

Five steps to supporting pupils who have experienced cyberbullying



While this behaviour is often more likely to take place outside school settings, there are lots of things that school staff can do to help support and advise pupils who have experienced cyberbullying and prevent their mental health from deteriorating.

Help pupils by following these five steps:

1 Report bullying online

If a pupil is being bullied online, let them know that they can often report offensive or inappropriate content on many social media sites, websites and apps. Often these comments will be taken down. [See Childline's advice](#) on how to report sexting or bullying.

2 Block bullies

If a pupil is uncomfortable with how someone is talking to them online, some sites and apps will allow them to block this person. Inform pupils of this option – it will mean that this person won't be able to contact them, and they won't see any messages that are written.

3 Avoid responding to nasty messages

It's only natural for pupils to want to respond back to hurtful messages, videos or photos that are being sent, but entering into a back-and-forth message exchange can often be more damaging for the person involved, as the conversation may escalate, and more hurtful things are said. Encourage pupils to take a screen shot of what people are saying or sending, so they can show and talk to a trusted adult.

4 Talk to someone they trust

Bottling things up can make the whole situation a lot worse. Encourage pupils to talk to someone they trust at home or school about the bullying they are experiencing online. Clarify who the pupil can talk to at school, and make sure this person checks in on the pupil on a regular basis. Pupils can also talk to [Childline](#) for advice and support.

5 Provide them with coping strategies

If you are aware that a pupil has experienced bullying online, offer them coping strategies to support them. Help them to develop their social and emotional skills so they can build resilience and confidence and manage their feelings. Taking a break from going online may also be a short-term solution.

[More resources on cyberbullying](#)