



# Human-Moderated Digital Monitoring

Digital monitoring supports designated safeguarding leads (DSLs) by identifying students at potential risk in digital spaces - students who might otherwise go unnoticed or noticed too late.

However, unmoderated solutions (which rely solely on behavioural technology) can overwhelm DSLs with excessive data and alerts, leading to increased workloads and delaying critical interventions. This is not the case with digital monitoring that incorporates a human moderation team.



## What is human moderation?

**Human moderators are teams of trained experts with extensive knowledge of how to identify students at risk.**

When a human-moderated digital monitoring system triggers a risk alert, it's automatically assessed and categorised as low, medium or high, using grades 1-5.

Those in the high risk categories are sent to human moderators, who take a closer look at the specific details of a risk and confirm whether the categorisation is correct.

Moderators then decide the most appropriate action to take. This may be to notify designated school staff by phone or email, change the grade of a risk, or mark the alert as a false positive and remove it from the system.



# How does it improve digital monitoring?

## Unparalleled accuracy

Even advanced technology can't match the accuracy of a human eye. Moderators provide that vital human input to ensure risks are assessed and managed appropriately.

## Key contextual evidence

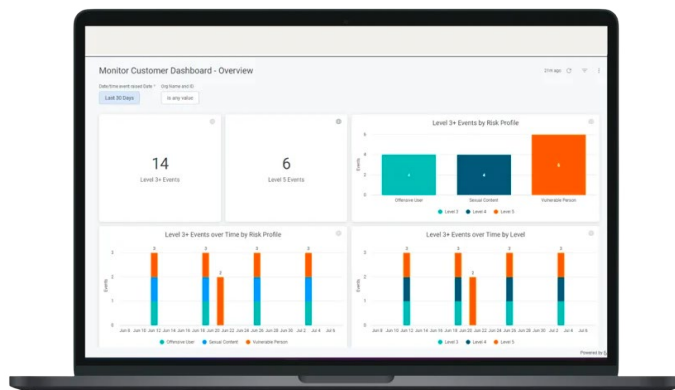
Moderators assess the actions immediately preceding and following an event to gain a full contextual picture. This evidence is shared with schools to support their decision-making.

## Maximises DSLs' time

Moderators can eliminate any remaining false positives to avoid pastoral staff time being wasted. When threats to health or life are detected, DSLs are immediately alerted.



Unmoderated solutions (which rely solely on behavioural technology) **can overwhelm DSLs** with excessive data and false positives, leading to increased workloads.



## Illuminating insights

Moderators receive regular training that allows them to interpret online trends, student colloquialisms and coded language to identify potential risks that busy DSLs may miss.

## Facilitates early intervention

The unique perspective of moderators means they can identify concerning trends revealed through patterns in lower level alerts and inform DSLs before issues have a chance to escalate.



# Smoothwall Monitor:

## An expansion of your safeguarding team

**Smoothwall Monitor combines the cutting edge technology Smoothwall is known for with the accuracy and enhanced protection of human moderation.**

Trusted by over 3,000 UK DSLs, Smoothwall Monitor is supported by the largest UK-based human moderation team. In this safe pair of hands, education settings can rest assured that students at potential serious risk are being identified, and safeguarding teams can be alerted in a matter of minutes.

To learn more about **Smoothwall Monitor**, or book a no-obligation demo for your setting, contact us at [enquiries@smoothwall.com](mailto:enquiries@smoothwall.com)

**We're ready to help.**

[Learn more](#)

### Our experienced human moderators:

- ✓ Provide 24/7 support, 365 days a year
- ✓ Undergo continued, rigorous training on student digital safety
- ✓ Are based solely in the UK
- ✓ Maintain a detailed knowledge of existing and emerging digital threats
- ✓ Act as a valuable extension of your safeguarding team



Smoothwall is the leading provider of digital safeguarding solutions in UK education. For more information, visit our website or get in touch with our team of experts.

**Web:** [www.smoothwall.com](http://www.smoothwall.com)

**Tel:** +44 (0)800 047 8191

**Email:** [enquiries@smoothwall.com](mailto:enquiries@smoothwall.com)

**smoothwall**<sup>®</sup>  
by Qoria