



e-Safer Suffolk

# The Suffolk Cybersurvey 2016

---

**Youthworks Consulting**

*Adrienne Katz*



## **FOREWORD**

Welcome to our sixth annual Cybersurvey report, commissioned by the e-Safer Suffolk Online Safety Strategic Group, and carried out in conjunction with Youthworks Consulting Ltd.

This year we have we have received over 3,000 responses, an amazing return and we thank all our partners who have supported children and young people to explain about their online lives and experiences.

I also want to acknowledge the more than 17,000 children and young people who have participated in the cybersurvey across the years. Their invaluable input has helped provide a clear focus on online safety in Suffolk as part of an overall safeguarding approach.

Our survey showed that 83% of 10 – 11 year olds have access to either a smartphone or a tablet, and the majority have access to both reflecting the same levels of access as elsewhere in the country.

This emphasises the need for parents and carers to have an awareness of how to protect their child, as soon as children are given access to internet-enabled devices. We will continue to empower parents and carers to feel confident about how to educate their children regarding using the internet safely.

Online safety is our collective responsibility. Our partnership approach is leading to results, the trends in risk taking behaviour are reducing. However, in this ever changing “online-world”, we cannot afford to lessen our efforts, to safeguard, support and empower all our children and young people.



**Councillor Gordon Jones**  
**Cabinet Member for Children’s Services, Education & Skills**  
**Chair of the e-Safer Suffolk Online Safety Strategic Group**

**Contents**

About the Cybersurvey.....4

About the sample .....5

Executive Summary .....7

1. Access.....11

2. Changing trends as they grow up.....15

3. Emotional Health .....23

4. Impacts of the Internet .....28

5. The Internet is exciting but not always safe.....32

6. Meeting up with someone you only know online.....36

7. Exposure to high risk content .....40

8. Manipulative relationships & sexting.....42

9. Cyberbullying .....46

10. Online safety education .....48

11. Advice from parents and carers.....53

12. Confidence to help others.....56

## About the Cybersurvey

The Cybersurvey online questionnaire has run annually for nine years in various local authority areas. This report represents data collected in Suffolk in autumn 2016.

Respondents are anonymous, but a code, IP address and other identifying characteristics allow safeguarding measures to be provided if someone reveals an issue of concern. Alerts are sent to the local authority if any respondents appear unsafe or have written a distressed message in an open question. They follow up with the school using the school code, the IP address, date and time of the entry, the gender and age of the respondent.

### Questionnaire development and youth participation

The Cybersurvey was developed in 2008 with extensive consultation involving professionals in Dudley, Solihull, Birmingham and Oxfordshire. Young people in youth participation groups or advisory groups to the Dudley MBC were involved, (Dudley Decision Makers and Dudley Youth Shadow Safeguarding Group.) supported by the Youth Participation Team. This was followed by a pilot run in Essex with 158 young people. Wording of the questions was tested with young people to ensure good understanding of terms and they were encouraged to suggest questions. Among the professionals from the four local authorities were safeguarding leads, e-safety champions, anti-bullying co-ordinators, community safety police officers and an educational psychologist. Youthworks manages the continuing development process, consultations, edits and reports annually. To date over 35,000 young respondents have contributed over nine years.

Each year, some questions have been modernised. The fast changing nature of the online environment and arrival of new devices means that there is a need to evolve. The 2014 version, broadened out from cyberbullying to look at a wider range of online scenarios. The schools inspectorate, Ofsted announced the wider concept 'online safety', the following autumn. They drew 'attention to the need to reflect a widening range of issues associated with technology and user's access to content, contact with others and behavioural issues.' There had been several high profile suicides in the country linked with cyberbullying during 2013-2014 and rates of self-harm have been rising steadily in recent years. Local government and schools wished to respond and include a wider range of issues in the Cybersurvey.

Workshops with students maintain the pupil involvement input. This is the 6<sup>th</sup> consecutive year the survey has been run in Suffolk enabling year on year comparisons. Suffolk has continually helped to re-shape the questionnaire for which we wish to thank Marisa Batson.

A research programme is now running alongside the surveys. This gives an added dimension to the reports, books and training. Dr Aiman El Asam of the University of Kingston is leading this programme.

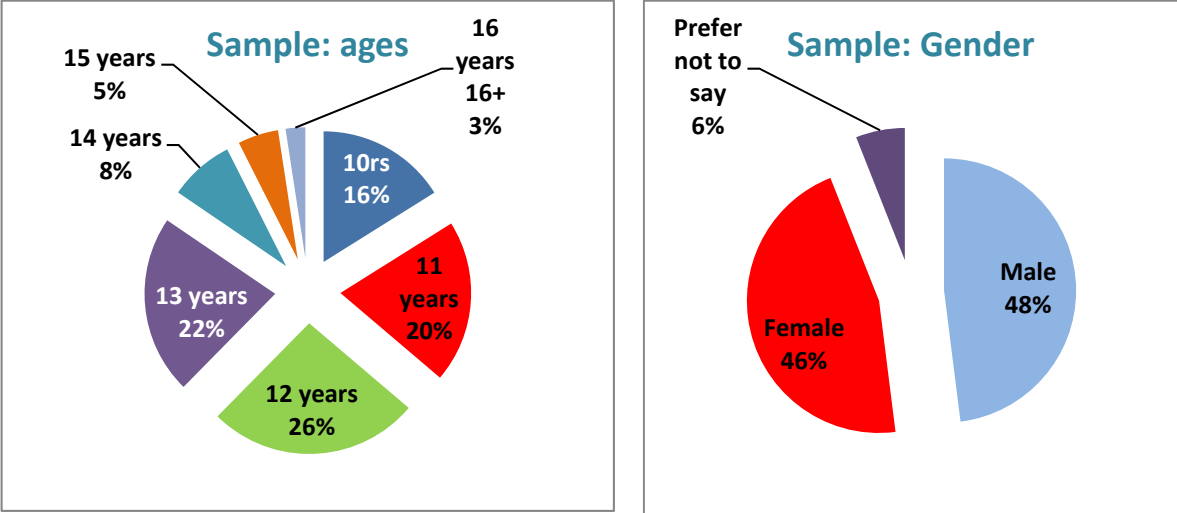
The information in this report is aimed at improving online safety delivery, refining responses to cases with an online component and evaluating progress year on year. Any service is welcome to use this information with their teams and with young people.

Adrienne Katz

# About the sample

Data was collected in the autumn term of 2016 from education settings and youth organisations across Suffolk. 3142 responses were analysed. Responses were disqualified if people said they never go online or they do not use any of the devices listed to access the internet. Schools were provided with a code in order to test and preview the survey, all responses with this code were removed before analysis.

**Age:** The largest age group is 12-13.



## Gender

The sample is 48% male, 46% female while 6% of respondents chose 'prefer not to say'.

## Age

The largest cohort is 12 years old with two other large groups aged 11 and 13 years while 10 year olds make up 16% The over 13 year olds make up a further 16%.

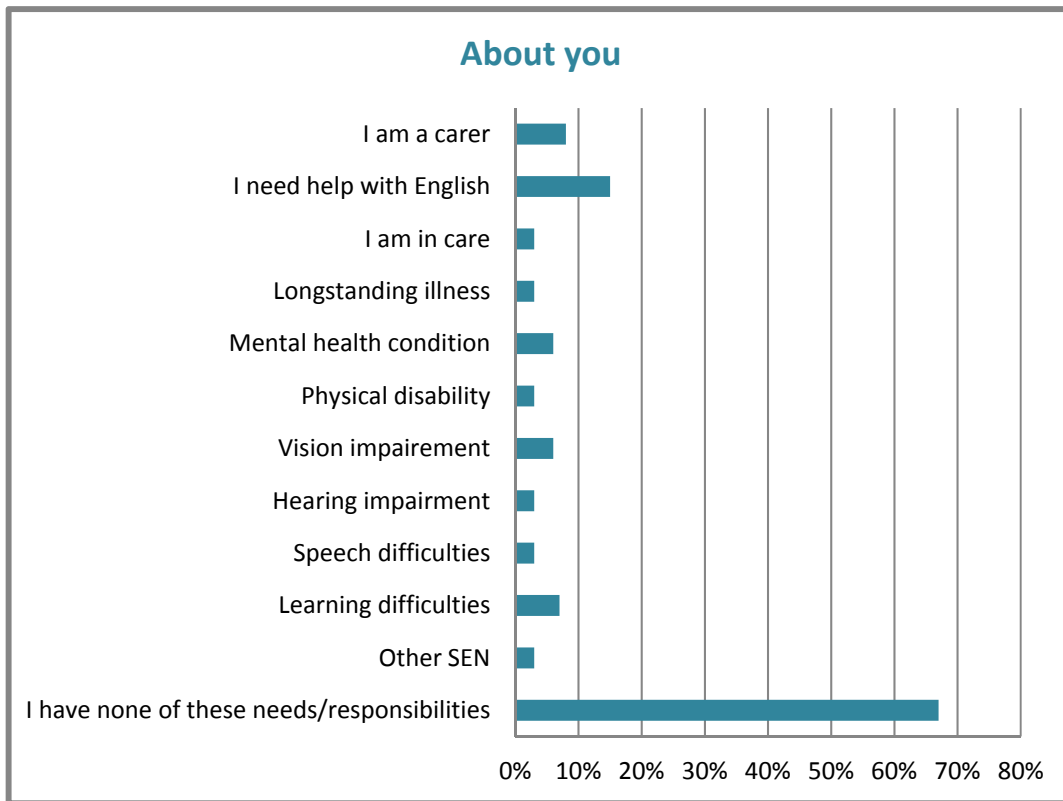
## A diverse sample

We are interested in studying the online lives of young people in different situations in order to obtain relevant information to help those delivering support. This sample includes children and young people who are:

- Young carers
- In care

It also includes children and young people who have

- Learning difficulties
- Mental health difficulties
- A physical disability
- Hearing or vision impairment
- A longstanding illness
- A need for help with English – this could be a communication difficulty or not having English as a first language.



For the third year we have highlighted respondents who experience adversity or vulnerability. This is because our research<sup>1</sup> found that these young people experience high risk situations and harmful experiences online more than their peers. While people who need help with English are not necessarily vulnerable in other ways, it appears that they may need help with their e-safety education or they may not understand the small print of terms and conditions on social media or shopping sites. Our recent analysis suggests that young people with hearing impairments are particularly in need of targeted support to be safe online.

These messages provide valuable insights for frontline practitioners and professionals therefore we are especially grateful to all those schools and staff who facilitated the survey and enabled respondents to take part.

<sup>1</sup> El Asam, A. & Katz, A. A new digital divide? Vulnerable Young People and Online Harm (In preparation).

# Executive Summary

## Access

- The youngest children have far greater access than ever before via tablets.
- Tablets are more popular with younger users than with teens.
- 30% of 10 year olds have a social media page
- Almost all respondents over the age of 14 have a smartphone (96%)
- This year fewer have a tablet for learning provided by their school than last year

Tablets and smartphones deliver ever wider access to the internet for children and young people. This trend is seen among the youngest: 83% of 10-11 year olds have one of these devices they can use and the majority have access to both. In a trend that runs counter to the young people's increasingly digital lives, only 8% say their schools are providing tablets for learning, down from 11% in 2015.

YouTube, Snapchat and Instagram remain the most popular apps, but new climbers include musical.ly and OoVoo. Both of these have had warnings issued about them by online safety experts.

## Changing trends with age

Between the ages of 12 and 15 years the changes are rapid.

- 64% of 11 year olds and 91% of 15 year olds chat online.
- Posting photos or videos rises sharply in one year from 39% of 11 year olds to half of 12 year olds and two thirds of 15's.
- 10% of ten year olds spend five+ hours online in a day. This figure rises threefold by age 15.

These patterns, described in chapter two can be used to determine at which age it would be most worthwhile to deliver certain online safety messages.

## Emotional health

Since 2014 the Cybersurvey has identified young people whose emotional health is associated with their pattern of online behaviour. This year confirms these messages. A little over half of our sample, (53%) feels happy and confident most of the time. 47% say they 'just take life as it comes,' while 41% believe 'I will achieve my goals' most of the time, whereas 6% are depressed.

Young people who feel depressed most of the time describe online lives that differ from their peers. They are:

- Twice as likely to use chatrooms
- Three times as likely to use the internet to 'find new friends or talk to new people'
- More than twice as likely to 'look at pages meant for adults'
- More than twice as likely to spend more than 5+ hours a day online
- More than a third say the internet has 'often caused difficulties with their friends in the past week'
- 18% say it has 'caused difficulties with my family'
- Twice as likely to have met up with someone only known online
- Seven times more likely to say that 'the internet often left me with thoughts and feelings that were upsetting in the last week.'

- They are twice as likely to have been on websites encouraging anorexia
- A third have viewed websites encouraging self-harm or suicide.
- 28% have had their images shared as revenge.

These examples indicate the need to focus on emotional health when helping young people with their online lives.

## Messages for practice

Practice is having an effect: the following items are stabilising or decreasing:

- Cyberbullying, sexting, meeting up
- Homophobia down and stable
- Viewing pro suicide sites stable
- Viewing extremist content stable
- Viewing pro-anorexia sites reduced

Those with mental health difficulties (MHD) were more reliant on the Internet to make friends, some of whom might be in helpful support forums, as one person put it, in *'relatable situations'* whereas others said they find it *'easier to communicate online than in person'*. *'It made me feel like there was someone I could talk to who wouldn't be able to tell anyone I know.'*

On a number of measures vulnerable groups appear to be impacted by the Internet or their experiences and encounters on it, in a range of negative ways. This is not proof of cause and effect, but shows the powerful relationship between their internet use and their wellbeing and how their vulnerability needs to be considered alongside their online life if any impact is to be achieved whether in therapy, support or education.

Vulnerable groups include:

- Young carers,
- LAC,
- Those with mental health difficulties, those who are depressed (Emotional Health)
- Those with learning difficulties, hearing loss or other SEN,
- Those who lack confidence or never feel they are 'good enough'.

For example those with hearing loss and those in care, report having their images shared in revenge after a relationship has ended, more than other young people. They are also more prone to experience manipulative online relationships or situations involving sexting.

## Parents' advice on staying safe online

Parents drop away from giving advice and support to their teenagers particularly at age 15 when they are possibly at highest risk online. They also tend to talk to daughters far more than sons and are least likely to give advice to children who prefer not to state their gender. However when they do give advice, it appears to have an impact. Only 58% of ten year olds had been taught to stay safe online by a parent or carer, suggesting parents should be encouraged to begin at a younger age and sustain their support through the teen years. Parents should be encouraged to check games ratings and film or TV content suitability. Only 59% of ten year olds said their parents checked the suitability of online games.



# The majority are doing well in relation to high risk scenarios

While the majority of young people are relatively resilient and safe online, there are those who ‘often’ encounter these risk scenarios. This should not cloud the picture of the majority who are becoming increasingly confident and digitally skilled. However it does underline the divergence seen in the online lives of those who are highly vulnerable.

The confidence and desire for autonomy among young people which has been a notable feature in earlier reports, is seen again this year. 62% of our respondents said they have often been able to look after themselves online and a further 25% have done so once or twice. This is a fairly young sample. Media headlines would have us believe that all young people are experiencing extremely ugly scenarios online, all the time, but this is not the case in Suffolk. The spike in the number and range of problems seen in 2013/14 is now receding slightly. Sexting, meeting up with someone known only online and Cyberbullying have remained stable at 4%, 14% and 19% respectively. Being persuaded or forced into unwanted sexual activity has reduced in the past two years from a high in 2014. Online racism is more prevalent than homophobia which has fallen.

TRENDS YEAR ON YEAR	2013	2014	2015	2016
Taught about e-safety at school	93%	89%	78%	80%
Cyberbullied	20%	23%	19%	19%
Met up with person known only online	-	-	14%	14%
Sexting	4%	5%	4%	4%
Victim of revenge sharing of images		-	6%	6%
Spends 5+ hours a day online		25%	17%	16%
Extremist content seen		-	8%	9%
Very violent images/videos seen		20%	21%	20%
Seen content encouraging self-harm/suicide		22%	10%	9%
Seen content encouraging anorexia		21%	25%	24%
Seen content promoting racism/hatred		17%	11%	13%
Someone online tries to persuade you into unwanted sexual activity		24%	6%	6%
Using chatrooms	25%	19%	15%	12%
Homophobic bullying online	10%	19%	4%	3%
False solicitation, person not who they said		13%	4%	4%
Adult content seen		11%	n/a	5%

The age cohorts in the sample differed in 2014 it was a slightly older sample.

## Meeting up with someone known only online

14% of our 12-16+ year olds have met up in real life with someone they met online. Despite the phrasing of this question focusing on people only known online, it is clear that many young people are meeting someone they knew of, or knew through someone else. They take it another step via the Internet and ‘hook up’. However the widespread acceptance of this way of meeting new people can make young people less alert to the possible risks inherent in it. For most of them it is only another form of communication. This could lull them into a false sense that it is entirely safe. Vulnerable groups were more likely to travel far and meet up with someone not in their age group.

### The person they met was about the same age as they are:

12 year olds - in 81% of cases;	15 year olds – in 80% of cases
13 year olds – in 87% of cases;	16 year olds - 85% of case
14 year olds – in 85% of cases;	16+ - in 92% of cases

## Cyberbullying

Cyberbullying has not increased but a third of people who report it say this does not result in a good outcome or getting it to stop. On the contrary, it stays the same or even worsens as a result. Responses and interventions need to improve via training and joined up multi-agency responses where necessary. The peak age for cyberbullying this year is 16 years. This illustrates the need to continue with good relationships education alongside digital literacy until the end of year 10.

## Online safety education

Schools in Suffolk are delivering online safety education to fewer young people than four years ago: 80% vs 93%.

Over the nine years of the Cybersurvey young people often talk approvingly about the e-safety education and then go on to say they seldom if ever follow it. This has been a consistent message in all areas and in each year, although the figures for adherence have been slowly improving over time, in 2016 in Suffolk we find that:

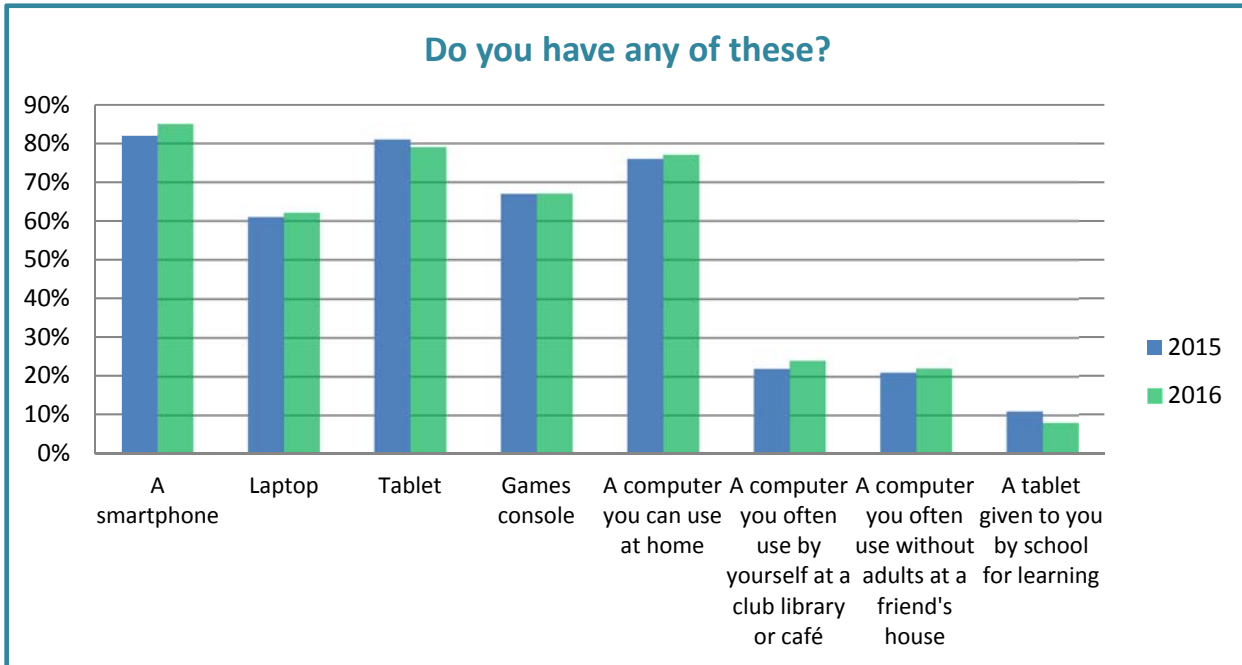
- 57% always follow it in contrast to 61% last year
- 30% sometimes follow it
- 6% say they don't really follow it
- 3% never do

Those who prefer not to state their gender are least likely to always follow the advice. They also report low levels of e-safety education.



# 1. Access

Smartphones and tablets are the most common devices used to access the internet, with respondents reporting that tablets have overtaken laptops in the last year. Games consoles and a computer at home are still widely used. Young people use other computers by themselves in clubs, libraries and friend’s homes. Few schools are issuing tablets for learning.



*'I look at hockey matches and gymnastics.'*

## What do you go online to do?

*'I like watching turtles swimming on YouTube'*

*'For Homework'*

*'To see what my friends are up to'*

*'To listen to music or watch films'*

*'Games and chat'*

*Create: 'learn how to draw'; 'post photos and vids'*

*'Look at funny stuff'*

*'Look at Pinterest boards'*

*'Look at porn'*

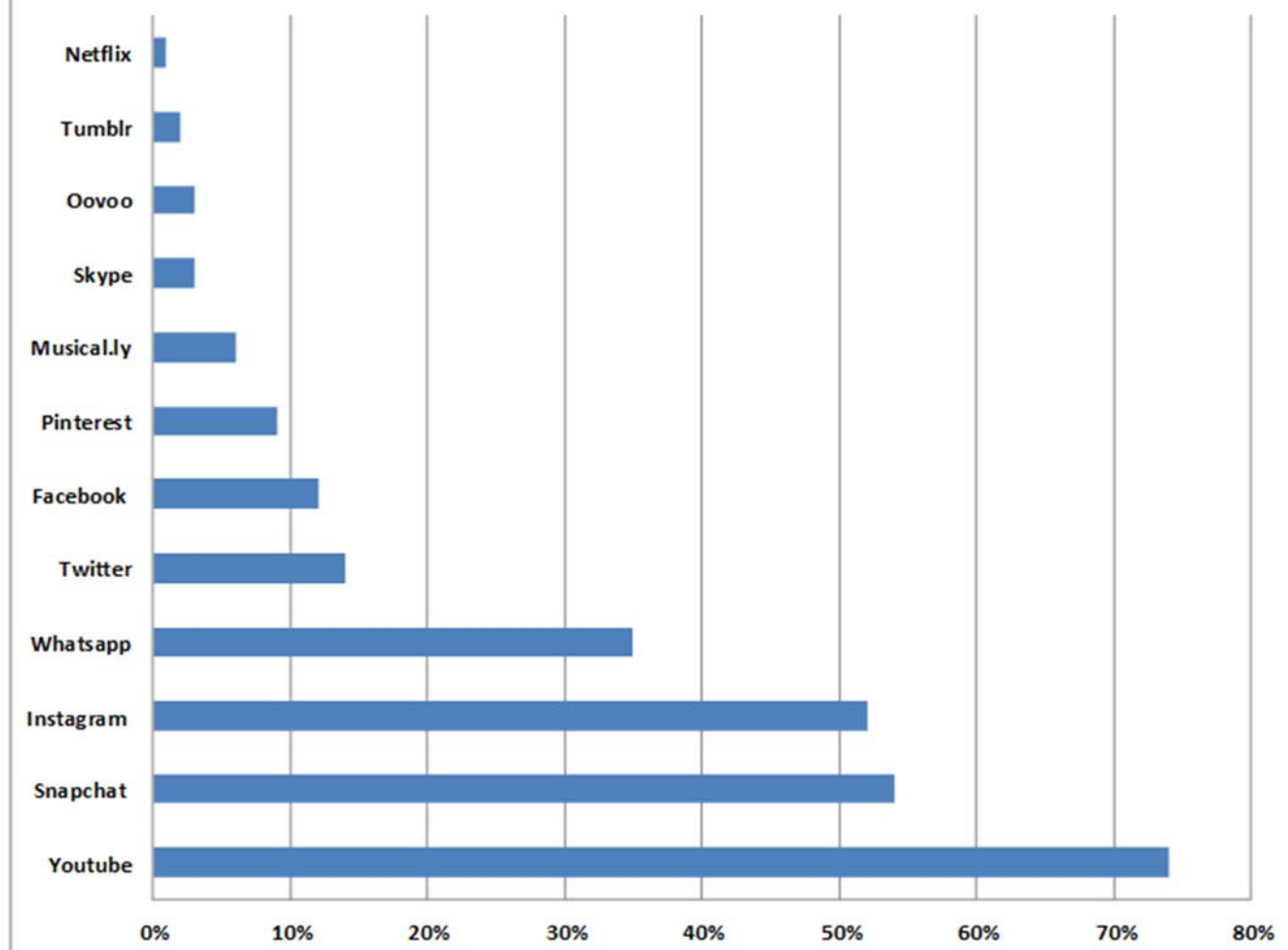
*'Pokemon trading'*

*'Find out things'*

*'Talk to new people'*

*'Window shop'*

## Popular apps and social media



### Other apps mentioned:

Mathletics, Sumdog, Coolmath games

Oovoo, Vine, Kik, Twitch, Viber, Yellow, Spotify, Roblox

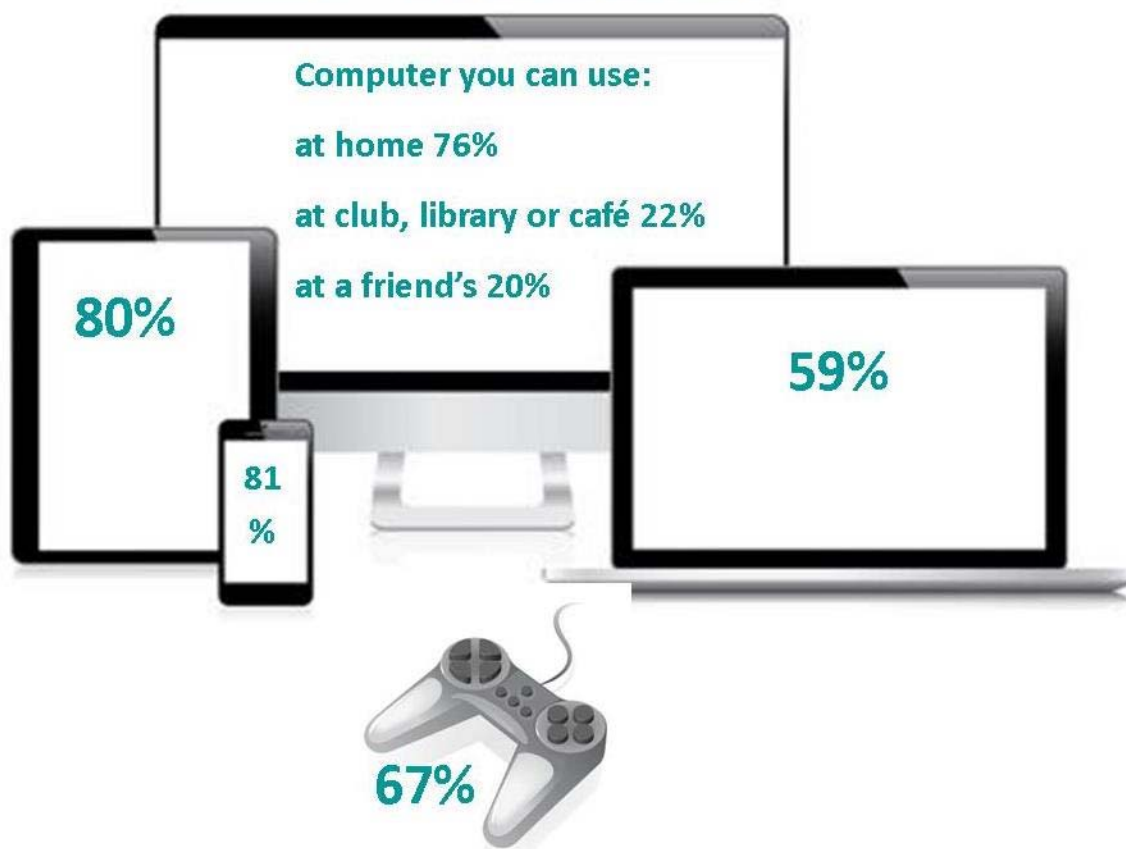
Readings, Wattpad, Post Story chapters, bbc iplayer,

Popjam, Pokemon Go, Watch Anime, Code Black Ops 2, Henti,

Sound Cloud, Fanfiction, Quotez, Neopets,

Moviestar Planet, Google Hangouts, Facetime and Games





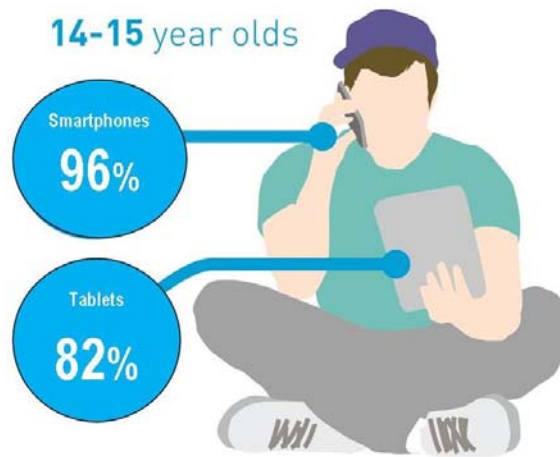
### Access: 13 & under

#### Messages for practice

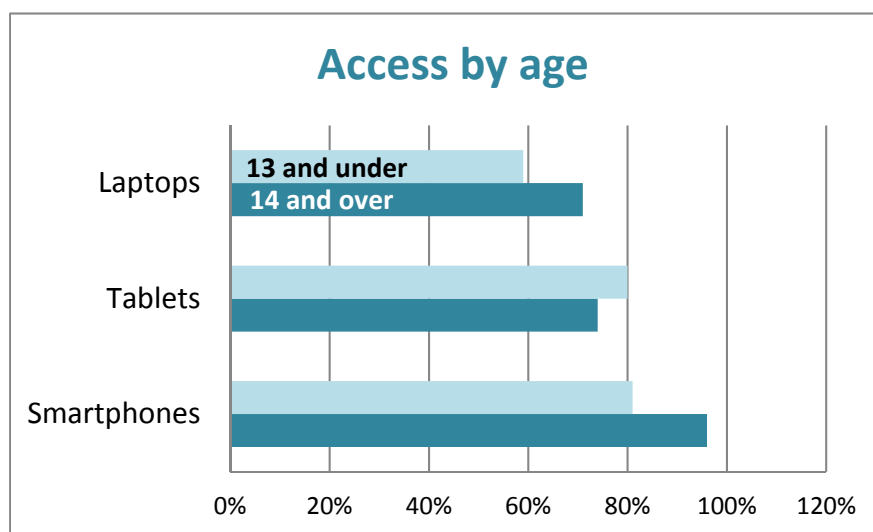
- Schools are providing even fewer tablets for learning than last year
- Smartphone ownership is still growing and is almost at saturation point among over 14's
- Tablets are as popular as smartphones with younger respondents
- Games console ownership is unchanged since 2015
- More than one in five of this age group are using computers at a library, café or club
- One in five use a computer at a friend's home with no adult supervision
- Over three quarters use a computer at home



2016 Tablets draw level with smartphones

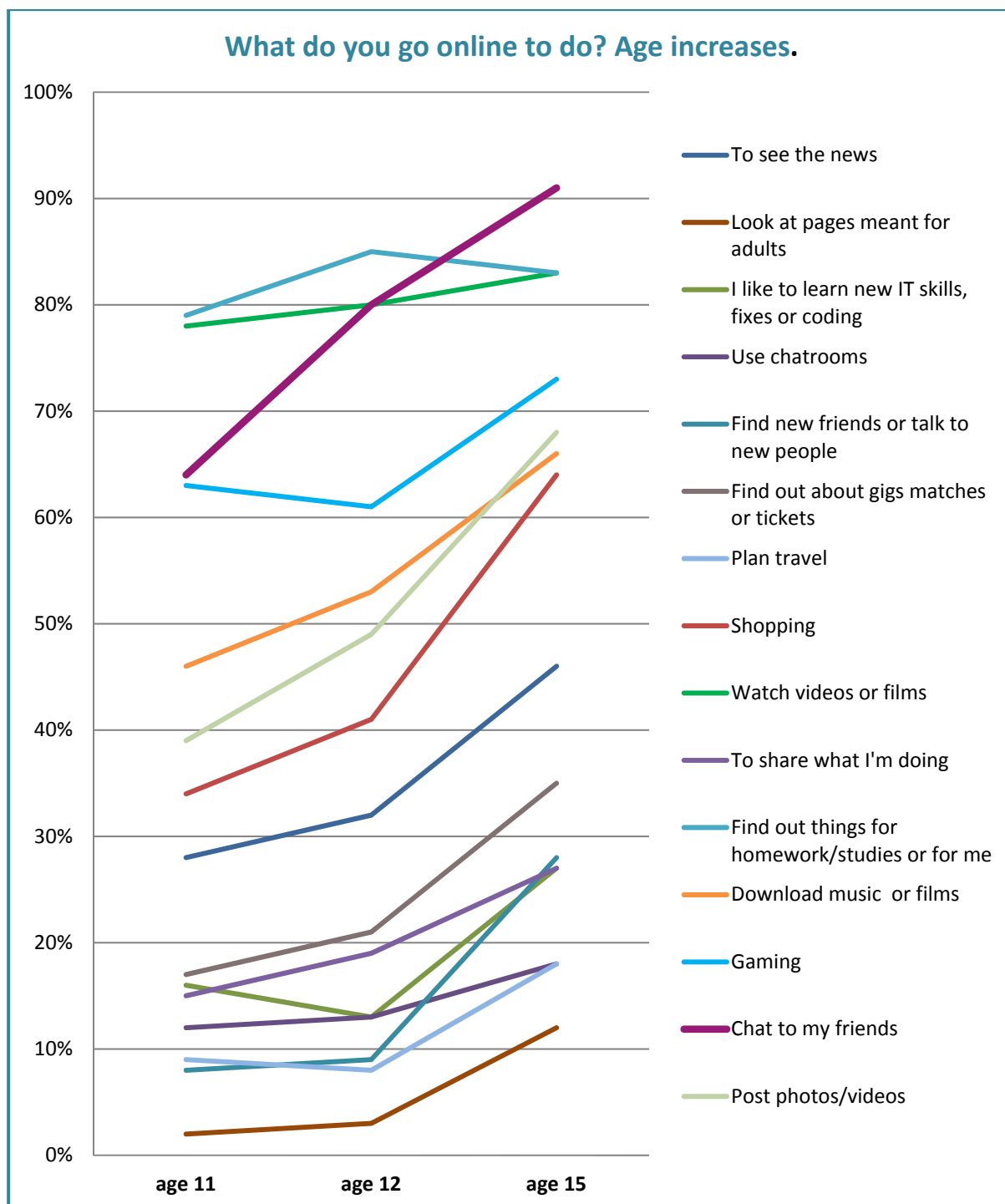


2016 Smartphones are ubiquitous from the mid-teens



## 2. Changing trends as they grow up

Between the ages of 12 and 15 years the changes are rapid. Although chat is popular at all ages, it becomes an increasingly important part of life during the teenage years. 64% of 11 year olds and 91% of 15 year olds chat online. Posting photos or videos rises from 39% of 11 year olds to half of 12 year olds and two thirds of 15's.



## Patterns of use in the teen years

While patterns of internet use differ little between the ages of 11 and 12 except for an increase in chatting with friends and increased posting of photos and videos; by age 15 there are many very marked changes. **These figures suggest there are key moments to deliver e-safety education and also to change what is delivered to ensure it is age appropriate.** 91% of fifteen year olds are chatting with friends online, 29% are looking for 'new friends' online. Shopping increases markedly after the age of 12.

The e-safety education for each stage should be delivered immediately before the age at which we know certain behaviours increase.

### What do young people enjoy online?

# 10

**Age 10** The ten year olds overwhelmingly enjoy games and watching films and videos. As shown above nearly two thirds already chat and some listen to music or watch films.

# 13

**Age 13** 'I sometimes use Facebook to chat with my friend because I miss my friend.' They are looking at the news, playing games, talking to friends, watching catch up TV, listening to music and watching videos and films. They also talk a lot to family members far away.

# 14

**Age 14** – Games, chat and watching films or videos are even more popular but now we see shopping mentioned and 'learning about the world' plus memes and animes mentioned. Some like using the Internet for learning to draw or create film and animations.

# 15

**Age 15** - By age 16 and 16+ they '*Stalk fit boys*' enjoy '*Connectivity*' love Netfilix, mention porn, still enjoy gaming, chat with friends and '*bant*'. They play Pokemon Go, follow memes and stream or catch up on TV. Snapchat remains popular. Over two thirds post photos and videos. Watching videos and films is overwhelmingly the most popular activity. YouTube retains its dominance across all ages for another year.

While use of chatrooms remains below 20%, research<sup>2</sup> indicates that they can be at risk in numerous ways within these environments. 27% of 15 year olds are going online to share 'what I am doing'. While it is commonly thought that teenagers do this all the time, we see here that it is a minority.

---

<sup>2</sup> Beebe et al 2004 Chatroom use was consistently significantly associated with adverse factors and risk behaviour

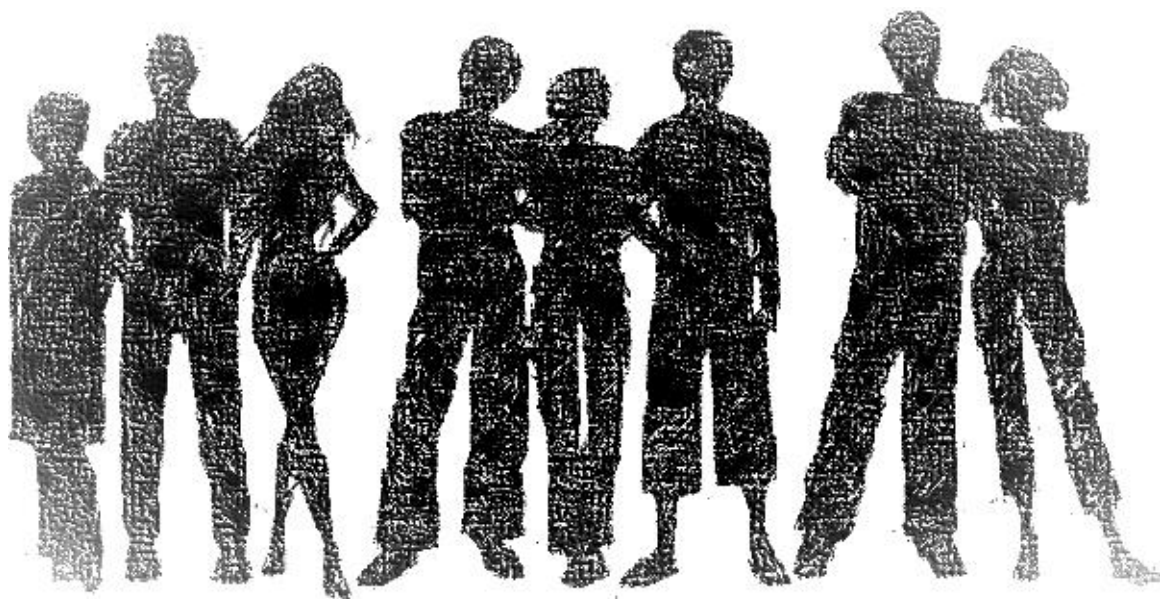


## Gender

Boys are twice as likely as girls to go online for gaming and almost three times more likely to go online to learn new IT skills. 7% of boys visit sites meant for adults whereas only 1% of girls do so. Boys are slightly more likely than girls to go online to plan travel, gigs and tickets

Girls post more photos and videos than boys, they also chat to friends, and shop more than boys do. Girls search for information for their homework more than boys, whereas on many other online activities there is no gender difference at all.

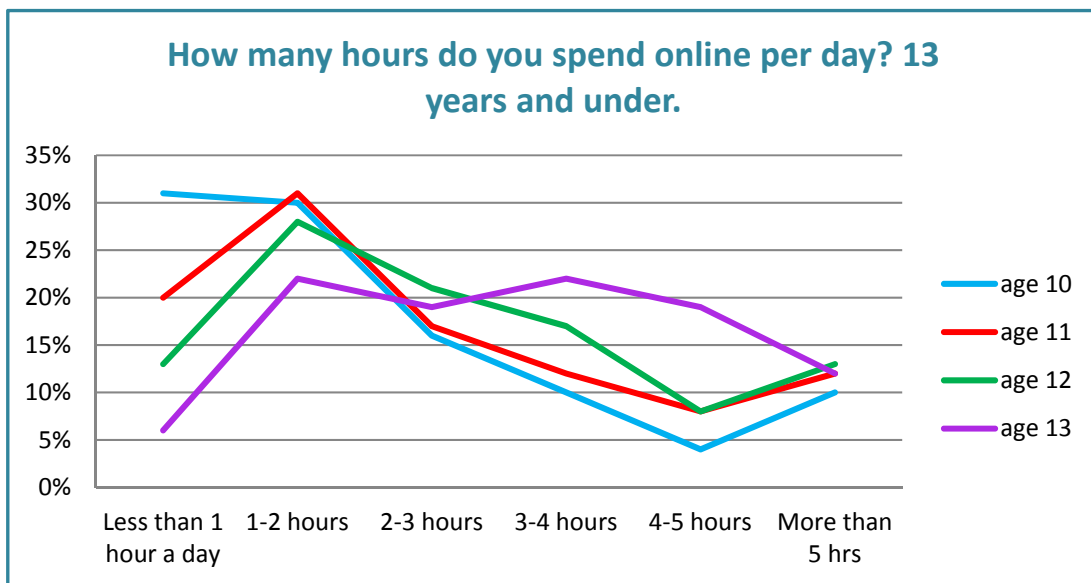
Boys and girls are downloading music or film; sharing what I am doing; or watching online videos and watching the news to the same extent



Those who preferred not to state their gender are more likely than both other groups to ‘share what I’m doing online’, find out about gigs, matches and tickets, find new friends or talk to new people – and in the process some of these individuals they meet turn out not be who they said they were (6%).

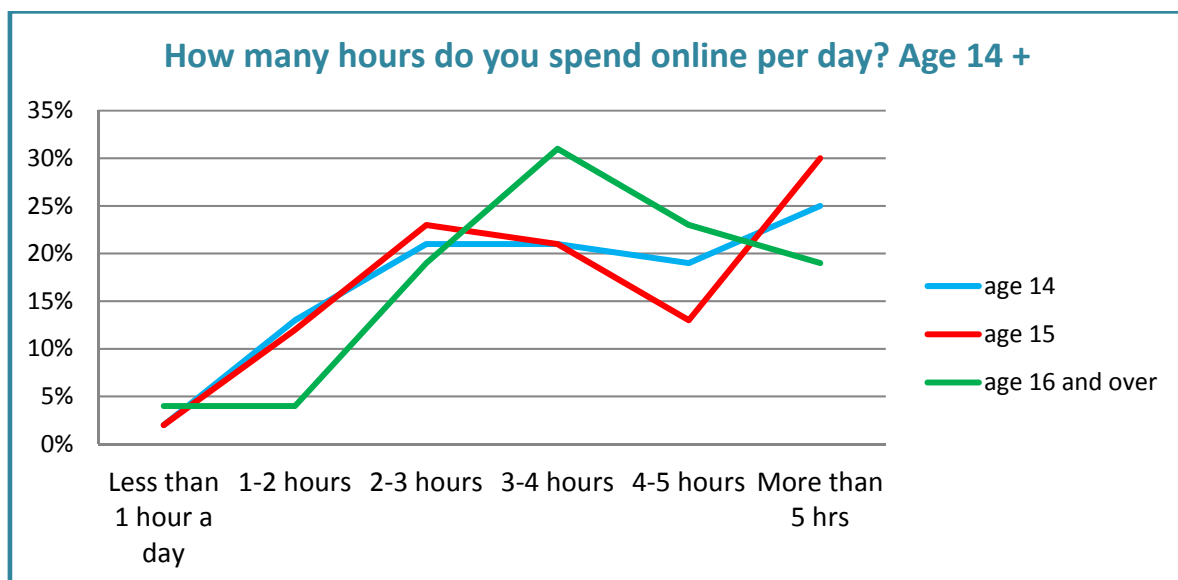
They learn new IT skills. They watch the news more than either boys or girls. They are two and a half times more likely than boys to look at ‘pages meant for adults’ and twice as likely to use chatrooms. Although numbers are small, they are the group most likely to go online to gambling sites. One in five (20%) of the young people who chose this category in the gender question, said they met up with someone known only online, compared to 14% of boys and 13% of girls.

## Time spent online



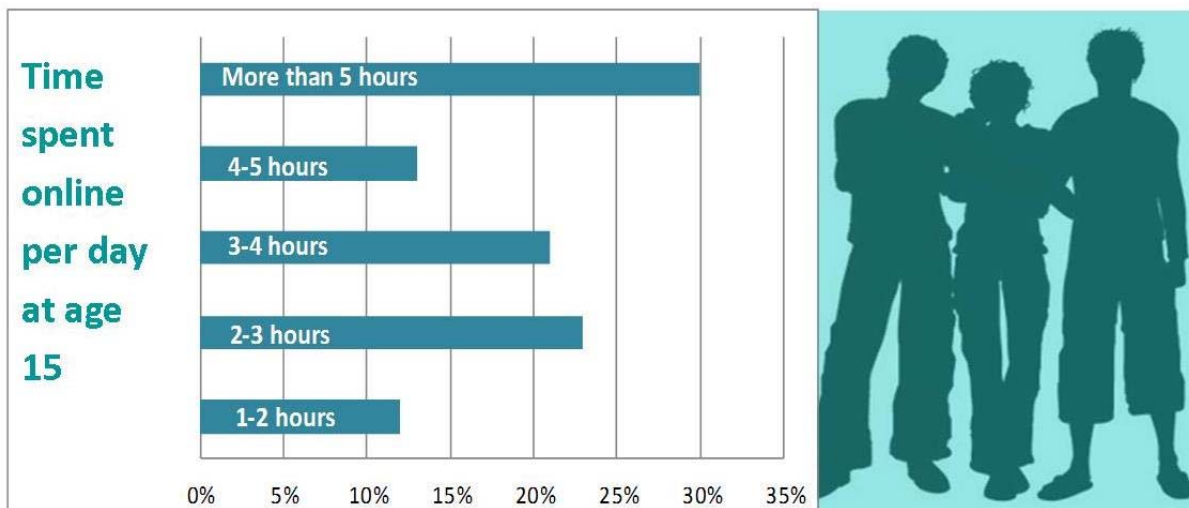
At age 13 and under the most common amount of time spent online per day is 1-2 hours.

After age 13 the time spent online increases until age 15, after which it drops back slightly. Around 3-4 hours per day becomes the new norm.

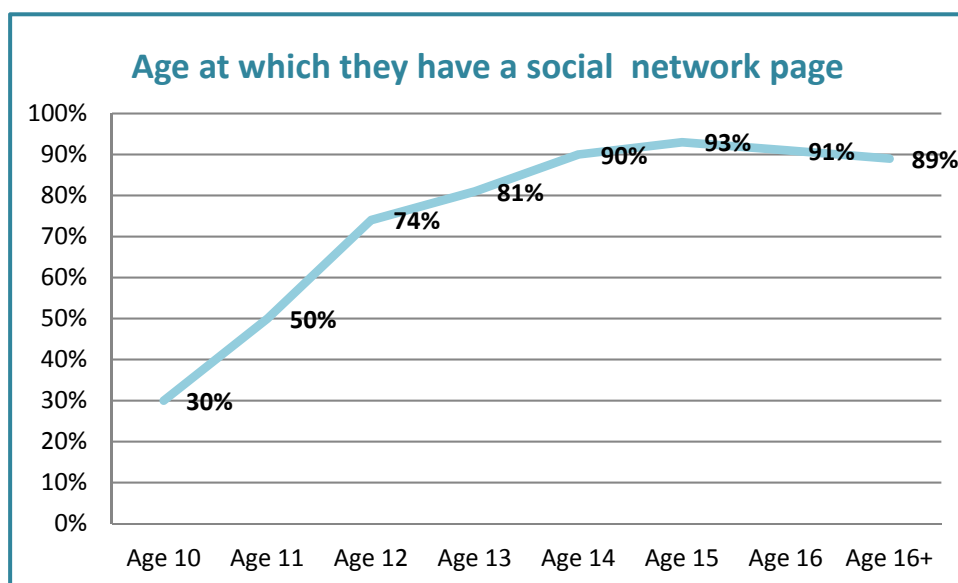


The peak age for being online for five or more hours per day is 15 years. Spending this much time online can increase both risks and opportunities.<sup>3</sup>

<sup>3</sup> Livingstone, S. and Helsper, E. J. (2010) Balancing opportunities and risks in teenagers' use of the internet: The role of online skills and internet self-efficacy. *New Media & Society*, 12(2): 309-329



Over 30% of 16 year olds spend 3-4 hours per day online .



As many as 30% of ten year olds and half of all eleven year olds say they have a social network profile, which may be on a suitable club website for younger children, but it is likely that they are giving a false age in order to get onto popular social networks for ages 13 and over. Many are using Instagram and Pinterest which are intended for ages 13 and above. There is no gender difference.

What do young people enjoy online?

At age 10

Films Facts Enjoy Funny Roblox  
Finding Videos Football Youtube  
Videos Games Instagram Friends  
Music Family Homework Friends  
Minecraft Talking to People Tube

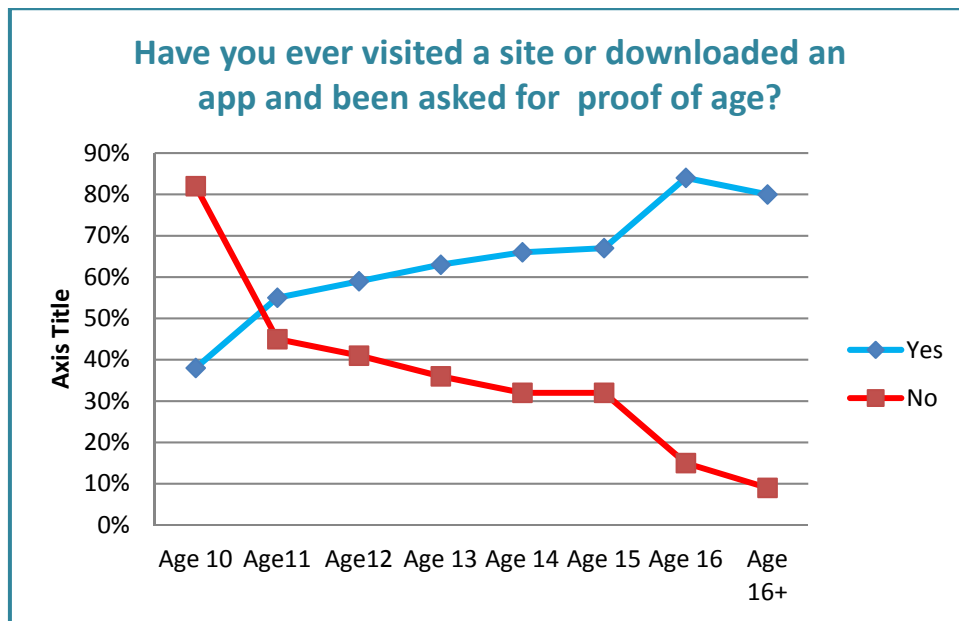
At age 13

Music Finding Social Media Anime Videos  
Xbox Gaming Homework Friends  
Seeing Youtube Snapchat Facts  
Instagram Stuff Shopping

At age 15

Shopping Videos Runescape and  
Economics Gaming Music Friends  
Socialising YouTube Instagram Social Media  
Snapchat

## Proof of age



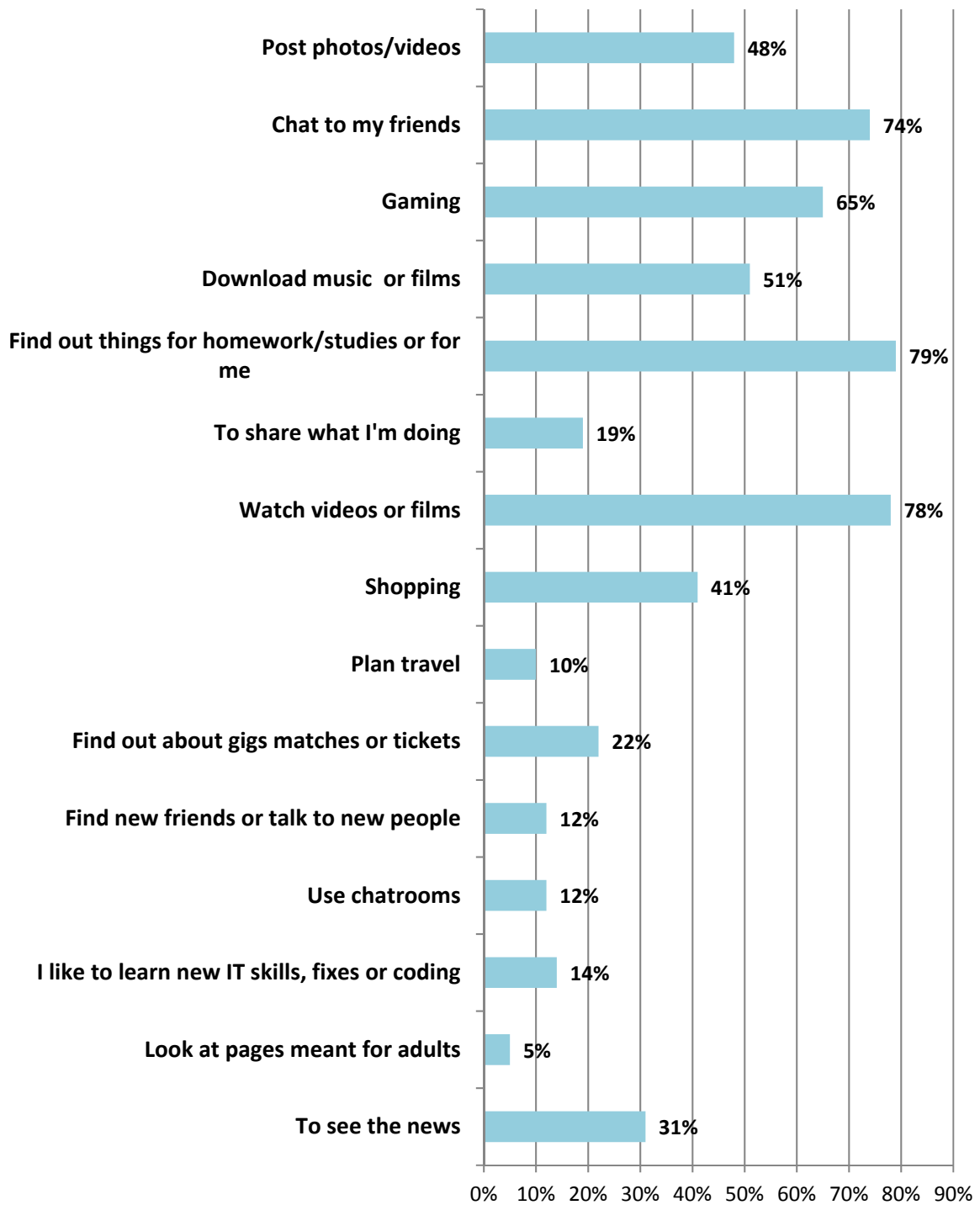
As expected, young people are more likely to visit sites or download apps that require proof of age as they get older. Nevertheless, 39% of ten year olds and 55% of eleven year olds said they had been asked for this proof. By age fourteen over two thirds have been asked to do so and by age sixteen 85% report that they have been asked to provide this proof.

(We did not ask about their compliance in this survey but we know from workshops in various locations in England that many young people give an older sibling's details or even on occasion a parent's details.).

**38% of 10  
year olds and  
84% of 16  
year olds  
have been  
asked for  
proof of age  
online**



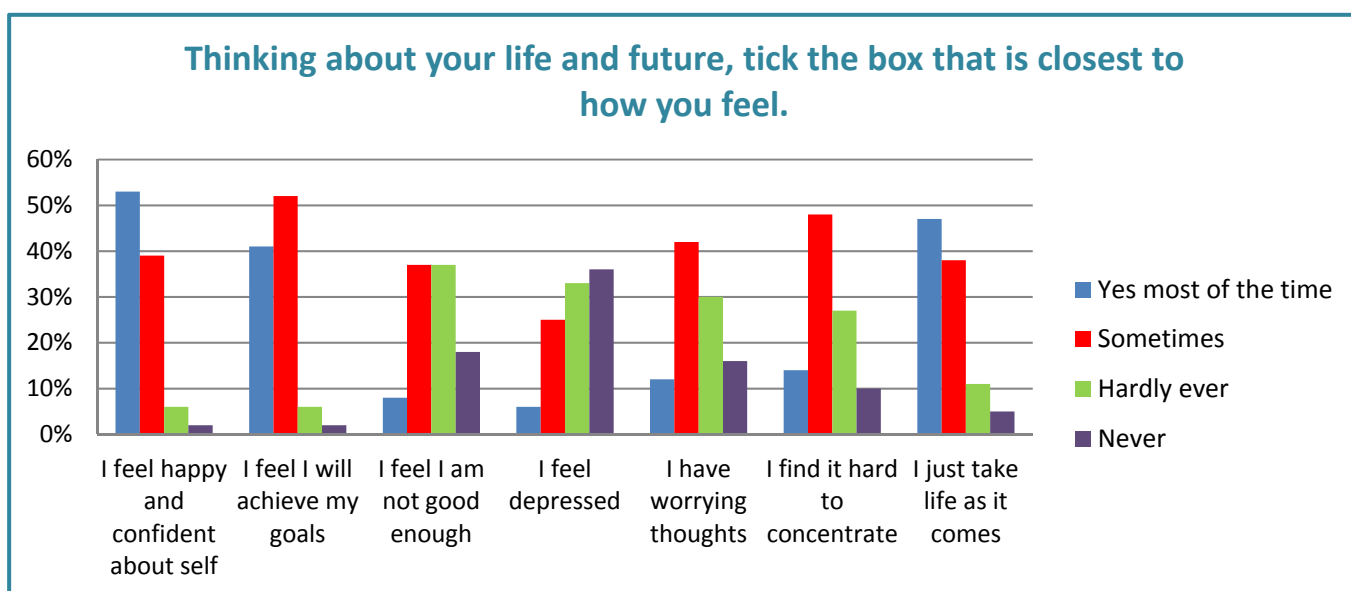
## What do you go online to do? All.



### 3. Emotional Health



How do they feel most of the time?



#### The influence of mood, confidence and emotional health

In 2015 and 2016, the Cybersurvey showed that the importance of mood: how young people feel ‘most of the time’. A lack of confidence about the future; depression or unhappiness, were linked to vulnerability in high risk online situations. People who are depressed most of the time, who feel they are not good enough or have worrying thoughts, are never confident, or feel they will not achieve their goals, are cause for concern. While they require help regarding their emotional health, it has also become clear through our ongoing research on this data, that their online lives are complex, often high risk and potentially harmful. While everyone can feel depressed or disheartened sometimes, the analysis by our research team explored the way young people feel *most of the time* rather than the other options, ‘sometimes’, ‘hardly ever’ or ‘never’. The majority (53%) feel happy and confident most of the time and 47% ‘just take life as it comes,’ while 41% feel ‘I will achieve my goals’ most of the time.

### But there are those who say that 'most of the time', they feel

▪ Depressed	6%
▪ I feel am not good enough	8%
▪ I have worrying thoughts	12%
▪ I find it hard to concentrate	14%



### Respondents who feel depressed most of the time:

#### Content

- Are more than twice as likely to look at pages meant for adults (12% vs 5%)
- Have been on websites trying to sell you stuff that might be illegal (32% vs. 15%)
- Have ever been on websites urging you to be very thin (45% vs. 22%)
- Have ever been on websites that encourage people to self-harm or talk about suicide (33% vs. 9%)
- Have come across websites with very violent pictures or videos I did not want to see (42% vs. 20%)
- Have ever come across websites promoting violence, hatred or racist views (32% vs.13%)
- Have ever come across websites that support religious extremist views or terrorist acts (22% vs. 7%)

#### Conduct

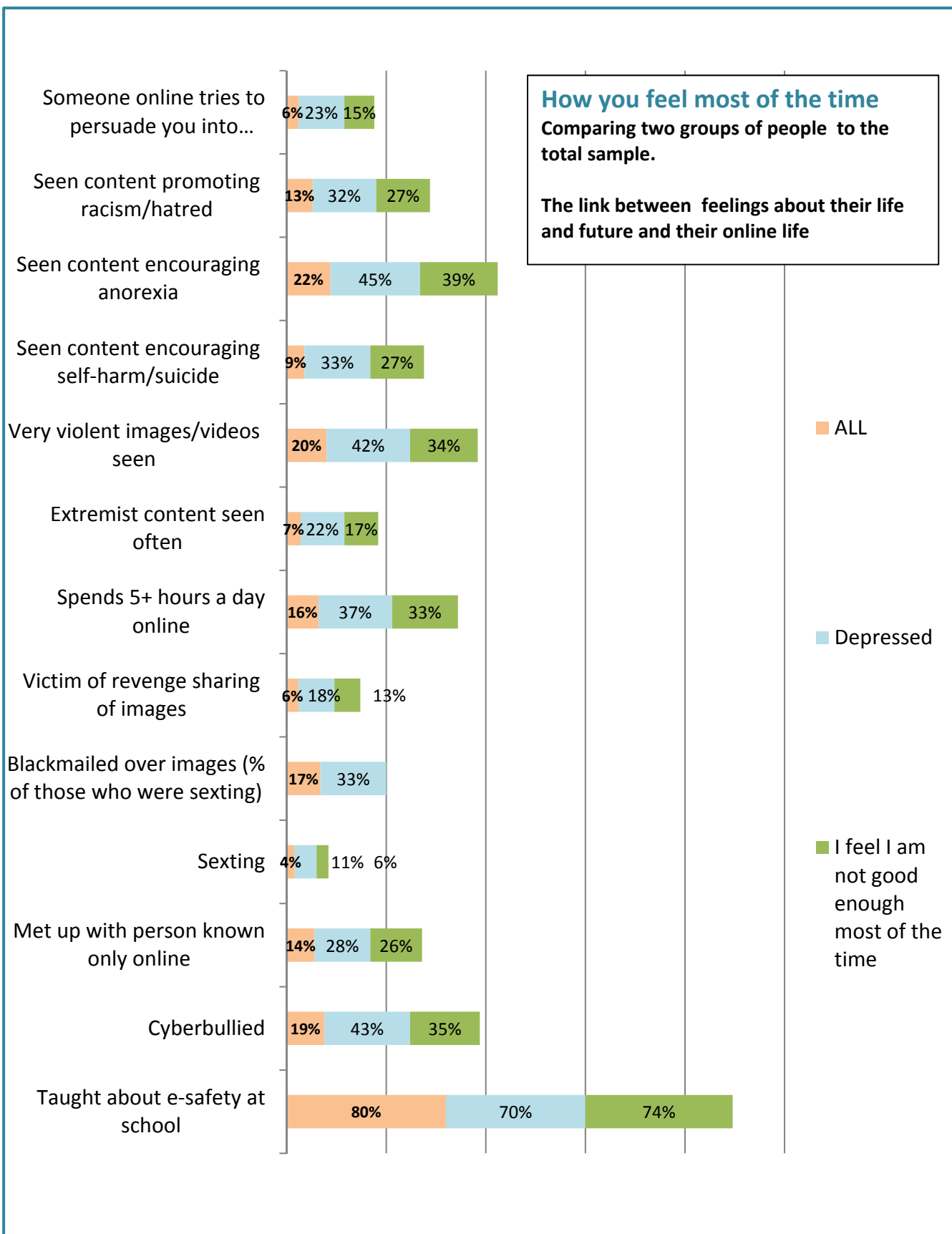
- Are twice as likely to use chatrooms as their peers (24% vs 12%)
- Are more likely to share what they are doing online than peers (33% vs 19%)
- Are three times more likely to use the internet to find new friends or talk to new people (37% vs 12%)
- 36% say the internet '*often* caused difficulties with my friends in the last week'
- 18% said it '*caused* difficulties with my family in the last week'
- Are seven times more likely to say that '*the internet often* left me with thoughts and feelings that were upsetting in the last week' than those who are not depressed (28% vs 4%)
- Over age 12: have met up in real life with someone they met online (28% vs. 14%)
- Are more than twice as likely to spend more than 5 hours a day online (37% vs 16%)

#### Contact

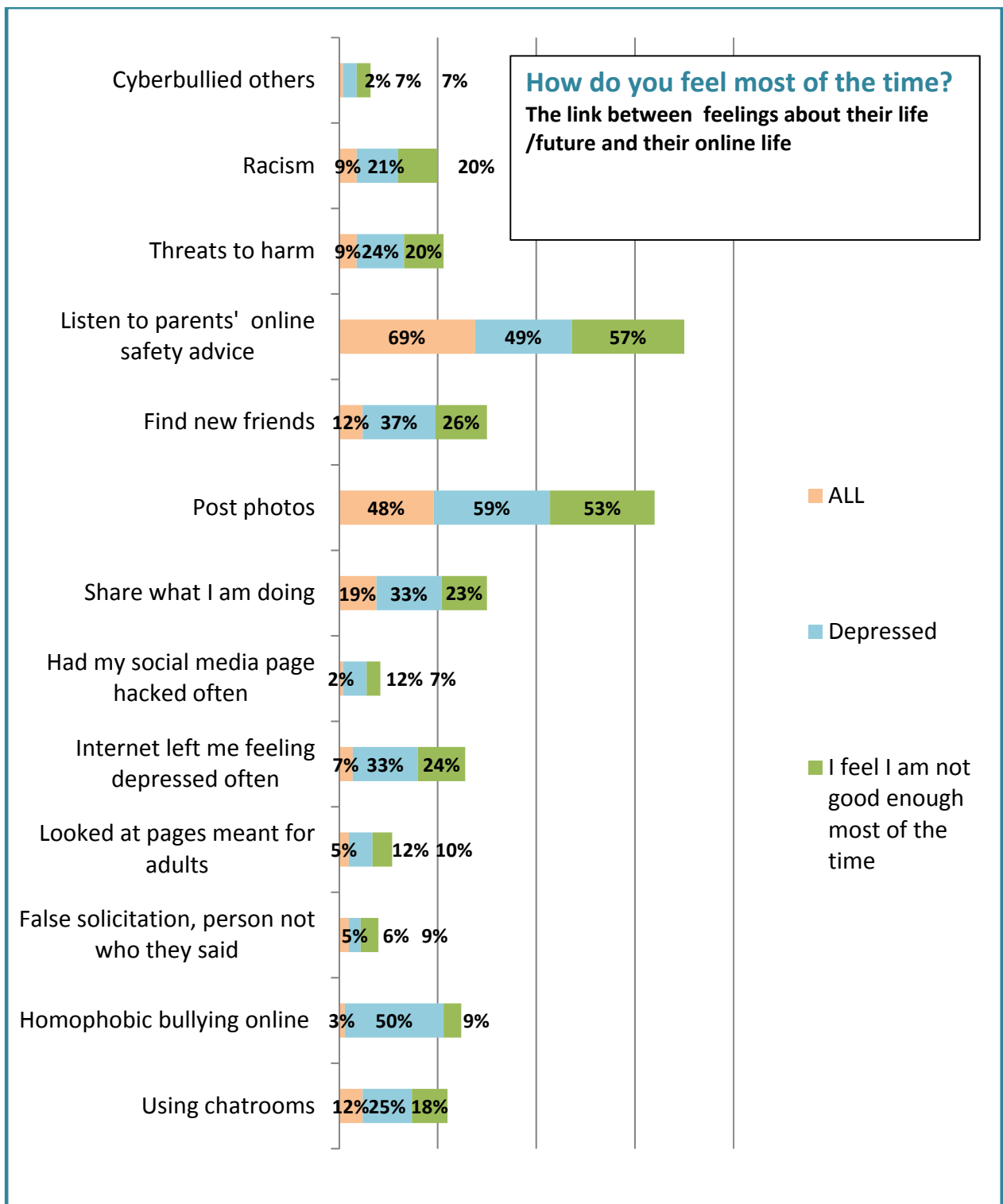
- Experienced online threats to harm me (24% compared to 9%)
- Have ever had a former partner share intimate images in revenge after relationship ends (18% vs. 6%)

\*Compared to the whole sample





In this chart we are looking at young people who have 'often' experienced websites with this type of content



In this chart we are looking at young people who have 'often' experienced websites with this type of content.

## However there are positive messages

On the other hand the Internet offers them ways to relax after school (78%) and stops them feeling bored (85%). Below in their own words they talk about some of the positive aspects of the Internet and relationships.

### Has the Internet helped you make a good relationship with someone?

*'Talking to a girl that i started video calling every day and we then became really good friends'*

*'It lets us talk without seeing each other'*

*'It helped me meet good people who actually care for me '*

*'Long distance relationship so we would play multiplayer games online and message using Whatsapp'*

*'It's not making a relationship better with a stranger it's with my friends from school and it has helped because I'm not the most social person so it helps not having to talk face to face.'*

*'The Skype advert came up. i downloaded it and made even closer friends than they were at school (friends from school)'*

*'Well it allows me and my boyfriend to talk to each other whenever we don't see each other.'*

*'Sex life'*

*'I met someone called Sophia in person a few days before she was moving back to Italy, so we swapped Instagram accounts and it has been a great way for us to interact and we have been best friends ever since.'*

*'NUDES'*

*'I was trolled'*

*'Made me talk more to them'*

*'I was depressed at school and they comforted me and now we're best friends.'*

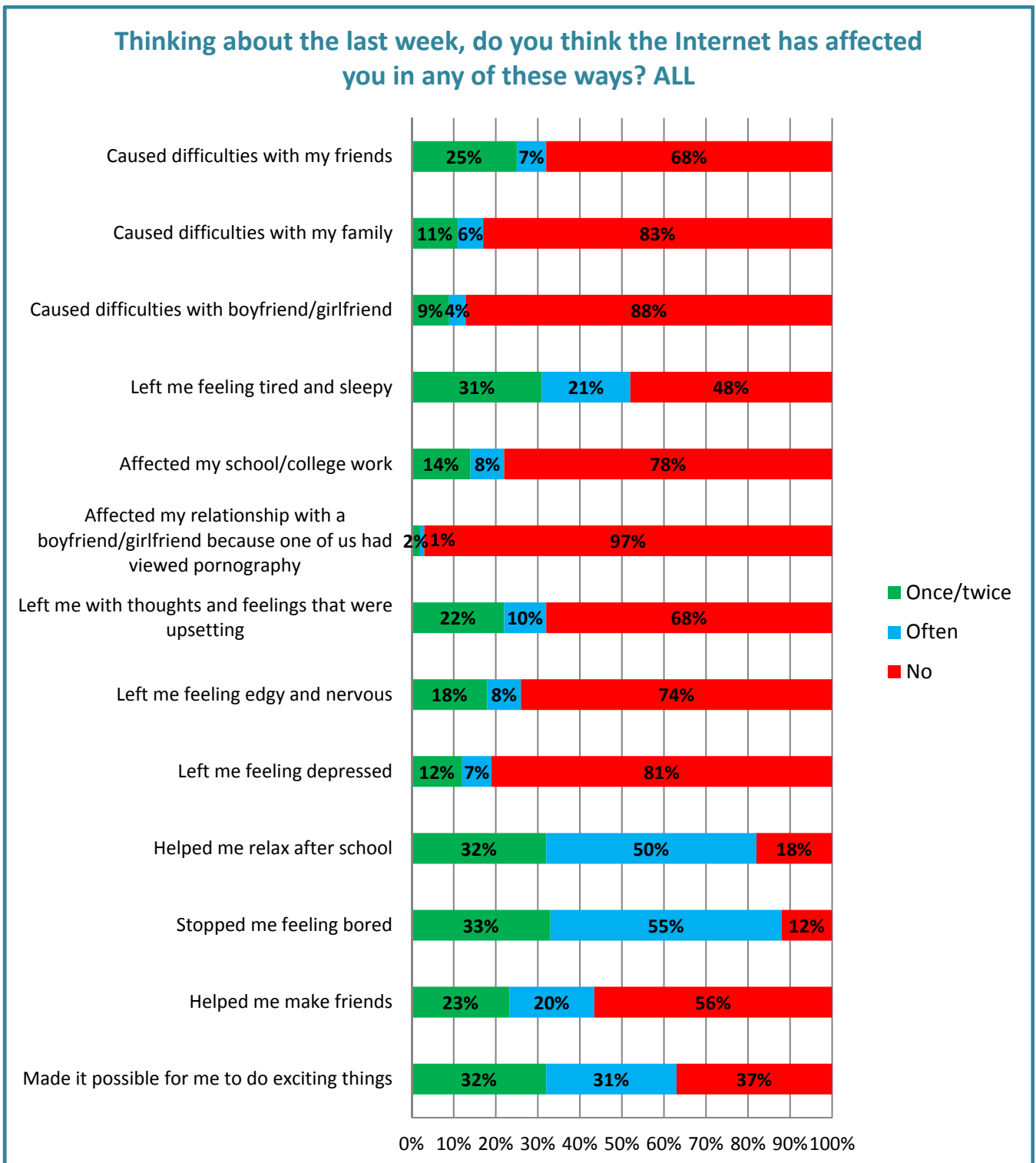
*'I bond better'*

*'I find it easier to talk to someone online rather than in person.'*

*'Similarities, relatable situations.'*

***'It made me feel like there was someone i could talk to who wouldn't be able to tell anyone i know.'***

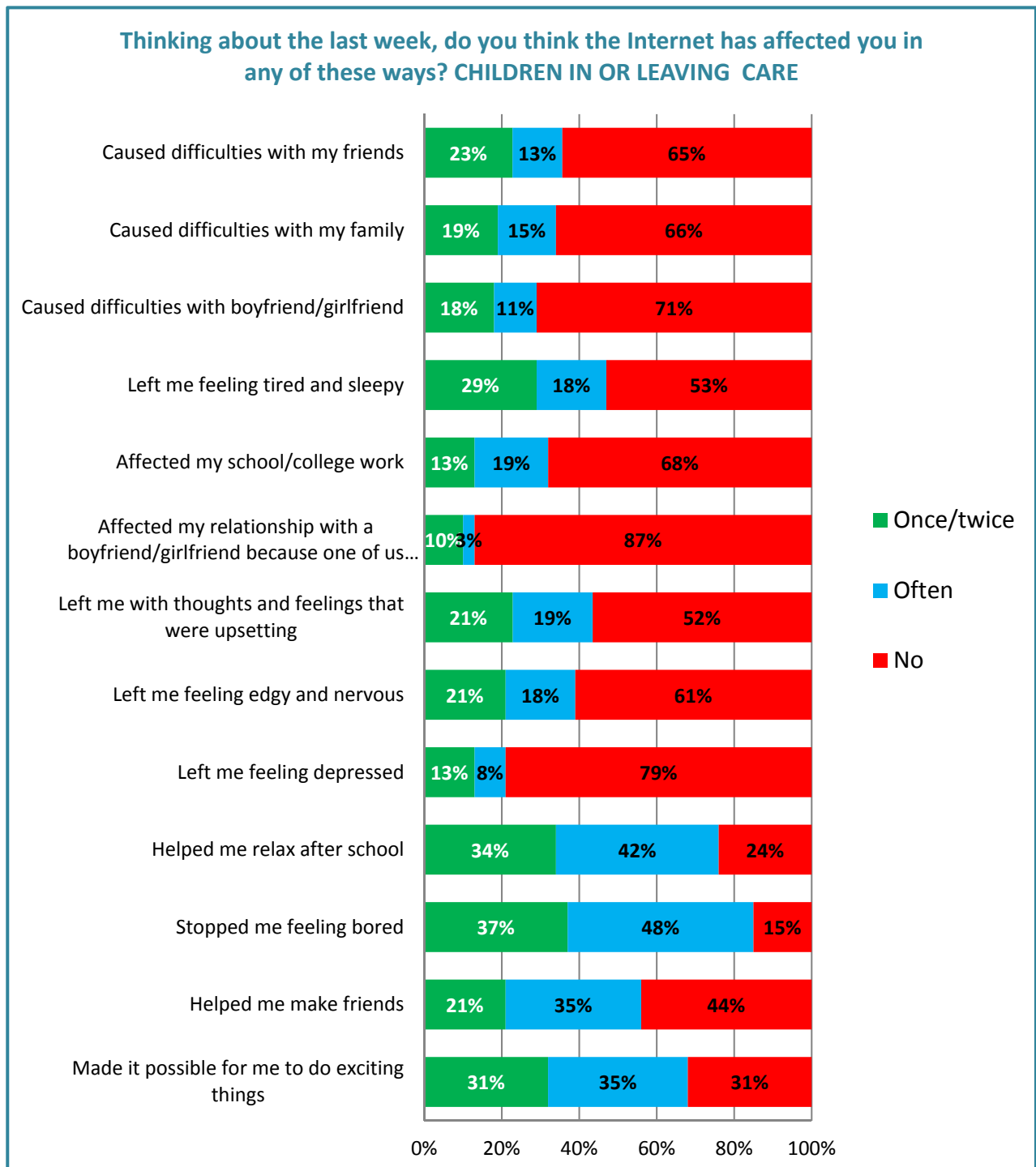
## 4. Impacts of the Internet



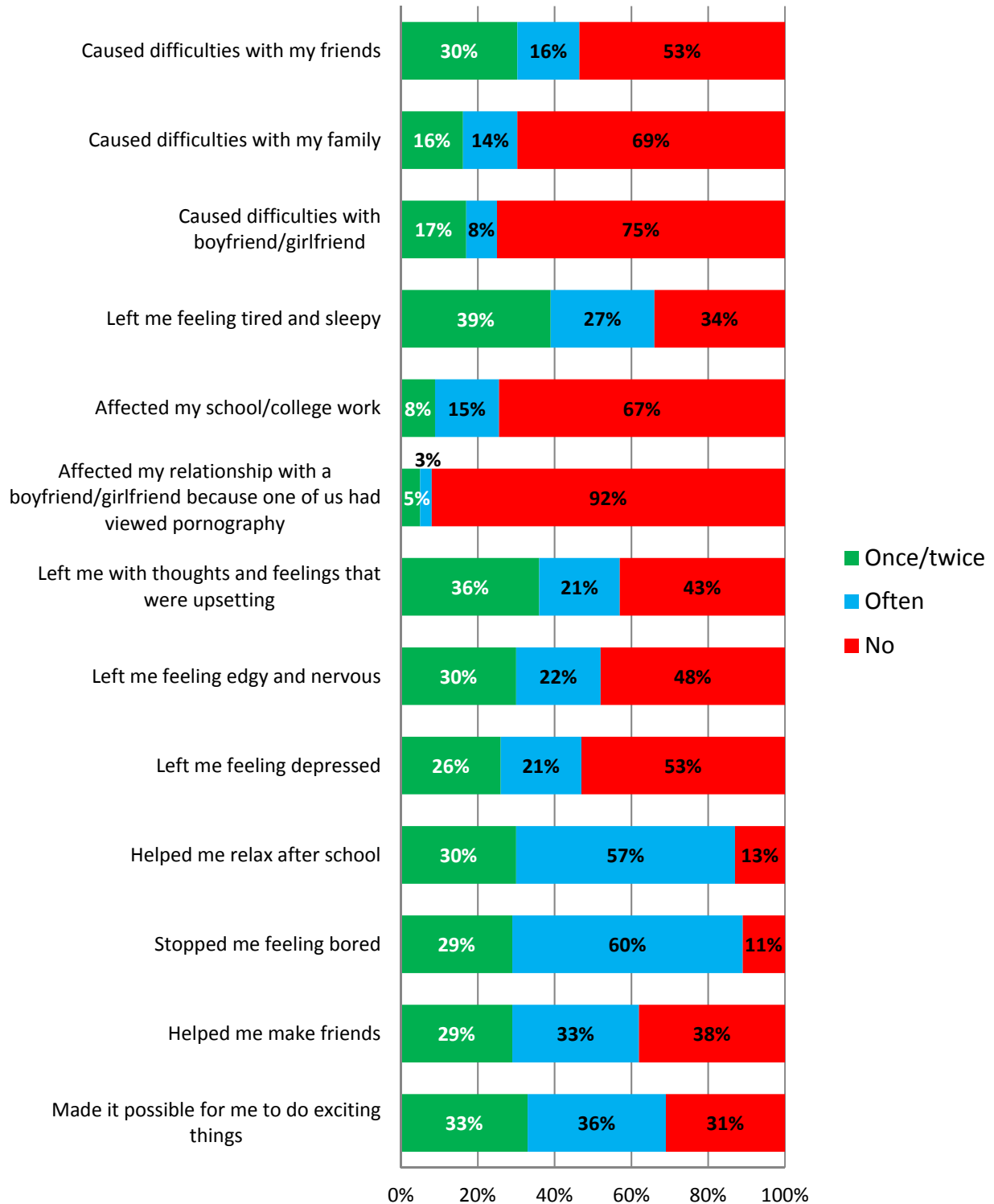
The Internet helps students relax and prevents them feeling bored. Almost two thirds say the Internet made it possible for them to do exciting things. 43% believe it helped them make friends. But almost one third were left with thoughts and feelings that were upsetting and more than half said the Internet left them feeling tired and sleepy. See section 3 for further analysis.

## Are the impacts different for vulnerable young people?

Further analysis outlined in the table below illustrates the impact for those in care and those who have mental health difficulties. Looked after children were more likely than peers to say the Internet *often* caused difficulties with friends, were twice as likely to say it caused difficulties with family /carers and were using it far more to make friends. Pornography affected their relationships more than other teenagers.



**Thinking about the last week, do you think the Internet has affected you in any of these ways? Those with MENTAL HEALTH DIFFICULTIES**



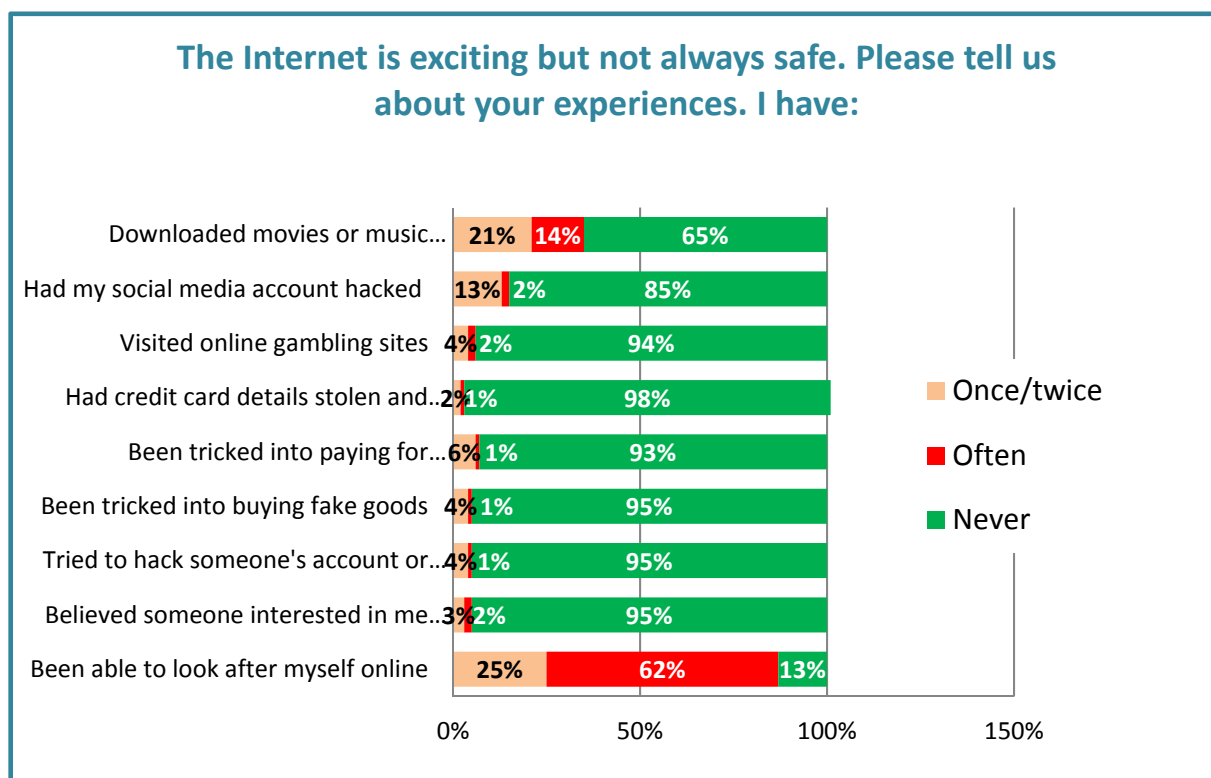
Those with mental health difficulties were most likely to feel that the Internet had helped them make friends but 47% of them also said ‘the Internet left me feeling depressed’ compared to 21% of LAC students and 19% of the total sample. 46% said it caused difficulties with friends.

## Messages for practice

The messages for practice from these charts explore the impact of the Internet in the young person's own view. Those with mental health difficulties (MHD) were more reliant on the Internet to make friends, some of whom might be in helpful forums, as one person put it, '*relatable situations*' whereas others said they find it '*easier to communicate online than in person*'. But on a number of measures they appear to be impacted by the Internet or their experiences and encounters on it, in a range of negative ways. This is not proof of cause and effect but shows the powerful relationship between their internet use and their wellbeing. The items marked in red are highlighted because they need a response, whereas the green items show a benefit to the young person.

<b>The Internet:</b>	<b>ALL</b>	<b>LAC</b>	<b>MHD</b>
Made it possible for me to do exciting things (Often)	31%	35%	36%
Helped me make friends	43%	56%	62%
Stopped me feeling bored (Often)	55%	48%	60%
Helped me relax after school (Often)	50%	42%	57%
Left me feeling depressed (Often)	7%	8%	21%
Left me feeling edgy and nervous (Often)	8%	18%	22%
Left me with thoughts and feelings that were upsetting (Often)	10%	19%	21%
Affected my relationship with a boyfriend/girlfriend because one of us had viewed pornography	3%	13%	8%
Affected my school/college work (Often)	8%	19%	15%
Left me feeling tired and sleepy (Often)	21%	18%	27%
Caused difficulties with boyfriend/girlfriend (Often)	4%	11%	8%
Caused difficulties with my family (Often)	6%	15%	14%
Caused difficulties with my friends (Often)	7%	13%	16%

## 5. The Internet is exciting but not always safe



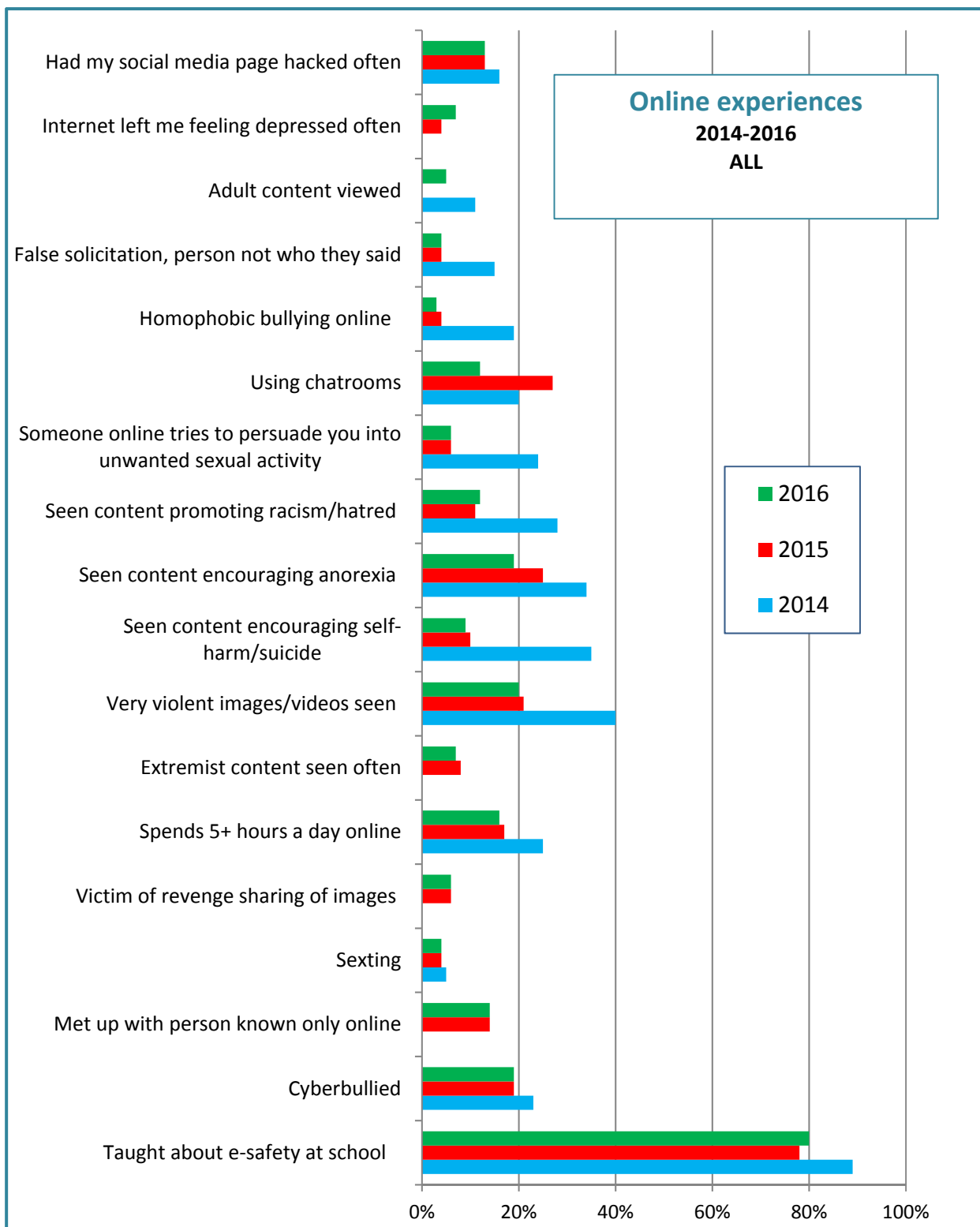
### The majority are doing well

While the majority of young people are relatively resilient and safe online, there are those who ‘often’ encounter these risk scenarios. We have looked at them in depth in some chapters, as they are clearly at risk. This should not cloud the picture of the majority who are becoming increasingly confident and digitally skilled.

### Gaining confidence

The confidence and desire for autonomy among young people which has been a notable feature in earlier reports, is seen again here. 62% of our respondents said they have often been able to look after themselves online and a further 25% have done so once or twice. This is a fairly young sample. Media headlines would have us believe that all young people are experiencing extremely ugly scenarios online, all the time, but this is not the case. The combination of education and support, staff training and better management of online spaces, moderation, policing and control of offensive images is beginning to be evidenced. Young people are also more experienced and someone who is 16 today is likely to have had a smartphone since he or she was 12 or 13 and is therefore relatively skilled at using it. The spike in the number and range of problems seen in 2013/14 is now receding slightly.





**Who is most likely to experience these online problems?**

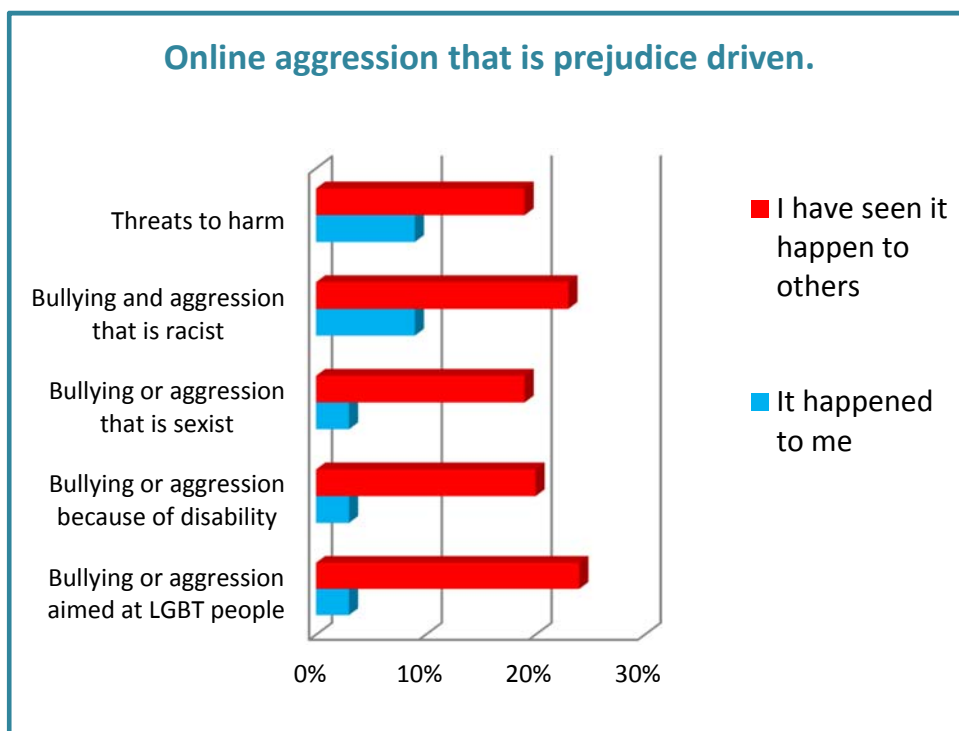
- 15 and 16 year olds are most likely to have their social network profile hacked or interfered with. It happens to more than one in five of them. 15 years is the age at which visiting a gambling site is most likely, 7% do so often and 9% have done so once or twice.

- Credit card problems although rare, are most likely at ages 14-15
- 14 year olds are the most likely age group to experience false solicitation: someone makes you believe that they are interested in you then they turn out not to be who they said they were.
- 69% of 13 year olds say they have often been able to look after themselves online, closely followed by ages 14 and 15. The 16 year olds are the most confident, as expected, with over three quarters of them saying they are often able to look after themselves online.

**Bullying and online aggression that is prejudice driven:**

- 14 year olds are the group most likely to say they have experienced threats to harm, homophobic bullying/aggression.
- Sexism peaks at age 15 and remains high at 16+.
- The 12 and 15 year olds experience bullying and aggression because of disability more often than other age groups.
- Of those who said they experienced online aggression that was racist, 5% said it was to do with their religion, 17% said it was about their background or race while 15% said it was about people from the country from which their family originated

Online safety education should take into account these age differences and key moments for conveying specific advice.



*'90 percent of the internet is racism, sexism and other -ism's. People who take things said on the internet seriously just aren't the brightest.'*

*'It was about my voice, my gender, but it's the internet where salty people do that and I ignore it so i don't care (cu's i rek those cheeky scrubs)'*

*'saying stuff about family'*

*'they called me a n word'*

*'It's because I'm gay'*

*'people taking video of me and posted it on a social media site I wasn't on'*

*'it was that people thought I was from another religion but I am full British and nobody believed me and were very rude to me'*

*'they said wight people are bad and threatened to mug me'*

*'i was playing a game and someone was calling me VERY offensive names'*

*'My sexuality and gender orientation.'*

*'it was about my little brother's disability; he has epilepsy, brain damage and he is disabled (he will never walk) and he is turning blind and people messaged me because they thought it was funny'*

*'ragers in games'*

*'about what had happened in my childhood when my dad abused me and my mum.'*

*'because i deleted his streak on snapchat'*

*'calling me inappropriate names'*

***'Basically, I was playing online and they were being very aggressive to me, and were generally very angry and personally offended me because of my skin, age and voice.'***

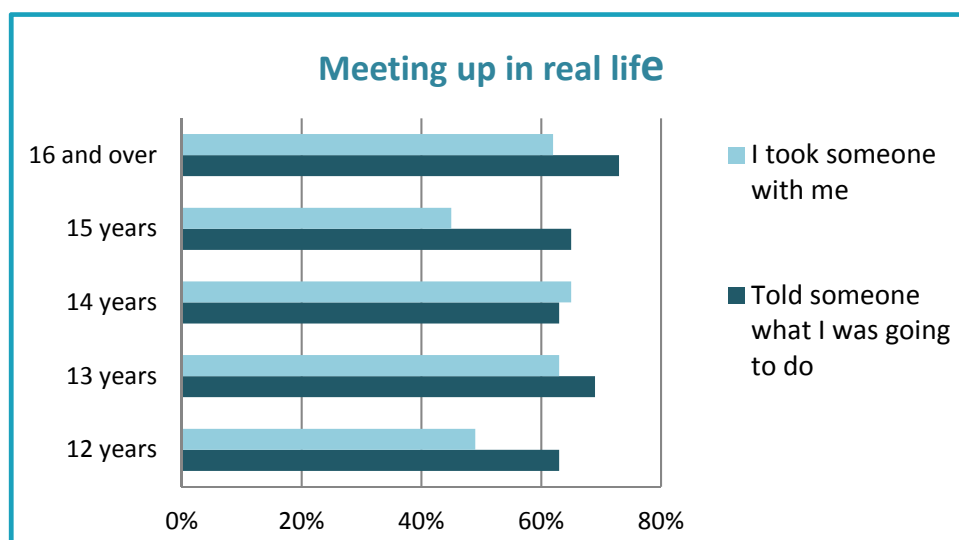
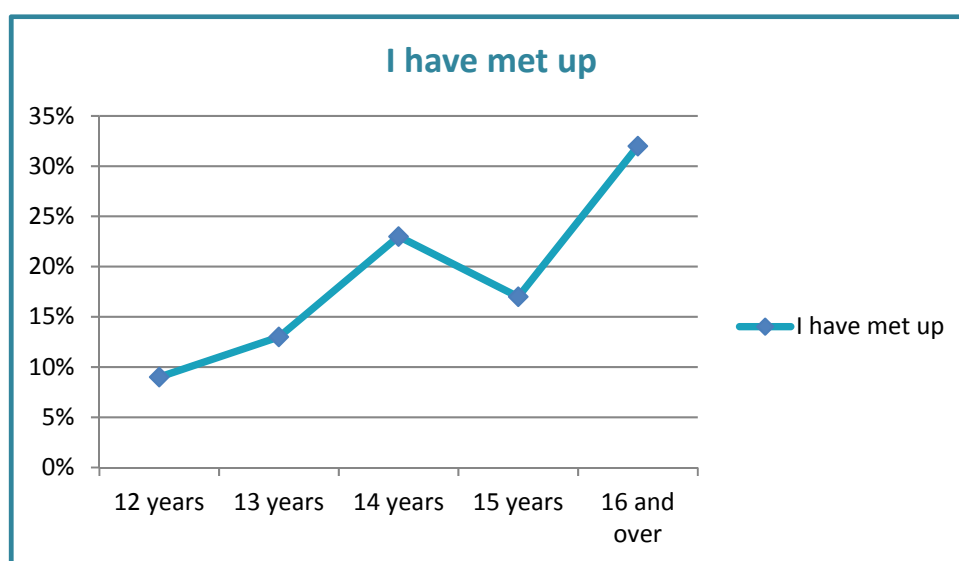
***'Bullying me because I'm from a different country'***

***'Where I am from'***

## 6. Meeting up with someone you only know online

Respondents who are aged under 12 were routed past this question.

14% of our 12-16+ year olds have met up in real life with someone they met online. Despite the phrasing of this question focusing on people only known online, it is clear from their responses that many young people are meeting someone they knew of, or knew through someone else. **They take it another step via the Internet and 'hook up'**. However the widespread acceptance of this way of meeting new people can make young people less alert to the possible risks inherent in it. For most of them it is only another form of communication.



### The person they met was about the same age as they are:

12 year olds - in 81% of cases;	15 year olds – in 80% of cases
13 year olds – in 87% of cases;	16 year olds - 85% of case
14 year olds – in 85% of cases;	16+ - in 92% of cases

### Before they went to meet someone they only knew online

- 67% or two thirds of our respondents told someone of their plans.
- 58%, over half of them took someone along with them to the meet up
- 84% said the person they met was about the same age as they are

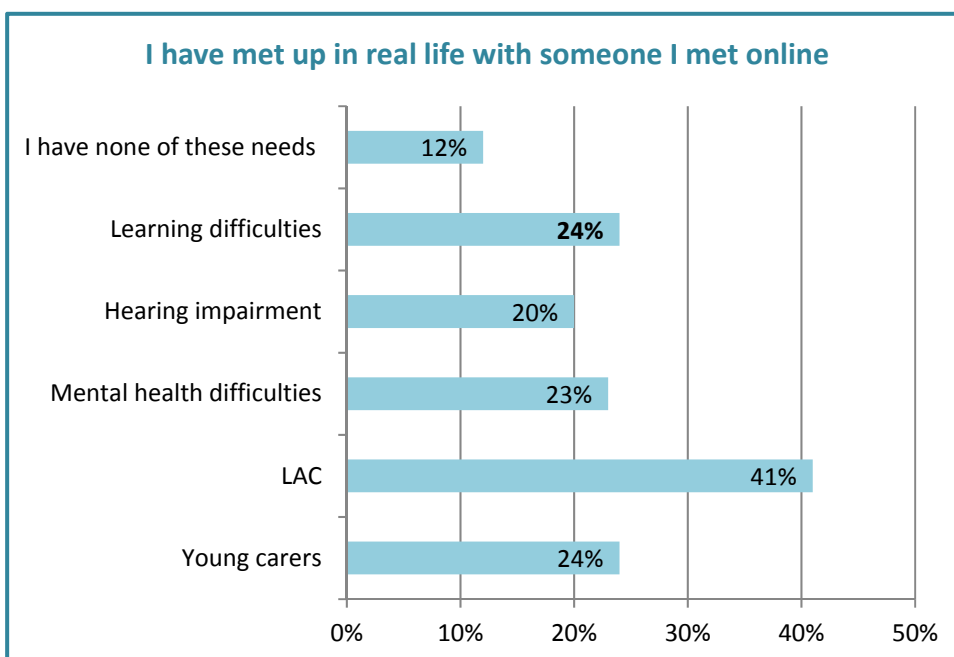
### Did they travel a long distance to meet up?

17% travelled a long distance for this meeting. 8% met out of the county.

By the age of 16 they are more likely to travel further to meet up, with 38% of sixteen year olds who met up with someone travelling a long distance for this meeting. However 11% of 12 year olds and 14% of 13 year olds also travelled a long distance. At ages 14 and 15, 20% of those who are meeting up with someone are travelling a long distance.

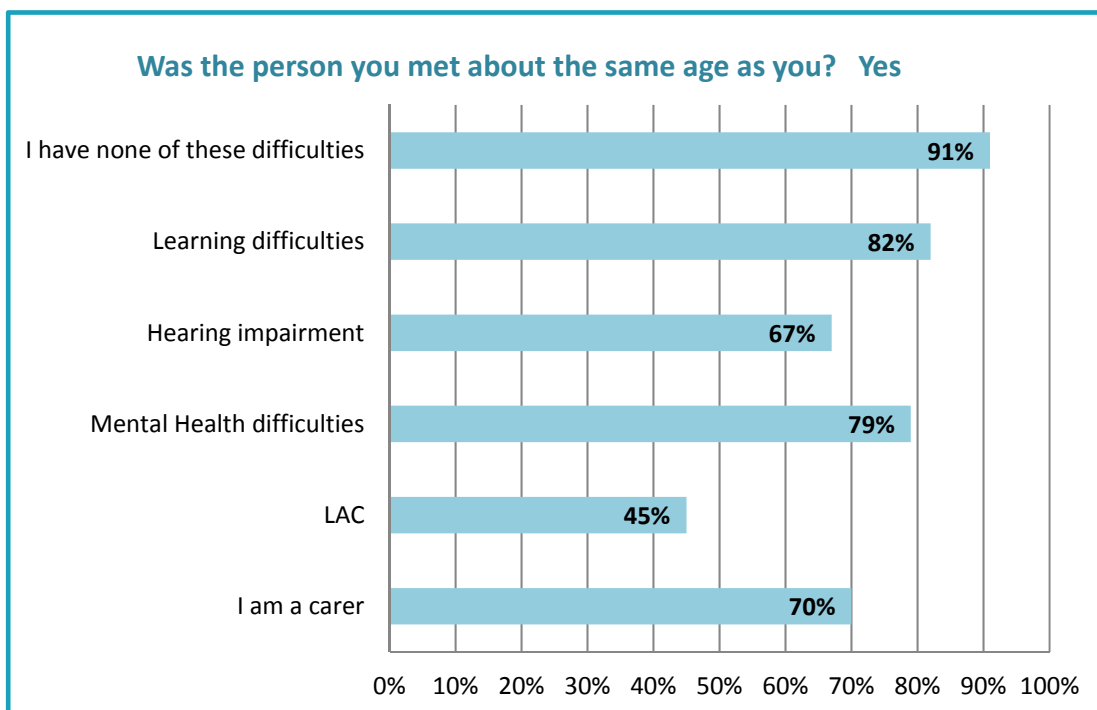
At 15 years old they are more likely to meet out of county, but numbers are small. Three people aged 15 and 2 aged 16 met out of county while a further 5 people aged 16+ did so.

### Who is most likely to be meeting up with someone met online?



## Messages for practice

1. Although the looked after children were most likely to meet up with someone they only knew online, they were also the group most likely to tell someone what they were going to do beforehand. (91% of them told someone about their plans). Despite this however only 18% who went on to meet up with someone took another person along with them, in contrast to 63% of peers with no difficulties. Furthermore they were least likely to meet someone who was about their age.
2. Young people with learning difficulties were least likely to tell anyone of their plans (41%) whereas 70% of peers with no difficulties chose to tell someone in advance of the meeting.
3. Those with a hearing impairment seemed most willing to travel far (numbers are small) as were young people with a mental health difficulty.
4. Young people with no difficulties or caring responsibilities were least likely to say they travelled far for this meeting.
5. Few respondents said they would tell someone if they were worried about something that happened when they met up with the person, but those with a mental health difficulty were most likely to do so. 59 Children aged 12 said they met up with someone they only knew online. 20% of people who did not give their gender but selected 'prefer not to say' met up with someone met online in contrast to 13% of girls and 14% of boys.
6. People who preferred not to state their gender were more likely than those who gave their gender as boy or girl, to travel a long distance to meet up or to go out of the county. They were also least likely to tell someone if they were worried about something that happened during the meet up.



**Did anything happen when you met up that scared you? Please explain.**

*'No i met up with my friend who now goes to this school and is in all my classes'*

*'No because our parents spoke first after seeing each other at athletics'*

*'No because the person i met is in my classes and is a really good friend'*

*'No. We had skyped before so I knew they were real'*

*'No, I already knew them'*

*'No. I had seen pictures of them with people I know and I met up with them in town and everything was fine. They go to a school near me.'*

*'No because i met my friends online because we wanted to meet in Bury'*

*'No we're best friends now :)'*

*'No we were fine we had a ton of fun'*

*'Not really i met him off line but he lived like an hour away from me, we met up at a festival'*

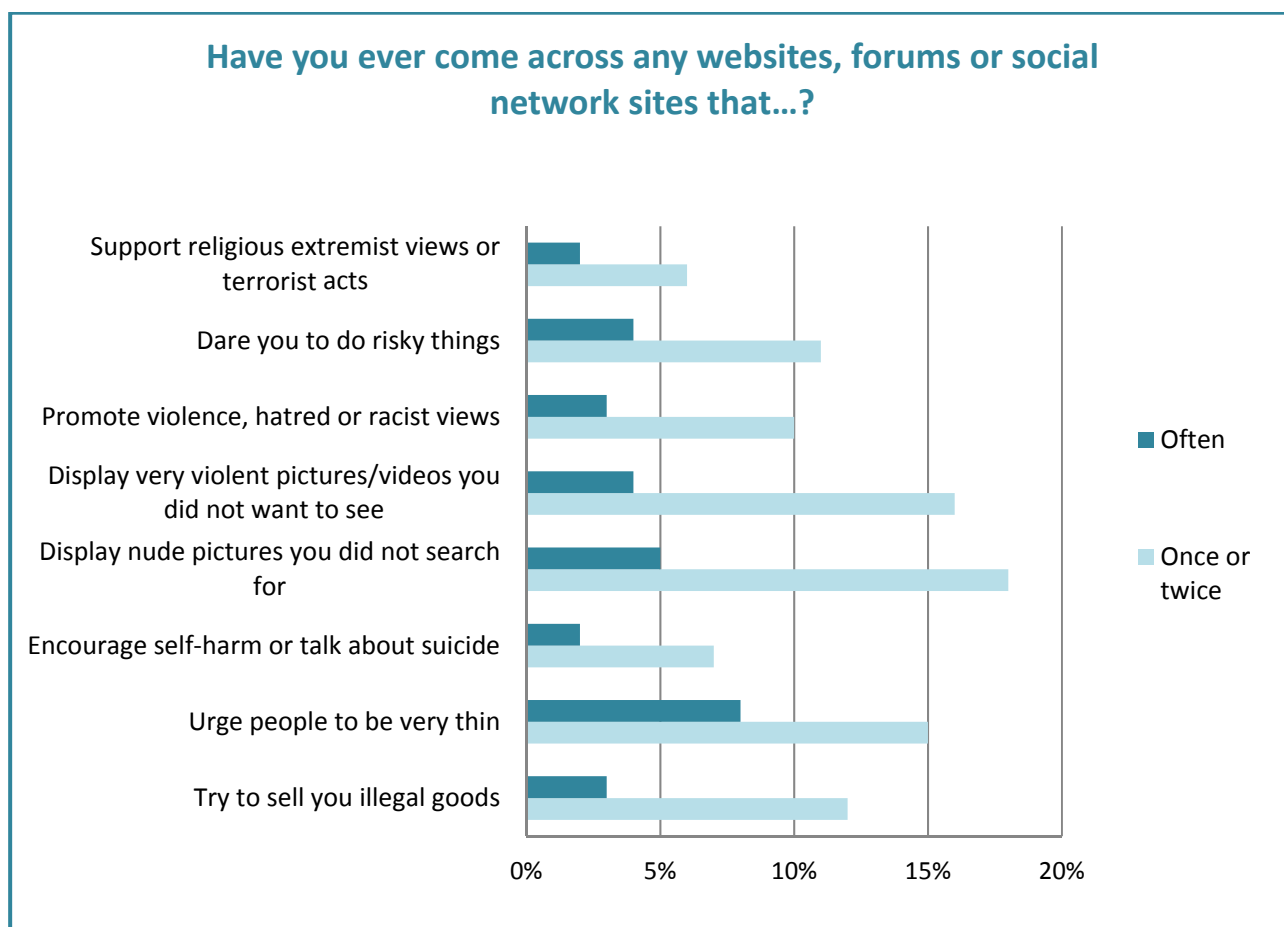
*'No, I had met them online through a physical friend, who had known them for years, so I knew it would be them and it was.'*

*'I was with lots of other people so it was fine.'*

*'She's a friend that I compete against from another majorette troupe.'*

## 7. Exposure to high risk content

We asked young people whether they had ever 'come across' websites that contained different types of content. These words do not imply any judgement or suggest they were at fault viewing this content. We were interested in whether they saw the content once or twice or returned to it often, which implies choice. Any curious teenager can be expected to come across a range of content once. Seeing it 'often' on the other hand, suggests intent to view the material.



Certain groups are more likely to experience high risk situations of specific types. This table illustrates Content risks. The Youthworks Consulting research team has recently undertaken a study which showed that the categories of risk, content, contact, conduct and commerce were closely correlated. Involvement in risks in any one of these categories could predict that a young person was likely to experience others in the different categories. In addition, being in a vulnerable group made them even more susceptible to these experiences or encounters.<sup>4</sup>

<sup>4</sup> El Asam, A. & Katz, A. A new digital divide? Vulnerable Young People and Online Harm (In preparation).



The groups described in the table below show different levels of vulnerability to the content risks. The figures point to the risks taken by looked after young people and the emergence of teens with hearing loss as a group requiring intervention. Those with mental health difficulties remain a top priority. Young carers are viewing self-harm or suicide sites more than their peers who have no difficulties. While this difference is slight, these young people are at risk in other ways and this adds to the overall picture of risks they face.

<b>Vulnerable groups and online content.</b>	<b>Young carers</b>	<b>LAC</b>	<b>MHD</b>	<b>Hearing loss</b>	<b>LD</b>	<b>Peers, no difficulties</b>
<b>Have you ever come across websites, forums or Social network sites that...?</b>						
Try to sell you illegal goods	14%	24%	25%	24%	18%	14%
Urge people to be very thin	20%	29%	43%	37%	20%	22%
Encourage self-harm or talk about suicide	10%	24%	32%	18%	12%	7%
Display nude pictures you did not search for	19%	29%	41%	40%	25%	22%
Display very violent pictures/videos you did not want to see	17%	32%	34%	32%	24%	19%
Promote violence, hatred or racist views	12%	32%	26%	26%	19%	12%
Dare you to do risky things	19%	31%	28%	35%	20%	13%
Support religious extremist views or terrorist acts	8%	19%	22%	21%	9%	7%

#### Gender alert

- Young people who prefer not to state their gender are twice as likely as girls or boys to be viewing websites that encourage suicide or self-harm, (8%).

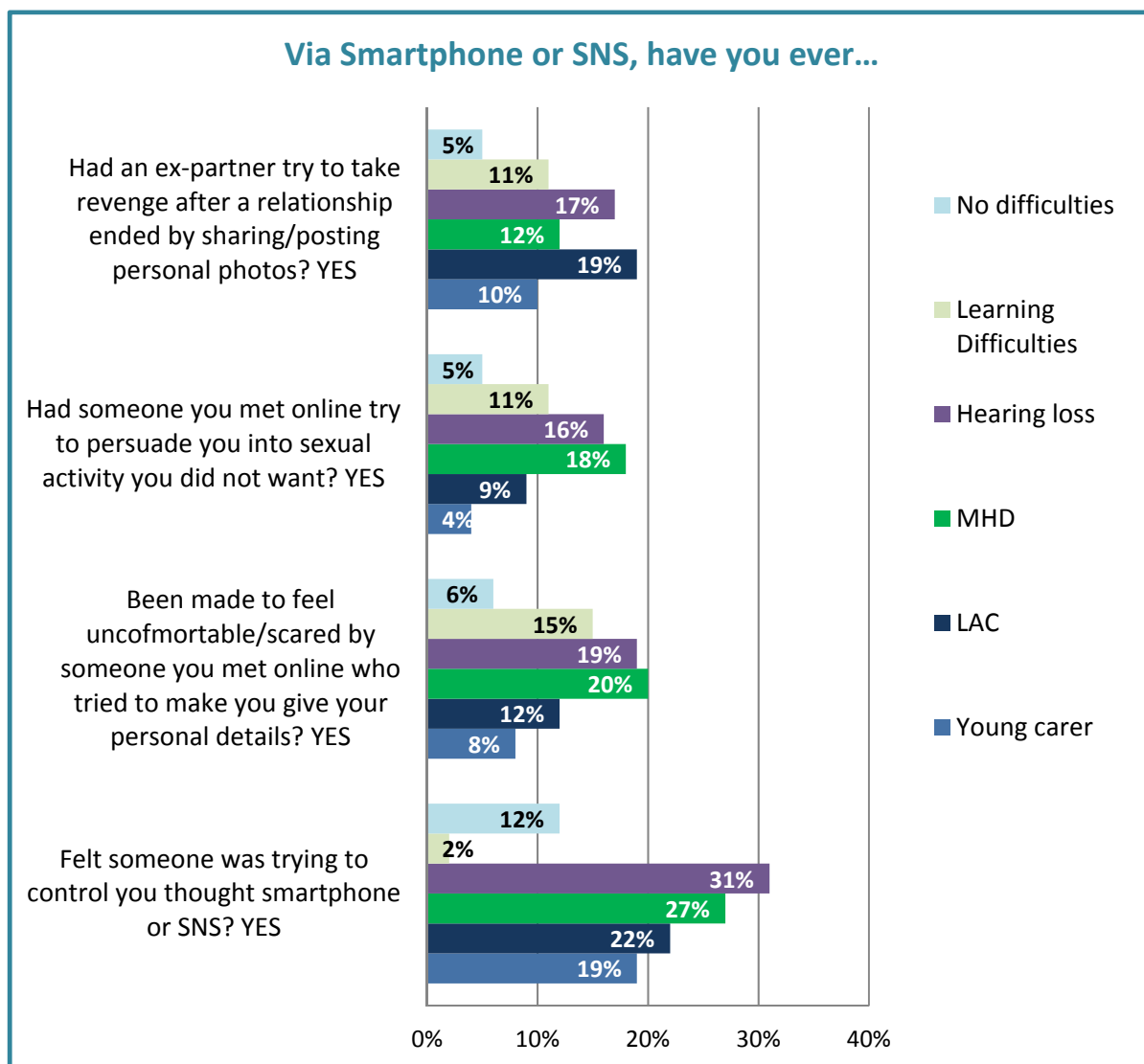
#### Age alerts – children aged 10

- 42 have seen pro-anorexia websites
- 18 have seen sites encouraging self-harm or suicide.
- 58 have seen sites displaying very violent pictures of videos they did not want to see
- 18 claim to have seen sites supporting religious extremism and terror acts.

#### Alerts - emotional health: people who feel 'I am not good enough' most of the time:

- 74 have seen pro-anorexia sites
- 51 have seen sites encouraging self-harm or suicide
- 33 have seen sites supporting religious extremism and terror acts.

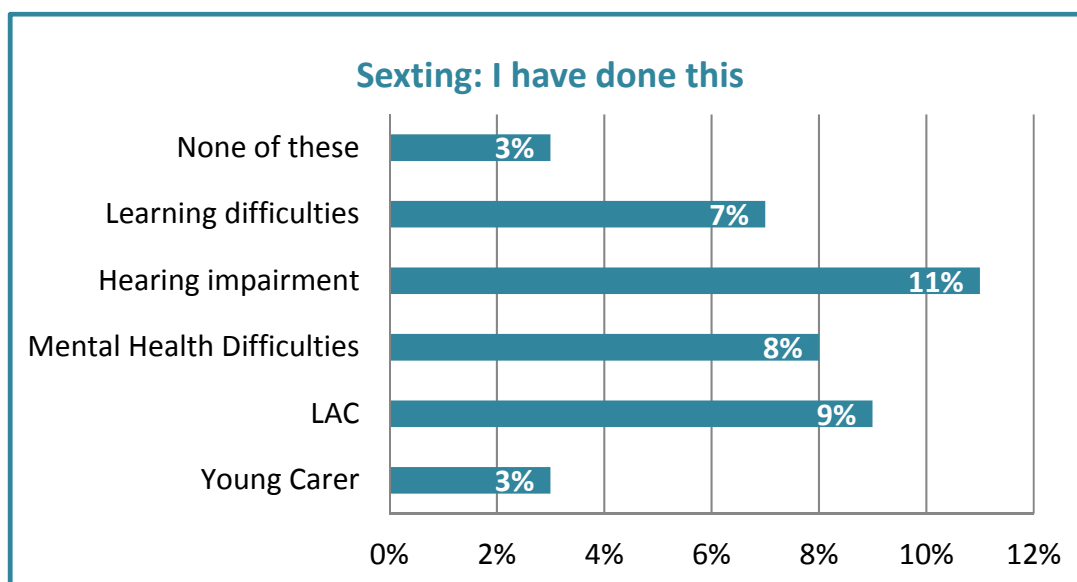
## 8. Manipulative relationships & sexting



The Cybersurvey includes a section on manipulative or controlling relationships. The emergence of those with hearing loss as a group in need of targeted support is clear in the chart above. They are most likely to say they felt someone was trying to control them, they have been made to feel uncomfortable, experience revenge sharing of photos after a relationship ends and are coerced into sexual activity. Looked after children, as seen in other areas of risk in this report, are in the forefront of those experiencing controlling or manipulating relationships. Those who did not state gender are twice as likely as peers to say their photos were shared in revenge after a relationship ended.

## Sexting

4% of young people in our survey have been involved in sharing self-generated intimate images. This percentage has remained stable in Suffolk over three years, 2014 – 2016. But the percentage of those in more vulnerable groups who are sharing these images is higher. Young people with a hearing impairment seemed more likely than their peers to share these images (11%).



*None of these = young people who have none of these difficulties or responsibilities*

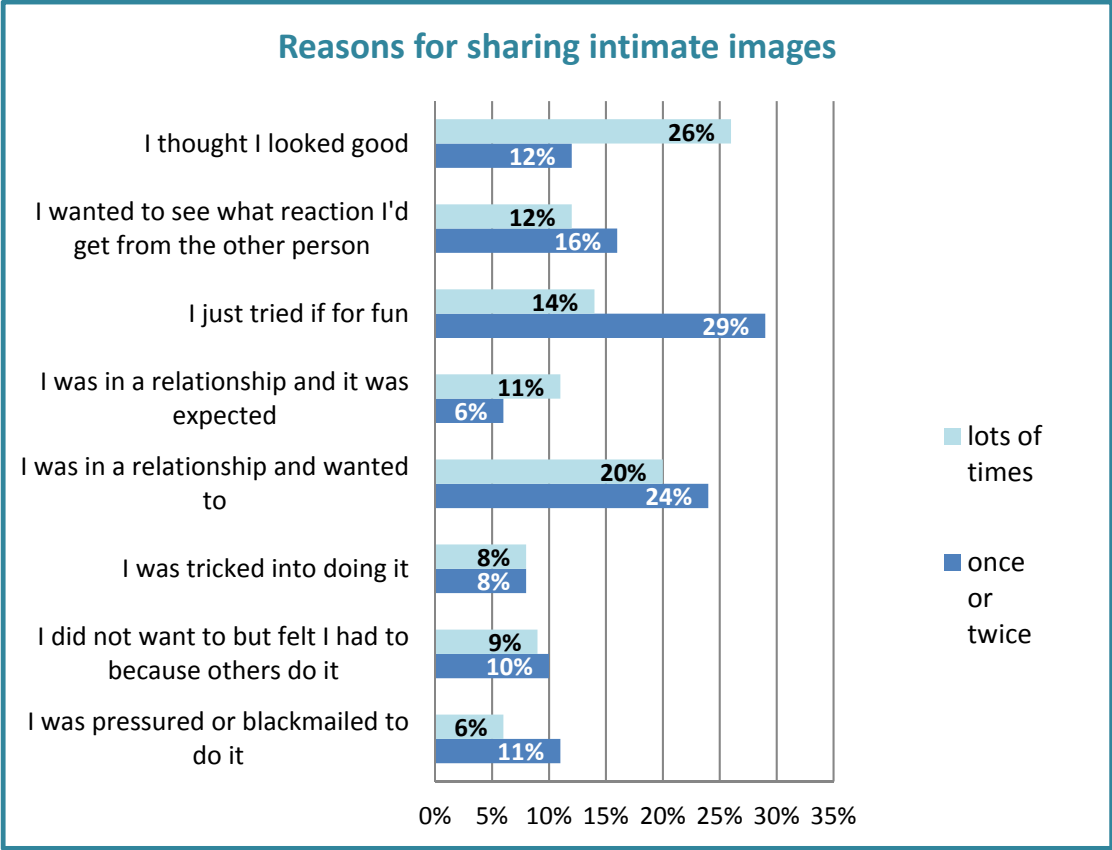
Advice to young people generally tells them not to become involved in sexting for the obvious reasons: humiliation, exposure to blackmail and widespread circulation or harvesting of images. But it does not address the fact that a large number of those who are doing so, actually choose to do it. Many of their friends have done so without anything negative happening to them and this can contribute to a belief that nothing bad will happen to them. Motivation and emotion can override knowledge. This should be considered in order to make e-safety messages more meaningful for teenagers. Jones et al, 2014 have reviewed e-safety education and found it is frequently not based on either research or evaluation. They warn against basing it solely on scare stories and imparting knowledge.<sup>iii5</sup>

Designing differentiated age appropriate advice is necessary if the age spread of those involved is taken into account:

### Age

- 21 children involved in sexting were aged under 12 years
- 34 are aged 12 and 13 years
- 30 are aged 14 or 15 years
- 13 are aged 16 and 16+

<sup>5</sup> Jones, L.M., Mitchell, Kimberly J., & Walsh, W.A. (2014).



#### Reasons for sharing the image or video

The most common reasons for sharing an intimate or sexual image was because the person who generated and shared the image ‘thought I looked good; ‘just tried it for fun’, or because ‘I was in a relationship and I wanted to’.

- Those aged 14-15 were most likely to say they were in a relationship and wanted to share the image/videos.

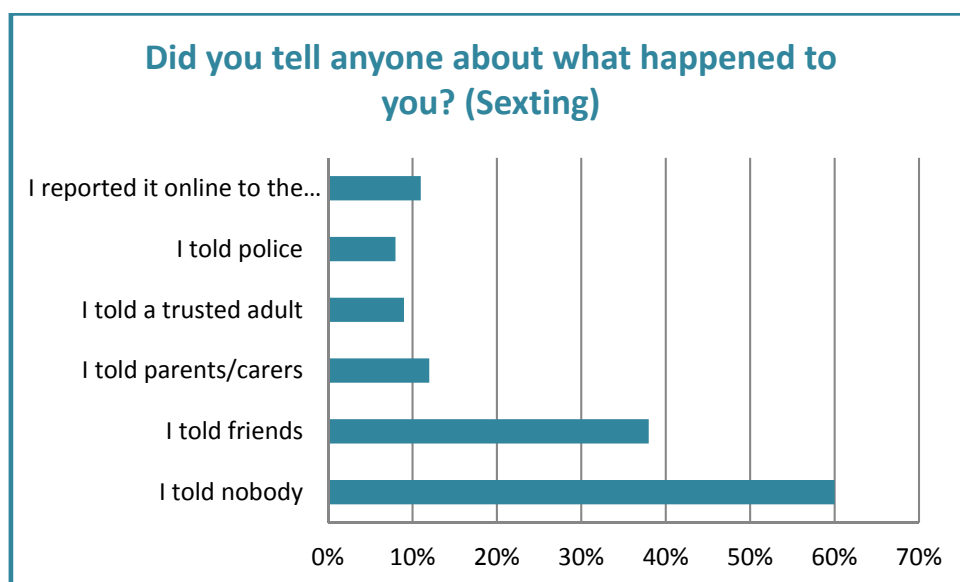
This motivation and search for affirmation or admiration is understandable but needs exploring with young people in a realistic way using real life scenarios. Without exploring motivation it is unlikely that teenagers will heed the advice. The fact that the majority do not encounter negative outcomes should not divert attention from the people who are feeling pressured or blackmailed into sharing images or those who did it because of a belief that *‘others do it and you might lose your boyfriend/girlfriend if you do not’*. Some feel they were ‘tricked’ into sharing the image/s or videos. Some simply felt it was expected in a relationship and was therefore almost the currency of retaining this relationship.

## What happened next?

After the image or video was shared most were lucky and

- 'nothing happened' (88%) but
- 9% were bullied as a result
- 12% felt humiliated
- 12% felt embarrassed
- 10% (nine people) said they were then blackmailed and told they must send more photos or videos or the other person would send the originals to family and friends.
- 9% said 'I was not prepared for what happened when it got shared with other people.'

60% told nobody about what happened to them.



*“Didn’t feel the need to. Don’t regret it tbh”*

**If they told someone or reported it online, did the problem stop?**

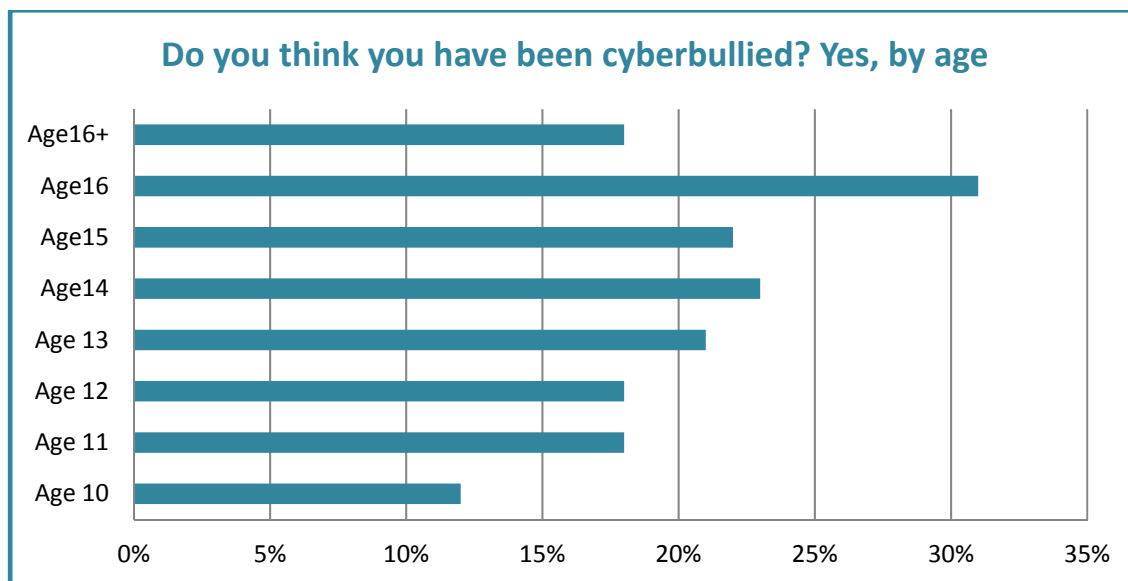
- 49 people reported it and said yes, the problem stopped.
- 4 individuals said they reported it and ‘things improved a bit’  
Whereas:
  - 13 people reported it and said ‘the situation stayed the same’
  - 2 people said they reported it and the ‘situation got worse.’



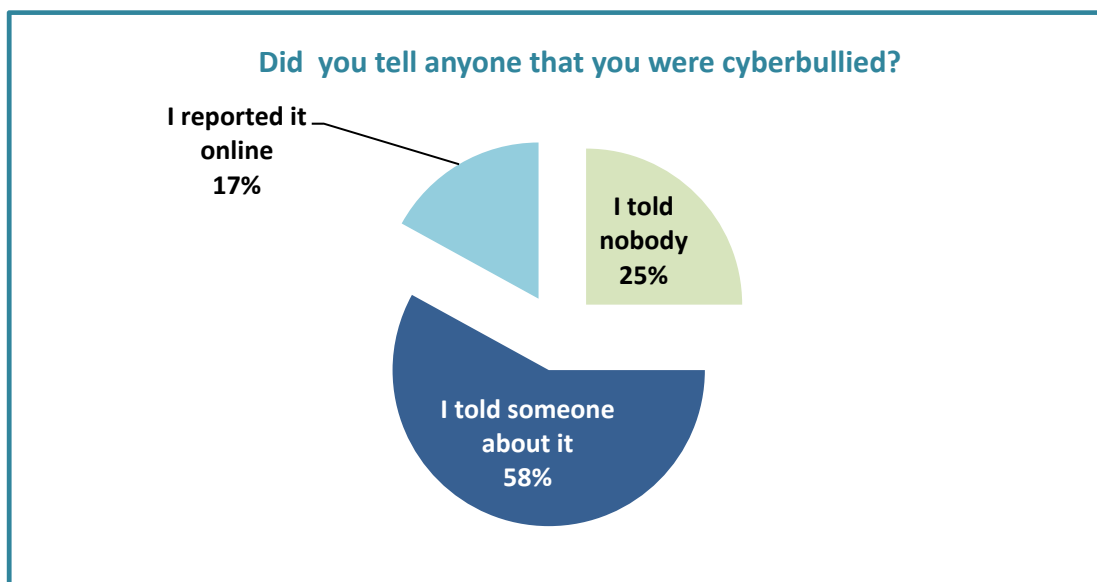
## 9. Cyberbullying

19% or 472 people said they had been cyberbullied. This is calculated from the 2513 people who answered this question. However this section comes well into the survey and some 95 people skipped the question.

Only 2% or 51 people admitted to cyberbullying other people, but a further 5% or 125 people thought that 'maybe' they had done so.



58% told someone about it and for two thirds of them, the cyberbullying ended.



Girls were most likely to report it, and 70% of them did tell someone. However girls were least likely to report it online (13%) in contrast to boys 22%, and those who prefer not to state their gender (26%).

### Did the cyberbullying stop after you told someone or asked for help?

- Yes 66%
- It stayed the same 24%
- It got worse 10%

### Gender alert

- 14% of boys were cyberbullied
- 23% of girls were cyberbullied
- 27% of those who prefer not to state their gender were cyberbullied

### Age: do you think that you have been cyberbullied yourself? Yes

Age 10	13%
Age 11	18%
Age 12	18%
Age 13	21%
Age 14	23%
Age 15	22%
Age 16	31%
Age 16+	18%



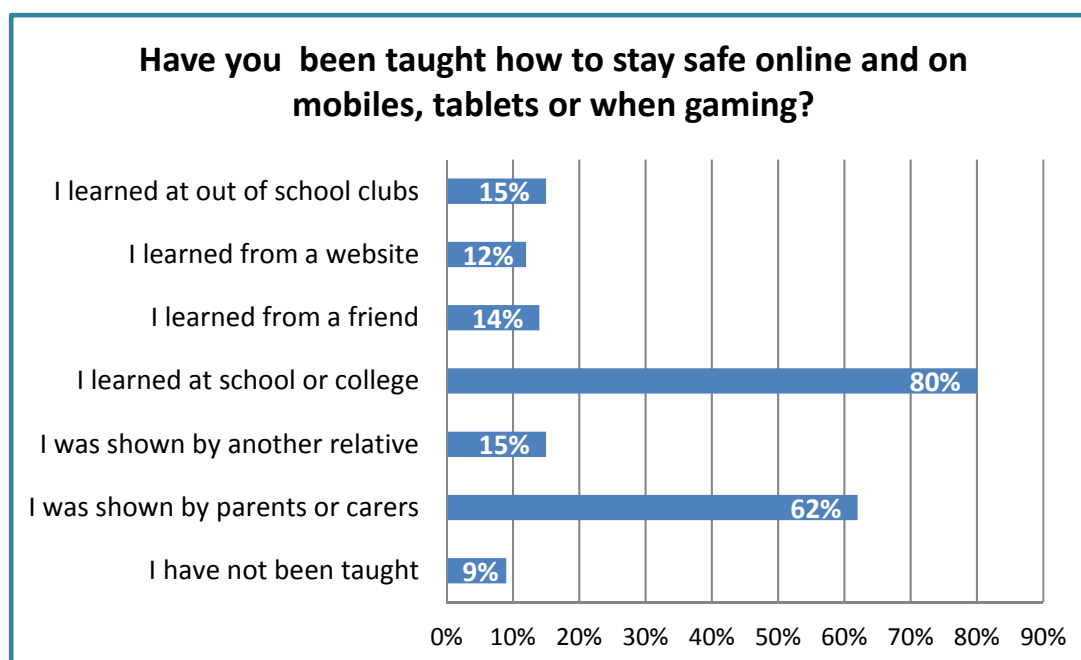
### Messages for practice

- 49% of those who never feel happy and confident
- 43% of those who say they feel depressed most of the time
- 42% of those with a mental health difficulty
- 40% of those with hearing loss
- 35% of those who feel 'I am not good enough' most of the time
- 33% of those in or leaving care
- 23% of young carers

**Compared to  
19% of the  
total sample**

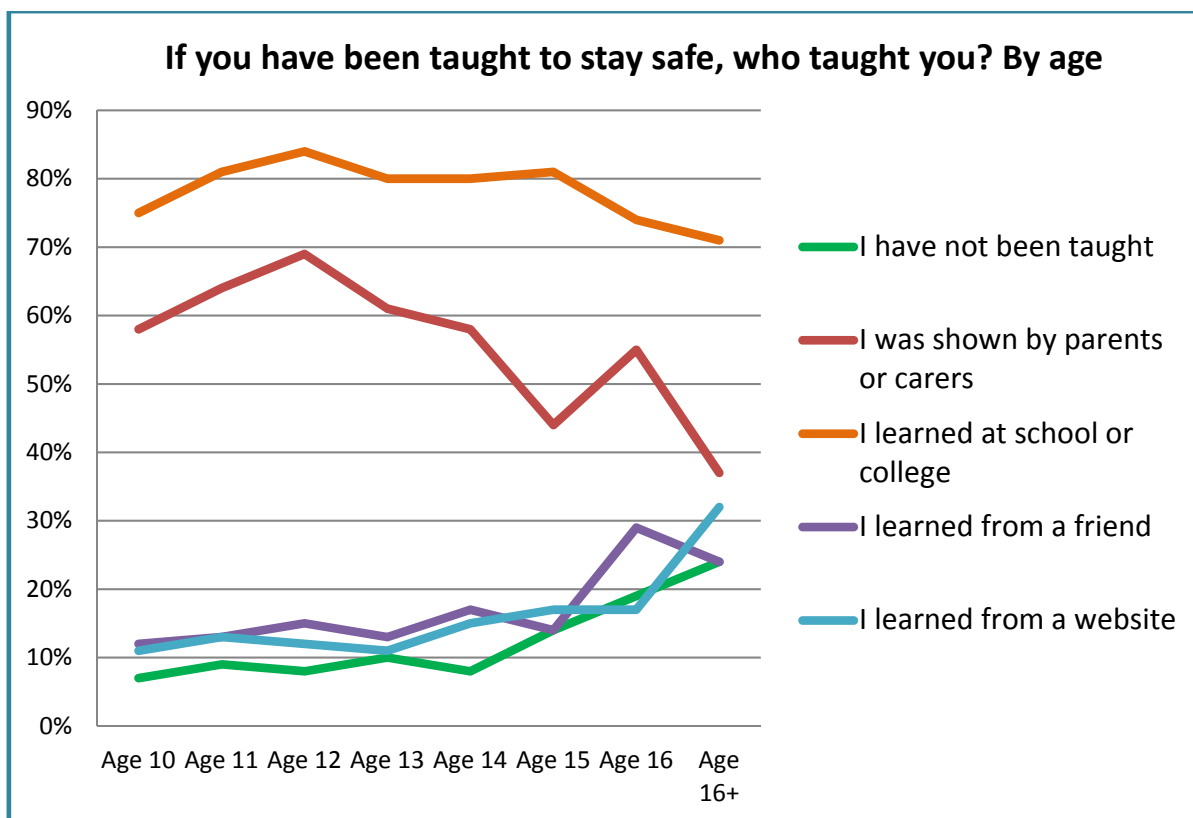
## 10. Online safety education

Learning to stay safe online is delivered by schools and parents with several other sources.



As young people get older and parental and school input drops, they turn to friends and websites to learn to stay safe, but a higher percentage than in 2011, the first year of the Cybersurvey in Suffolk, remain untaught.





Out of school clubs and other relatives are playing an important role for some children and young people. This suggests that clubs and wider family members or foster parents should have easy access to the information needed to fulfil this role.

#### Those who are not taught to stay safe

229 people say they have not been taught how to stay safe and we see below how this affects their online life when compared to others who were taught at school or by parents.

	ALL 2016	Parents taught e-safety	School taught e-safety	Not taught
I was cyberbullied	19%	18%	17%	24%
Met up with person known only online	14%	11%	11%	27%
Sexting	4%	2%	3%	10%
Victim of revenge sharing of images	6%	5%	5%	13%
Spends 5+ hours a day online	16%	12%	14%	25%
Extremist content seen	7%	7%	7%	12%
Very violent images/videos seen	20%	19%	19%	25%
Seen content encouraging self-harm/suicide	9%	8%	8%	16%
Seen content encouraging anorexia	19%	23%	23%	21%
Seen content promoting racism/hatred	12%	12%	13%	18%
Someone online tries to persuade you into unwanted sexual activity	6%	5%	5%	12%
Using chatrooms	12%	11%	11%	19%
Homophobic bullying online	3%	2%	3%	4%

False solicitation, person not who they said	4%	4%	4%	8%
Adult content viewed	5%	4%	4%	10%
Internet left me feeling depressed often	7%	6%	7%	9%
Been tricked into paying for something online I did not want to buy	7%	6%	6%	12%

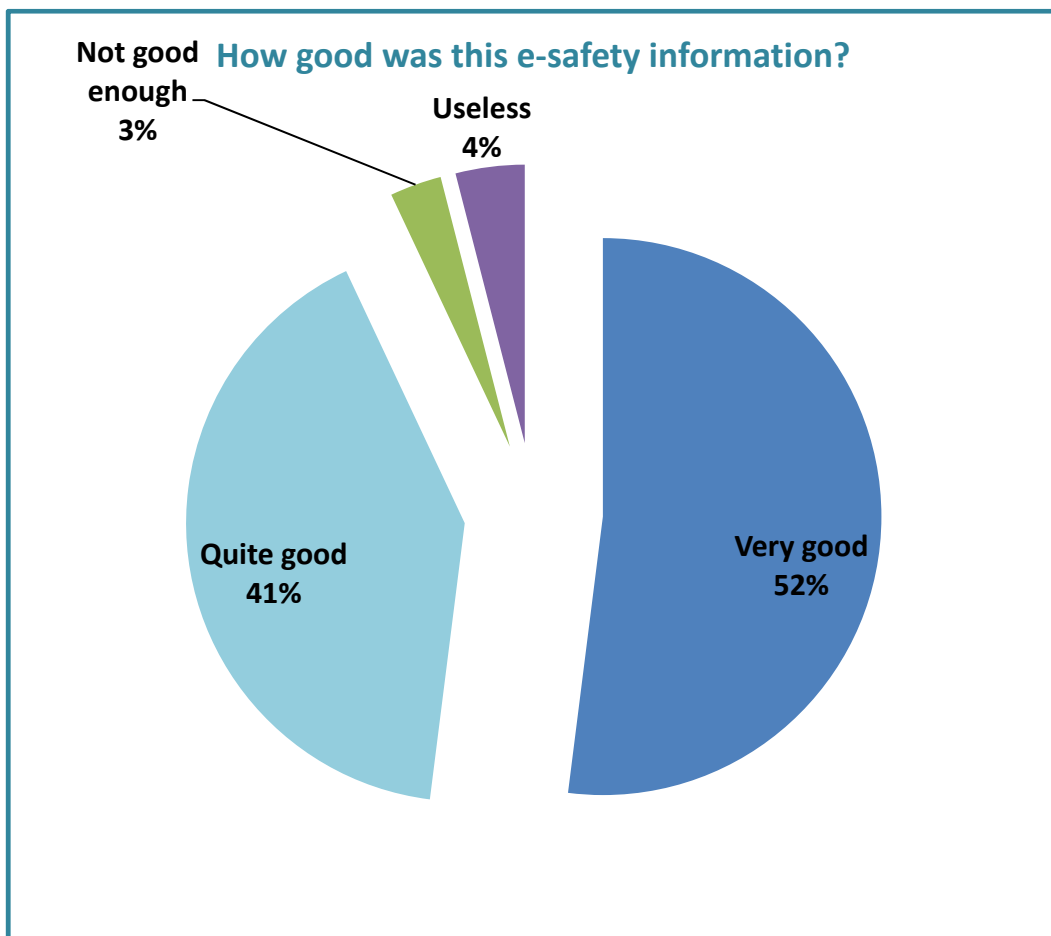
It is noteworthy that people who were taught to be safe by either their school or by their parents, while safer in almost every other way, are nevertheless more likely to look at pro-anorexia sites than people who were not taught about online safety at all.

Those who prefer not to state their gender are more likely than peers to say they were not taught about e-safety. 18% compared to 7% of girls and 11% of boys.

**NB!** There is a drop in the reach of schools. In 2012 and 2013 schools were reaching over 90% of students. Since 2014 this has decreased.

	2011	2012	2013	2014	2015	2016
School	85%	93%	93%	89%	78%	80%

Of those who were taught how to be safe, how good was this information?



### Do they follow this advice?

We have seen over the nine years of the Cybersurvey that young people often talk approvingly about the e-safety education and then many go on to say they seldom if ever follow it. This has been a consistent message in all areas and in each year, although the figures for adherence have been slowly improving over time.

- 57% always follow it
- 30% sometimes follow it
- 6% say they don't really follow it
- 3% never do
- There is a marked drop in the mid- teens
- Those who prefer not to state their gender are least likely to always follow the advice. They also report low levels of e-safety education.



<http://bit.ly/Cybersurveyreport2014> (c) e-Safer Suffolk/Youthworks Consulting Ltd

Suffolk Cybersurvey results: If you have been taught how to stay safe online, do you follow the guidelines? 'Yes always'

The gains made in educating 10-11 year olds in 2015 have been maintained. However some gains made in getting mid-teens to actually follow the advice have been lost in 2016: the percentage of 14-15 year olds who always follow the advice dropped from 46% in 2015 to 34%. Yet compared to 2014 there is still positive momentum.

14-15 year olds:            2014 – 28%      2015 46%      2016 34%

***'Because I want to stay safe'***

## **Views of young people**

*'My parents always told me not to talk to people online but sometimes you actually meet really nice people.'*

*'Only when I need to'*

*'I only follow them if I feel they are right'*

*'Because I know how to keep myself safe without people telling me'*

*'If you don't then you could get taken off the site'*

*'Not always, but I do'*

*'People think that the internet is really dangerous but you just need some common sense. e.g don't click on ads believing things that are too good to be true or talk or meet up with anyone.'*

*'Sometimes it is not reliable enough'*

*'Only when it should apply'*

*'Because it will keep me safe. Duh'*

*'Not really because it's only really twitter and facebook and I haven't got that.'*

*'I do, because if not I worry about it.'*

*'They're a bit much'*

*'I want to feel safe'*

*'There have been a few exceptions but mostly I do follow the guidelines'*

*'If reasonably appropriate'*

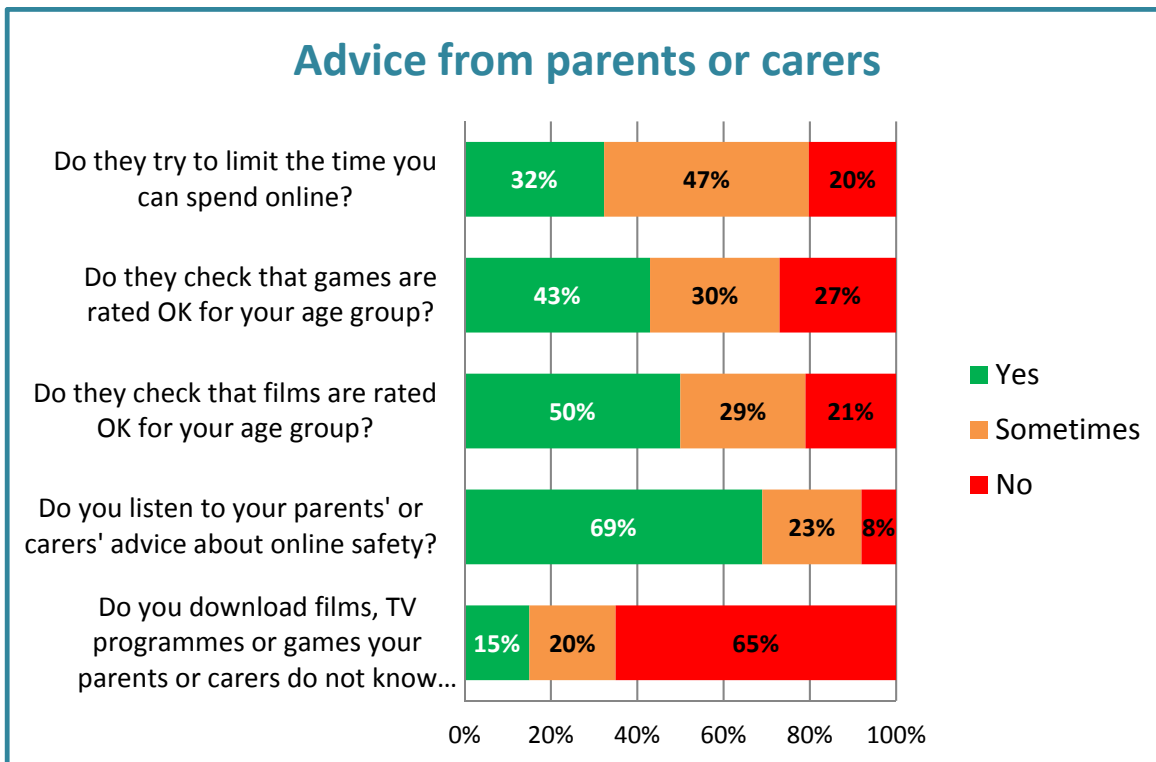
*'I would sometimes use some good things but I wouldn't use silly ones.'*

From the respondents' comments it is evident that many use their own judgement or experience when deciding which elements of online safety advice they are going to follow.

Some feel safe because they do not think the advice applies to them – i.e. they do not use Twitter and Facebook as one respondent put it, but this is to ignore a wider range of other risks that they might be exposed to. It appears that rules without debate or discussion can be rejected.

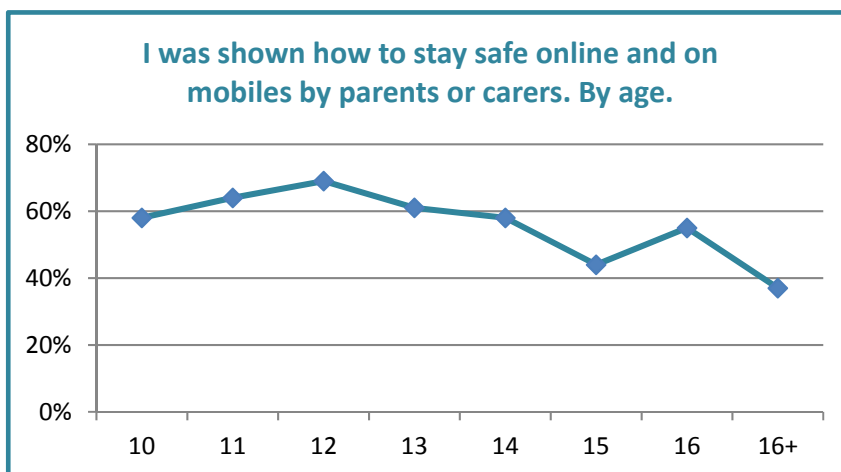
# 11. Advice from parents and carers

This year the Cybersurvey has explored parents' involvement in the choice of games or films/TV content for their child.



Parents could have greater influence in general over their child's safety online if they sustained their support. These figures illustrate how children do listen to their parents to an extent. However parents are poor at checking games ratings or limiting time spent online (table above) and their input falls away at exactly the wrong age when young people are at high risk online in their mid-teens as illustrated in the parental input chart.

## Parental input by age of the child



### **Limits on the time spent online**

A little over a third of parents of 10 year olds do try to limit the time their child can spend online, whereas by the time their child is aged 15, only 18% do so. A larger percentage of parents 'sometimes' try to limit the time their child spends online, for example 47% of parents of 10 year olds do so occasionally, as do 49% of parents of 15 year olds.

### **Checking whether games are age appropriate**

59% of 10 year old respondents said their parents do check that games are rated as correct for their age group, while another 25% 'sometimes' do so. By age 15, only 22% of parents are checking the age rating of games and a further 22% are sometimes doing so. This sporadic checking appears inconsistent.

### **Checking whether film or TV content is appropriate for their child's age group**

- At the age of 10 years, 65% of children say that their parents check that films are rated as 'OK' for their age group and a further 24% sometimes check.
- By the age of 15 years, 24% say their parents do check while another 25% say their parents sometimes do so. The remainder do not check.

### **Do children listen to their parents' advice?**

**Over three quarters of ten year olds listen to their parents' advice and a further 15% sometimes. By the age of 15, this is reduced to 55% who do listen to parental advice and a further 30% who sometimes do.**

### **Do you download films, TV programmes or games your parents or carers do not know about?**

Only 11% of 10 year olds do this, although a further 13% sometimes do. But at age 13 years almost one in five are downloading material their parents do not know about and a further 24% do this sometimes. This demonstrates how short the window for parental influence is.

By the age of 15 one third are downloading material their parents do not know about and a further 22% 'sometimes' do this.

### **Are parents teaching their children to stay safe online?**

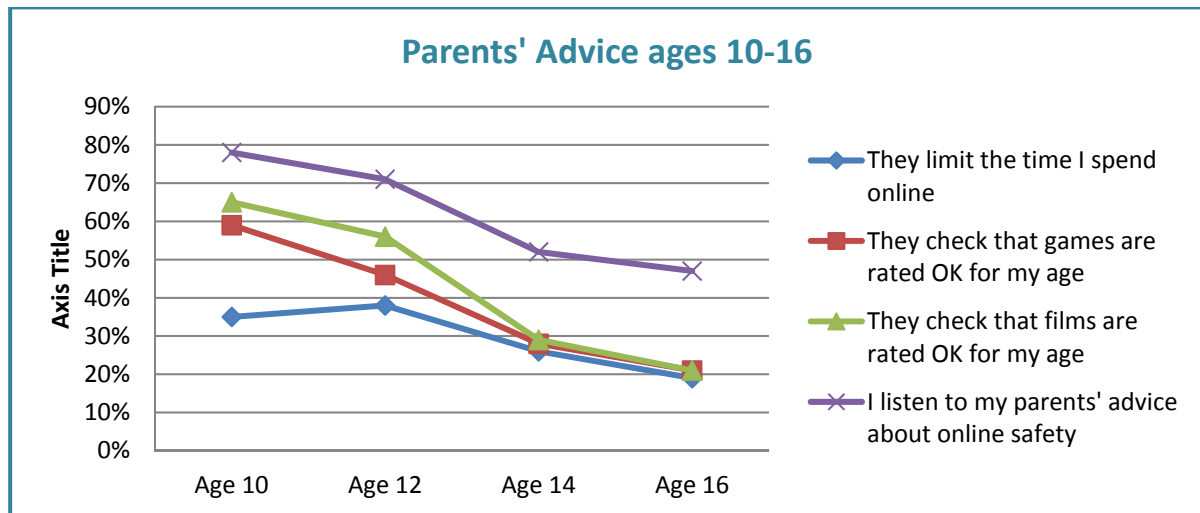
7% of 10 year olds had not been taught to stay safe online by any source.

58% were taught by a parent or carer and 11% by another relative. It seems that parents are starting to talk to their children rather late about online safety.

Parents' input rises to 64% at age 11 and to 69% when their child is 12 years old, but after this high point it falls back again and only 58% of 14 year olds said their parents had taught them to stay safe.

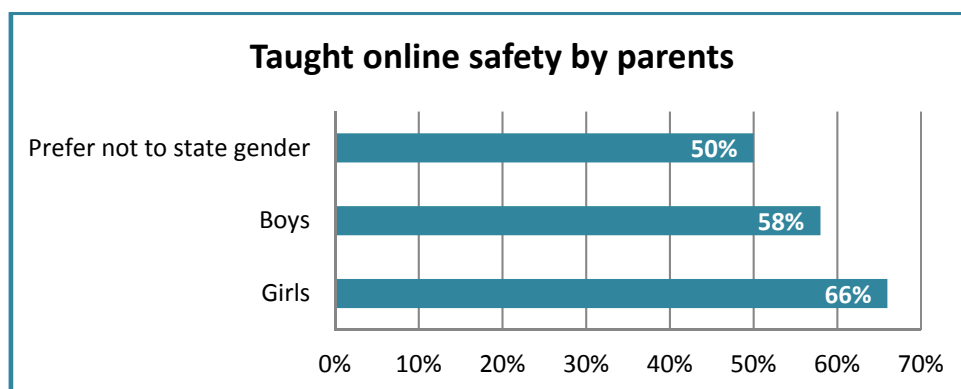
## The low point

By the age of 15 years, parents' input is dropping back sharply to 44% despite the fact that ages 14-15 are peak years for risk as cyberbullying peaks along with a range of other online experiences and encounters. This may indicate that parents may require support to help their teenagers and a range of work on relationships is required in schools alongside online safety advice.



## Is parents' advice influenced by the gender of their child?

Every child or young person should be able to expect equal support and guidance from caring adults on how to stay safe in the digital world. But this is not the case: 58% of boys and 66% of girls say they were taught how to stay safe by their parents whereas only 50% of students who prefer not to state their gender said they were taught by parents.



## 12. Confidence to help others

30% of boys and 26% of girls have helped someone else who had a bad experience online. Of those who prefer not to state their gender 31% have helped someone else.

Advice ranges from technical to moral support and occasionally, questionable advice. This well of support and information is there and could be built upon with learners, providing confidence and sharing skills and empathy. One way of delivering online safety education would be to frame case studies in the form of 'dilemmas your friend might be facing' and ask: how would you help? This would allow the group to explore the advice suggested and the teacher could fill in any gaps.

*'I have talked to and stayed up with someone all night just to help them drop a knife and I have remained their friend ever since. I have made her promise to always contact me first whenever she feels bad.'*

*I made sure they were OK and said they should be sure of what they say and do when online.*

*I told them that heaven was a better place*

*In my friend's Minecraft world it was destroyed and I helped re-build it*

*I told them to block them*

*I took them to Nando's*

*I talked to them and made them feel more comfortable*

*A friend on a game was being bullied and I helped her through it*

*I stood up for them and made them feel better*

*I gave them some advice that i had learnt from the past and that they should not just tell me but tell older people like teachers that they trust and their parents if they have not told them yet.*

*I have advised and comforted friends during episodes of harassment- mostly through telling them to block the people who are causing them issue*

*Suggested deactivating account to prevent cyberbullying*

*I have told the school about situations with another student because I was worried about them*

*'I said to them:  
everything is fine  
and I'll try to  
contact the  
owners of the  
site to improve  
this.'*



*They didn't know how to stay safe so I showed them*

*Yes I have I told this person to talk to an adult and immediately block this person on all social media sites*

*I told them to tell a trusted adult*

*I helped them by being there to support them, even if just by texting. They came to me and talked to me, we have always been there for each other and texting has really helped us overcome difficulties and everyday stresses we've both had*

*Tell them to tell someone they trust e.g. sibling, parent, teacher etc. And to block them or report them so they can no longer contact you.*

*I told them to report it and not to delete it.*



### **The law**

- 89% of young people say they understand what is illegal but some are not sure.
- 9% of boys and girls and 17% of those who prefer not to state their gender are not sure about what the law says in relation to what is illegal online.

### **Messages for practice**

Young people overwhelmingly want to know about law and think it should be taught.

### **Reference**

---

<sup>i</sup> Jones, L.M., Mitchell, Kimberly J., & Walsh, W.A. (2014). A Systematic Review of Effective Youth Prevention Education: Implications for Internet Safety Education. Durham, NH: Crimes Against Children Research Center (CCRC), University of New Hampshire.