremism	promotes terrorism and terrorist ideologies, violence or intolerance		<p>Fastvue Reporter's comprehensive list of extremism keywords detects web searches and videos related to terrorism, terrorist ideologies, violence, and intolerance.</p> <p>Fastvue Reporter also reports on visits or attempted visits to web categories such as Extremist Groups that feature radical militia groups or movements with aggressive anti-government convictions and beliefs.</p> <p>Online activity related to extremism can be sent directly to</p>

			<p>safeguarding teams via email as soon as it occurs, or in a daily, weekly, or monthly report</p>
Pornography	displays sexual acts or explicit images		<p>Fastvue Reporter's comprehensive list of Adult and Profanity keywords detects web searches and videos related to pornography.</p> <p>Fastvue Reporter also reports on visits or attempted visits to web categories such as Pornography or Nudity that display mature content of sexual acts or full or partial nudity.</p> <p>Online activity related to pornography can be sent directly to safeguarding teams via email as soon as it occurs, or in a daily, weekly, or monthly report.</p>
Self Harm	promotes or displays deliberate self harm		<p>Fastvue Reporter's comprehensive list of self-harm keywords detects web searches and videos related to self-harm.</p> <p>Fastvue Reporter also reports on visits or attempted visits to web categories such as Explicit Violence that depict offensive material on brutality, death, cruelty, acts of abuse, mutilation, etc.</p> <p>Online activity related to self-harm can be sent directly to safeguarding teams via email as soon as it occurs, or in a daily, weekly, or monthly report</p>
Suicide	Suggest the user is considering suicide		<p>Fastvue Reporter's comprehensive list of self-harm keywords detects web searches and videos related to suicide.</p> <p>Fastvue Reporter also reports on visits or attempted visits to web categories such as Explicit Violence that depict offensive</p>

			<p>material on brutality, death, cruelty, acts of abuse, mutilation, etc.</p> <p>Online activity related to suicide can be sent directly to safeguarding teams via email as soon as it occurs, or in a daily, weekly, or monthly report.</p>
Violence	Displays or promotes the use of physical force intended to hurt or kill		<p>Fastvue Reporter's comprehensive list of self-harm and extremism keywords detects web searches and videos related to violence and violent behaviour.</p> <p>Fastvue Reporter also reports on visits or attempted visits to web categories such as Explicit Violence that depict offensive material on brutality, death, cruelty, acts of abuse, mutilation, etc.</p> <p>Online activity related to violence can be sent directly to safeguarding teams via email as soon as it occurs, or in a daily, weekly, or monthly report.</p>

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

Fastvue Reporter ingests log data from leading firewalls and content filtering providers, enriches this data with API lookups (e.g. YouTube), keyword matching, and school directory integration, and provides simple reports and alerts that are meaningful for the safeguarding team, with a focus on reducing false positives.

Safeguarding teams often have questions such as 'Was a student really trying to access a pornography or gambling site, or was it an advertisement or resource on a legitimate website?'. Fastvue's unique [Site Clean](#) technology removes this uncertainty, giving the safeguarding team the confidence that an incident has occurred and requires action.

Fastvue Reporter's Self-harm, Extremism, Drugs, and Adult and Profanity Keyword Lists are automatically updated and can be customized with your own keywords, exclude keywords, and entirely new keyword lists.

Fastvue Reporter groups URL/web categories from your firewall in Unacceptable, Unproductive, Acceptable, and Productive. For example, pornography and gambling are Unacceptable, but

gaming and social media are Unproductive. You can customize these productivity groups by simply dragging and dropping the category to the desired list, and reports and alerts will instantly reflect the digital citizenship of your students.

Activity timeline reports visually highlight the students that engaged with online content for a long period of time and when. For example, it's important to know the students that spent time watching an inappropriate video, as opposed to the students that may have clicked on the video but decided not to watch it. These reports can also help identify the 'first student' that accessed the content and may have shared it with others.

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

Fastvue Reporter itself does not block access to content, but it does provide valuable insights to help your firewall administrator better manage policies to ensure it is not blocking acceptable or productive content.

Fastvue's comprehensive keyword lists on Self-harm, Extremism, Drugs, and Adult and Profanity also come with an extensive list of exclude keywords to remove false positives. For example, 'shooting' is a keyword in the Extremism list, but 'basketball' is one of its many exclude keywords.

If new false positives are discovered, they can be easily excluded, and Fastvue updates these lists automatically behind the scenes.

Safeguarding teams can choose to only receive critical alerts on self-harm and suicide-related material and/or a daily digest of searches, videos, and websites that match the above-inappropriate content areas.

Monitoring System Features

How does the monitoring system meet the following principles:

Principle	Rating	Explanation
<ul style="list-style-type: none"> Age appropriate – includes the ability to implement variable monitoring appropriate to age. This will in turn define which alerts are prioritised and responded to. Further situations may warrant additional capability, for examples boarding schools or community based access 		Fastvue Reporter's alerts and reports can be segmented by any Active Directory security group or attribute, such as year groups, boarding houses, and more, allowing you to segment and distribute alerts and reports to the right people.
<ul style="list-style-type: none"> Alert Management – how alerts are managed – if schools manage system alerts or support/management is provided 		System administrators can decide who has access to the Alerts

		<p>configuration interface for full customization of alerts, or they can configure the alerts themselves to be segmented and sent to the correct person or team.</p> <p>Alerts may be sent via email or accessed in-app.</p> <p>It is important to distinguish between reports and alerts. Alerts are triggered and sent as soon as an event occurs. Reports are sent once per day, week, or month, with a detailed digest of all the safeguarding content for that period.</p> <p>Although it is possible to turn on every alert and create your own alerts for any type of traffic, Fastvue recommends scheduling Internet Usage reports each day that contain detailed safeguarding content and sending only critical alerts such as self-harm via email as soon as they occur.</p> <p>See our recommended setup for schools.</p>
<ul style="list-style-type: none"> • BYOD (Bring Your Own Device) – if the system includes the capability to monitor personal mobile and app technologies (ie not owned by the school), how is this deployed and supported and how data is managed. Does it monitor beyond the school hours and location 		<p>Whether the device is BYOD or school-managed, the device will be monitored by Fastvue Reporter when its internet traffic is flowing through the school's firewall.</p>

		<p>Although this often means the device will not be monitored when it is off-site, technologies exist that may still route or log the device's traffic back through the school's firewall.</p>
<ul style="list-style-type: none"> • Data retention –what data is stored, where is it (physically– ie cloud/school infrastructure) stored and for how long. This should also include any data backup provision 		<p>Fastvue Reporter is self-hosted and stores its data on the machine it is installed on. Fastvue never sees your confidential data, reports, or alerts.</p> <p>The data location is set during installation and stores all data and configuration. This location may be backed up and restored by any backup solution.</p> <p>By default, Fastvue Reporter's data retention policy is 90 days or a percentage of available hard drive space.</p> <p>Both of these values are configurable, and Fastvue Reporter provides useful disk space estimates based on data already imported.</p>
<ul style="list-style-type: none"> • Devices – if software is required to be installed on devices, the monitoring system should be clear about the devices (and operating systems) it covers 		<p>Fastvue Reporter is installed once on a school-managed server.</p> <p>It is available as Windows Server software (any 64-bit Server OS later than Windows 2012), or as a</p>

		<p>Docker image that can be deployed on any Linux, Windows, or MacOS host that supports Docker.</p>
<ul style="list-style-type: none"> Flexibility – schools ability to amend (add or remove) keywords easily 		<p>Fastvue Reporter provides the perfect combination of centrally managed, automatically updated keyword lists along with the ability to fully customize the keywords as well.</p> <p>Default keywords can be disabled, and exclude words can be easily added as needed.</p> <p>Schools can also add their own custom lists of keywords. For example, schools may like to create a new list called 'Teacher Names' and paste a list of all the teachers at the school. If students are searching for teachers to find their social media profile (for example), this will appear in the Safeguarding reports.</p> <p>When Fastvue ships an update to the default keyword lists, these do not impact a school's individual customizations.</p>
<ul style="list-style-type: none"> Group / Multi-site Management – the ability for deployment of central policy and central oversight or dashboard 		<p>Fastvue Reporter can ingest data from multiple firewalls of the same type and combine the data into single dashboards and reports.</p>

		<p>This enables schools with multiple campuses or institutions with many schools to be monitored with a single Fastvue Reporter server.</p> <p>Reports and alerts can be segmented by the different schools using Active Directory groups, subnets, and more.</p>
<ul style="list-style-type: none"> Monitoring Policy – How are all users made aware that their online access is being monitored? Is any advice or guidance provided to support schools? 		<p>Advising users of monitoring is usually done via the school's Internet acceptable use or IT policy.</p> <p>Many of the filtering providers that Fastvue works with have the ability to customize a login and/or block page that can include a link to the appropriate school policies.</p>
<ul style="list-style-type: none"> Multiple language support – the ability for the system to manage relevant languages? 		<p>Fastvue Reporter currently supports the English language, with support for additional languages on the roadmap.</p>
<ul style="list-style-type: none"> Prioritisation – How are alerts generated and prioritised to enable a rapid response to immediate issues. What operational procedures are in place to facilitate that process? 		<p>Each alert has a customisable Priority that can be set to low, medium, or high.</p> <p>You can group and sort alerts by priority in Fastvue Reporter's alerts interface.</p> <p>Although it is possible to turn on every alert and create your own alerts for any type of traffic, Fastvue recommends scheduling Internet Usage reports each day</p>

		<p>that contain detailed safeguarding content and sending only critical alerts such as self-harm via email as soon as they occur.</p> <p>See our recommended setup for schools</p>
<ul style="list-style-type: none"> Remote monitoring – with many children and staff working remotely, the ability, extent and management for the monitoring of devices (school and/or personal). Included here is the hours of operation together with the explicit awareness of users. 		<p>Devices are monitored by Fastvue Reporter when their internet traffic is flowing through the school's firewall.</p> <p>The filtering providers Fastvue works with often provide technology to route or log traffic on remote devices back to the firewall, usually with the installation of an agent on the device.</p>
<ul style="list-style-type: none"> Reporting – how alerts are recorded within the system? 		<p>Alerts are triggered and optionally sent via email as soon as an event occurs. Alerts for the past 48 hours can be viewed, sorted and grouped on the Alerts tab in the Fastvue Reporter app. For activity earlier than 48 hours, this is viewed with Reports.</p> <p>Reports can be generated ad-hoc on any date range, or scheduled once per day, week or month. The internet usage reports contain a detailed digest of all the safeguarding content for the period.</p>

		<p>Reports may be sent via email as a PDF, CSV and/or link to the in-app version of the report.</p> <p>Reports are stored as XML on the Fastvue Reporter server and persist until they are deleted by the user. They are not deleted by the data retention policy.</p>
<ul style="list-style-type: none"> • Harmful Image detection – The inclusion or extent to which visual content is discovered, monitored and analysed (eg Image hash) 		<p>Fastvue Reporter does not currently perform harmful image detection, but this is on the roadmap.</p>

Please note below opportunities or enhancements to support schools (and other settings) with their obligations around Keeping Children Safe in Education?

Fastvue extracts, cleans and simplifies the data usually locked up in IT department log files, so that safeguarding teams can effectively detect students that require attention.

Fastvue also delivers eye-opening visibility to the IT team, enabling them to better manage internet access and keep the network safe, secure and productive.

MONITORING 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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Date	24 January 2023
Signature	