

Notice, listen, record, **reinforce**

4 steps to follow when something doesn't fit.

1

Notice

Changes in mood, behaviour, friendships or language. Keep the online world in mind.

2

Listen

Stay calm. Give the child space to talk. Hold back any shock.

3

Record and report

Write down what the child said, in their words. Follow your school's safeguarding procedure.

4

Reinforce

Tell the child they did the right thing by telling you. Let them know help is coming.



One question to ask: "Has anything happened online?" Open, calm, no assumptions.