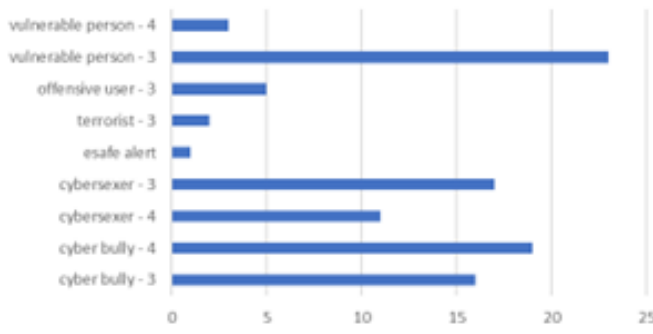


CASE STUDY

CHALLENGES

Email alerts have their limitations. It requires a member of staff to be monitoring an inbox and spot these critical emails amongst many others they may be sent. If the staff member is away from their desk, busy elsewhere, on leave or off sick, the school is vulnerable to missing critical alerts, leaving children vulnerable to harm.

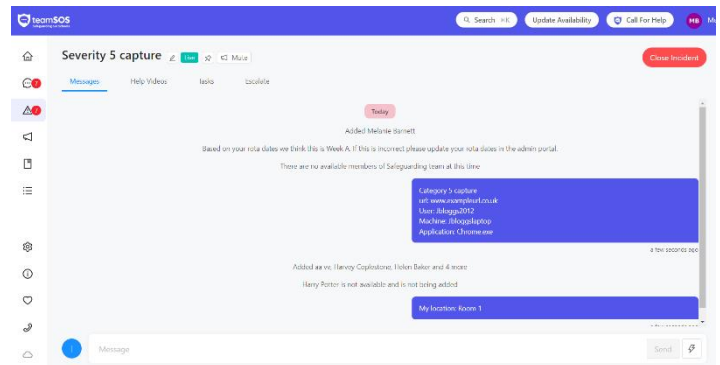
Two schools that used both a **monitoring and safeguarding alerting system** and **teamSOS** were chosen to pilot using teamSOS to notify staff and resolve incidents. During the pilot period a range of alerts types were triggered:



Each alert created an incident in teamSOS which notified the right staff and ensured it was resolved quickly and efficiently.

Sybil Andrews Academy is already using teamSOS to manage a range of incidents in the school, such as behaviour, truancy, and general calls for help. Prior to using teamSOS, Violation notifications would be picked up by the Trust's central IT Team who contacted the Designated Safeguarding Lead for further action. With teamSOS, an incident is automatically created, and the Academy gets a teamSOS notification immediately when the monitoring software triggers a concern. teamSOS triages and notifies the relevant Staff.

"This has been particularly useful as staff can swiftly deal with these, sometimes, within minutes of being notified of them on teamSOS. The reporting tool on teamSOS also provides a useful summary for the DSL, Heads of Year and SLT to understand trends with Students, Year Groups and lessons, depending on when the notification comes through"
Chris Handley, Sybil Andrews Academy



"The integration of Level 5 and 4 alerts with teamSOS has been beneficial as these are flagged up straight away to the most appropriate people. Using teamSOS means that you are constantly alerted until someone responds to the concern. The information is there and available for you to access straight away. You can also alert particular staff if you have a rota system that you use."
Charlotte D'Oyly, Greenwood Academy

School holidays are difficult to manage when school-owned devices are loaned out to the school community and Monitoring software is picking up alerts 24/7.

All staff need a well-deserved break, and the solution works harmoniously by only notifying staff of high category levels, indicating a threat to life, against a staff holiday rota. The response hunt group further enhances the system by sending a notification to an alternative responding group should the initial team be unavailable for whatever reason. This ensures all incidents are responded to and no incident falls into a blackhole, keeping children safe from harm online.

WANT TO LEARN MORE?

Book a demo or request a free trial
at www.teamsos.co.uk or email
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