Practical tips for starting a conversation about life online

Step 1 - Start a conversation

An open and honest conversation is often the first step in keeping your child safe online. It also plays an important role in supporting them if something has gone wrong.

Talk to your child about what has happened, how they feel about it, and what the next steps are for you to take as a family.

Keeping your child in the loop about what you are going to do to resolve the situation can help them to feel in control of it and can help them to feel like they can come to you with any future problem.

Step 2 - Be curious, not furious

Remaining calm and asking questions like "how did you get to that?" or "what did you click on?" will help you to understand how the content has appeared in the first place.

Children will often remember the immediate response from an adult - remaining calm and open will show them that you are someone they can turn to for help.

Step 3 - Try not to place blame

It may be that your child has clicked on something by mistake or even gone looking for the content on purpose. Either way, it is still important to remain calm and be supportive.

Children are curious and may hear about things from others that they later search for without realising what they will be exposed to.

The NSPCC provides help for adults concerned about a child on 0808 800 5000.