



Supporting 'Keeping Learners Safe' guidance 2019

The Welsh Government has published a draft of its new [Keeping Learners Safe](#) guidance, which is an update to the 2015 version.

Safeguarding runs through every part of a school and this year's update highlights the safeguarding roles and responsibilities in the Welsh education system and how they tie in with links to external agencies for child protection.

In this document, we outline how our IT management and Safeguarding solution (NetSupport DNA) and our classroom management solution (NetSupport School) can help schools to meet their safeguarding requirements in line with the guidance, whilst simultaneously offering support to students in need.

The following tables show a quote from the [Draft keeping learners safe](#) guidance (2019), its location and given paragraph number in the document, followed by an explanation of how NetSupport's solutions help support each one.

Chapter 1: The framework for safeguarding in Wales

1.10. "... everyone working in an education setting, whether employed by the local authority or otherwise, who comes into contact with children and their families has a role to play in safeguarding children."

It's essential that schools have the tools to keep their students safe and secure while they are accessing online resources for learning. NetSupport DNA is the solution to schools' online safety needs: providing the tools needed to identify students at risk; prevent them being exposed to inappropriate online content; enforce acceptable use policies and fulfil required safeguarding duties.

Well-being of Future Generations (Wales) Act 2015

1.18. "In line with the Well-being of Future Generations (Wales) Act 2015, schools and colleges should maintain an emphasis on prevention, in terms of early intervention, with a view to reducing the risks children are exposed to and subsequent difficulties in later life."

Having an insight into students' activity is invaluable and could help facilitate an early intervention when students are engaged in activity that could place them at risk. NetSupport DNA provides teachers with this via its contextual intelligence-based Risk Index that produces a risk score for an individual student at that moment in time, meaning that teachers can intervene as necessary. They can also use the 'Add a concern' tool to take notes of a developing situation with a student.



Responsibilities of head teachers/principals

2.11. "Head teachers and principals of all schools and colleges should ensure that all staff (including supply teachers and volunteers):

"... are aware of the child protection policies and procedures adopted by the governing body or proprietor..."

"... as part of their induction, are given a written statement about the school or college policy and procedures and the name and contact details of the DSP for child protection."

NetSupport DNA provides a flexible method of delivering and tracking policy distribution in a school; automatically presenting them to new staff to read, to all staff when updates have been applied, or to students to agree to an Acceptable Use Policy. The single upload saves time for administrators, who can assign the policy to a distribution list, and, as a bonus, it ensures an accurate record is kept of who has seen and agreed to each policy.

Responsibilities of the designated senior person (DSP) for child protection

2.12. "The DSP role ... must keep the head teacher/principal informed of all safeguarding concerns raised in the school or college."

NetSupport DNA includes a way for students to report their concerns in confidence to a trusted member of staff via the 'Report a concern' option. The module allows the school to define as many staff as they decide on the system. Students can share their problem by sending a message with screenshots or documents to their chosen staff member. This member of staff is instantly alerted when a concern is raised and can then track it and record any follow-up actions directly from within NetSupport DNA. DSPs and safeguarding staff at the school can be assigned rights to view all concerns raised and will be alerted if any concern is not actioned within a predefined period.

Chapter 3: Responding to concerns that a child is at risk

3.3. "School and college staff are particularly important as they are in a position to identify concerns early and provide help for children to prevent issues from escalating."

NetSupport DNA's Keyword and Phrase monitoring tools can give teachers an insight into what students are typing, copying or searching for, which helps to detect safeguarding issues across all topics. DNA's language packs also allow teachers to extend their safeguarding provision to a wider group of students, as the packs allow them to see and monitor phonetic representations of what students are typing in languages other than English.

In terms of providing help, students can request this via the Report a concern option detailed above, as well as refer to an online list of support organisations supplied within NetSupport DNA, should they wish to seek external help.

Seeking advice on concerns

3.27. "Every education setting should have a suitable system in place to support effective data collection of children suspected to be at risk."

For any serious safeguarding incident that needs to be referred to external agencies, evidence and records are key. The fact that NetSupport DNA records triggered keywords or reported concerns now forms an important part of an evidence trail – and that the school has been able to classify its vulnerable students demonstrates its vigilance. Any retrospective information required can be extracted from DNA either from its reporting tools – plus, depending on severity, triggered events are stored as a simple log, a screenshot or screen recording that provide the full background to an event.



Listening to the child

3.32. "Children will talk about their concerns and problems with people they feel they can trust and are comfortable with."

Using the 'Report a concern' feature of NetSupport DNA, students can confide their worries to trusted staff and attach screenshots, messages or other evidence to their concern record. They can either do this directly from their PC at school or the school's website out of hours.

3.35. "If a child makes a disclosure to a member of staff, the staff member should write a record of the conversation as soon as possible, distinguishing clearly between fact, observation, allegation and opinion..."

NetSupport DNA allows teachers to document any concerns about individual students via its 'Add a concern' feature. Not only does this help to stop any incidents recorded onto pieces of paper from going missing, but it helps standardise reporting and prevents concerns from being forgotten about. A 'History of concerns' for each student is also available and allows staff to review the details of issues raised over time.

Record keeping and information sharing

3.51. "In education settings, it is the responsibility of the DSP to keep detailed, accurate and secure written records of children where there are safeguarding concerns."

NetSupport School can provide teachers with a record of students' keyboard activity, website and application usage for that lesson, while in NetSupport DNA, in addition to teachers being able to 'Add a concern' they can also flag any students they know are particularly at risk as 'vulnerable' on the system – even grouping these students together so they can be monitored in a single view. This makes it easier for concerned staff to keep an eye on these students and add to their notes quickly and easily.

3.54. "All those working in an education setting should be aware of their responsibilities under the UK's data protection legislation."

NetSupport DNA's GDPR toolkit helps schools ensure the protection of students' data, which supports the confidentiality needed for safeguarding issues. It includes the ability for teachers to identify files that may contain confidential information about students – and helps prevent data breaches by alerting IT technicians if unexpected changes occur across the network, as well as boosting data security by including endpoint security controls for USB stick and portable media use. NetSupport DNA's software licensing module allows schools to keep track of the software they have installed and record whether it is GDPR-compliant in terms of the data it collects – as well as ensuring that the school's own data is secure and stored correctly.

Chapter 7: Online safety

7.2. "It is critical that web filtering standards are fit for purpose for 21st Century teaching and learning, allowing the access schools require whilst still safeguarding children and young people."

As students learn online digital citizenship skills, NetSupport School narrows the parameters of how far they can go with the ability for the teacher to create 'allowed' and 'restricted' website lists to ensure unsuitable sites are out of reach.

NetSupport DNA also allows the creation of profiles to ensure that internet access is age appropriate, while allowing the students the flexibility to learn about the online world. Over-blocking can mean that any potential safeguarding problems are simply shifted elsewhere, so NetSupport DNA offers teachers an insight into their students' online activities so that they are aware of exactly what risks students are being exposed to, as well as being able to gauge their understanding of the elements of digital citizenship. Its flexible tools ensure that checks are in place to ensure a safe environment in which to learn.



Chapter 8: Community Cohesion

8.5. "Schools and colleges should ensure that safeguarding procedures include provision for identifying and addressing risks relating to radicalisation and extremism.

NetSupport DNA's Keyboard and Phrase monitoring tool produces a word cloud of terms being typed by students and shows trending topics across the school. These can have individual severity levels set (determined by the school) that control the outcome on matching the triggered keyword to an action: from a simple logging of the event, through to capturing a screenshot or a screen recording of the user's activity when triggered - so teachers can see the full background.

By clicking on any word in the cloud, DSPs can see details of which students have typed it and the application used. Appropriate staff can be alerted through email, real-time pop-ups or summary reports. The DSP can also see alerts on their smartphones on the go via NetSupport DNA's Cloud-based Safeguarding Console.

8.11. "Estyn expects inspectors to consider how a school keeps children and young people attending the education setting safe from the dangers of radicalisation and extremism."

By using NetSupport DNA's Safeguarding module, schools can be confident that all aspects of eSafety are being covered and that they are providing a safe online environment in which students can learn. The module can be used by DSPs and safeguarding staff, independently of the IT team, which ensures confidentiality for students and that any concerns are dealt with in the correct way.

