A Guide for Teachers and Parents

This guide provides information on recognising, responding to and reporting online harms, including where to access advice, safeguarding support and specialist services for children, young people and adults.

What is Online Harm?
Online harm is any behaviour, content or activity that takes place online and causes physical, emotional, financial or psychological harm, or puts someone at risk of harm. This can include bullying, harassment, sharing inappropriate images or videos, online abuse, grooming, threats, scams, or harmful content shared through social media, gaming platforms, messaging apps or websites.

What to consider when reporting an online issue
You can report both illegal and legal harmful content.

Gather evidence
If you have witnessed or experienced harmful content online and want to report this, gather the appropriate evidence. If possible, take screenshots, URLs and dates and times. These can all help.
South Wales Police: 101

Talk to someone you trust
It's important to get support if you have experienced an issue online.
If you're a child looking for help or information, but are worried about talking to an adult, visit Meic's website for advice.
Child Exploitation and Online Protection (CEOP) Education offer advice to parents and carers to help them talk to their child about a sensitive issue.

Identify the correct reporting channel
Use the correct service to report your issue. This will ensure that you are getting the right support.

Report harmful content
Report Harmful Content is a UK wide reporting centre to assist with reporting harmful content online. The service aims to provide support specifically for the following types of harm:

- online abuse
- bullying or harassment
- threats
- impersonation
- unwanted sexual advances (not image- based)
- violent content
- self-harm or suicide content
- pornographic content

Remove a nude image or video shared online
Children and young people can use Childline's Report Remove tool to report nude images and videos that have been or might be shared publicly. Any such image or video involving a child is classed as child sexual abuse material (CSAM) and is illegal.
This video explains how the Report Remove service can help.

Report online sexual abuse
Report concerns about online sexual abuse safely and securely on the CEOP website.

Report child sexual abuse content
You can report suspected child sexual abuse images or videos to the Internet Watch Foundation (IWF).

Report an issue on a specific app or website
The app guides for families give advice on how to report an issue on some of the most popular social media and gaming apps.

Confidential advice and support
If you or someone you know is struggling, there are free, confidential helplines and services to help you.

C.A.L.L. (Community Advice and Listening Line)
C.A.L.L. is a mental health helpline and text message service for Wales. It is open to anyone concerned about their own mental health or that of a relative or friend. It offers confidential listening and support.
Call: 0800 132 737.
Text: 'help' to 81066.
Calls and messages are free and lines are open 24 hours a day, 7 days a week.

Childline
Childline is a free, private and confidential service for anyone under 19.
You can talk about anything that's worrying you.
You can speak to a Childline counsellor or get support from other young people.
Call: 0800 1111.
Calls are free and won't show on your bill. Lines are open 9am to midnight.
You can also:

- speak safely online with a counsellor in a 1-2-1 chat
- join other young people and get advice and support on the message boards
- set up a Childline account and send an email from your locker

Visit the Childline website for more information.

- Getting help to keep safe (under 12s).
- You have the right to be safe (under 12s).

- Getting help to keep safe (over 12s).
- You have the right to be safe (over 12s).

You can also contact Childline in Welsh.

Live Fear Free

The Live Fear Free helpline provides free help and advice to:

- anyone experiencing domestic abuse or sexual violence
- anyone who knows someone who needs help, for example, a friend, family member or colleague
- practitioners seeking professional advice

All conversations with Live Fear Free are confidential and with staff who are experienced and fully trained.

Live Fear Free is available 24 hours a day, 7 days a week.

Call: 0808 80 10 800.

Text: 07860077333.

Email: info@livefearfreehelpline.wales.

Live chat service.

If you can't talk in safety, but you need help immediately, police forces across Wales will respond to a silent 999 call. Dial 999 followed by 55 to indicate that you can't talk but need help.

Lucy Faithfull Foundation Wales

Stop it now is a child sexual abuse prevention project. It helps parents, carers and professionals protect children from sexual abuse and exploitation.

Call: 0808 1000 900.

Email: wales@lucyfaithfull.org.uk.

X : @Lucy_Faithfull_

Meic

Meic is a confidential, anonymous, and free bilingual helpline service for children and young people up to the age of 25 in Wales.

You can:

- get help dealing with a difficult situation
- get someone to listen even when it feels like no one else will
- find out what's going on in your local area

Meic won't judge you and will help by giving you:

- information
- useful advice
- the support you need

You can contact them in Welsh or English.

Meic is open 8am to midnight, 7 days a week.

Call or WhatsApp: 0808 80 23456.

Text: 07943 114 449.

IM or online chat: www.meic.cymru.

NSPCC

If you're worried about a child, even if you're unsure, you can contact the NSPCC helpline. It is staffed by trained professionals who can provide expert advice and support. They can also help:

- parents or carers looking for advice
- professionals in need of information and guidance
- provide advice on spotting the signs of abuse

Call: 0808 800 5000.

Calls are free and you don't have to say who you are. Lines are open Monday to Friday 9am to 6pm or 9am to 4pm at the weekends.

Email: help@nspcc.org.uk.

Submit an online form.

Papyrus

Papyrus is a national charity dedicated to the prevention of young suicide. You can contact Papyrus for confidential support and practical advice if you are:

- having thoughts of suicide
- concerned for a young person who might be having thoughts of suicide

Call: 0800 068 41 41.
Text: 88247.
Email: pat@papyrus-uk.org.

Professionals Online Safety Helpline (POSH)

The POSH helpline is operated by the UK Safer Internet Centre. It is solely dedicated to supporting all members of the community working with or for children with any online safety issues.

The helpline offers free and independent advice on any number of online safety issues, including:

- privacy
- online reputation
- gaming
- grooming
- cyberbullying
- sexting
- inappropriate behaviour on social media

The helpline is available Monday to Friday, 10am to 4pm.
Email: helpline@saferinternet.org.uk.

Samaritans Cymru

Samaritans Cymru is a free helpline service for anyone who:

- is struggling to cope
- needs someone to listen without judgement or pressure

They will help you to find a way forward.
Call: 116 123.
This service is available 24 hours a day, 7 days a week.

Shout

Shout is a free text service for anyone struggling to cope who needs immediate help.
Text: 85258.

Safe & Sound Wales

Safe & Sound Wales gives parents and carers in Wales the information, tools, and support to understand what their children might be facing, have the conversations that matter, and find the right help when they need it.