

Prepare a safe session

Agree the help route

Check the school's safeguarding policy, designated safeguarding lead (DSL) and deputy contacts. For England, use current KCSIE; elsewhere use the relevant national guidance. Complete the staff details below before delivery.

Make participation accessible

Offer pointing, eye gaze, signing, speech or the pupil's usual AAC. Use familiar symbols alongside words; these drawings are prompts, not a validated symbol system. Read aloud, allow processing time and offer a quiet break or opt-out.

Keep examples fictional

Talk about Bobby, not "Who has this happened to?" Never request addresses, passwords, messages or personal stories in a group. Do not use scores as a measure of safeguarding understanding.

Prepare the media

Preview the story and videos for your group. Keep volume comfortable and pause before a worrying scene. In games, treat mistakes as practice, not blame. Use adult-supported play if hazards or deductions cause distress.

Local details - staff copy

DSL / deputy: _____

Contact / location: _____

If unavailable, follow this school route: _____

Staff review date: _____

When a pupil shares a worry

Listen and reassure

Stay calm. Take the concern seriously. Say: “Thank you for telling me. This is not your fault. I will help.” Do not promise secrecy; explain that you must share with people who can help keep them safe.

Respond without investigating

Use the pupil’s communication method and allow time. Avoid leading questions or asking them to repeat their story to multiple people. Write their words and relevant observations accurately; distinguish facts from interpretation.

Act promptly

Pass the concern to the DSL or deputy immediately using school procedures. Do not assume another person has done so. If they are unavailable, use the policy’s escalation route; do not delay action needed to protect the child. Immediate danger: call 999.

Handle devices and evidence safely

Do not ask pupils to forward upsetting material. For suspected nude or sexual imagery of children: do not view, copy, print, save or share it, or ask a child to download it. Refer to the DSL and UKCIS guidance. Follow school procedures for other messages and evidence.

Keep support going

Store records only in the school’s secure safeguarding system, not on this public website or in a class display. Agree appropriate follow-up and check the pupil knows how to seek help again. The DSL coordinates referrals and contact with families where appropriate.

Support routes and review

Learning, not a reporting service

This pack provides original learning activities and communication prompts. It is not clinical advice, safeguarding training, statutory guidance or a substitute for local procedures. No external organisation endorses this pack.

Choose the right support

School concern: use the school's safeguarding route. Immediate danger: call 999. CEOP: concerns about online child sexual abuse, not general bullying or account support. Internet Matters: practical learning and family advice, not an emergency response service.

Review before use

Prepared 5 October 2026. Staff response wording draws on KCSIE and UKCIS guidance linked below. Check current guidance, links and local policy before use. KCSIE applies in England; schools elsewhere must use their own national framework.

Local review

Reviewed by DSL / school lead: _____

Review date: _____ Next review: _____

Adaptations / communication support: _____

Keeping children safe in education (England)

Current statutory school safeguarding guidance; use the edition in force and your local policy.

[Open official guidance / support link](#)

UKCIS: responding to image-sharing incidents

Staff and DSL guidance, not a pupil activity.

[Open official guidance / support link](#)

Internet Matters: Inclusive Digital Safety

Advice for families and professionals supporting children with additional needs.

[Open official guidance / support link](#)

CEOP Safety Centre

Report concerns about online child sexual abuse; not a general technical-help or bullying service.

[Open official guidance / support link](#)