

# Online safety incident raised by child / young person or member of staff

Inform the Designated Safeguarding Lead and record in the incident /concerns log (see Appendix 6).

Is the child at immediate or imminent risk?

YES Child is at **IMMEDIATE** risk, e.g. going to meet someone they have met online  
**Contact Police on 999**

YES Child is at **IMMINENT** risk, e.g. planning to meet someone they have met online  
**Contact ECIRS on 020 8825 8000**

NO

**Inappropriate activity or material**  
(Bullying, adult content, peer related threats/harassment, hacking, creating fake accounts, circulating offensive content such as messages/photos/images, websites promoting issues such as self-harming and extremist behaviour found or suspected)

**Illegal/harmful activity or material**  
(Grooming, online sexual exploitation, sexually explicit material shared with a child e.g. images/chat/conduct, child abuse images, high end cyberbullying, sexting found or suspected)

DSL action re: child or staff/volunteer

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## CHILD

- Inform parents/carers
- Report to internet site if appropriate
- Log incident and keep any evidence e.g. screenshots & emails
- Refer for counselling if necessary

## STAFF/VOLUNTEER

- Report to manager
- Report to LADO (within 1 day)
- Log incident and keep any evidence report to police if necessary
- Follow disciplinary procedures

## CHILD

- Inform parents/carers
- Keep any evidence e.g. screenshots & emails
- Refer to ECIRS
- Refer for counselling if necessary
- Report:
  - If Illegal Activity** Report to Police
  - If Illegal Content** Report to Internet Watch Foundation
  - Child at Risk** Report to CEOP [www.ceop.gov.uk](http://www.ceop.gov.uk)

## STAFF/VOLUNTEER

- Report to manager
- Report to LADO (within 1 day)
- Log incident and keep any evidence e.g. screenshots and e-mails
- Follow disciplinary Procedures
- Report:
  - If Illegal Activity** Report to Police
  - If Illegal Content** Report to Internet Watch Foundation [www.iwf.org.uk](http://www.iwf.org.uk)

- Debrief on online safety incident and lessons learnt
- Review policies, procedures, technical tools and monitoring methods
- Review risk assessment to prevent future incidents
- Run awareness raising sessions for children and parents/carers