# Guidance on Responding to E-Safety Incidents

In the event of an e-safety incident, a clear and defined action document is invaluable to a school. This guidance should be available to all members of staff, ensuring that the correct steps are followed and the right persons/authorities are notified. Although the specific procedures may vary for each school, the flowchart below is a helpful starting point in understanding how to respond to an e-safety incident.
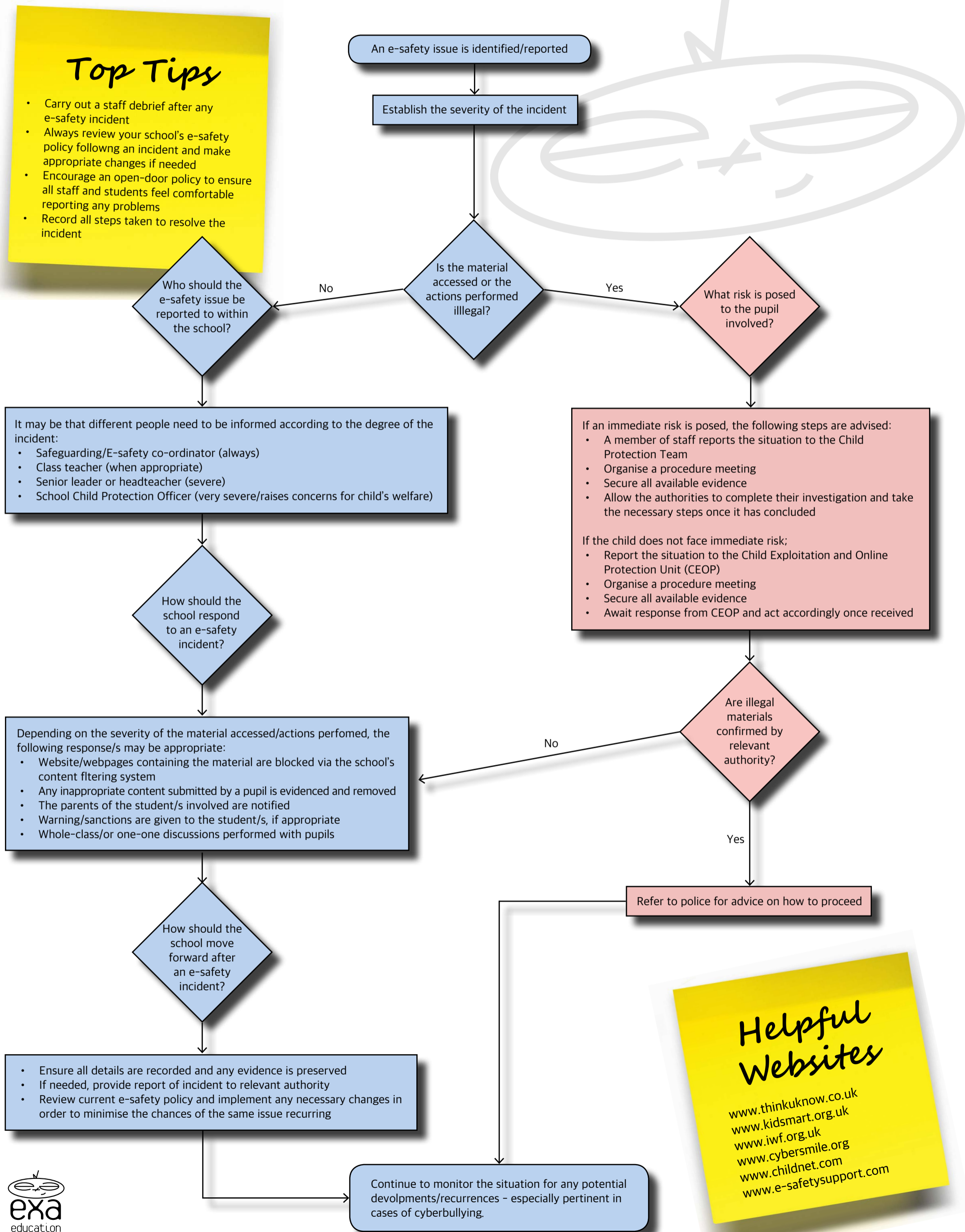
Top Tips

- Carry out a staff debrief after any e-safety incident
- Always review your school's e-safety policy followng an incident and make appropriate changes if needed
- Encourage an open-door policy to ensure all staff and students feel comfortable reporting any problems
- Record all steps taken to resolve the incident

An e-safety issue is identified/reported

Establish the severity of the incident

Is the material accessed or the actions performed illlegal?

No →

Who should the e-safety issue be reported to within the school?

Yes →

What risk is posed to the pupil involved?

It may be that different people need to be informed according to the degree of the incident:
- Safeguarding/E-safety co-ordinator (always)
- Class teacher (when appropriate)
- Senior leader or headteacher (severe)
- School Child Protection Officer (very severe/raises concerns for child's welfare)

How should the school respond to an e-safety incident?

Depending on the severity of the material accessed/actions perfomed, the following response/s may be appropriate:
- Website/webpages containing the material are blocked via the school's content fltering system
- Any inappropriate content submitted by a pupil is evidenced and removed
- The parents of the student/s involved are notified
- Warning/sanctions are given to the student/s, if appropriate
- Whole-class/or one-one discussions performed with pupils

If an immediate risk is posed, the following steps are advised:
- A member of staff reports the situation to the Child Protection Team
- Organise a procedure meeting
- Secure all available evidence
- Allow the authorities to complete their investigation and take the necessary steps once it has concluded

If the child does not face immediate risk;
- Report the situation to the Child Exploitation and Online Protection Unit (CEOP)
- Organise a procedure meeting
- Secure all available evidence
- Await response from CEOP and act accordingly once received

Are illegal materials confirmed by relevant authority?

No →

Yes ↓

Refer to police for advice on how to proceed

How should the school move forward after an e-safety incident?

- Ensure all details are recorded and any evidence is preserved
- If needed, provide report of incident to relevant authority
- Review current e-safety policy and implement any necessary changes in order to minimise the chances of the same issue recurring

Continue to monitor the situation for any potential devolpments/recurrences – especially pertinent in cases of cyberbullying.

Helpful Websites

www.thinkuknow.co.uk
www.kidsmart.org.uk
www.iwf.org.uk
www.cybersmile.org
www.childnet.com
www.e-safetysupport.com

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