

# **ONLINE HARMS**

## Useful Helplines, Websites and Reporting Mechanisms

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# Introduction

**This resource, whilst not exhaustive, provides a comprehensive overview of the helplines, websites, apps, and reporting mechanisms for a range of harms that can be encountered online.**

People of all ages can experience a range of harms online. Research has shown us that these online harms can have a real impact on an individual's mental health and wellbeing. It's therefore important that those who have experienced online harm have access to a range of support options early on and can be helped to find their way to the right support quickly.

When it comes to online harm, supporting the individual to report that content or behaviour can be empowering and can help prevent it from happening again. Reporting can help to ensure that harmful content is removed, the individual or 'perpetrator' of the online harm is blocked from the platform on which it occurred, or the correct action is taken where the online harm is against the law.

## **Distress and suicidal thoughts**

Some people who have experienced online harm may be finding it difficult to cope and may think of ending their life. If you are concerned about a person's mental health and wellbeing and feel they may be in distress, their Doctor should be their first point of contact. If you feel the person's life is in immediate danger please call **999** for assistance.

## **Get in touch**

For more information, visit the NHS Greater Glasgow and Clyde's [Mental Health Improvement Team's website](#), or email the team at [\*\*ggc.mhead@nhs.scot\*\*](mailto:ggc.mhead@nhs.scot).

# General

## Helplines

**Breathing Space** - A free confidential phone and web-based service for people (16+) experiencing low mood, depression or anxiety. Call **0800 83 85 87**, Monday - Thursday 6.00 pm – 2.00 am and weekends Friday 6.00 pm to Monday 6.00 am.

**Childline** – Children and young people can call the helpline **0800 1111** or access the **1-2-1 online chat** to speak to a counsellor. Open 24/7.

**Samaritans** - Call **116 123**. Free and confidential support to anyone, any age. Open 24/7.

**The Mix** - Support for young people under 25, including **Live message 1-1 chat and telephone counselling**.

**Victim Support Scotland** – A helpline for anyone affected by a crime, regardless of whether a crime has been reported. Call **0800 160 1985** (Monday – Friday, 8.00 am–8.00 pm, Saturday & Sunday, 10.00-4.00 pm).

**Shout** - Crisis Messenger, free 24/7 mental health crisis support for those under 18. Text YM to **85258**.

**Professionals Online Safety Helpline** - An online safety helpline from the SWGfL for professionals working with children and young people. Mon-Fri, 10.00 am-4.00 pm. **0344 381 4772**

## Websites

**Aye Mind** – A website primarily aimed at professionals who support young people, which helps them to build their digital skills and confidence. Includes a digital tools directory with a range of tools that can support mental health and wellbeing: **<https://ayemind.com/>**

**Childnet** – Works with children, schools, and families to ensure a safer use of the internet: **<https://www.childnet.com/>**

**Get Safe Online** - The UK's leading internet safety website, providing practical advice on how individuals can protect themselves, their computers, mobile devices, and businesses against problems encountered online: **<https://www.getsafeonline.org/>**

**UK Safer Internet Centre** – Online safety tips, advice, and resources: **<https://www.saferinternet.org.uk/>**

**Social Media and Mental Health, Young Minds** – A guide for young people around how to have a positive time online: **[Social Media and Mental Health Guide](#)**

**Own It, BBC** - BBC's site for helping young people with online life: **<https://www.bbc.com/ownit>**

## Reporting Mechanisms

**Report to the police** – Call **999** or **101** in non-emergency cases. You can also **[report a crime online](#)**.

**Report to the social media or gaming platform** – Report the account to the platform that the account is on, like Instagram or Snapchat. **[ThinkUKnow](#)** has guidance around reporting to a range of social media platforms.

**NSPCC** - Information about what to do and how to report online abuse or inappropriate content online: **[NSPCC - Online Reporting](#)**

**Crimestoppers** - Report a crime anonymously by contacting Crimestoppers on **0800 555 111** or fill in an **[online anonymous form](#)**.

**Report Harmful Content** – Step-by-step instructions on how to make a report on some of the most popular social media platforms. They can also help if you have reported harmful content to a site and there has been no resolution: **[Report Harmful Content](#)**

# Cyberbullying

## Helplines

**Childline** – Children and young people can call the helpline **0800 1111** or access the **1-2-1 online chat** to speak to a counsellor. Open 24 hours a day, 7 days a week.

**EACH** – A helpline for children (aged up to 18 years) experiencing homophobic, biphobic, or transphobic bullying or harassment. Call **0808 1000 143**, Monday - Friday 9.00 am – 4.30 pm.

**Samaritans** - Call **116 123**. A free and confidential support to anyone, any age. Open 24 hours a day, 7 days a week.

## Websites

**Bounce back from bullying, Childline** – A resource for children and young people that can help them cope with bullying and feel in control: **Bounce Back From Bullying**

**Childline** – Information on bullying on social media and cyberbullying, including advice on coping and how to make it stop: **<https://www.childline.org.uk/info-advice/bullying-abuse-safety/types-bullying/>**

**Cyber Smile Foundation** – Offers practical help, support, and advice for anyone affected by cyberbullying: **<http://www.cybersmile.org/>**

**Respect Me** – Scotland's anti-bullying service, including information on bullying and what you can do about it: **<https://respectme.org.uk/>**

## Reporting Mechanisms

**Depending on the nature of the content, cyberbullying is legal but harmful.**

**Where the content is bullying someone because of their gender, gender identity, sexuality, religious beliefs, race, skin colour, or because they have a disability, this is a hate crime and is against the law.**

**Where cyberbullying constitutes a hate crime, report to the police** – call **999** or **101** in non-emergency cases. You can also report a crime online: **Report a Crime**

**Report any type of cyberbullying to the social media or gaming platform** – Report the account to the platform that the account is on. ThinkUKnow has guidance around reporting to a range of social media platforms: **ThinkUKnow**

**Report Harmful Content** – Step-by-step instructions on how to make a report on some of the most popular social media platforms. They can also help if you have reported harmful content to a site and there has been no resolution: **Report Harmful Content**.

# Harassment & Cyberstalking

(Harassment is when someone uses technology to bully, threaten, or hassle someone in an aggressive way. It includes name-calling, stalking, and physical threats)

## Helplines

**Action Against Stalking** – Call the Stalking Helpline on **0800 820 2427**, a voicemail service where you will be offered a call back from the Throughcare Support Team, or email [Support@actionagainststalking.org](mailto:Support@actionagainststalking.org)

**National Stalking Helpline** - Call **0808 802 0300**, 9.30 am – 8.00 pm Monday and Wednesday. 9.30 am – 4.00 pm Tuesday, Thursday, Friday.

## Websites

**Action Against Stalking** – Scotland’s charity to support victims of stalking: <https://www.actionagainststalking.org/>

**Stalking and harassment incident diary** - A template that supports an individual to record each incident of stalking and harassment. Available to download under ‘Effective Gathering of Evidence’: [Download a copy](#)

**Top Tips: What to do if you are being stalked** - guidance document by the Suzy Lamplugh Trust: [Top Tips: What to do if you are being stalked](#)

**The Cyber Helpline Cyberstalking Action Plan** – An action plan from the Cyber Helpline that supports individuals to regain security, privacy, and online confidence: [The Cyber Helpline Cyberstalking Action Plan](#)

**Victim Support Scotland** – Provides free and confidential support to anyone affected by a crime in Scotland: <https://victimsupport.scot/>

## Reporting Mechanisms

**Online harassment and cyberstalking are illegal.**

**Report to the police** – call **999** or **101** in non-emergency cases. You can also [report a crime online](#).

**Report to the social media or gaming platform** – Report the account to the platform that the account is on. ThinkUKnow has guidance around reporting to a range of social media platforms: [ThinkUKnow](#)

If you don’t get a good response from the platform, report it to [Report Harmful Content](#) who will support you.

**Crimestoppers** - Report a crime anonymously by contacting Crimestoppers on **0800 555 111** or fill in an [online anonymous form](#)

# Hate Crime & Hate Speech

(Hateful posts about a person or group based on their race, religion, ethnicity, sexual orientation, disability, or gender)

## Helplines

**Amina** – The Muslim Women’s Resource Centre helpline – **0808 801 0301**, (Monday-Friday, 10.00 am – 4.00 pm)

**Galop** – The National Helpline for LGBT+ victims and survivors of abuse and violence. Call **0800 999 5428**, open Monday – Thursday, 10.00 am to 8.00 pm, Friday, 10.00 am to 4.00 pm

**Victim Support Scotland** – A helpline for anyone affected by a crime, regardless of whether a crime has been reported. Call **0800 160 1985** (Monday – Friday, 8.00 am – 8.00 pm, Saturday & Sunday, 10.00 am – 4.00 pm).

## Websites

**Internet Matters Online Hate Guide** – Facts and advice about online hate, including learning about it and how to take action: <https://www.internetmatters.org/issues/online-hate/>

**True Vision** – What is hate crime? Information about a range of hate crimes, how to report them, and get support: <https://www.report-it.org.uk/what-is-hate-crime>

**Victim Support Scotland** – An organisation that empowers people affected by crime: <https://victimsupport.scot/>

## Reporting Mechanisms

**Hate crime and hate speech are illegal.**

**Report to the police** – call **999** or **101** in non-emergency cases. You can also [report a crime online](#).

**Report to the social media or gaming platform** – Report the account to the platform that the account is on, like Instagram or Snapchat. ThinkUKnow has guidance around reporting to a range of social media platforms: [ThinkUKnow](#)

**Crimestoppers** - Report a crime anonymously by contacting Crimestoppers on **0800 555 111** or fill in an [online anonymous form](#).

**Community Support Trust (CST)** – Reporting anti-Semitic hate crime: <https://cst.org.uk/report-incident>

**GATE Herts** - Report Gypsy, Roma or Traveller-related hate crimes: <https://reportracismgrt.com/report-racism/>

**True Vision** - Report any type of Hate Crime online to the police with this reporting tool (e.g. hate speech that target race, disability, gender, among others): <https://www.report-it.org.uk/>

**Tell MAMA** - Reporting an Islamophobic hate crime: <https://tellmamauk.org/submit-a-report-to-us/>

# Online Gambling-Related Harms

## Helplines

**GamCare** – National Gambling Helpline offering confidential information, advice, and support for anyone harmed by gambling. 24 hours every day, **0808 8020 133**.

**Gamblers Anonymous Scotland – Scotland** – A national telephone helpline for those with a gambling problem. Call **0370 050 8881**, open 24 hours a day, 7 days a week.

**StepChange** – A helpline for those struggling with debt. Call **0800 138 1111**, Monday – Friday 8.00 – 8.00 pm, Saturday 9.00 am – 2.00 pm.

## Websites

**Citizen's Advice** – Free, confidential information and advice to assist people with problems with money, legal, consumer, among others: [Citizen's Advice](#)

**Fast Forward** – A Gambling Education Hub providing information and resources on gambling: [Fast Forward](#)

**GAMSTOP** – A free tool that allows users to block themselves from accessing online gambling sites and gambling apps: [Access the tool](#).

**StepChange** – A debt advice service for the UK to support people to take back control over their finances: [StepChange](#)

## Reporting Mechanisms

**Online gambling is legal, but can be harmful.**



# Online Sexual Exploitation & Abuse

(When a person is forced or tricked into sexual activities, such as creating sexually explicit photos or videos)

## Helplines

**Childline** – Children and young people can call the helpline **0800 1111** or access the **[1-2-1 online chat](#)** to speak to a counsellor. Open 24 hours a day, 7 days a week.

**Samaritans** - Call **116 123**. Free and confidential support to anyone, any age. Open 24 hours a day, 7 days a week.

**The Revenge Porn Helpline** – For adult victims (18+) of intimate image abuse who live in the UK. Call **0345 6000 459** from 10.00 am – 4.00 pm, Monday to Friday. or email [help@revengepornhelpline.org.uk](mailto:help@revengepornhelpline.org.uk)

**NSPCC** - If you have any concerns about a child, phone the NSPCC Helpline specialist team Mon-Fri, 10.00 am - 4.00 pm. **0808 800 5000**.

## Websites

**Internet Matters** - A site that empowers parents and carers to keep children safe in a digital world. Includes guides on a range of topics including **[Inappropriate Content](#)**, **[Online Grooming](#)**, and **[Sexting](#)**: **[Internet Matters](#)**

**ThinkUKnow** – A website from the National Crime Agency’s CEOP Command about keeping children and young people safe on the internet: **[ThinkUKnow](#)**

**UK Safer Internet Centre** - Promoting the safe and responsible use of technology for young people, including guides on Coerced online child sexual abuse: **[UK Safer Internet Centre](#)**

**Childline** - Information about grooming and online grooming, including signs and how to cope: **[Childline](#)**

**NSPCC** - Information about grooming including how to prevent it and report it: **[NSPCC](#)**

## Reporting Mechanisms

**Online sexual exploitation and abuse are illegal.**

**Report to the police** – call **999** or **101** in non-emergency cases. You can also **[report a crime online](#)**.

**Report to the social media or gaming platform** – Report the account to the platform that the account is on. ThinkUKnow has guidance around reporting to a range of social media platforms: **[ThinkUKnow](#)**

If you don’t get a good response from the platform, report it to **[Report Harmful Content](#)** who will support you.

**Crimestoppers** - Report a crime anonymously by contacting Crimestoppers on **0800 555 111** or fill in an **[online anonymous form](#)**

**Report to Child Exploitation and Online Protection (CEOP)** – A law enforcement agency to keep children and young people safe from sexual abuse and grooming online: **[Child Exploitation and Online Protection \(CEOP\)](#)**

**Report Remove** – A reporting tool for young people (under 18) to confidentially report sexual images and videos of themselves, for help to remove them from the internet: **[Report Remove Tool](#)**

**Stop NCII (Non-Consensual Intimate Image Abuse)** - A free tool to help those aged 18+ remove images from being shared online: **[Stop NCII Tool](#)**

# Online Scams & Fraud

## Helplines

**Childline** – Children and young people can call the helpline **0800 1111** or access the **[1-2-1 online chat](#)** to speak to a counsellor. Open 24 hours a day, 7 days a week.

**Samaritans** - Call **116 123**. Free and confidential support to anyone, any age. Open 24 hours a day, 7 days a week.

**Victim Support Scotland** – A helpline for anyone affected by a crime, regardless of whether a crime has been reported. Call 0800 160 1985 (Monday – Friday, 8.00 am – 8.00 pm, Saturday & Sunday, 10.00 am – 4.00 pm).

## Websites

**Citizen's Advice** – Provide information and support on a range of topics, including scams and fraud. Advice on consumer issues by telephone and online. Including tips on how to **['Check if something might be a scam'](#)**, and **['What to do if you've been scammed': Citizen's Advice](#)**

**Get Safe Online** – The UK's online safety advice resource, providing a range of information about how to keep safe online. Including **['Spam, Scam, and Fake email': Get Safe Online](#)**

**Mencap** - Mencap has created an accessible guide for people with learning disabilities that provides advice on crimes such as romance and impersonation scams. **[Access the guide.](#)**

**The Cyber Helpline** – Recovering Money from Cyber Scams Guide - A guide for individuals who have lost money in an online scam or cybercrime. **[Access the guide.](#)**

**The Little Booklet of Phone Scams** – A booklet from Police Scotland providing advice about phone scams. **[Access the booklet.](#)**

**The Little Leaflet of Cyber Advice** – A booklet from Police Scotland providing advice on how individuals can keep themselves safe online. **[Access the booklet.](#)**

**Victim Support – My Support Space** - Individuals can sign up and access a range of tools to help cope and move forward after a crime: **[My Support Space.](#)**

## Reporting Mechanisms

**Online scams and fraud are illegal.**

**Report to the police** – call **999** or **101** in non-emergency cases. You can also **[report a crime online.](#)**

**Report the scam to the company that the criminal impersonated** – This includes a bank or email provider. Follow their instructions for safeguarding an individual's information and account.

**Report all kinds of scams and fraud** - Report to **[Advice Direct Scotland](#)** by phoning **0808 164 6000** or through **[their website](#)**. Or, report to **[Action Fraud online](#)**, the UK's national fraud reporting centre.

**Where money has been lost** – Report it to the bank's fraud team. If an individual does not get their money back, they can make a complaint to the **[Financial Ombudsman Services](#)**. If the scam involves financial services like investments, insurance, or pensions, report it to the **[Financial Conduct Authority](#)**

**Scam emails** – In the cases of scam emails, send the email to the National Cyber Security Centre by emailing it to **[report@phishing.gov.uk](mailto:report@phishing.gov.uk)**, who will work to try to stop the scam.

**Scam adverts online** – Where a scam involves online adverts, report it to **[the Advertising Standards Authority \(ASA\)](#)**

**Postal scams** - If you've been scammed through the post, **[report it to Royal Mail.](#)**

# Content Promoting Disordered Eating/Unrealistic Body Image

(Content that promotes and glamorises disordered eating, shares extreme weight loss tips)

## Helplines & Apps

**Beat** – Call **0808 801 0432**, from 3.00-8.00 pm, Monday to Friday. Access [online support services](#) including one-to-one and group chat.

**Childline** – Children and young people can call the helpline **0800 1111** or access the [1-2-1 online chat](#) to speak to a counsellor. Open 24 hours a day, 7 days a week.

**[App] Worth Warrior** – A free app for young people created by charity stem4 to help manage negative body image, low self-worth, and early stage eating difficulties or disordered eating: [Worth Warrior](#)

## Websites

**Beat** – The UK's charity for disordered eating, providing support for people experiencing eating problems: [Beat](#)

**Healthy Social Media Report, Mental Health Foundation** – A report on personal experiences of strategies for building a positive relationship between social media use and body image. Access the report: [Healthy Social Media Report, Mental Health Foundation](#)

**NHS Inform** – Information about disordered eating, including causes, treatment, and support, via [NHS Inform](#). Download NHS Inform's [self-esteem self-help guide](#) that uses cognitive behavioural therapy to improve self-esteem.

**Tips to promote positive body image, Internet Matters** - Advice for parents and carers around how to help children and young people develop a positive body image by challenging idealised images on social media. Access the tips: [Tips to promote positive body image](#)

## Reporting Mechanisms

Content that **promotes** disordered eating and unrealistic body image is legal but harmful.

While this type of content is legal, it is not allowed on many social media platforms. Content that creates awareness or signposts to support, however, is accepted.

**Report to the social media or gaming platform** – Report the account to the platform that the account is on. [ThinkUKnow](#) has guidance around reporting to a range of social media platforms, and [information about community guidelines](#) (rules users must follow) on each platform.

**Report Harmful Content** – Provides step-by-step instructions on how to make a report on some of the most popular social media platforms. They can also help if you have reported harmful content to a site and there has been no resolution: [Report Harmful Content](#)

# Content Promoting Self-Harm

## Helplines & Apps

**CALM (Campaign Against Living Miserably)** - Helpline and webchat **0800 58 58 58** available anyone (aged 15+) 5.00 pm - midnight, every day.

**Childline** – Children and young people can call the helpline **0800 1111** or access the **1-2-1 online chat** to speak to a counsellor. Open 24 hours a day, 7 days a week.

**Samaritans** - Call **116 123**. Free and confidential support to anyone, any age. Open 24 hours a day, 7 days a week.

**Young Minds** - Provides information on coping with self-harm and suicidal feelings. Crisis Text service is available 24/7 Text YM to **85258** and a Parents Helpline and webchat, phone **0808 802 5544** Monday – Friday 9.30 am – 4.00 pm

**[App] Calm Harm** - An app that helps people manage or resist the urge to self-harm. Download free on the App Store or Google Play: **Calm Harm App**

**[App] distrACT** - Provides trusted information and links to support for people who self-harm and may feel suicidal. Also includes eating disorders, student mental health, and carers' mental health: **distrACT App**

## Websites

**Lifesigns** – Has a number of useful fact sheets that can be downloaded for free. <http://www.lifesigns.org.uk/>

**Samaritans** - Guidance on sharing your personal experiences of self-harm and suicide online safely. [Sharing your personal experiences of self-harm and suicide online safely \(samaritans.org\)](https://www.samaritans.org/sharing-your-personal-experiences-of-self-harm-and-suicide-online-safely)

**Penumbra** - An online portal to provide information and support for people who are living with self-harm aged 12+. Immediate support is available via web chat, alongside recovery-focused tools. <https://selfharmnetworkscotland.org.uk/>

**Self-injury Support** - Provides free downloads and self-help information and resources. <https://www.selfinjurysupport.org.uk/>

**NSPCC** - Information about content promoting self-harm, suicide, and eating disorders and how to support children who might have seen this content. **NSPCC**

## Reporting Mechanisms

Content that **promotes** self-harm is illegal.

Content that creates awareness or signposts to support, however, is legal.

**Report to the police** – Call **999** or **101** in non-emergency cases. You can also report a crime online: **Report a Crime**

**Report to the social media or gaming platform** – Report the account to the platform that the account is on. ThinkUKnow has guidance around reporting to a range of social media platforms: **ThinkUKnow**

**Report Harmful Content** – Step-by-step instructions on how to make a report on some of the most popular social media platforms. They can also help if you have reported harmful content to a site and there has been no resolution: **Report Harmful Content**

# Content Promoting Suicide

## Helplines & Apps

**CALM (Campaign Against Living Miserably)** - Helpline and webchat **0800 58 58 58** available anyone (aged 15+) 5.00 pm - midnight, every day.

**PAPYRUS** – For children and young people under the age of 35 who are experiencing thoughts of suicide, call HOPELINE247 on **0800 068 41 41**, open 24 hours a day, 7 days a week.

**Samaritans** - Call **116 123**. Free and confidential support to anyone, any age. Open 24 hours a day, 7 days a week.

**Young Minds** - Provides information on coping with self-harm and suicidal feelings. Crisis Text service is available 24/7 Text YM to **85258** and a Parents Helpline and webchat, phone **0808 802 5544** Monday – Friday 9.30 am – 4.00 pm

**[App] distrACT** - Provides trusted information and links to support for people who self-harm and may feel suicidal. Also includes eating disorders, student mental health, and carers' mental health: [distrACT App](#)

**[App] Stay Alive** – Provides information on how to stay safe in a crisis. Download for free on the App Store or Google Play: [Stay Alive](#)

## Websites

**Samaritans** - Guidance on sharing your personal experiences of self-harm and suicide online safely: [Sharing your personal experiences of self-harm and suicide online safely \(samaritans.org\)](#)

**PAPYRUS** – An organisation that is here to prevent young suicide, offers help, advice, and resources: <https://www.papyrus-uk.org/>

**Staying Safe** – A website for those struggling or who have thoughts of suicide. Offers information and a range of videos with ideas for how to get through: <https://staying-safe.net/>

## Reporting Mechanisms

Content that **promotes** suicide is illegal.

Content that creates awareness or signposts to support, however, is legal.

**Report to the police** – call **999** or **101** in non-emergency cases. You can also report a crime online: [Report a Crime](#)

**Report to the social media or gaming platform** – Report the account to the platform that the account is on. ThinkUKnow has guidance around reporting to a range of social media platforms: [ThinkUKnow](#)

**Report Harmful Content** – Step-by-step instructions on how to make a report on some of the most popular social media platforms. They can also help if you have reported harmful content to a site and there has been no resolution: [Report Harmful Content](#)