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# Internet Filtering and Monitoring Overview

## Document Control

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### Document Confidentiality

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## 1. Introduction

The aim of this document is to provide an overview on:

- Filtering and monitoring systems MITRE schools utilise to safeguard our digital environment
- What type of content we filter
- Roles and responsibilities for filtering and monitoring
- How to report a suspicious or inappropriate website
- How to request for a blocked website to be allowed or re-categorised

It is important to recognise that no filtering system can be 100% effective and needs to be supported with good teaching and learning practice and effective supervision. As such, filtering systems should be recognised as one of the tools used to support and inform the broader safeguarding provision.

It's also important to ensure we do not over block access, leading to unreasonable restrictions.

## 2. Filtering and Monitoring Technology

We utilise three different types of technology to provide a comprehensive and flexible filtering and monitoring solution.

### 2.1 Filtering

#### Network Level Filtering

Filtering at a network level ensures that we can apply internet filtering to all devices which are using our internet connection, regardless of whether the devices are owned by our organisation (for instance, personal or visitor devices are also safeguarded).

Each MITRE site has their own internet connection and an industry standard firewall, which is responsible for handling this filtering.

#### Device Level Filtering

We also utilise filtering at a device level. This provides us with filtering capabilities regardless of whether the device is onsite or offsite. This is handled by our endpoint protection suite.

### 2.2 Monitoring

Every school-owned device (computer, laptop, Chromebook, Macbook, iMac) is enrolled into the Senso Cloud platform. This provides us with:

- Improved context and insights around alerts (such as providing screenshots of alerts)
- Alerting technology driven by machine learning and linguistic professionals
- Improved reporting and trend analysis
- Integration with CPOMs or MyConcern for improved safeguarding workflows

## 3. Roles and Responsibilities

The Senior Leadership Teams are responsible for:

- Documenting decisions on what is blocked or allowed and why
- Reviewing the effectiveness of the provision

- Overseeing reports

They are also responsible for making sure that all staff:

- Understand their role
- Are appropriately trained
- Follow policies, processes and procedures
- Act on reports and concerns

Senior leaders should work closely with Governors, the Designated Safeguarding Lead (DSL) and the IT Services team in all aspects of filtering and monitoring.

Day to day management of filtering and monitoring systems requires the specialist knowledge of both safeguarding and IT staff to be effective. The DSL should work closely together with the IT Services team to meet the needs of your setting.

The DSL should take lead responsibility for safeguarding and online safety, which could include overseeing and acting on:

- Filtering and monitoring reports
- Safeguarding concerns
- Checks to filtering and monitoring systems

The IT Service Team should have technical responsibility for:

- Maintaining filtering and monitoring systems
- Providing filtering and monitoring reports
- Completing actions following concerns or checks to systems

The IT Service Team should work with the senior leadership team and DSL to:

- Procure systems
- Identify risk
- Carry out reviews
- Carry out checks

## 4. Filtering

Each school has the option to specify websites as exceptions, for either blocking or allowing. In general, the following categories are filtered. These categories are based on recommendations from the [UK Safer Internet Centre](#) who reference the Welsh Government's *Education Digital Standards* publication.

Please be aware of the following notes:

- We currently apply filtering to "All Students" as a single group and we are looking to break this down into the following groups of students:
  - KS1 and KS2
  - KS3 and KS4
  - Post-16
- Visitors and unknown devices receive student level filtering.
- Our network filtering and device filtering solutions are by different providers. Therefore, whilst the categories are not exactly replicated we have tried to pair these up as closely as possible. We are reviewing these technologies with the aim of standardising the network and device level filtering categories.

Category	Description	Students	Colleagues
Abortion	Sites with neutral or balanced presentation of the issue.	Blocked	Allowed
Adult Material	Parent category that contains adult-oriented categories; may also contain age-restricted content.	Blocked	Blocked
Advocacy Groups	Sites that promote change or reform in public policy, public opinion, social practice, economic activities and relationships.	Blocked	Allowed
Bandwidth	The parent category that contains the following categories: <ul style="list-style-type: none"> <li>Educational Video</li> <li>Entertainment Video</li> <li>Internet Radio and TV</li> <li>Internet Telephony</li> <li>Peer-to-Peer File Sharing</li> <li>Personal Network Storage and Backup</li> <li>Streaming Media</li> <li>Surveillance</li> <li>Viral Video</li> </ul>	Blocked: <ul style="list-style-type: none"> <li>Peer-to-Peer File Sharing</li> <li>Personal Network Storage and Backup</li> <li>Streaming Media</li> <li>Surveillance</li> <li>Viral Video</li> </ul>	Blocked: <ul style="list-style-type: none"> <li>Peer-to-Peer File Sharing</li> <li>Surveillance</li> </ul> Warn: <ul style="list-style-type: none"> <li>Viral Video</li> </ul>
Business and Economy	Sites sponsored by or devoted to business firms, business associations, industry groups or general business.	Allowed	Allowed
Collaboration – Office	Office Category used to manage the Office	Allowed	Allowed
Drugs	The parent category that contains the following categories: <ul style="list-style-type: none"> <li>Abused Drugs</li> <li>Marijuana</li> <li>Nutrition</li> <li>Prescribed Medications</li> </ul>	Blocked	Blocked
Education	The parent category that contains the following categories: <ul style="list-style-type: none"> <li>Cultural Institutions</li> <li>Educational Institutions</li> <li>Educational Materials</li> <li>Reference Materials</li> </ul>	Allowed	Allowed
Entertainment	Sites that provide information about or promote motion pictures, non-news radio and television, books, humor and magazines.	Allowed	Allowed
Extended Protection	The parent category that contains the following categories: <ul style="list-style-type: none"> <li>Dynamic DNS</li> <li>Elevated Exposure</li> <li>Emerging Exploits</li> <li>Newly Registered Websites</li> </ul>	Blocked	Warn: <ul style="list-style-type: none"> <li>Newly Registered Websites</li> </ul>

	<ul style="list-style-type: none"> <li>Suspicious Content</li> </ul>		
Gambling	Sites that provide information about or promote gambling or support online gambling, involving a risk of losing money.	Blocked	Blocked
Games	Sites that enable a user to play or download a game.	Blocked	Blocked
Government	Sites sponsored by branches, bureaus or agencies of any level of government, except for the armed forces.	Allowed	Allowed
Health	Sites that provide information or advice on personal health or medical services, procedures, or devices, but not drugs. Includes self-help groups.	Allowed	Allowed
Illegal or Questionable	Sites that provide instruction in or promote nonviolent crime or unethical or dishonest behaviour or the avoidance of prosecution.	Blocked	Blocked
Information Technology	Sites sponsored by or providing information about computers, software, the Internet and related business firms, including sites supporting the sale of hardware, software, peripherals and services.	Blocked: <ul style="list-style-type: none"> <li>Proxy Avoidance</li> </ul> Warn: <ul style="list-style-type: none"> <li>Unauthorised mobile Marketplaces</li> </ul>	Blocked: <ul style="list-style-type: none"> <li>Proxy Avoidance</li> </ul> Warn: <ul style="list-style-type: none"> <li>Unauthorised mobile Marketplaces</li> </ul>
Internet Communication	The parent category that contains the following categories: <ul style="list-style-type: none"> <li>General Email</li> <li>Organizational Email:</li> <li>Text and Media Messaging:</li> <li>Web Chat</li> </ul>	Filtered: <ul style="list-style-type: none"> <li>General Email</li> <li>Text and Media Messaging</li> <li>Web Chat</li> </ul>	Allowed
Intolerance	Sites that condone intolerance towards any individual or group.	Blocked	Blocked
Job Search	Sites that offer information about or support the seeking of employment or employees.	Allowed	Allowed
Militancy and Extremist	Sites that offer information about or promote or are sponsored by groups advocating anti-government beliefs or action. This category includes data from official government sources such as the UK Counter Terrorism Internet Referral Unit (CTIRU).	Blocked	Blocked
Miscellaneous	The parent category that contains the following categories: <ul style="list-style-type: none"> <li>Content Delivery Networks:</li> <li>Dynamic Content</li> <li>File Download Servers:</li> </ul>	Blocked: <ul style="list-style-type: none"> <li>Private IP's</li> </ul>	Blocked: <ul style="list-style-type: none"> <li>Private IP's</li> </ul>



	<ul style="list-style-type: none"> <li>• Network Errors:</li> <li>• Private IP Addresses</li> <li>• Web Images</li> <li>• Web Infrastructure:</li> </ul>		
News and Media	Sites that offer current news and opinion, including those sponsored by newspapers, general-circulation magazines or other media.	Allowed	Allowed
Parked Domain	Sites that are expired, offered for sale, or known to display targeted links and advertisements.	Blocked	Blocked
Productivity	<p>The parent category that contains the following categories:</p> <ul style="list-style-type: none"> <li>• Advertisements</li> <li>• Application and Software Download</li> <li>• Instant Messaging</li> <li>• Message Boards and Forums</li> <li>• Online Brokerage and Trading</li> <li>• Pay-to-Surf</li> </ul>	<p>Blocked:</p> <ul style="list-style-type: none"> <li>• Instant Messaging</li> <li>• Message Boards and Forms</li> </ul> <p>Warn:</p> <ul style="list-style-type: none"> <li>• Pay-to-surf</li> </ul>	Allowed
Religion	<p>The parent category that contains the categories:</p> <ul style="list-style-type: none"> <li>• Non-Traditional Religion</li> <li>• Traditional Religions</li> </ul>	Allowed	Allowed
Security	Security-related website categories that allow you to develop policies to deny access to sites associated with spyware, phishing, keylogging and malicious mobile code.	Blocked	Blocked
Shopping	Sites that support the online purchase of consumer goods and services except: sexual materials, lingerie, swimwear, investments, medications, educational materials, computer software or hardware, alcohol, tobacco, travel, vehicles and parts, weapons.	Allowed	Allowed
Social Organisations	<p>The parent category that contains the following categories:</p> <ul style="list-style-type: none"> <li>• Professional and Worker Organizations</li> <li>• Service and Philanthropic Organizations</li> <li>• Social and Affiliation Organizations</li> </ul>	Blocked	Allowed
Social Web – Facebook	Category used to manage the Facebook domain.	Blocked	Allowed
Social Web - LinkedIn	Category used to manage the LinkedIn domain.	Blocked	Allowed
Social Web - Twitter	Category used to manage the Twitter domain.	Blocked	Allowed
Social Web - YouTube	Category used to manage the YouTube domain.	Blocked	Allowed
Society and Lifestyles	Sites that provide information about matters of daily life, excluding entertainment, health, hobbies, jobs, sex and sports.	Blocked	Allowed

Special Events	Sites devoted to a current event that requires separate categorization.	Allowed	Allowed
Sports	Sites that provide information about or promote sports, active games and recreation.	Allowed	Allowed
Tasteless	Sites with content that is gratuitously offensive or shocking, but not violent or frightening. Includes sites devoted in part or whole to scatology and similar topics or to improper language, humour or behaviour.	Blocked	Blocked
Travel	Sites that provide information about or promote travel-related services and destinations.	Allowed	Allowed
Vehicles	Sites that provide information about or promote vehicles, including those that support online purchase of vehicles or parts.	Allowed	Allowed
Violence	Sites that feature or promote violence or bodily harm, including self-inflicted harm; or that gratuitously display images of death, gore or injury; or that feature images or descriptions that are grotesque or frightening and of no redeeming value.	Blocked	Blocked
Weapons	Sites that provide information about, promote, or support the sale of weapons and related items.	Blocked	Allowed

## 5. Reporting a website to review

### 5.1 Websites to block

Recognising that no filtering system can be 100% effective, websites may need filtering or for a warning to be placed in front of the website before a user can proceed.

In this event, please follow the process below:

- Submit a request to the IT Services Team via an email to the helpdesk ([itsupport@mitretrust.org.uk](mailto:itsupport@mitretrust.org.uk)) with:
  - The website address (URL)
  - A brief explanation of the website
- If a student has accessed an inappropriate website this must be reported to the Designated Safeguarding Lead

### 5.2 Websites to allow

Should a website be filtered which a colleague would like to use, please follow the process below:

- Submit a request to the IT Services Team via an email to the helpdesk ([itsupport@mitretrust.org.uk](mailto:itsupport@mitretrust.org.uk)) with:
  - The website address (URL)
  - Who requires access (colleagues only / students /specific year groups etc)
  - A brief explanation of the desired usage





- The IT Services Team may forward this to the Designated Safeguarding Lead for approval if the website is categorised under a category which is blocked.