

# Real story

## Preventing suicide with Smoothwall Monitor

A child was being cyberbullied and afraid to tell anyone. She viewed content online explaining how to die by hanging.

Smoothwall's in-house team of moderators were instantly alerted and phoned the Designated Safeguarding Lead (DSL) immediately.

Her parents were notified by the school and a noose was found under her bed.

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## Tackling discrimination with Smoothwall Monitor

Sabena, 10, had created a video of her classmate Sophie and had placed Sophie's head on a dog's body. Sophie had Marcus Gunn Syndrome.

Sabena had also set up a website called "Sophie, the dog".

Sabena's friend, Thea, accessed the website from her Chromebook and wrote "yeah Sophie looks good as a bitch".

An alert was triggered and sent to Smoothwall's in-house team of moderators.

A human moderator assessed the situation and notified the school.

The Designated Safeguarding Lead (DSL) logged into the monitoring console to evaluate the full context. Recognising a discriminatory behaviour, the DSL was able to immediately implement the school safeguarding policy for this context.

*\*Note that the name and details of this story have been changed to protect confidentiality.*

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## Preventing suicide with Smoothwall Monitor

Mohammed typed into Google “the most pain free way to kill yourself”.

Although never pressing “Enter”, his keystrokes were recorded and an alert was sent to a Smoothwall moderator.

The human moderator saw how Mohammed had previously looked up paracetamol and codeine. They contacted the school’s Designated Safeguarding Lead (DSL) immediately.

The DSL logged into the console, located Mohammed’s whereabouts and put together a swift plan to implement the school’s safeguarding policy for a child at risk and intervene before it was too late.

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Part of **family zone**

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## Countering child grooming with Smoothwall Monitor

A girl was in her bedroom. She uploaded an inappropriate image of herself.

Smoothwall's in-house team of moderators were alerted and phoned the school's Designated Safeguarding Lead (DSL).

The DSL immediately called the girl's mother who entered her daughter's bedroom within 9 minutes of the image being uploaded.