

Appendix 1 – Data Tables

Q2: In the last year, how often have you seen or heard the following behaviours on the internet about a certain group, for example, girls, LGBT people, disabled people or a certain race or religion?	Rating Scale					TOTAL	
	Never	Occasionally	Often	Most of the time	All of the time	Seen or heard	All or most of the time
People posting things online that are supportive, kind or positive about a certain group	5%	24%	36%	26%	9%	95%	35%
My friends posting things online that are supportive, kind or positive about a certain group	7%	27%	32%	26%	9%	93%	35%
People bullying or attacking someone online because of their gender, sexuality, race, religion, disability or transgender identity	23%	48%	19%	8%	3%	77%	11%
People posting offensive, mean or threatening things online about people of a certain group	19%	49%	21%	8%	3%	81%	11%
My friends posting offensive, mean or threatening things online about people of a certain group	65%	23%	8%	3%	2%	35%	5%
My friends sharing funny things online that might be offensive to a certain group	27%	41%	19%	10%	4%	73%	14%
People sharing funny things online that might be offensive to a certain group	11%	39%	31%	14%	6%	89%	20%
People targeting me with online hate because of my gender, sexuality, race, religion, disability or transgender identity	76%	13%	6%	3%	1%	24%	4%
People responding to defend a certain group that is being targeted online	16%	35%	27%	14%	8%	84%	22%

Q2: In the last year, how often have you seen or heard the following behaviours on the internet about a certain group, for example, girls, LGBT people, disabled people or a certain race or religion? Matrix Rating Scale (One Answer Per Row: Never, Occasionally, Often, Most of the time, All of the time). Base: All respondents (1,512 young people aged 13-18 years).

Q4: In the last 12 months, how often have you seen or heard something hateful about a certain group in any of the following places?	Rating Scale					TOTAL	
	Never	Occasionally	Often	Most of the time	All of the time	Seen or heard	All or most of the time
On the internet	18%	46%	23%	8%	4%	82%	12%
In other media (for example, newspapers, magazines, TV, radio)	31%	42%	19%	5%	3%	69%	8%
At school	23%	43%	21%	9%	4%	77%	13%
Face-to-face in other places (for example, in your local community or at home)	46%	39%	11%	3%	1%	54%	4%

Q4: In the last 12 months, how often have you seen or heard something hateful about a certain group in any of the following places? For example potentially offensive, mean or threatening behaviour targeted at or about someone because of their race, religion, disability, gender, sexuality or transgender identity. Matrix Rating Scale (One Answer Per Row: Never, Occasionally, Often, Most of the time, All of the time). Base: All respondents (1,512 young people aged 13-18 years).

Appendix 2 - Questionnaire

[Introductory text]

What is the purpose of this survey?

In this survey we are going to ask you some questions about what you experience when using the **internet**, whether on websites, social media, apps, or gaming platforms, and that includes posts, comments, images, audio, videos, memes, pages and profiles.

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We want to explore whether the internet is a positive place for everyone, regardless of who they are, and what young people want the internet to be like. The survey will ask some questions about negative content that you might have seen on the internet, particularly about online hate.

Online hate targets people or communities because of their gender, transgender identity, sexuality, disability, race, ethnicity, nationality or religion. It could be offensive, mean or threatening, and either targeted directly at a person or group, or generally shared online. In its most extreme form it can break the law and become a hate crime.

Some of the groups that can be targeted with hate include:

- Girls/ Women
- Black, Asian, Middle Eastern and other minority ethnic communities
- Travellers/Roma Gypsies
- People of a certain religion (eg Muslims, Jews)
- Disabled people
- Lesbian, gay or bisexual people (LGB people)
- Transgender people

If you would like to discuss any of the issues raised in this survey we would encourage you to call ChildLine on 0800 1111.

How will your answers be used?

All your answers are completely confidential and will not be linked to you in any way, they will be grouped with the responses of other young people like yourself and used to advise on how the internet could be developed or used differently.

It will take around 4 minutes to complete the rest of the survey.

Are you happy to continue with the survey on this basis?

1) How much do you agree or disagree with these statements about the internet?

	<i>Strongly agree</i>	<i>Agree</i>	<i>Neither agree nor disagree</i>	<i>Disagree</i>	<i>Strongly disagree</i>
I can be myself online					
The internet helps me understand different people's views and beliefs					
Everyone should be able to be themselves online					
Most people only communicate online to people who have similar views and beliefs to them					
The internet makes it easy for people to be mean					
No one should be targeted with online hate because of their gender, race, religion, sexuality, disability or transgender identity					
People should expect to be targeted with online hate if they share personal information about their gender, race, religion, sexuality, disability or transgender identity on the internet					
Online hate makes me more careful about what I share online					
People my age can use the internet to bring different people closer together					
Online hate makes me less likely to use social media					
Online hate is something I worry about					
The internet can be a positive place that respects and celebrates our differences					

1b) In the last year, how often have you seen or heard the following behaviours on the internet?

	<i>All of the time</i>	<i>Most of the time</i>	<i>Often</i>	<i>Occasionally</i>	<i>Never</i>
People posting things online that are supportive, kind or positive					
People posting offensive, mean or threatening things online					
People being mean to me					

2) In the last year, how often have you seen or heard the following behaviours on the internet about a certain group, for example, girls, LGBT people, disabled people or a certain race or religion?

	<i>All of the time</i>	<i>Most of the time</i>	<i>Often</i>	<i>Occasionally</i>	<i>Never</i>
People posting things online that are supportive, kind or positive about a certain group					
My friends posting things online that are supportive, kind or positive about a certain group					
People bullying or attacking someone online because of their gender, sexuality, race, religion, disability or transgender identity					
People posting offensive, mean or threatening things online about people of a certain group					
My friends posting offensive, mean or threatening things online about people of a certain group					
My friends sharing funny things online that might be offensive to a certain group					
People sharing funny things online that might be offensive to a certain group					
People targeting me with online hate because of my gender, sexuality, race, religion, disability or transgender identity					
People responding to defend a certain group that is being targeted online					

3) In the last 12 months have you done anything online to show support to any of the following groups? For example, changed your profile picture, posted a supportive comment, joined an online campaign or group. (Please select all that apply)

- Girls/ Women
- Disabled people
- Lesbian, gay or bisexual people (LGB people)
- Transgender people
- Black, Asian, Middle Eastern and other minority ethnic communities
- Travellers/Roma Gypsies
- People of a certain religion (eg Muslims, Jews)
- Other
- N/A – I have not done this in the last year

[If selected a group at Q3, then Answer Q3a and Q3b]

[If ticked 'N/A' then skip to Q4]

➤ **3a) What did you do online to show support to a particular group, eg women, LGBT people or a particular race/religion? (Please select all that apply)**

- Changed my profile picture or added a filter
- Liked/followed a page or individual
- Posted a supportive comment, image or article
- Liked or shared someone else’s post
- Replied to someone who was posting negative things
- Signed an online petition
- Other

➤ **3b) Can you describe what you did?**

4) In the last 12 months, how often have you seen or heard something hateful about a certain group in any of the following places? For example potentially offensive, mean or threatening behaviour targeted at or about someone because of their race, religion, disability, gender, sexuality or transgender identity.

	<i>All of the time</i>	<i>Most of the time</i>	<i>Often</i>	<i>Occasionally</i>	<i>Never</i>
On the internet (for example, on a social network, app, website, online game)					
In other media (for example, newspapers, magazines, TV, radio)					
At school					
Face-to-face in other places (for example, in your local community or at home)					

If answered – ‘on the internet’ – never - skip to Q6)

<descriptive text> You answered that you have seen or heard something hateful on the internet about a certain group in the last year. The following questions ask you for a bit more information about what you saw or heard.

➤ **4a) Which of the following groups have you seen being targeted with online hate? For example potentially offensive, mean or threatening behaviour on social media, online games or apps. (Please select all that apply)**

- Girls/ Women
- Disabled people
- Lesbian, gay or bisexual people (LGB people)
- Transgender people
- Black, Asian, Middle Eastern and other minority ethnic communities
- Travellers/Roma Gypsies
- People of a certain religion (eg Muslims, Jews)
- Other
- I don't know

➤ **4b) Who was it targeted at? (Please select all that apply)**

- A friend or someone I know in person
- Someone online who I don't know
- A famous person
- Me
- Other
- Not targeted at anyone in particular

➤ **4c) Which platforms did you see or hear this on? (Please select all that apply)**

- Social media pages and profiles (like Facebook, Twitter, Instagram)
- Chat functions in games (like Clash of Clans, Call of Duty)
- Videos and video comment threads (like YouTube)
- Websites or Blogs like Tumblr
- Forums or message boards (like Reddit, 4chan)
- Instant messaging services (like WhatsApp, Snapchat, Kik, Viber)

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- Video chat services (like Skype, ooVoo, FaceTime)
- Other

➤ **4d) How did it make you feel?** *(Please select all that apply)*

- Upset or sad
- Not bothered
- Angry
- Attacked or scared
- Shocked
- Amused
- None of the above

➤ **4e) What did you do?** *(Please select all that apply)*

- Told a parent or other adult
- Told a teacher or other professional (eg youth worker, helpline or support organisation)
- Spoke to a friend
- Reported it to the social network, app, game or website
- Reported it to the police
- Blocked the person
- Replied publicly to the person who posted it
- Replied in private to the person who posted it
- Ignored it
- Did something else

➤ **4f) Do you think online hate is becoming more or less common?** *(Please select one)*

- More online hate now than a year ago
- The same amount of online hate as a year ago
- Less online hate now than a year ago
- Not sure

5. Do you agree with the following statements about online hate? (Online hate is potentially offensive, mean or threatening behaviour on the internet targeted at or about someone because of their race, religion, disability, gender, sexuality or transgender identity)

	<i>Strongly agree</i>	<i>Agree</i>	<i>Neither agree or disagree</i>	<i>Disagree</i>	<i>Strongly disagree</i>
I don't know what to do if I come across online hate					
If I saw online hate I would do something about it					
I know how to report online hate to a social network					
I wouldn't know when online hate breaks the law					
I would worry about standing up to online hate as I don't want to be targeted					
I would like to report online hate but I am not comfortable doing so					
I feel comfortable telling an adult about online hate					
I want more information about what to do about online hate					
People my age have an important role to play in tackling online hate and creating a kinder internet for everyone					
More needs to be done about online hate					
Together we can prevent online hate and make the internet a place of kindness and respect					

6. Can you explain more about what you think might help to reduce online hate? Think about what people could do themselves, what could be done in schools, by police, by parents, by social media companies, by celebrities or in other campaigns.

[Questions about Demographics – optional at the end of the survey]

Which of the following best describes your ethnicity?

White British

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- White Irish
- White and Black Caribbean
- White and Black African
- White and Asian
- Any other White background
- Indian
- Pakistani
- Bangladeshi
- Any other Asian background
- African
- Caribbean
- Any other Black / African / Caribbean background
- Chinese
- Arab
- Any other Mixed / Multiple ethnic background
- Any other ethnic group
- Prefer not to say

Do you have a disability?

By disability we mean something mental or physical that could restrict or impact day to day activities

- Yes
- No
- Prefer not to say

And which, if any, of the following describes you?

Please select one only

- Christian
- Muslim
- Hindu
- Sikh
- Buddhist
- Jewish
- Other religion
- No religion
- Prefer not to say

Would you refer to yourself as...?

Please select one only

- Male
- Female
- Other
- Prefer not to say

Finally, would you describe yourself as...?

Please select one only

- Heterosexual (straight)
- Gay
- Lesbian
- Bisexual
- Unsure
- Other
- Prefer not to say