NORTHAMPTONSHIRE POLICE
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Northamptonshire Police
Corporate Communications Department
Darby House
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Monday, November 2, 2026
Ref: Keeping children safe online

Dear Parents and Carers,

The online world is an important part of children's everyday lives. Offering opportunities to learn, create, socialise and explore. As technology becomes increasingly central to daily life, we would like to remind families of the importance of online safety and how, by working together, we can help children develop the skills and confidence to navigate the digital world safely.

Northamptonshire Police have launched a new online safety campaign called Eyes Wide Open, to support families in understanding the digital world and the challenges young people may face online.

We encourage you to watch this short video with your child as a starting point for positive conversations about online safety.



If you have any issues with viewing the above video, please copy and paste the below URL into your browser:
https://youtu.be/Jk-sD2zYzmk?si=CdQmlyoMLSwHqaSx

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Children use digital devices for learning, socialising, gaming and entertainment. While these opportunities can be positive and enriching, there are also potential risks, including exposure to inappropriate content, cyberbullying, scams, misinformation, contact with strangers and many others.

By helping children develop digital literacy skills, learning how to make informed choices, protect their privacy and seek support when needed, children can be safer online.

We encourage you to:

- Talk regularly about the websites, apps, games and platforms they use.
- Show interest in their online experiences and encourage open conversations.
- Agree clear expectations for internet use at home.
- Use parental controls and privacy settings where appropriate.
- Help children protect their personal information and think carefully before sharing online.
- Encourage them to speak to a trusted adult if they encounter anything that makes them feel uncomfortable, worried or unsafe.
- Promote kindness, respect and responsibility in all online interactions.

For further guidance and support, the NSPCC provides a range of helpful online safety resources for parents and carers:
https://www.nspcc.org.uk/keeping-children-safe/online-safety

If you have any concerns about online safety or would like further information and support, please do not hesitate to contact the school.

Attached to this letter are some practical questions and approaches you can take with your child.

If you need to report a crime, please contact Northamptonshire Police on 101 or visit www.northants.police.uk/report.

Thank you for your continued support in helping children stay safe, happy and confident online.

Kind regards
Northamptonshire Police

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Questions we could ask about a young person's online world

1. Show me your online world

- What do you enjoy doing online, and which apps, games or platforms are most important to you?
- Who do you spend most of your time with online?
- What do you think adults often misunderstand about being online?

Tip: Children are often more willing to talk when adults show genuine interest. Ask your child to teach you something about a game, app or platform they enjoy.

2. What does the internet show you?

- What kinds of things usually appear when you open your apps?
- Do things ever appear that you weren't expecting or didn't want to see?

Tip: Many children are exposed to content because algorithms recommend it, not because they searched for it. Instead of asking, "What have you been searching for?" Try asking: "What is the internet showing you?"

3. How does being online make you feel?

- How do you usually feel after spending time online?
- Is there anything online that makes you feel worried, upset, uncomfortable or pressured?
- Do you ever feel pressure to fit in or worry about likes and followers?

Tip: Have you noticed changes in the child for example, changes in appearance, increased anxiety, becoming upset when unable to access the device? Children are often more willing to discuss feelings than specific incidents.

4. Tell me about your online friendships

- How do your online friendships and group chats make you feel?
- Do things that happen online ever affect school or friends?

Tip: Online friendships can be positive, but they can also involve pressure, exclusion or bullying. Avoid dismissing online friendships as "not real". For children, these relationships are important and meaningful.

5. What happens when you're gaming?

- What games do you play and who do you usually play with?
- Have you ever felt pressured to do, buy or accept something to stay part of a game or group?

Tip: Try to be curious about private messaging, voice chat, in game purchases. Gaming is often a social activity. Focus on understanding the social side of gaming as well as the game itself.

6. What happens when someone new contacts you?

- Do people you don't know ever message, follow or contact you online?
- What do you usually do when someone new contacts you?
- Has anyone ever asked for secrecy or wanted to move conversations elsewhere?

Tip: Children should be clear about who they can turn to if they have a negative experience online. You should thank them for sharing the concern and provide support. We should not punish the child, including removing devices, as this may stop them from reporting again.

7. Who could help if something went wrong?

- If something online worried you, who would you talk to?
- What might make it difficult to ask for help?

Tip: Children often know how to block or report people online but may not know who they can trust in real life. Regularly remind your child: "You can always come to me if something online worries you. We will work it out together."