



When Something Goes Wrong Online — A Simple Action Plan for Parents

1. Stay Calm First

If your child tells you something worrying:

- Thank them for telling you
- Avoid blaming or panicking
- Reassure them: "We'll deal with this together."

2. Keep the Evidence

- Take screenshots (include usernames and dates)
- Save messages
- Keep profile links



scan the QR code with your phone's camera for Parent Guides on how to help keep your children safe online

3. Use Official Reporting Routes

Grooming or exploitation – CEOP: www.ceop.police.uk/safety-centre

Illegal images – Internet Watch Foundation: www.iwf.org.uk/report

Nude images shared (under 18s) – Report Remove: www.childline.org.uk/info-advice/bullying-abuse-safety/online-mobile-safety/report-remove

If in immediate danger, call 999.

4. If You Feel Overwhelmed - Use Structured Support

You can use free ChatGPT to help structure next steps.  ChatGPT

Free access: <https://chat.openai.com> Example prompts:

- My child received inappropriate messages. What steps should I take in the UK?
- How do I report online grooming?
- What should I say to my child after cyberbullying?



Important: ChatGPT is a support tool and does NOT replace official reporting or police action.

5. Ongoing Protection at Home

- Keep regular, calm conversations
- Review privacy settings together
- Monitor gaming contacts
- Encourage early disclosure

Children will make mistakes online, just as they do offline.

Trust and communication protect them more than punishment.



Online safety is when young people know who they can tell if they feel upset by something that has happened online.

Working with Home Office 'PREVENT', The Police and Crime Commissioner and Children's Safeguarding Partnerships to help keep children safe online.

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Developed in partnership with

