Cybersurvey

An online survey conducted in the West of England in March/ April 2011
By Youthworks Consulting Ltd on behalf of Reach.
by
Adrienne Katz
with
Statistical Analysis by Mark Lovelace

About Reach

This Big Lottery funded programme is run by the charity EACH - Educational Action Challenging Homophobia. It aims to explore the extent of homophobic bullying online and via mobiles, raise awareness of all forms of homophobia among a wide group of young people and settings and to develop an innovative training resource. Young people will be offered creative skills courses and provided with opportunities to contribute throughout.

For further information on the Reach project please contact:reach@eachaction.org.uk

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About the Cybersurvey

The Cybersurvey is a tool being used in different local authority areas to gather information from young people on cyber abuse and e-safety education. The aim is to use a standard tool and develop a baseline. In future years it will help these authorities in the evaluation of interventions and e-safety education.

The Cybersurvey was designed and piloted by Adrienne Katz, with thanks to - Graham Tilby, Shirley Hackett, Rebecca Calnan, Toni Brettell, Katriona Lafferty of Dudley MBC and Diane LeCount, of Essex County Council. Thanks to Rennie Thompson and Jo Brown of Oxfordshire County Council for advice and suggestions. Our sincere thanks go to the young people of DDMK and the 158 young people in Essex and Dudley who piloted the questionnaire. To date 7401 young people have completed it in various locations:

Participating Local Authorities:

Solihull Metropolitan Borough Council	Birmingham City Council
Dudley Metropolitan Borough Council	Oxfordshire County Council
Essex County Council,	South Gloucestershire,
Herefordshire,	North Somerset.

Statistical analysis by Mark Lovelace and Cath Dillon.
Report and project management by Adrienne Katz
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Method

The Cybersurvey questions were devised and tested with young people. Questions were then approved by a Safeguarding e-champion and colleagues in a Community Safety team and professionals in youth participation and anti -bullying. Questions were also submitted to the young people's Dudley Decision Makers group (DDMK) and amendments made. The survey was then piloted with 158 young people in different locations and further amended.

The Cybersurvey was uploaded and codes provided to each local authority for their schools. Young people answered anonymously. In all, 8 local authority areas have been involved in various waves. For the present survey for Reach in the West of England, some new questions were added to explore the extent of homophobic bullying in cyberspace as earlier surveys indicated that this was a growing concern. We are very grateful to all the young people who responded.

Adrienne Katz
Director   Youthworks Consulting Ltd   June 2011

Introduction

'Cyberbullying is an aggressive, intentional act carried out by a group or individual, using electronic forms of contact, repeatedly over time against a victim who cannot easily defend him or herself.'

- We are only recently beginning to understand the extent of electronic aggression and cyberbullying because the research is fairly recent (largely since 2002). In addition, new technology constantly creates new devices that enable different bullying behaviours.

- Cyberbullying is now estimated to affect around a third of secondary age young people. (How Fair is Britain, EHRC)

- More than one third of boys (34.7%) have recently reported receiving homophobic insults or threats in Cyberspace. 29% of ten year olds experienced homophobic insults on their mobile phones. (The Cybersurvey, West Midlands 2010)

- Nearly half of all secondary schoolteachers in England acknowledge that homophobic bullying is common, but only 1 in 6 believe that their school is active in addressing this. ((How Fair is Britain, EHRC)

Although bullying has been around for generations, Cyberbullying is relatively new, constantly changing and poorly understood by many adults.

Young people have swiftly taken advantage of new technology. They use it to keep in constant touch with friends, share jokes and images, download music, TV and video clips. They try out identities and reflect their personalities in a public space. They search for information, learn and play games. As one girl put it, 'If I lose my BB, it's my life'. She was referring to her Black Berry. But young people might also send and receive hurtful or dangerous messages and images. They may be targeted by others with ill intent.

Technology opens up exciting new opportunities, but just as in driving a car - another freedom which technology offers – there are risks. Adults impart road rules to children, but a large proportion of adults do not understand the online or mobile phone world of young people – and a very few do not understand any aspect of the digital world. This makes them ill equipped to teach children about e-safety or how to deal with Cyberbullying. Furthermore, this is a form of bullying that no parent or teacher can have experienced when they were young, unlike real world bullying.

One of the challenges we face therefore, is not only to educate young people in e-safety but also to educate their parents and often, their teachers too. In a 2009 poll by the Anti-Bullying Alliance (ABA) 54% of parents of 8-14 year olds had not talked to their child about how they could protect themselves or deal with Cyberbullying. Indeed 45% of these parents did not know about the 'report abuse' button on social networking sites. Despite this, 23% allowed their children aged 10 or under, unsupervised Internet access at home and 38% allowed children aged 10 or under to have their own mobile phone.

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If parents believe Cyberbullying does not happen to their young children, they might be distressed to find that one in five of year 6 primary school pupils surveyed by the ABA in 2009 had been cyberbullied in the last twelve months. This excludes other dangers such as solicitation, harassment and problematic content which their child might inadvertently access.

Livingstone and Brake (2009) point out that 'Specific attention is required for 'at risk' children, given growing indications that those low in self-esteem or lacking satisfying friendships or relations with parents are also those at risk through online social networking communication[1] and, further, that those at risk may also be those who then perpetrate harm towards others."

While new technology has revolutionised young people's social networks - being fun, cheap, convenient, instant and above all desirable – there is much to learn about the less positive ways it might be used and how we might help them protect themselves.

What type of Cyberbullying is seen?
There are a number of methods of Cyberbullying another person and these methods change and become more sophisticated each time there are new models, games or sites launched. A few are outlined below:

+ Text message bullying - messages via text or instant messaging that contain threats, harassment, insults or hurtful content including photos. Texts can also be used to spread rumours, set up victims for humiliation and to share information about someone.

+ Picture/video clip bullying via mobile phone cameras
Using photos taken on a phone to hurt or humiliate someone, with the images usually sent to several other people or posted into a public forum online. 'Happy slapping' involves filming and sharing physical attacks. Intimate photos from a relationship are often misused after friends fall out. (Often referred to in the media as 'sexting').

+ Phone call bullying via mobile phone – silent calls or abusive messages are often used, with the caller disguising their number or using someone else's phone. The bullied person's phone may be stolen and used to harass others, who then think the phone owner is responsible.

+ Email bullying - bullying or threatening emails, with or without images, but often with an invented pseudonym or using someone else's name and email account to avoid discovery.

+ Chat room bullying – when children or young people are in a web-based chat room they may feel they are among friends. It is especially hurtful and embarrassing to receive menacing or upsetting responses in this public forum.

+ Bullying through Instant Messaging (IM) **-** unpleasant or threatening messages sent in real time, online conversations. Some games also permit messaging.

+ Bullying via websites includes – defamatory blogs, websites set up to humiliate someone (may use images) and online personal polling sites.

+ Social Networking sites – The Essex Cybersurvey carried out with 1452 respondents in the spring of 2010 found that 76% of young people aged 10 -16+ had a Facebook page or used another social networking site. Facebook is meant to be for 13 year olds upwards, yet this data, with its largest cohort being 12 -13, reveals that age limits are not observed. These sites allow users to seek, admit and reject friends in the glare of public view. Blocking

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1 (Livingstone and Helsper, 2007; Valkenburg and Peter, 2007a; Ybarra and Mitchell, 2004) described in Livingstone and Brake (2009) On the rapid rise of social networking sites, new findings and policy implications. *Children & Society Vol 24, (23010) pp 75-83*

someone on a social networking site is a common form of bullying. Social networking sites are also frequently used for rumour spreading via friends or posting malicious comments. Users invite 'friends' to post malicious remarks about others in a scene in which the sharp-witted cruel wordsmith comes out on top. 'Fraping' is the act of defacing someone else's Facebook page by changing their profile. Frapers also post dirty, nasty, humiliating updates on their victim's Facebook status page and generally behave in a way that is considered a violation of the frape victim's Facebook page.

+ Using someone else's account or phone – disguising identity by using a computer at a friend's house, stealing a phone or simply using it for a few minutes to send a bullying message that may get someone else into trouble. There is a pretty horrible name for this – Fraped (meaning 'facebook raped') – a case of the language showing just how disturbing this is for the young people

+ Via electronic games – Hacking into someone's account or score to alter it or using a game box to send messages. Using handheld devices to access the internet is now commonplace, children can send messages leaving no trail.

+Twitter – fast becoming known as mean girls' gangland, Twitter is where those who are quick and skilled with put-downs and wisecracks can take pot shots at others who are less witty and quick with ripostes. Girls may post a humiliating photo of someone and Tweet about it or comment on each other's Facebook photos. Twitter gives an added sense of being in or out of the 'club'.

Many of these tools rely on articulacy and technical skills. This can mean that someone with language difficulties is left far behind or targeted because they are less likely to be able to respond with a display of verbal dexterity and one-upmanship.

Impact
A study by the National Institutes of Health in the USA found that victims of cyberbullying are at greater risk for depression than bullies or even bully-victims.[2] Until recently it was thought that bully victims (those who are both victimised and also bully others) experienced worse emotional adjustment than bullies or victims.[3] Cyberbullying victims have also been found to be almost twice as likely to have attempted suicide compared to young people who had not experienced cyberbullying.[4] The deliberate nature and pre-planning that is required for some forms of cyber-bullying like building a website, photo shopping images, and planned attacks seem more difficult to withstand than an angry exchange in the playground or corridor.

Is Cyberbullying increasing?

We know relatively little of the true extent of Cyberbullying, because the research is fairly recent (since 2002) and it is not yet comprehensive. For example the questions used in some early work did not encompass all forms of Cyberbullying, while figures obtained through teenage magazine surveys may reflect a self selected group of respondents. Another factor is age. Not all studies look at the same age groups and are therefore not suitable for comparison. Furthermore technology is ever-changing, offering new opportunities for bullying which may not have been present even a year earlier.[5]

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[2] Wang, Nansel, T and Iannotti, R. Division of Epidemiology, Statistics and Prevention Research at NIH's Eunice Kennedy Shriver National Institute of Child Health and Human Development. In *Journal of Adolescent Health.* Described in http://pscyhcentral.com 22.09.10
[3] Nansel 2004 in a survey of 11 – 15 year olds in 25 countries
[4] Hinduja, S. and Patchin, J. (forthcoming) Bullying Cyberbullying and Suicide Forthcoming in Archives of Suicide Research

[5] A brief list of some earlier studies is available in the Appendices

Does the response variation depend on *what* we ask?

For a while there has been a consensus that between 20% and 25% of children and young people were reporting that they had experienced some Cyberbullying in response to a general question on the subject.[6]

However when respondents are asked whether they have experienced specific forms of harassment, responses tended to be higher. Hinduja and Patchin point out that 43% of respondents had experienced at least one form of abuse or harassment listed in their survey, in contrast to slightly more than 17% who said they had been actually been cyberbullied in their lifetime.[7] Some people do not consider all unpleasant behaviour towards them as bullying.

In the Essex Cybersurvey a similar pattern may be seen. 49% of respondents had experienced at least one of the forms of online abuse described and 32% had experienced at least one on a mobile phone. Experiencing one of these forms of harassment only once may not constitute bullying in the strictest sense, but when combined with other victimising behaviour or as part of a campaign, it can be seen as bullying. However when respondents were given a definition of Cyberbullying and asked to state explicitly whether they had been Cyberbullied or not, 295 people (20%) said they had been cyberbullied.

It has also been pointed out that different forms of Cyberbullying have varying impacts upon the recipient. This could affect whether or not they report the incident as bullying: Smith et al, 2006[8]; Ybarra and Mitchell, 2004)[9] have shown that although the effect of Cyberbullying is generally perceived as highly negative by students, some categories of Cyberbullying are viewed as more negative in impact compared to traditional bullying, in particular photo/video clip bullying.

Phone calls and text messaging are also perceived as highly negative by some victims since they were interpreted as very intentional and planned. By contrast, 33% of males in the Essex Cybersurvey who had experienced some form of cyber abuse chose to say they were 'not bothered' by it. They might be unlikely to report it if they want to be seen as able to 'take it' and this could affect the incident rate reported. These boys for example, also chose to say they were not Cyberbullied.

Does the response variation depend on *who* we ask?

Responses vary markedly if specific groups are questioned. For example: children seem more likely than their peers to be victims of Cyberbullying if they are already being badly bullied. In a study for Dudley MBC, while 11% of 2897 secondary school pupils reported being cyberbullied, this rose to a many as 31% among those pupils already identified as badly bullied.[10] It seems that students' roles in traditional bullying might predict the same role in electronic bullying. In addition, being a victim of bullying on the Internet or via text messages has been found to be related to being a bully at school.[11]

The age group questioned will also influence results, while gender patterns indicate that certain types of abusive message tend to be more common among either males or females. This gender influence could affect some findings and patterns if samples are not balanced or the questions used favour one gender.

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[6] NCH (2002), 25% had been victims of Cyberbullying; NCH 2005, 20% had been bullied via electronic means. Li, (2006), 25%; Smith, Mahdavi, Carvalho & Tippett, (2006) 22%.

[7] Hinduja S. & Patchin, J. (2009), *Bullying Beyond the Schoolyard* p.49

[8] Smith, P.K., Mahdavi, J., Carvalho, M. and Tippett, N. (2006).

[9] Ybarra, M.L. and Mitchell, K.J. (2004).

[10] Katz, A. & McManus, E. (2009) 'Safe to Play', Dudley Metropolitan Borough Council.

[11] Raskauskas, J. and Stoltz, A.D. (2007) Involvement in traditional and electronic bullying among adolescents. Developmental Psychology v43 n3 p564-575 May 2007

What else could be influencing the results of surveys?

As Cyberbullying has increasingly become defined and discussed, more recipients are likely to recognise that they are being bullied and come forward to report it. Cyberbullying may be increasing at the same time as research expands to examine it but what is known is that increasing numbers of children have mobile phones and access to the internet than ever before. Certainly cheap phones with cameras are a recent development, allowing images to be made and sent in an instant. Therefore although there is clearly a trend showing Cyberbullying increasing[12], some of this increase might be due to greater recognition of Cyberbullying alongside the increased access to new technology.

Other issues for attention

With these limitations in mind it would seem useful to focus not exclusively on whether rates of reported Cyberbullying increase or fluctuate, but rather on the quality of support and education young people receive and above all, the effectiveness of this e-safety education to motivate behaviour change that protects young people to a greater extent.

It would be valuable to identify social triggers for behaviour change among peers and to find ways to challenge feelings of inevitability and powerlessness described by young people faced with Cyberbullying. Young people need methods of reporting Cyberbullying effectively and service providers will need to play their part in protecting users.

Furthermore there is a challenge to privacy that needs addressing. Children and young people are giving out personal details and uploading photos without privacy protection, often thinking they are among friends. When friends fall out this material is often used maliciously and can find its way into a public sphere.

Personal details are also being collected by sites. In 2007 The Guardian reported on research by the University of Bath investigating how children's privacy is protected online. Out of 20 sites popular among children aged between 9 and 13, 85 per cent collected personal information on children and on each site it was possible for a child to disclose personal information without consent from parents. (Guardian, Media, 30 Jul 2007, p9)

Is Homophobia endemic and does it matter?

Homophobic bullying is widespread in English schools and evident from the age of around 10[13]. Almost two thirds of young lesbian, gay and bisexual (LGB) pupils at secondary school have experienced homophobic bullying.[14] However the advent of cyberbullying offers a new tool for cyber-homophobia. This allows perpetrators to conceal their identity, to pursue a victim into every corner of their life 24 hours of the day and amplify the bullying in view of an audience. 37% of young people who had experienced homophobic bullying via their mobile phone in this Reach Survey said that it was bullying 'carried on from their life in school'.

Language: joke or abuse?

Homophobic and sexual insults are so commonplace among English teenagers that they are having to ramp up the insults for shock value, so desensitised have some of them become to certain words.[15] This creates an atmosphere of threat and aggression for those who do not

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[12] Hinduja S. & Patchin, J. 2009, *Bullying Beyond the Schoolyard* p.50

[13] Katz, A Safe to Play for Dudley MBC: 38% of badly bullied children in primary schools had experienced homophobic bullying.

[14] Stonewall, *The School Report*, July 2007.

[15] Katz, A. & McManus, E. Survey for BBC Panorama

share the 'joke' and misery for the targets. For example in a survey for Panorama, Youthworks found that one in five of respondents had 'often' been called gay, more than one in five had 'often' been called a slut and 18% had 'often' been called a slag. Additional people had experienced this 'sometimes'. One in ten said it was 'normal' to be called these words 'all the time,' while a third said it was normal to be called these words 'sometimes'. 16% said they often use more offensive words. 30% think it is 'mostly OK' that they or someone else are called gay.

A narrow landscape or script for boys

Used to 'police' a narrow and limited script for boys, homophobic bullying allows boys to distance themselves from girls and anything 'girly' or perceived as weak, which specifically includes non-macho boys.[16] This attitude includes denigrating girls. It also targets those who work hard or are seen as a 'boffin'.

Severe Impacts

The impacts of homophobic bullying and social isolation are well documented. They include increased truancy, leaving education early without qualifications and an increased risk of depression, self harm and suicide.[17] 40% of lesbian, gay and bisexual men and women who had been bullied at school had made at least one attempt to self-harm, and more than 20% had attempted suicide.[18] The longitudinal youth survey data has shown that victims of bullying are twice as likely to be NEETs at age16, than pupils who were not bullied. (DfE), while this does not single out homophobic bullying, the loss of attainment for victims of bullying should be considered.[19] Being a victim can lead the individual to take risky steps to stay safe including carrying a weapon, drinking or trying illegal substances to escape the pain of depression, while some joining a gang for protection.[20]

Forced to come out

In order to report homophobic bullying some young victims are confronted for the first time with questions of identity and sexual orientation which they may not have had to address until now. They are often not emotionally ready to do so and may not be able to canvass these issues with parents. By reporting the bullying they may have to come out at school. This major step can lead to further social isolation and shunning. Many choose to stay silent.

Isolated and ostracised, is this worse than bullying?

Some researchers consider ostracism to be worse than bullying because it seems to deny the victim any acknowledgement of their presence.[21] Kipling Williams has commented in correspondence with the East Sussex Anti Bullying Team that: 'Rather than making the victim the focus of unwanted and aversive attention (as is the case for bullying), ostracism makes the person feel like the object of inattention, that s/he does not exist and does not warrant the group's attention or interest. In other words, they aren't even worth bullying (which takes effort and indicates that the person does exist and warrants attention). So, both bullying and ostracism are aversive, but they are likely to have different psychological effects, short term and downstream.'

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[16] S. Frosh et.al., *Young Masculinities*, (New York: Palgrave, 2002), M. Mac an Ghaill, *The Making of Men*, (Buckingham: Open University Press, 1994).

[17] Katz, A., Buchanan, A, and Bream. V, Young Men Speak Out. Samaritans

[18] I. Warwick et.al., *Homophobia, Sexual Orientation and Schools: A Review and Implications for Action*, DfES Research Report RR594, (2004) and I. Rivers, 'The Bullying of Sexual Minorities at School: Its Nature and Long-Term Correlates' in Educational and Child Psychology, 18 (1), (2001), pp.32-46.

[19] DCSF Youth Cohort Study and Longitudinal Study of Young People in England, The Activities and Experiences of 16 year olds. England 2007. Green. R., Collingwood. A. and Ross, A (2010) Characteristics of Bullying Victims in Schools. National Centre for Social Research.

[20] Katz, A., Stockdale, D. and Dabbous, A. 2002 Islington and You for LB Islington.

[21] Williams, K. & Nida, S. Is Ostracism Worse Than Bullying? In Rejection and Relational Aggression Chapter 12. and Williams, K. D., & Zadro, L. (2001). Ostracism: On being ignored, excluded, and rejected. In M. R. Leary (Ed.), *Interpersonal rejection* (pp. 21–53). New York: Oxford University Press.; Williams, K. D. (2001). *Ostracism: The power of silence*. New York, NY: Guilford Publications

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In one experiment comparing bullying to ostracising, Williams and colleagues found that, compared to bullied participants, ostracized participants felt 'less belonging, less control, lower self-esteem, and less sense of personal meaning. They were also sadder and angrier. Also interesting is that bullies did not feel as powerful, close, or united with their co-bully as ostracizers felt about their co-ostracizers.'

Williams also describes how those who are ostracised become more socially susceptible in a number of ways as they try to comply or ingratiate themselves with the in-group. On the other hand there are those who react aggressively not only to those who ostracise them but to 'similar or naïve others'. This may be an attempt to regain control after the ostracism robbed them of control. Research shows that in an individual repeatedly robbed of control, the aggression was more likely. Williams explains that social pain is relived on recall unlike physical pain.[22]

These findings have particular resonance in cyberbullying and cyber homophobia where rumour spreading and social rejection are so easily used to manipulate a target into isolation. Coupled with ostracism at school, the target has truly been robbed of control and validation – indeed of meaningful existence.

Elsewhere, so-called Bully Victims and Provocative Victims have been identified by researchers. These young people are harder to help and their complex behaviour may require professional help. They may find it harder to control their emotions reacting angrily when targeted thus providing the bullying child with the reaction they seek. They may also be at greater risk of psychiatric disturbances and even criminal activity.

Bully-victims show social and emotional problems that are frequently found in victims of bullying, such as anxiety, depression, peer rejection, and a lack of close friendships, as well as the cognitive and behavioural difficulties often apparent in children who bully, including a greater acceptance of rule-breaking behaviour, hyperactivity and a tendency toward reactive aggression.[23]

Are teachers and lecturers aware?
A survey of ATL members in England, Scotland and Northern Ireland established that more than 70% of teachers and lecturers have encountered homophobic or sexually abusive language in their schools and colleges. Nearly two-thirds of teachers and lecturers have heard this language on a regular basis. Six out of ten teachers and lecturers have further experienced or witnessed the use of this language, mostly but not exclusively used by pupils against other pupils, as part of sexist and/or homophobic bullying.[24]

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[22] http://www1.psych.purdue.edu/~willia55/ for a list of publications
[23] Marini, Z., Dane, A. & Volk, T. What's A Bully Victim? www.education.com/refrence/article/what-is- a bully-victim/? retrieved 09 06 11.
[24] Doing Gender, July 2007 ATL

About the sample

545 responses were received, of which 478 were usable. The high rejection rate is accounted for by eliminating teachers who were viewing the survey prior to using it and by removing those who had not completed the survey sufficiently well. Teachers were identifiable by a code given them in advance.

The largest cohort is 12 -13 years old (38%).

Chart 1 Age of the sample
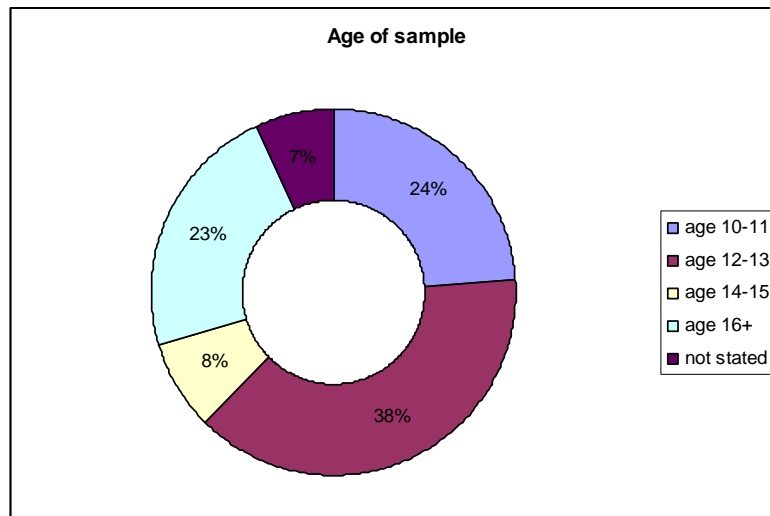
The sample contains 46% boys and 47% girls. 34 people (7%) did not state their gender.

Below, in Chart 2 the gender of each age group is illustrated.
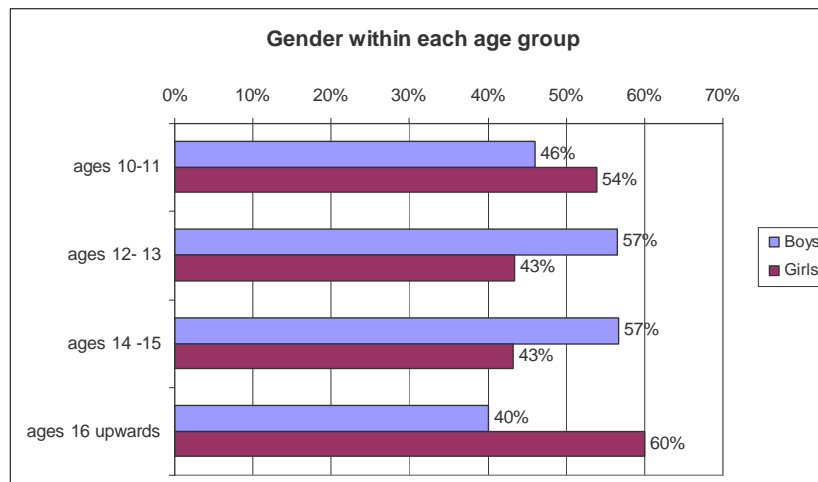
Chart 2 Gender within age groups

About the respondents:
44 respondents have special needs
17 have a disability or long term illness
10 are young carers
15 are in care
** 6 require help with English**

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Responses were received from 12 schools and colleges

Details of the sample

1. The total sample = 478.
2. The number who experienced any online aggression not necessarily classed as cyberbullying = 231 i.e. any one of the experiences in question 8.
3 The number who experienced aggression on a mobile not necessarily classed as cyberbullying = 150 i.e. any one of the experiences in question 9.
4. The number who consider that they have been cyberbullied = 91.
5. The number who consider that they have been homophobically bullied = 40.
6. The number who answered q15b, homophobic behaviours have happened to me, not necessarily classed as homophobic bullying = 53.
7. The number who answered q16, frequency with which homophobic behaviours have happened to me, not necessarily classed as homophobic bullying=106.
8. The number who have Special Needs = 44.
9. The number who have a disability or long term illness=17.
10. The number who have either a disability/long term illness, or have special needs = 55.

There are 6 people who answered to both special needs and to disablility.

1. Access and usage

1.1 Access to the internet and new communication tools is widespread among almost all the children and young people. Over 80% of ten -11 year olds have computers they can use without adults, at home. While this confidence and competence is essentially positive, there are some inherent risks to be managed and some messages for parents and e-safety educators.

Chart 3 Access and usage by age

Access: By age
Base 478 Missing 9

Category	age 16+	age 14-15	age 12-13	age 10-11
A mobile phone	91%	95%	92%	84%
A computer you can use by yourself at home	90%	97%	92%	82%
A computer you can use by yourself at a club, library or café	36%	30%	24%	14%
A computer you often use without adults at a friend's house	35%	57%	41%	27%
A Facebook or other SNS page	81%	87%	80%	37%
Chatrooms you regularly use	18%	41%	39%	20%
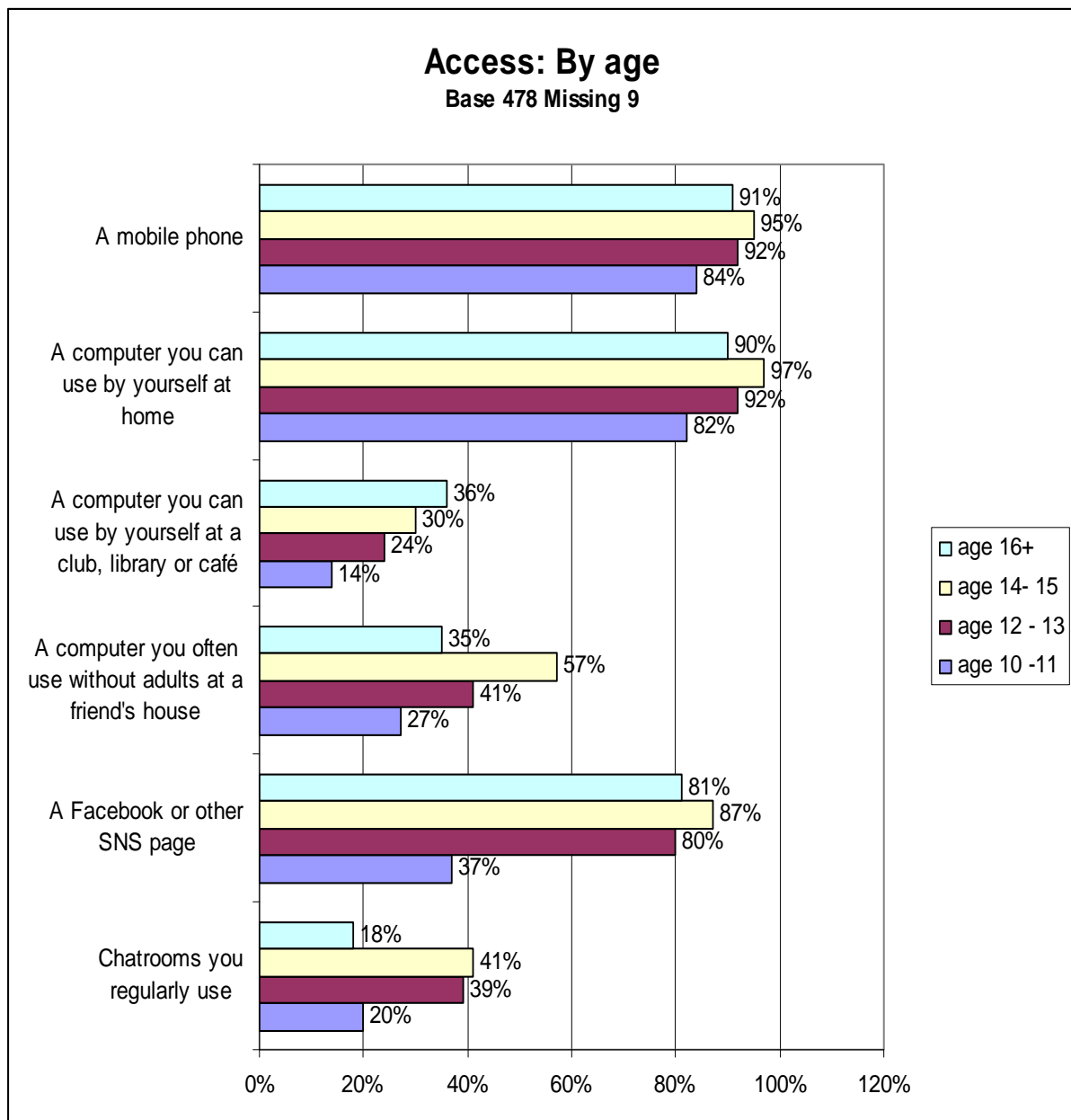
1.2 Access and usage: Age and risk

Using Facebook or social networking sites before the appropriate age.

37% of 10 – 11 year olds and 80% of 12-13 year olds say they have a Facebook or other social networking site page. The age for users of Facebook is intended to be 13+, but this is widely disregarded, leading to numerous upsetting incidents for these children and complex cases for schools and parents to unravel. CEOP announced in May 2011 that they had dealt with a record number of cases of grooming and child abuse. There is a risk that these younger children are putting themselves in danger without realising it. If we examine the responses of all those under age13, we note that almost two thirds or 64%, have a Facebook or other SN page. This represents 184 people out of a possible 297.

Almost all the 12-13 year olds are accessing the internet without adult supervision on computers they use by themselves at home (92%). They also use computers at friend's homes without adults (42%). Access to the internet is also possible via games consoles and mobiles.

As many as 20% of the 10 -11 year old respondents use chatrooms regularly and by the age of 12-13 as many as 39% do so.

1.3 Access: More usage by bullied young people

Chatrooms are more likely to be used by some children and young people who may be seeking online friendship if they have unsatisfactory peer relationships in the real world. The EU Kidsonline research programme showed that, compared to peers with satisfactory offline peer relationships, those children who have offline peer problems were more likely to seek intimacy and to feel 'I can be myself online'.[25] In the REACH survey increased usage is also evident among two groups of young people with peer problems: namely those who are homophobically bullied (HB) and those who are cyberbullied (CB). 37% of the HB group said the bullying via mobile phone 'carried on from their life in school' but it is also possible that by using chatrooms and SNS heavily, they become more vulnerable to online abuse.

The table and charts below show that young people in both of these groups are considerably more likely to use Facebook (or other SNS) and Chatrooms than their peers while the HB group use computers at friend's homes as well as in clubs, libraries or cafes.

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[25] Livingstone, S., Haddon, L., Görzig, A., and Ólafsson, K. (2011). *Risks and safety on the internet: The perspective of European children. Full findings.* LSE, London: EU Kids Online.

	HB	Non HB	CB	Non CB
Have a Facebook page	83%	69%	86%	67%
Have Chatrooms you regularly use	40%	28%	35%	28%
Have a computer you often use at a friend's house without adults	50%	36%	44%	36%
Have a computer you can use at a club, library or cafe	45%	23%	25%	30%

Table 1 Access and usage comparing bullied and non bullied young people.

HB = Homophobically bullied and CB = Cyberbullied.

Access: Do you have any of these?
Those who were homophobically bullied (HB)
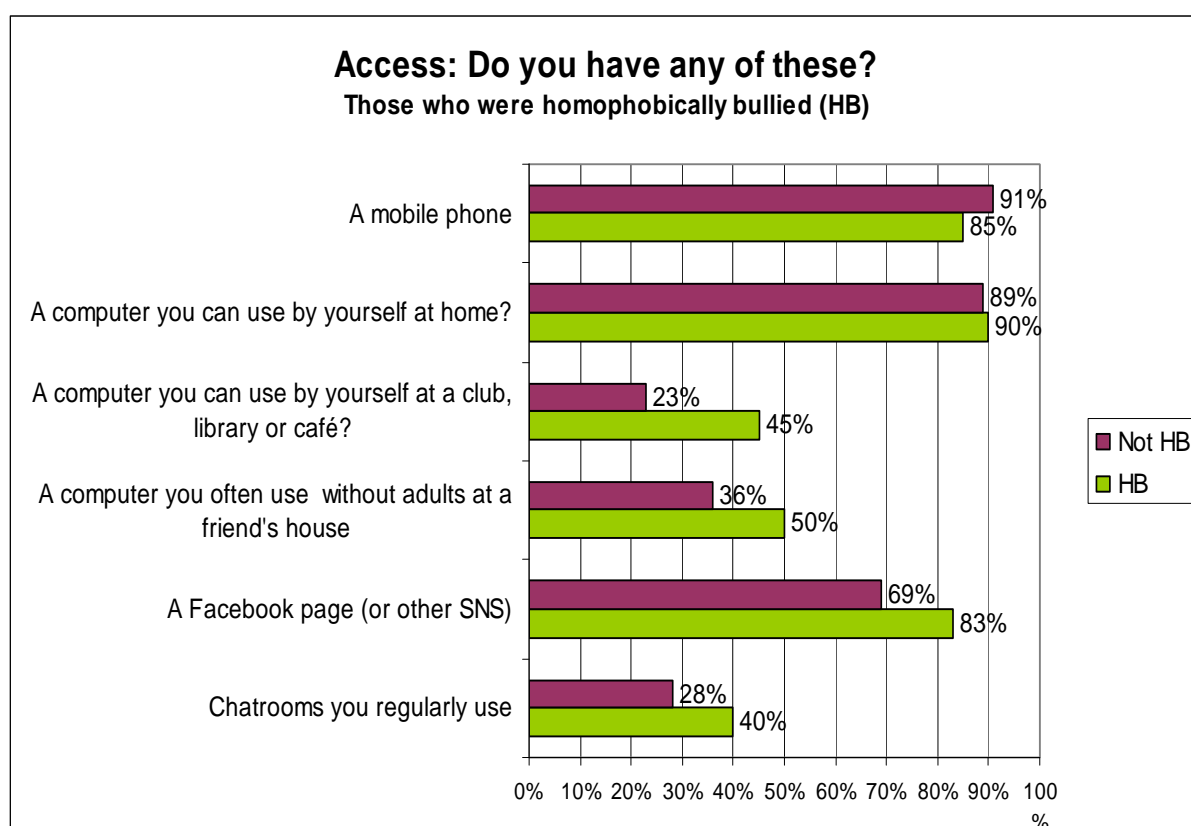
Chart 4. Access and usage for those who are homophobically bullied Base: 478 Missing: 9

Access: Do you have any of these? Those who were cyberbullied.
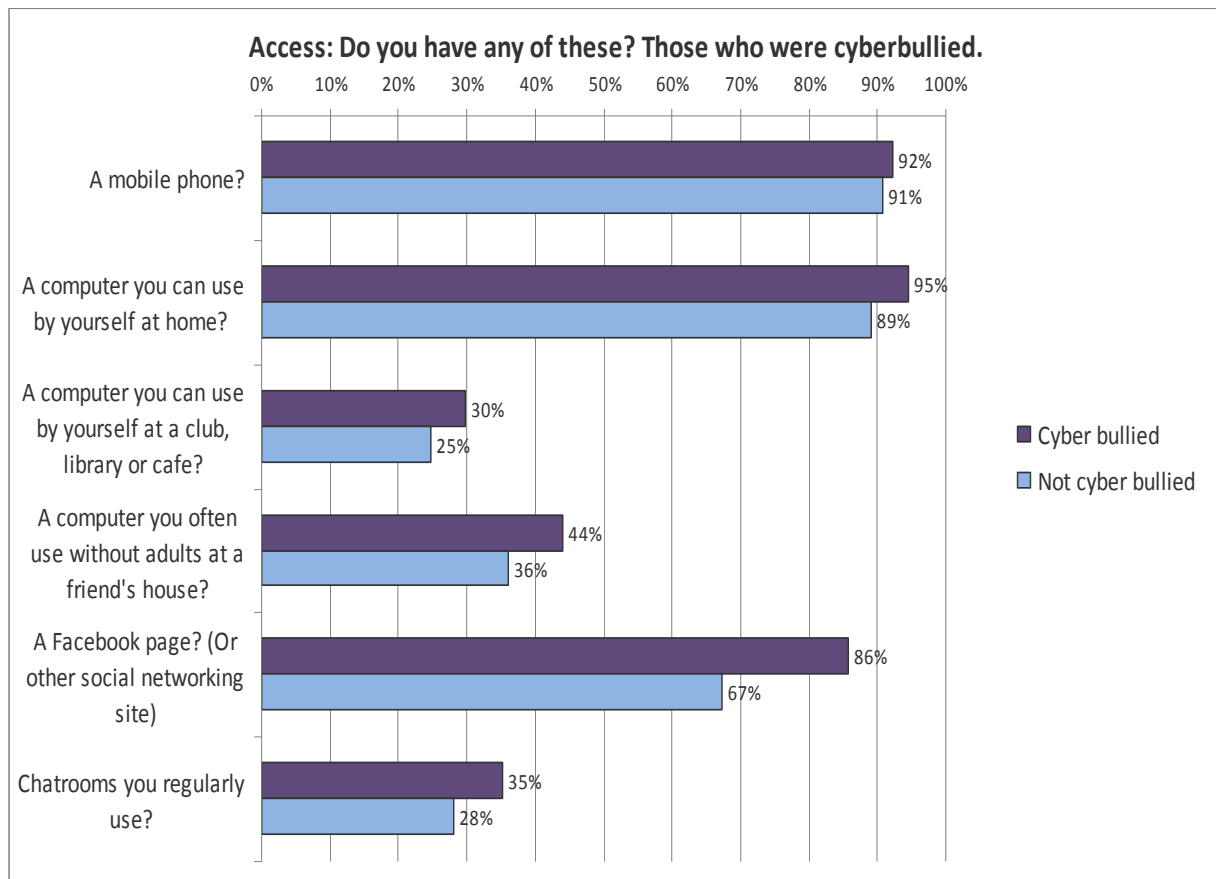
Chart: 5.Access and usage: those who have been cyberbullied. Base: 478 Missing: 9

Access and usage: Those with special needs

 Young people with special needs indicate that they are slightly less likely to have the same levels of independent access as their peers, but despite this they reveal very high rates of bullying and abusive experiences online and via mobile phones. Their experiences are discussed later in this report.

1.4 **Access and usage: Gender**

There are few striking differences between males' and females' access to the internet or mobile phones. It seems that for children and young people access is a near universal experience. The very few without access are suffering from the digital divide, for example, 11% do not have access to a computer they can use by themselves at home and 8% do not have a mobile phone. Where there are differences it is in usage: Girls use computers more often at a friend's house without adults than boys, 42% vs. 33% and girls are more likely to have a Facebook or SNS page than boys, 74% vs. 66%. There is less of a gender difference among users of chat rooms with 28% of boys and 31% of girls saying they use them regularly.

Access and usage: Key Messages

The homophobically bullied respondents are more likely than their non-HB peers to:
Have a Facebook or other SNS page   83% vs. 69%

Regularly use chatrooms 40% vs. 28%

Use a computer without an adult at a club, library or café, 45% vs. 23%

Have a computer they can use at a friend's house without adults, 50% vs. 36%

Cyberbullied respondents were more likely than non-CB peers to:
 Have a Facebook or other SNS page 86% vs. 67%

 Have a computer they can use without adults at a friend's house 44% vs. 36%

 Have chatrooms they regularly use 35% vs. 28%

Under age use of Facebook and other SNS sites.

37% of 10 – 11 year olds say they have a Facebook or other SNS page

80% of 12-13 year olds say they have a Facebook or other SNS page

20% of 10 -11 year olds use chatrooms regularly

39% of 12 -13 year olds use chatrooms regularly

Girls are more likely than boys to have a Facebook or other SNS page
Girls are more likely than boys to use a computer at a friend's house without an adult

2. Being taught about e-safety

Who taught them?

2.1 e-safety information: Age

Schools and parents are the two most frequent sources of e-safety information: 89% of all respondents received this at school and 59% from parents. However parents in the West of England may not give as much advice to their 10 – 11 year olds as parents in Essex where this survey has also been undertaken (72% vs. 63% in W of E). Despite this slow start, by age 12-13, two thirds say their parents taught them how to stay safe, which compares well. A new trend is seen among 10 -11 year olds in West of England; they are twice as likely to say they obtained e-safety information from a website compared to those of their age who did so in Essex in 2010 and considerably more likely to make this choice than all other age groups in West of England.

Chart 6. Sources of e-safety information

Have you been taught to stay safe online? If yes, who taught you?
Base: total sample, missing,11

Source	age 16+	age 14-15	age 12-13	age 10-11
In school	80%	92%	96%	85%
By my parents	29%	57%	66%	63%
At my youthclub	7%	14%	10%	4%
By a brother or sister	9%	16%	23%	17%
On a website	13%	24%	21%	31%
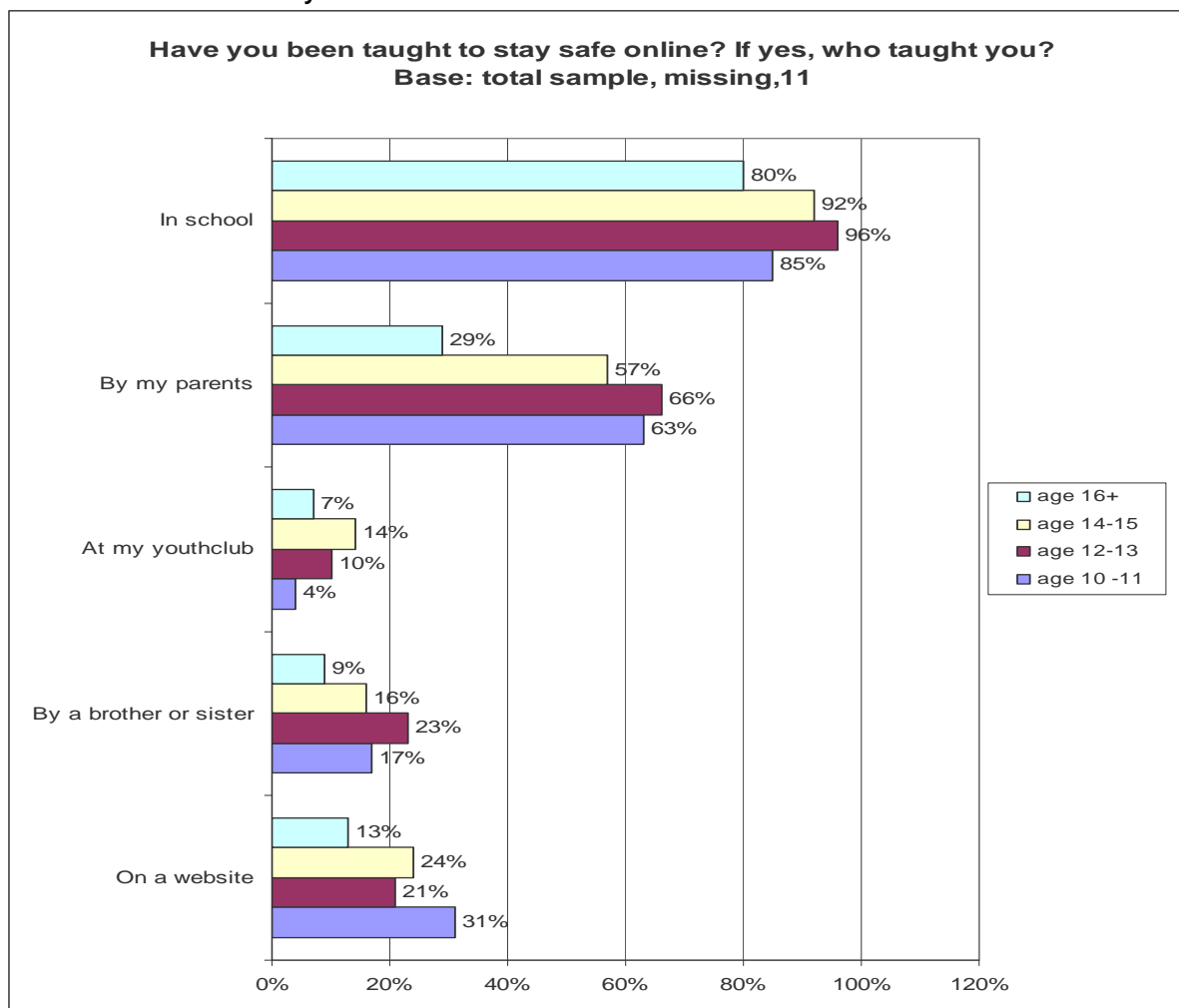
10-11 year olds: sources of e-safety education

85% received it at school

63% from parents (fewer than in Essex)

17% turned to a sibling

31% turned to a website (twice as many as in Essex)

2.2 e-safety information: Gender

Parents are slightly more likely to have taught girls to stay safe online than boys 63% vs. 58%. There are no further differences between males and females on this question.

2.3 Seeking information on e-safety – do some people need more?

There are young people who are not getting the advice or particular information they need from parents or schools. They turn to youth clubs, websites and siblings to a greater extent.

The chart below illustrates the responses of those who were homophobically bullied. They are more than twice as likely to turn to a sibling, almost twice as likely to use a website and over three times more likely to gain this information from a youth club than peers. Only 53% get the information they need to stay safe from their parents compared to 64% of all other respondents. This finding points to the need for specific resources that address their concerns.

Chart 7 Sources of e-safety information by those who were homophobically bullied

Of those who were taught about e-safety, who taught them? (Those who were homophobically bullied)
Base: only those who were taught about e-safety: 453

Source	Not homophobically bullied	Homophobically bullied
e) On a website	21%	40%
d) By my brother or sister	17%	37%
c) At my youth club	7%	24%
b) By my parents	64%	53%
a) In school	92%	92%
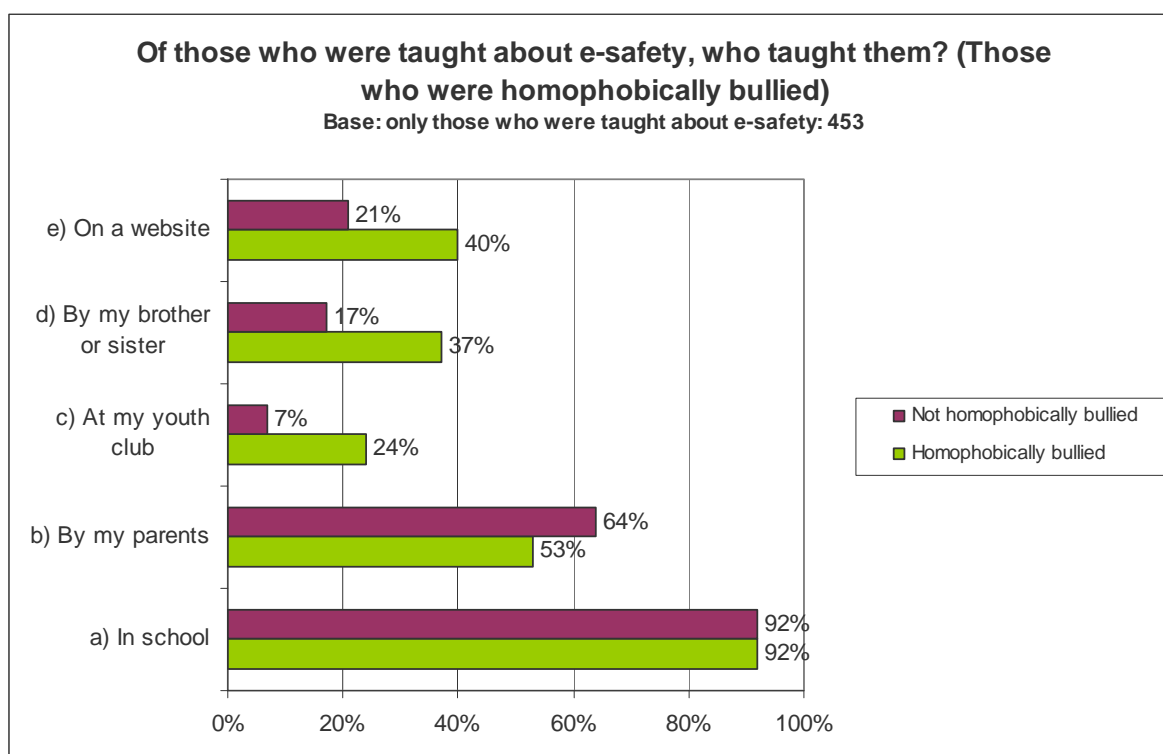
Other sources of e-safety advice:

'I have become very aware of e-safety through the media/posters etc, but have not been taught exactly.'

'From friends as well sometimes.'

'TV ads'

'Nan and Grandad.'

'I taught myself'

'Police'

'Talks by speakers'

'College personal safety awareness teacher'

'Myself, it's just common sense.'

'As soon as they start using the internet. Websites should have clear pages of e-safety so that young people can learn about the right thing when they come across it.'

2.4 e-safety education: How good was this information?

As teenagers grow older they are less likely to think that the advice they received was good. While this is commonly found in teenagers' assessments of health or sex and relationships education and other types of advice[26], it challenges educators to find ways of making this advice more meaningful to the 14 –15 year olds. More than one in four think the advice was not good enough or useless (29%).

2.5 How good was this information? Age

In chart 8 below we see that the youngest pupils think the advice was good – this could be due to their age and also the fact that the information and delivery has improved since the 15 year olds were in year 5 or 6. But the approval rating slides as teenagers grow older and it takes a sharp dip in the mid teens when 29% say it was 'not good enough or useless'.

'How about a thought exercise about consequences vs. a bland sheet with 'risks'?'

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[26] Surveys: Wassup? By Young Voice for Waltham Forest; Cybersurvey Essex by A.Katz, Youthworks Consulting; Cybersurvey West Midlands by A. Katz, Youthworks Consulting

If you have been taught how to stay safe online, how good was this information?
(Please tick one box only).
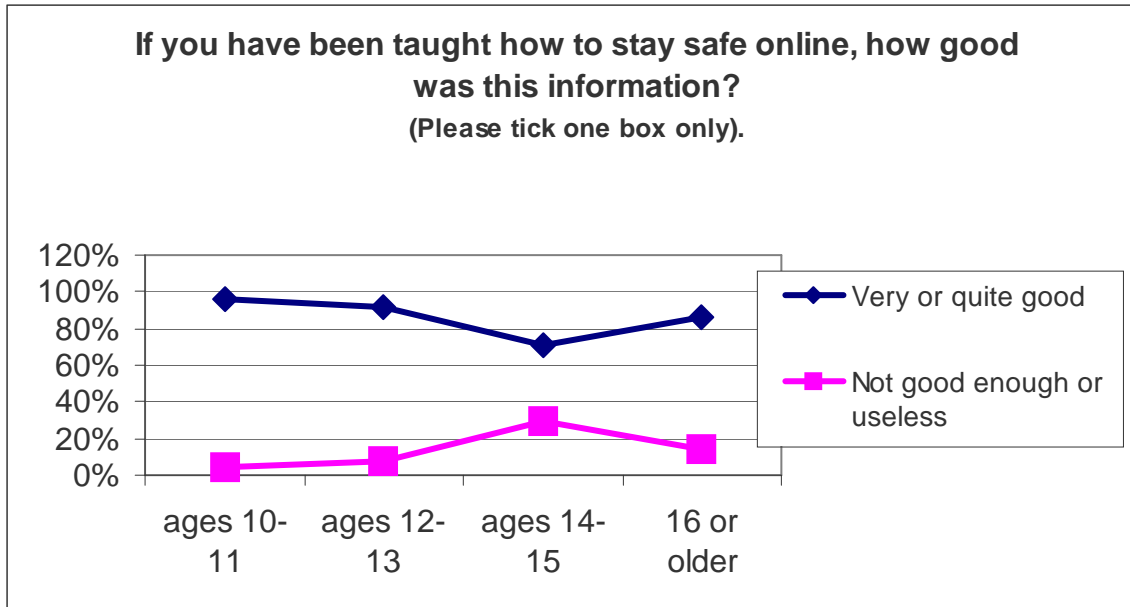
Chart 8 How good was this information? By age

2.6 **How good was this information? The HB Group**

Among those who were homophobically bullied 15% thought it was not good enough or useless, compared to just 10% of all other respondents. This may reflect their experiences but it is interesting to consider their heavy usage of chatrooms and SNS sites seen above. They seem to need more advice on how to stay safe in these environments.

2.7 **Was it given at the right time?**

Three quarters of the children and young people report that e-safety education was given to them at the right time. This would seem a satisfactory situation until we examine those who did not agree. Those who are more vulnerable or those with bad experiences are, not surprisingly, more likely to feel this. One quarter of those in the HB group say it was given too late and 13% feel it was too early, while as many as 50% of 14-15 year olds say it was given too late. Girls are more likely than boys to feel it was given too late. These findings are shown in a series of charts below.

Were you taught about how to stay safe online at the right time ? Those who were homophobically bullied. Base 478. Missing 50

Too early	7%	
	13%	
Too late	17%	
	25%	
At the right time	77%	
	62%	

Legend: ■ Not homophobically bullied ■ Homophobically bullied
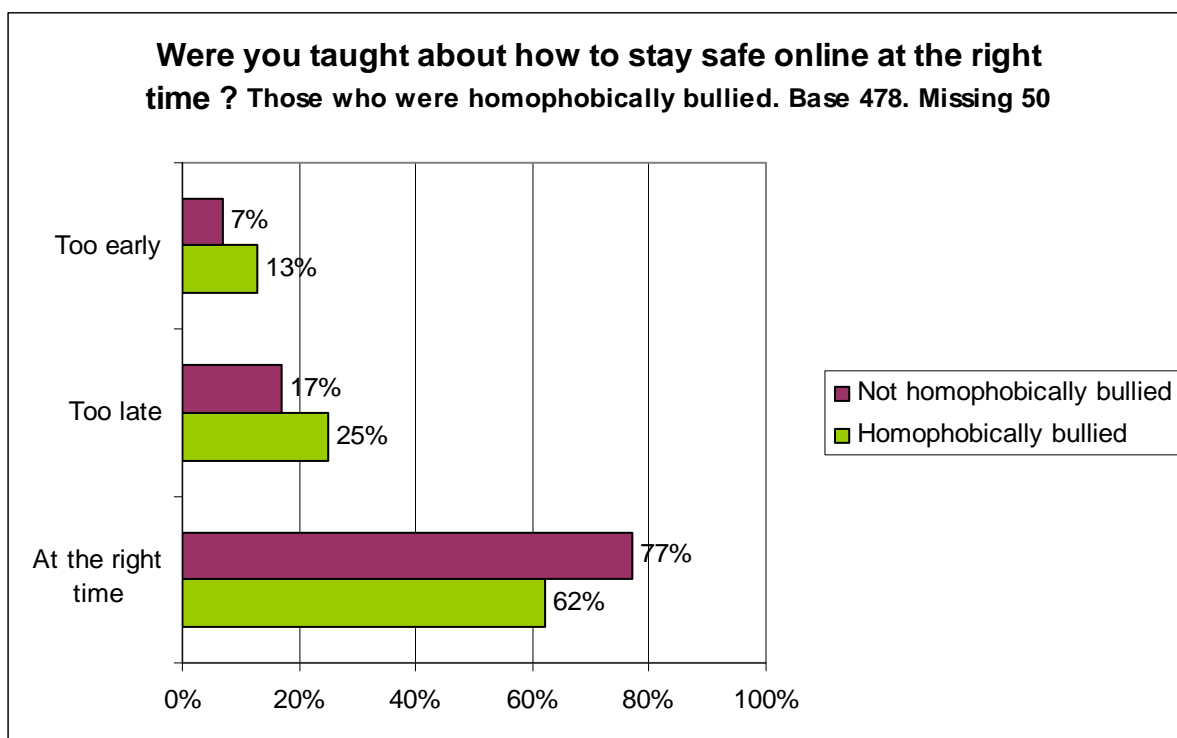
Chart 9 Were you taught about e-safety at the right time? By HB group

2.8 **Were you taught at the right time? Gender**

There are no differences at all between males and females when rating the quality of the e-safety information. However interesting gender differences are apparent when young people are asked whether or not it was given at the right time. Girls are more than twice as likely as boys to say they received it too late.

Were you taught how to stay safe online at the right time or not? (By gender)

Chart data (by gender):
- At the right time: Boys 82%, Girls 69%
- Too late: Boys 11%, Girls 24%
- Too early: Boys 8%, Girls 7%
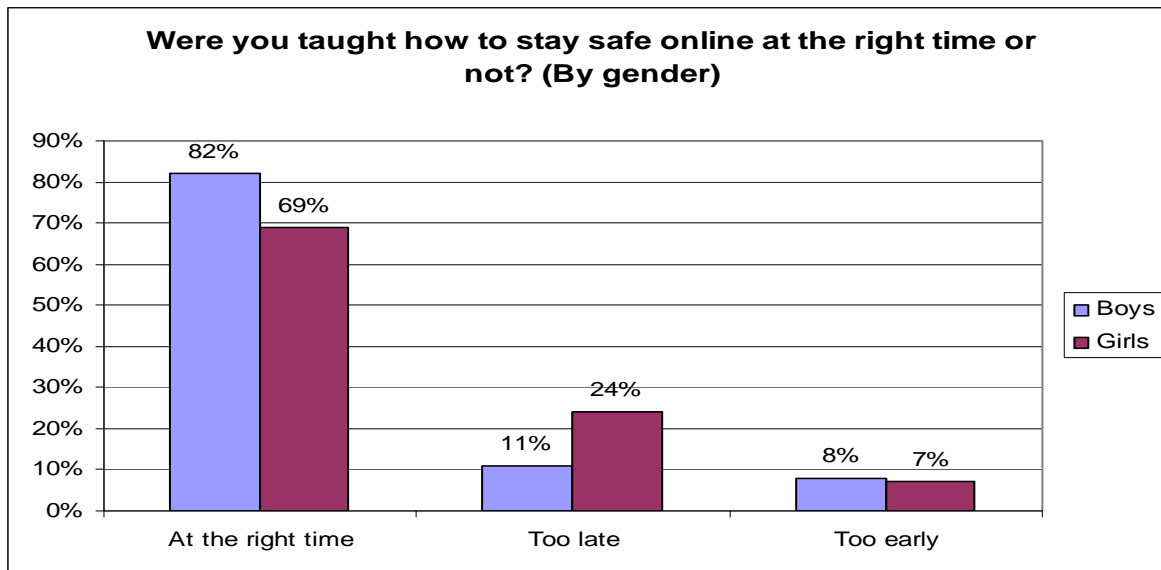
Chart 10 Were you taught at the right time? By gender

2.9 Were you taught at the right time? Age

The chart below shows how the age groups responded when asked whether or not they had been taught about e-safety at the right time. It shows how teenagers' views change as they go through the mid teens with a considerable peak among those who say they got this information too late. (From 10% at age 10-11 to 50% at age 14-15).

Were you taught how to stay safe online at the right time? By age. Base 478. Missing: 50

Line chart legend: At the right time, Too late, Too early
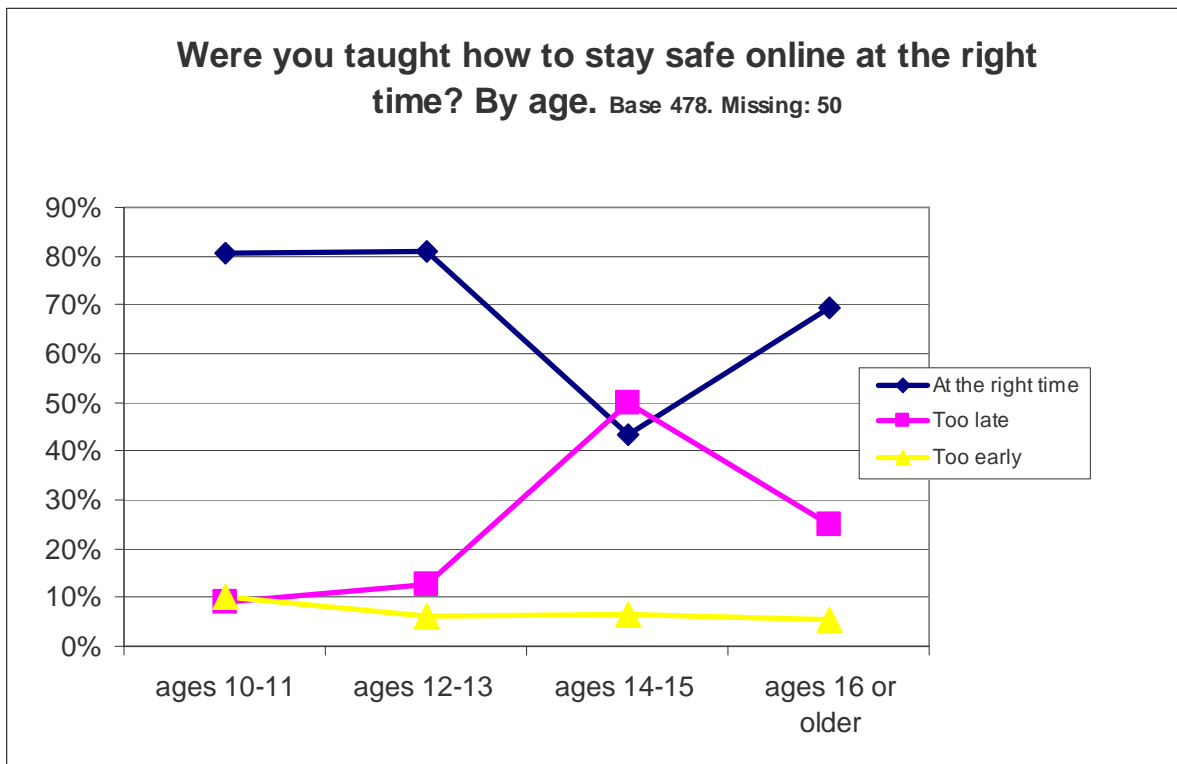
Chart 11 Were you taught at the right time? By age

There are no differences in the views of the CB group when compared to non CB peers.

When should it be given?
'At primary school'
'At 10'
'When they first go on the internet'

These findings and the suggestions from young people point in the direction of more nuanced delivery of e-safety information, taking into account age and gender. But above all tailoring the delivery to the audience and empowering young people to judge risks and take steps to manage them.

2.10 Do they follow the advice they have been given?

The most important concern is whether having been taught about e-safety, the young people act on this. This is where we see that despite saying that the quality of the information was good, many do not abide by it. The percentage of those who 'always' follow what they have been taught declines at age 14-15 to no more than 19% or one in five. 29% of this age group say 'not really or never' when asked if they always follow the guidelines.
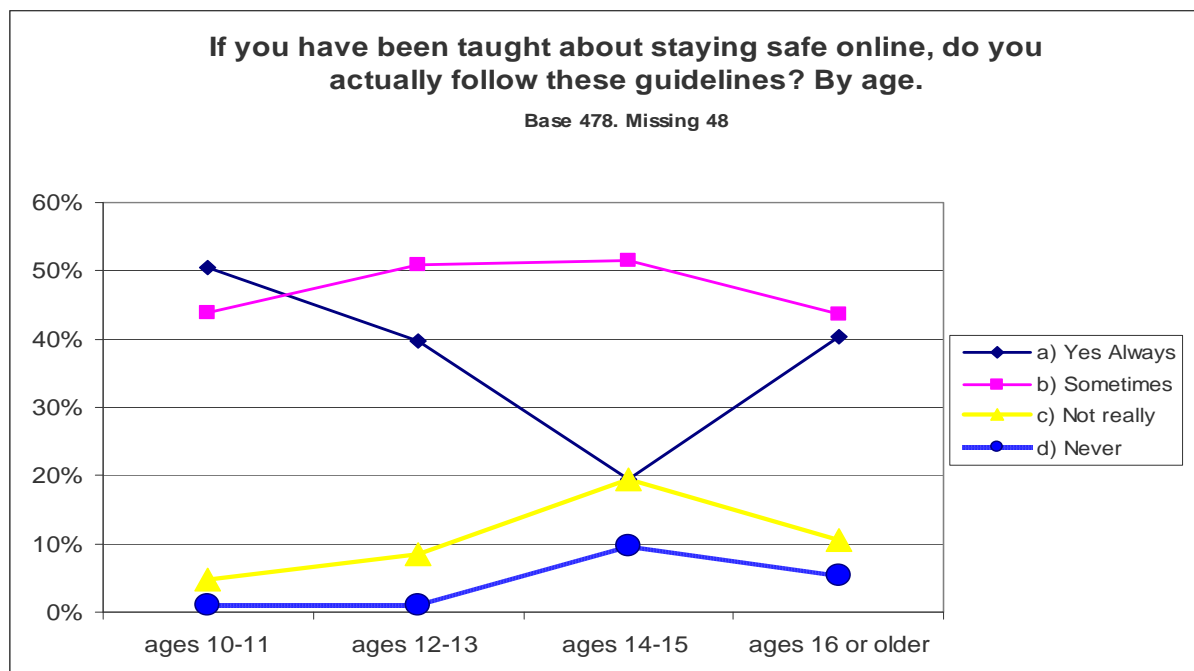
Chart 12 Do you follow these guidelines? By age

2.11 Do they follow the advice given? The HB group

Just over a third of the HB group always follow the guidelines. (NB. numbers are small for this group but we suggest further work is warranted on this question within the focus groups planned.) Boys and girls gave similar responses.

If you have been taught about staying safe online, do you actually follow these guidelines? (Those who were homophobically bullied)

Legend:
- Homophobically bullied
- Not homophobically bullied

	a) Yes, Always	b) Sometimes	c) Not really	d) Never
Homophobically bullied	36%	49%	6%	9%
Not homophobically bullied	42%	47%	9%	2%
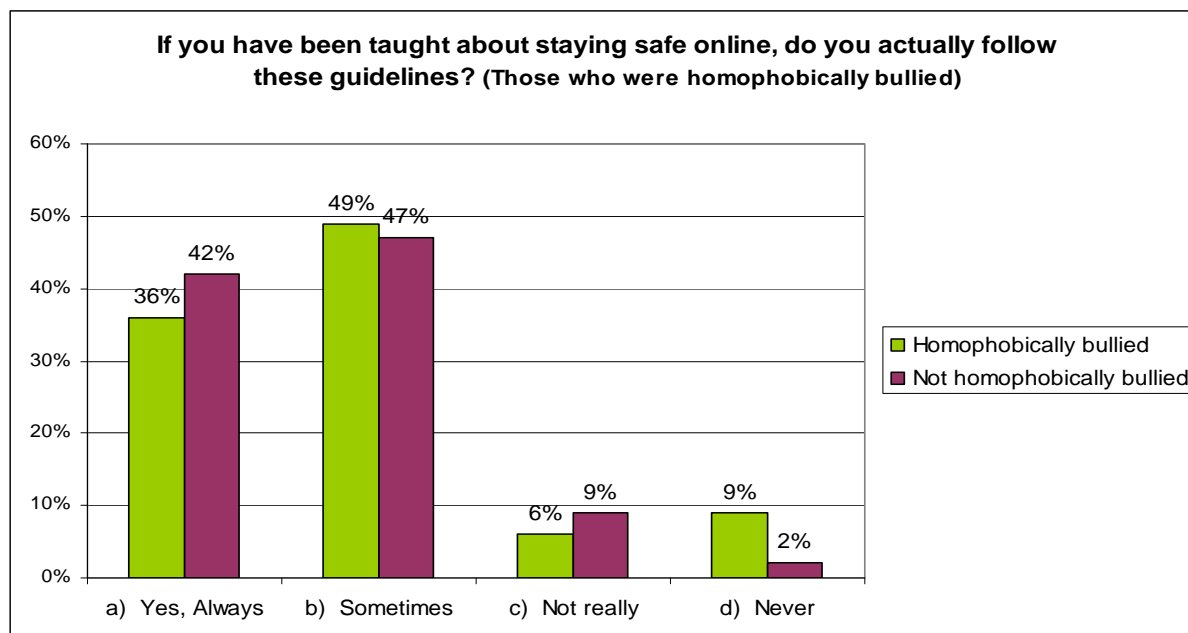
Chart 13 Do you follow these guidelines? By HB group

2.11 Blocks to certain websites

Do they try to get round blocks set up by adults to stop them using some websites?

There has been a debate among educators about whether blocking certain websites is more effective than empowering and educating young people to be responsibility for their own safety. Here we examine how many can get round the blocks and who these people are.

2.12 Age

By the mid teens 46% of young people 'often' try to get round blocks. As shown in chart 14 below, more than one in five of the respondents aged 14-15 said they 'often' try to get round blocks set up by adults to prevent them visiting certain sites.
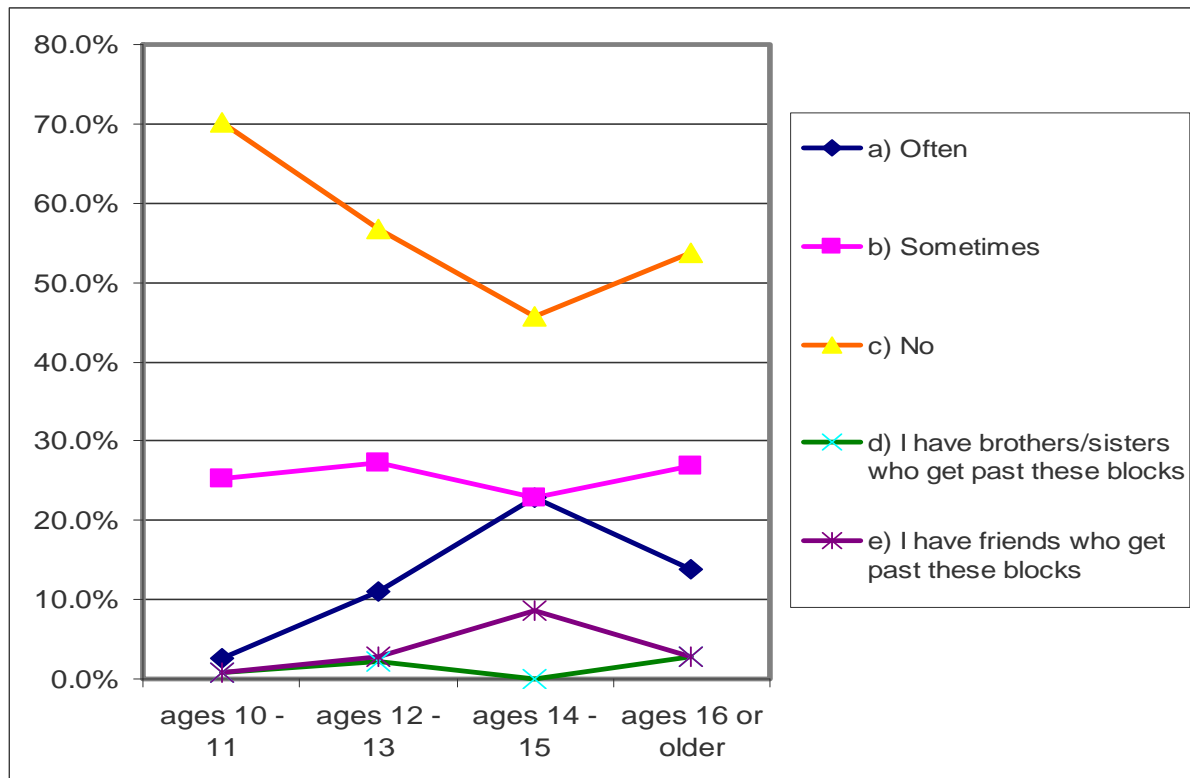
Chart 14. Do you ever try to get past blocks put up by adults to stop you using certain websites? By age

2.13 **Those who are homophobically bullied.**

The HB group are markedly more likely to say they or their friends can get round these blocks. 21% say they 'often' try and get past these blocks. While 15% 'sometimes' do so.
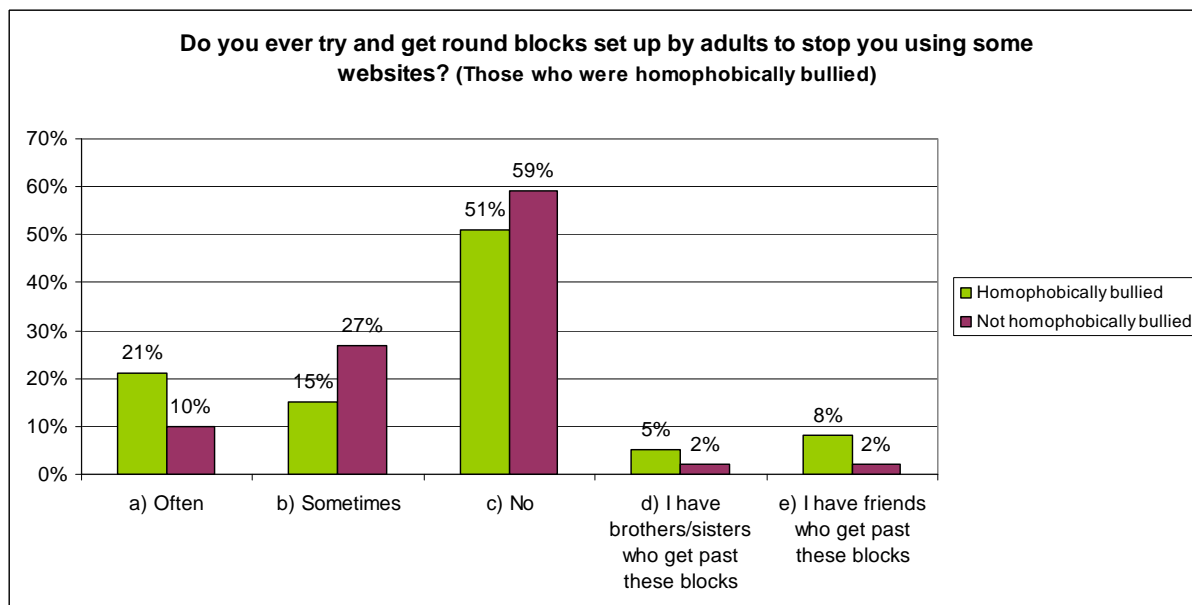
Chart 15.
Do you ever try to get round blocks set up by adults to stop you using some websites? By HB group

Gender: There is little difference in the answers between males and females.

3. Online experiences

3.1 **A new arena with excitement and threats.**

48% of all respondents had experienced one or more of the types of victimisation or online bullying described in question 8. The experiences of those recipients are illustrated below:

Online experiences: All recipients
Base 231 all those who received one or more of the following:

Question	All recipients
h) A message calling you racist comments or names?	24%
g) A message with insults calling you gay? (Whether true or not)	30%
f) A message with unwanted sexual suggestions, jokes or threats?	33%
e) A message that contained threats?	35%
d) A message that showed people were talking about you nastily online?	42%
c) A message from a stranger suggesting you meet up?	29%
b) A message that tried to make you do something you did not want to do?	36%
a) A message where the sender was not who they said they were?	56%

Chart 16 Online experiences, by all recipients.

In the charts below we examine the online experiences by age, gender and the HB group.

3.2 **Online experiences**: **Age**

The changing patterns of behaviour across the age groups can be clearly seen in this chart. 70% of these mid teen recipients received messages where the sender was not who they said they were. Coercion is common: almost 60% received a message that tried to make them do something against their will. This could simply be a pressure selling message or it could be a chain letter, a request for the recipient to post a photo, or join a group. It could

also be a message asking the recipient to join in bullying someone else. However it suggests that increased support is required to keep them safe. The years 14 -15 also witness the highest level of sexual threats, suggestions and 'jokes'. Threatening messages are experienced by half of all recipients, as are messages 'that show that people are talking about you nastily online'. More than half the 14 -15 year old recipients had a stranger ask to meet up. The percentage experiencing homophobic insults, already at almost 30% among 10 -11 year olds, rises to more than a third, 35% at ages 14 -15.

Q8. Online: have any of the following happened to you?
Base: all recipients of one or more = 231

Legend:
- a) A message where the sender was not who they said they were?
- b) A message that tried to make you do something you did not want to do?
- c) A message from a stranger suggesting you meet up?
- d) A message that showed people were talking about you nastily online?
- e) A message that contained threats?
- f) A message with unwanted sexual suggestions, jokes or threats?
- g) A message with insults calling you gay? (Whether true or not)
- h) A message calling you racist comments or names?
- Any other unpleasant or upsetting message? (Please explain)

Chart 17. Online experiences by age
Excludes responses from people who did not experience any of these types of message.

In all the waves of the Cybersurvey since 2009 we see a peak of unpleasant experiences at age 14-15 and a corresponding drop in their observance of e-safety guidelines. Some earlier waves of the survey contain higher percentages of respondents in this age group than in the West of England sample, but the patterns found here are similar.

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Online experiences: Gender

Girls are a third more likely than boys to experience people 'talking about you nastily online (25% vs. 16%) Girls also receive more unwanted sexual suggestions, jokes or threats (19% vs. 14%) and slightly more coercion (19% vs.16%) but boys are more likely to receive insults calling you gay (18% vs.14%)

Online: Have you ever received any of these? By gender

Category	Girls	Boys
Message where sender was not who they said they were	30%	27%
Message that tried to make you do something you did not want to do	19%	16%
Message from stranger asking to meet up	18%	11%
A message that showed people talking about you nastily online	25%	16%
Message containing threats	18%	16%
Unwanted sexual suggestions, jokes or threats	19%	14%
Insults calling you gay?	12%	18%
Racist coments or names	13%	12%

Chart 18. Online experiences. Base 231 All those who experienced one or more of these.

Online experiences: Those who consider themselves to be Cyberbullied

Those who consider they have been cyberbullied (CB) reveal the severity and complexity of their experiences in chart XX, where they are compared to non CB peers. They are more than twice as likely to be called racist names, 39% vs.16%; far more likely to be called gay, whether true or not, 38% vs.27% and two thirds of them have received a message showing that people were talking about them nastily online in contrast to less than one third of peers.

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They were also more likely to have experienced messages that may not have been bullying, but can be considered risky – such as requests to meet up with someone they had met online, and messages trying to get them to do something they did not want to do. Our concern is that in their unhappiness with relationships they may agree to these requests while seeking online intimate relationships.

Online: Have you ever received any of these? (Those who were cyberbullied) Base = Recipients 231

Question	Not cyberbullied	Cyberbullied
h) A message calling you racist comments or names?	16.0%	39%
g) A message with insults calling you gay? (Whether true or not)	27.0%	39%
f) A message with unwanted sexual suggestions, jokes or threats?	27.0%	48%
e) A message that contained threats?	24.0%	56%
d) A message that showed people were talking about you nastily online?	29.0%	67%
c) A message from a stranger suggesting you meet up?	28%	35%
b) A message that tried to make you do something you did not want to do?	33%	42%
a) A message where the sender was not who they said they were?	55%	59%

Chart 19 Online experiences, those who were Cyberbullied

3.5 Online experiences: HB Group

While those who are cyberbullied revealed a worrying picture of their experiences online, even more severe and complex experiences are illustrated in this chart for those in the homophobically bullied (HB) group. Not only are they severely bullied, but in addition they are experiencing more requests to meet from strangers, more coercive messages and

threats. In relation to homophobic bullying, as expected, almost two thirds had received online messages with insults related to their sexual orientation, whether true or perceived.

Online: Have you ever received any of these? (Those who were homophobically bullied) Base: recipients of online aggression only = 231

h) A message calling you racist comments or names?
- Not homophobically bullied: 19%
- Homophobically bullied: 58%

g) A message with insults calling you gay? (Whether true or not)
- Not homophobically bullied: 25%
- Homophobically bullied: 65%

f) A message with unwanted sexual suggestions, jokes or threats?
- Not homophobically bullied: 31%
- Homophobically bullied: 48%

e) A message that contained threats?
- Not homophobically bullied: 31%
- Homophobically bullied: 58%

d) A message that showed people were talking about you nastily online?
- Not homophobically bullied: 39%
- Homophobically bullied: 61%

c) A message from a stranger suggesting you meet up?
- Not homophobically bullied: 26%
- Homophobically bullied: 52%

b) A message that tried to make you do something you did not want to do?
- Not homophobically bullied: 34%
- Homophobically bullied: 48%

a) A message where the sender was not who they said they were?
- Not homophobically bullied: 56%
- Homophobically bullied: 61%

Legend:
- Not homophobically bullied
- Homophobically bullied

X-axis: 0% 10% 20% 30% 40% 50% 60% 70%

Chart 20. Online experiences, the HB group

Chart 20 above, compares the experiences of those in the HB group with their peers. Among the HB group, racist comments or names are three times more likely to be experienced. 48% receive unwanted sexual suggestions jokes or threats compared to 31% of their non HB peers. They are almost twice as likely to receive threats. 61% receive a message that showed people were talking about them nastily online and more than half received a message from a stranger asking to meet up. Almost half of them (48%) received a message trying to make them do something they did not want to do. This is a rather broad question and could describe chain letters, invitations to bully or insult someone else, join a gang, visit

a website or post a picture of themselves, but it does indicate pressure do something against their will and indicates risk. 61% received a message where the sender was not who they said they were. 65% of all members of the HB group had received insults calling them gay, whether true or not.

'Someone told me I was a fag, what does this mean?' asked one respondent.

Experiences online: Summary

48% of our sample experienced online abuse. This equates to 231 people. Recipients report the most common types are messages where the sender is not who they say they are and those that showed people were talking about them nastily online. 35% experienced threats and 36% received messages trying to make them do something they did not want to do.

Online: age

The peak age for these behaviours is 14 -15 years. 57% of recipients in this age group were asked by strangers to meet up. 62% received messages that showed people were talking about them nastily online and 42% received unwanted sexual suggestions, jokes or threats. 30% of recipients aged 10 -11 received a homophobically insulting message.

Online: Gender

Girls are a third more likely than boys to experience people 'talking about you nastily online Girls also receive more unwanted sexual suggestions, jokes or threats and experience slightly more coercion, but boys are more likely to receive homophobic insults.

Online: Cyberbullied group (CB)

Compared to young people who do *not* classify themselves as 'Cyberbullied, the CB group are more than twice as likely to be called racist names, far more likely to be called gay, whether true or not, and two thirds have received a message showing that people were talking about them nastily online in contrast to less than one third of peers. 56% received a message with threats and 48% reported unwanted sexual suggestions jokes or threats.

Online: Those who are homophobically bullied, the HB group

Not only are they severely and multiply bullied, but in addition they experience more requests to meet from strangers. They are almost twice as likely to receive threats as their peers, they receive more coercive messages and 61% received messages showing people were talking about them nastily online. It is easy to conceal the identity of the source online and 61% received a message where the sender was not who they said they were, adding to the sense of unease in the recipient. Two thirds received messages with insults calling them gay whether true or not.

4. Mobiles

4.1 **The extent of mobile harassment:**

31% of the total sample had experienced one or more of the options given in question 9. This represents 35% of all those who have a mobile (92% of the total sample have one). There are 150 people who received one or more of these types of message and they are described as Recipients.

Mobiles: Experiences. All recipients. Base 150

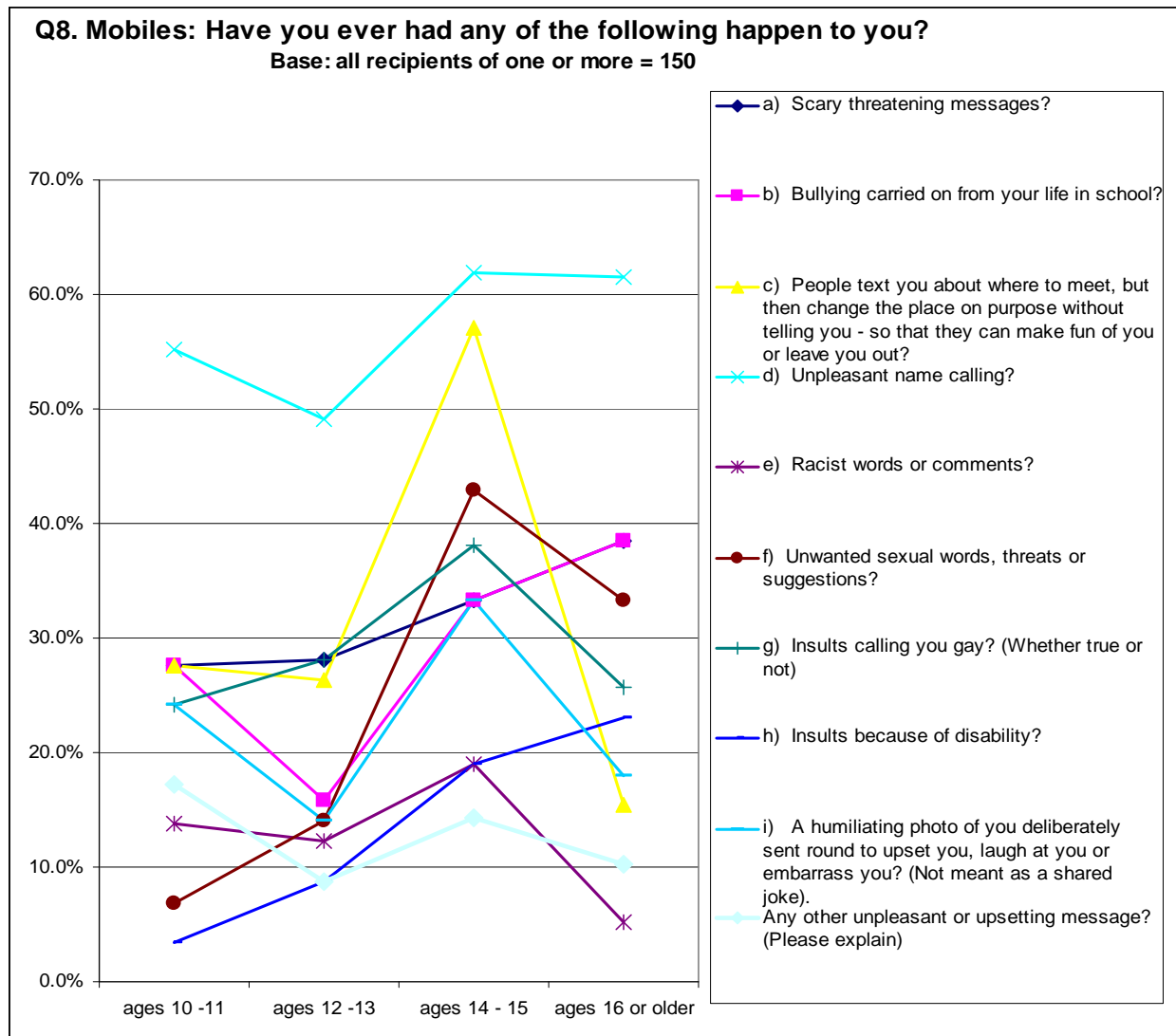| Category	All recipients
Scary threatening messages	32%
Bullying carried on from your life in school	27%
People text you about where to meet then deliberately change the place without telling you	28%
Unpleasant name calling	56%
Racist words or comments	12%
Unwanted sexual words, threats or suggestions	22%
Insults calling you gay whether true or not	29%
Insults because of disability	13%
A humiliating photo of you deliberately sent round to upset/embarrass you…not shared joke	20%

Chart 21. Experiences on mobiles,

Unpleasant name calling is the most common form of mobile abuse with threatening messages, homophobic insults and social isolation clustered as runners up. 27% of the recipients consider that this behaviour was bullying carried on from their life in school. One in

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five has had a humiliating photo of them sent round deliberately to upset and embarrass or laugh at them.

4.2: Experiences on Mobiles: Age

Q8. Mobiles: Have you ever had any of the following happen to you?
Base: all recipients of one or more = 150

Chart 22 Experiences on mobiles by age

'I've had nasty voicemails left on my phone and now I'm scared to go to school or go out I haven't been out to the park with my mates in a year.'

4.3 Mobiles: Age

As we have seen in all other Cybersurvey waves, these behaviours peak at ages 14 -15. However some of these are sufficiently worrying among the 10 -11 year olds to warrant early action. Name calling is common and 28% of recipients report bullying carried on from their life in school. Homophobic bullying is clearly present at age 10 -11 for almost ¼ of recipients and the use of humiliating photos is already taking hold (24%).

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4.3 Experiences on Mobiles: Gender

Girls are more inclined to use and receive gossipy messages calling people names, 23% vs. 13% or humiliating photos 8% vs. 5%, while boys appear to be using or receiving more racist and homophobic taunts than girls: 5% vs.2% racist and 12% vs. 7% homophobic messages. On other questions the gender difference is slight.
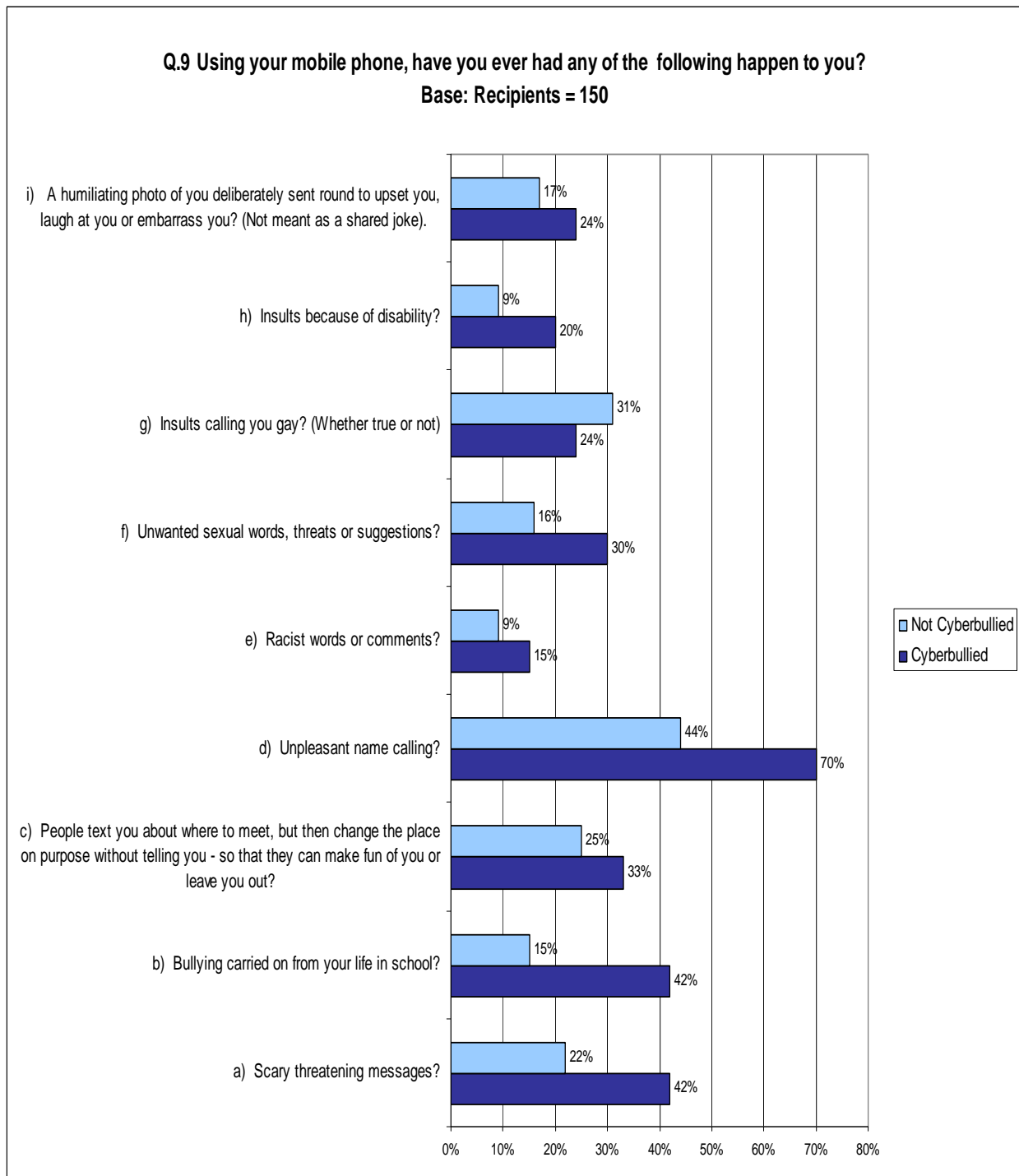
4.4 Experiences on Mobiles: The CB group

Q.9 Using your mobile phone, have you ever had any of the following happen to you?
Base: Recipients = 150

i) A humiliating photo of you deliberately sent round to upset you, laugh at you or embarrass you? (Not meant as a shared joke).
- Not Cyberbullied: 17%
- Cyberbullied: 24%

h) Insults because of disability?
- Not Cyberbullied: 9%
- Cyberbullied: 20%

g) Insults calling you gay? (Whether true or not)
- Not Cyberbullied: 31%
- Cyberbullied: 24%

f) Unwanted sexual words, threats or suggestions?
- Not Cyberbullied: 16%
- Cyberbullied: 30%

e) Racist words or comments?
- Not Cyberbullied: 9%
- Cyberbullied: 15%

d) Unpleasant name calling?
- Not Cyberbullied: 44%
- Cyberbullied: 70%

c) People text you about where to meet, but then change the place on purpose without telling you - so that they can make fun of you or leave you out?
- Not Cyberbullied: 25%
- Cyberbullied: 33%

b) Bullying carried on from your life in school?
- Not Cyberbullied: 15%
- Cyberbullied: 42%

a) Scary threatening messages?
- Not Cyberbullied: 22%
- Cyberbullied: 42%

Legend: ☐ Not Cyberbullied ■ Cyberbullied

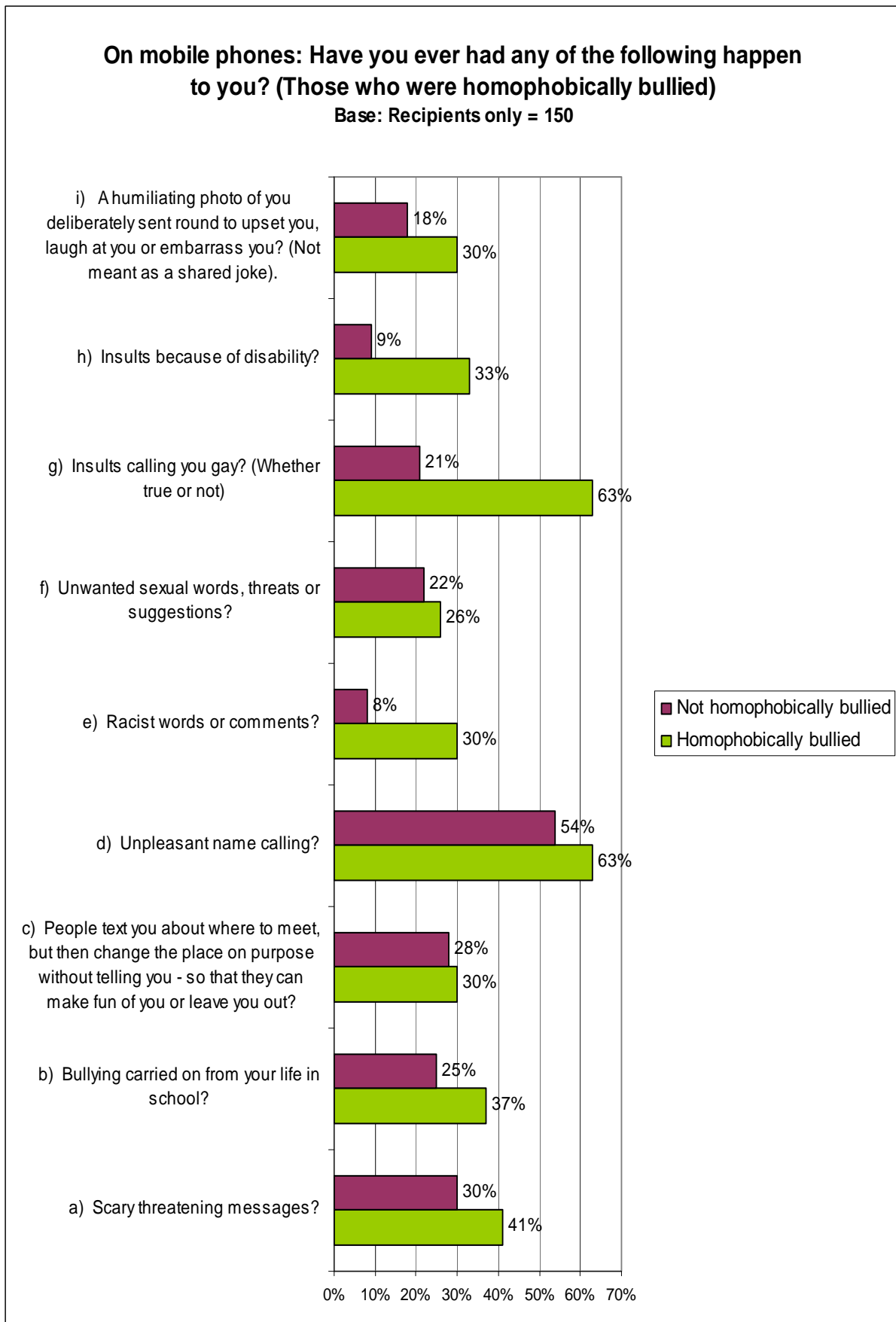**Chart 23 Experiences on mobiles by those who were Cyberbullied**

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The experiences of those who are cyberbullied (above) show that they receive more than one type of abusive attack and, for as many as 42% of them this bullying is carried from their life in school. A similar number of them receive scary threatening messages and one third are victims of deliberately rearranged social plans that suddenly contrive to leave them out or make fun of them. Group messaging is being used in this way to arrange social plans with the group, then change them and leave one person out of the message group. This person is often photographed waiting at the appointed place and humiliated anew. The CB group are also more likely than non CB peers to receive insults calling them gay. 70% of them experienced unpleasant name calling.

4.5 Experiences on Mobiles: those who are homophobically bullied

The experiences of the HB group are so much more complex and severe than their non-HB peers who are bullied by mobile phone. A surprising 33% report insults 'because of a disability'. There are a number of theories as to why this is so high. In cases elsewhere we have seen homophobic insults used as a proxy for bullying of people with special needs or disability. This is thought to be because bullies do not get away with disablist language in schools, but experience little or no challenge to their use of homophobic language. It is not clear whether these respondents view their sexual orientation as a disability or perhaps the bullies insinuate this. It is unlikely that within the HB group there are as many as one third with a disability or special need. However there appears to be some behaviour linking homophobic and disablist prejudice, or perhaps the insults have become interchangeable among youth.

In a similar way this group of young people also reports a high rate of racist names and comments being used against as many as 30% of them. This is far higher than the racism reported in the sample as a whole. 37% reported that the bullying was carried on from their life in school.

On mobile phones: Have you ever had any of the following happen to you? (Those who were homophobically bullied)

Base: Recipients only = 150

i) A humiliating photo of you deliberately sent round to upset you, laugh at you or embarrass you? (Not meant as a shared joke).
- 18%
- 30%

h) Insults because of disability?
- 9%
- 33%

g) Insults calling you gay? (Whether true or not)
- 21%
- 63%

f) Unwanted sexual words, threats or suggestions?
- 22%
- 26%

e) Racist words or comments?
- 8%
- 30%

d) Unpleasant name calling?
- 54%
- 63%

c) People text you about where to meet, but then change the place on purpose without telling you - so that they can make fun of you or leave you out?
- 28%
- 30%

b) Bullying carried on from your life in school?
- 25%
- 37%

a) Scary threatening messages?
- 30%
- 41%

Legend:
- Not homophobically bullied
- Homophobically bullied

Axis: 0% 10% 20% 30% 40% 50% 60% 70%

Chart 24 Experiences on mobiles by those who were homophobically bullied

Experiences on mobiles: Summary

31% of our sample or 150 people have received one or more of the unpleasant abusive messages described in question 9. Name calling, as in offline and online bullying, remains the most common form.

Age There is a peak in these behaviours at ages 14 -15. Nevertheless there are some worrying reports from 10 -11 year olds suggesting that their safety is at risk: almost one in four report the use of homophobic bullying and humiliating photos. 28% have received 'a scary threatening message.'

The CB group. 42% of those who classify themselves as 'cyberbullied' believe that the cyberbullying is carried on from their life in school. They are twice as likely as their peers to receive insults linked to disability and to receive unwanted sexual suggestions, jokes or threats.

The HB Group

Those who are homophobically bullied experience the most severe and complex bullying as they are victimised in multiple ways and frequently. There appears to be some link between the high rate of disabilist and racist insults directed at these young people and the homophobic slurs they experience. 41% receive messages with threats. They experience poly and multiple victimisation. 37% say it is carried on from their life in school.

5. Indirect

Indirect bullying describes bullying that the individual does not receive personally or directly but which goes on behind their back or via some indirect means. By asking if respondents knew anyone this had happened to, we hoped to gain an idea of how widespread this behaviour is becoming to consider the effect on young people of living in an environment of threats and risks. It is clear that those who have experienced cyberbullying personally are more alert to it in other people. Their 'antennae' are sensitive to any form of bullying. This may render them more nervous.

Indirect cyberbullying: Age
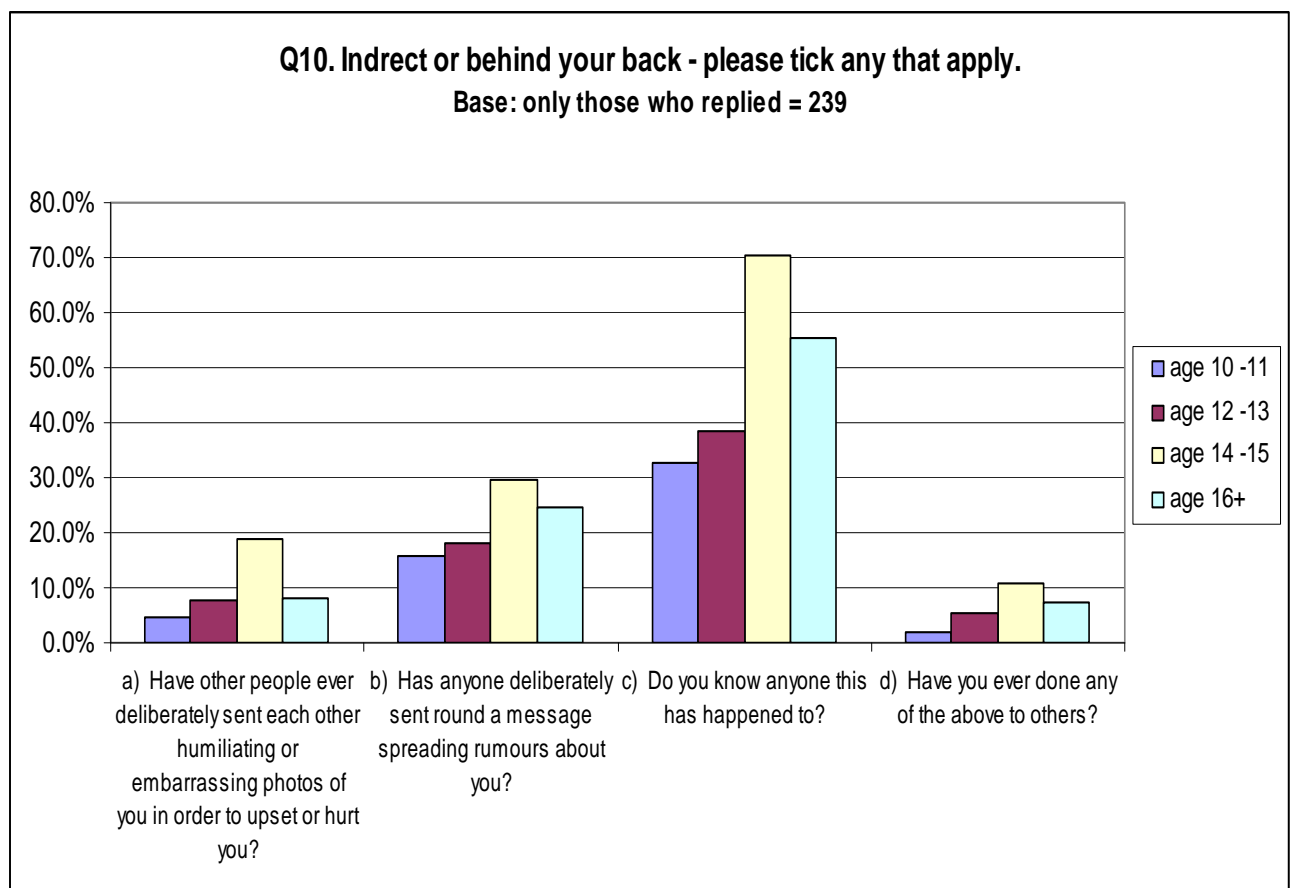
Chart 25 Indirect bullying by age

5.1 The age group 14-15 has experienced more of all these types of indirect bullying and have also done this to others more than any other age group. In addition they live in a culture in which this is common – more than 70% of them know someone who has experienced rumour spreading or humiliating photos posted online or circulated behind their back.

5.2 **Indirect: Gender**

Indirect or behind your back (by Gender)
Base: those who had experienced aggression on mobiles n= 239
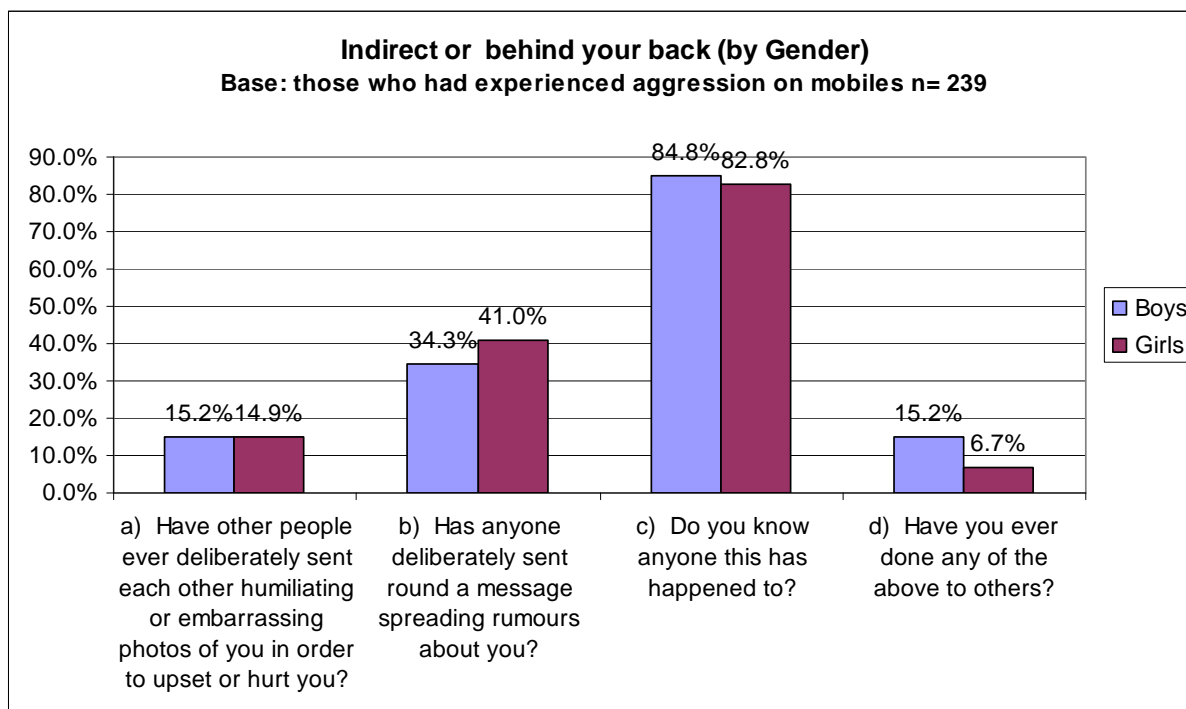
Chart 26. Indirect bullying by gender

Boys are more than twice as likely to say they have done this to others, while girls are more likely to have had rumours spread about them. Both girls and boys know someone this has happened to and a similar number of each gender has had humiliating photos of them sent around.
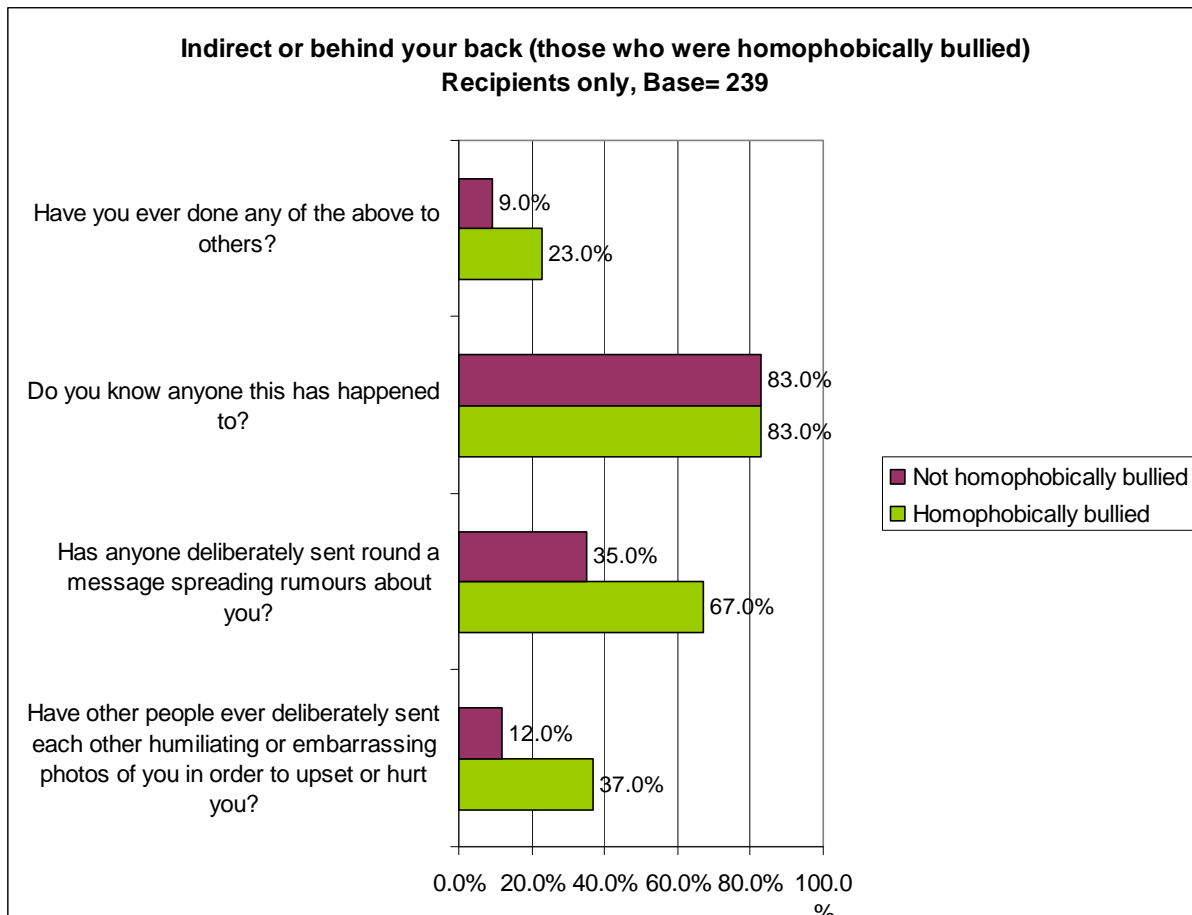
5.2 Indirect bullying: The CB group

Other people using phones, SMS or the web behind someone's back.
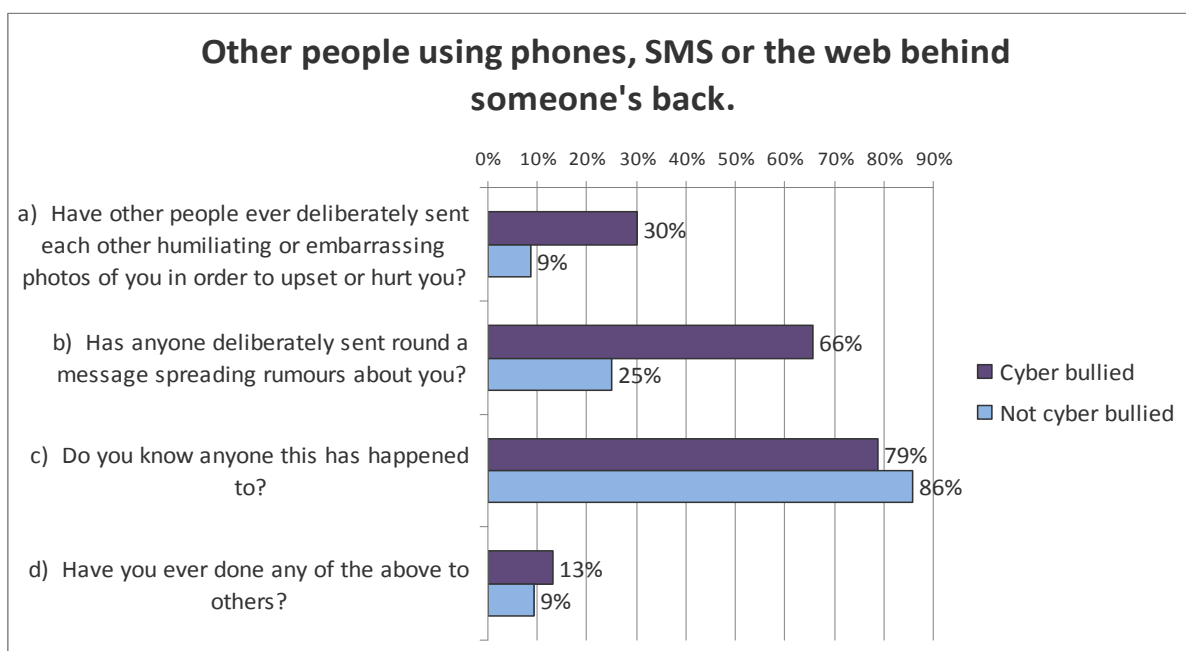
Chart 27. Indirect bullying by those who were Cyberbullied

The strongest message from the CB group is the extent to which they had humiliating photos deliberately sent round to upset them and the fact that two thirds of them experienced someone spreading malicious rumours about them. In their turn 13% of them had done this to others compared to 9% of peers. Bully victims as they are described, are thought to have the most complex behaviour and are a challenge to help. They are described in the literature as having poor emotional control and high maladjustment scores. They will need intense support to improve their social relationships.

5.2 Indirect bullying: the HB Group

Malicious rumours are a key feature of the experiences of the HB group – they are almost twice as likely to experience this and three times more likely to have had a humiliating photo of them sent round deliberately to embarrass or upset them. It seems they retaliate – they are twice as likely to say they have done the above to others.

Indirect or behind your back (those who were homophobically bullied)
Recipients only, Base= 239

Have you ever done any of the above to others?
- 9.0%
- 23.0%

Do you know anyone this has happened to?
- 83.0%
- 83.0%

Has anyone deliberately sent round a message spreading rumours about you?
- 35.0%
- 67.0%

Have other people ever deliberately sent each other humiliating or embarrassing photos of you in order to upset or hurt you?
- 12.0%
- 37.0%

Legend:
- ■ Not homophobically bullied
- ■ Homophobically bullied

0.0% 20.0% 40.0% 60.0% 80.0% 100.0%

Chart 28. Indirect bullying, by those who were homophobically bullied

Indirect: Summary

Indirect: Gender

Boys are more than twice as likely to say they have done this to other people

Indirect: age

As many as 84% of the 10 -11 year olds say they know someone this has happened to.

41% of the youngest age group reported having malicious rumours spread about them.

Indirect: The CB group

They are three times more likely to have had humiliating photos deliberately sent round to upset them and two thirds of them experienced someone spreading malicious rumours about them. In their turn 13% of them had done this to others compared to 9% of peers.
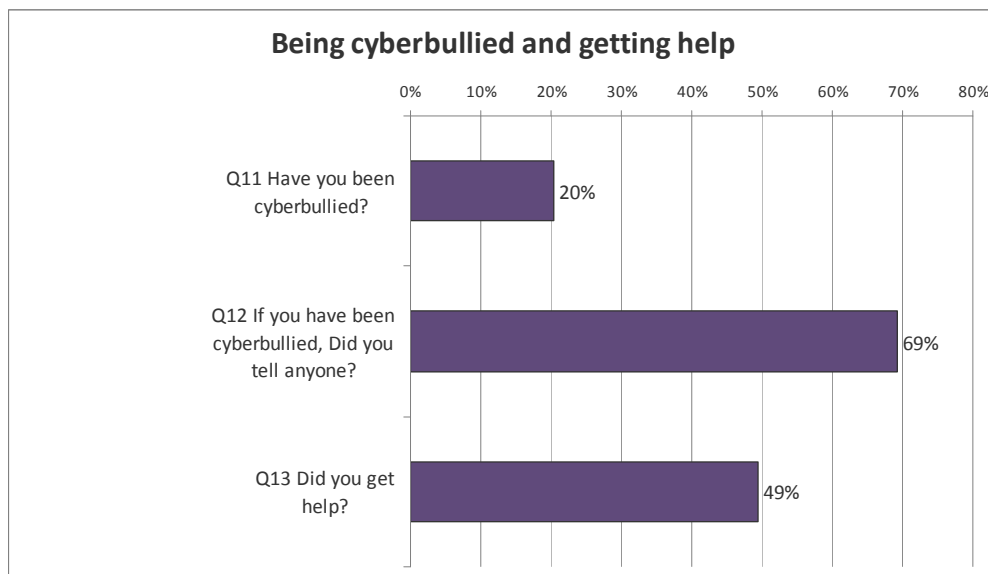
Indirect: The HB Group

Malicious rumours are a key feature of the experiences of the HB group – they are almost twice as likely to experience this and three times more likely to have had a humiliating photo of them sent round deliberately to embarrass or upset them. It seems they retaliate – they are twice as likely to say they have done the above to others. Over 82% of both males and females know someone this has happened to – resulting in a threatening and fearful environment for anyone who may feel vulnerable.

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6. Getting help

6.1

Although almost half (48%) of our sample had experienced one or more of the types of aggression we described in the questionnaire, a smaller number, one in five of our sample (20%) consider their experience as cyberbullying. This suggests that some people had a milder experience (see charts 19 and 23) or that they were more resilient, or perhaps that they were able to get it to stop. By contrast, from the responses of those who were cyberbullied, it appears that they were targeted in a particularly intense and multipronged way, often both at school and in cyberspace (42%). It is especially difficult to stop this type of bullying which mutates and pops up in different guises and locations, sometimes several times a day.

Looking at the responses of this CB group, we see that while 69% of them told someone that they were cyberbullied, only 49% got help for this. Therefore 31% did not tell anyone, and of those who told half did not get help. This poor rate of success may deter young people from reporting cyberbullying if they feel it will not be worth it.

Being cyberbullied and getting help

Q11 Have you been cyberbullied?	20%
Q12 If you have been cyberbullied, Did you tell anyone?	69%
Q13 Did you get help?	49%

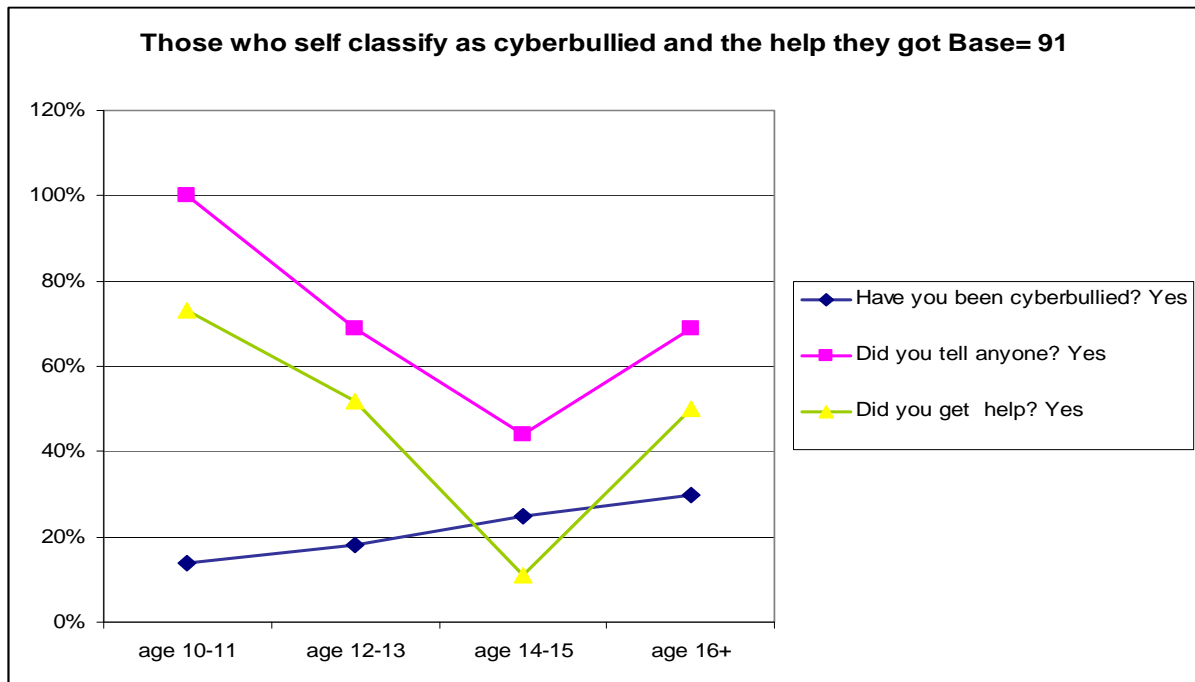**Chart 29. Being cyberbullied and getting help.**
Base for Q11= 448 who answered
Base for Q12= 90 who answered Q12 and answered 'Yes' to Q11
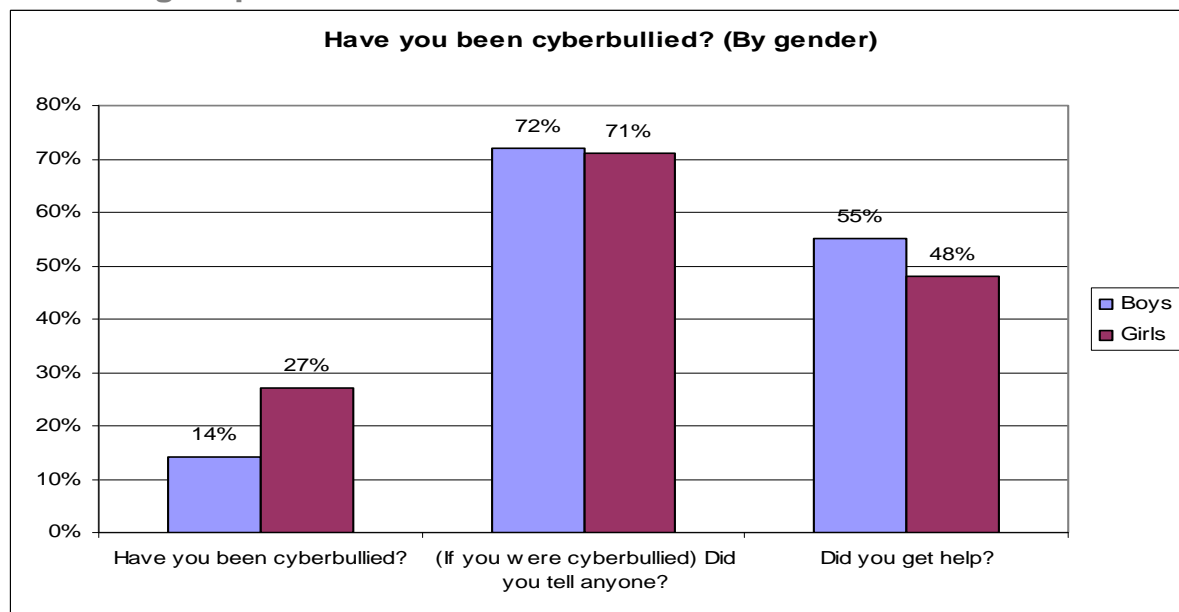**Base for Q12= 91 who answered Q13 and answered 'Yes' to Q11**

While at age 10 or 11 it seems normal to tell someone if you are being cyberbullied, by the mid teens this is not so. Some of the types of cyberbullying common at this latter age are, as we have seen, embarrassing to report and besides, the adults may not be able to help. Only 11% of mid teens actually got help, although 44% told someone in contrast to the youngest age group, of whom 100% told someone and almost three quarters got help.

The Reach survey

Those who self classify as cyberbullied and the help they got Base= 91

Legend:
- ◆ Have you been cyberbullied? Yes
- ■ Did you tell anyone? Yes
- ▲ Did you get help? Yes

Chart 30. Getting help by age

6.2 **Getting help: Gender**

Have you been cyberbullied? (By gender)

	Boys	Girls
Have you been cyberbullied?	14%	27%
(If you were cyberbullied) Did you tell anyone?	72%	71%
Did you get help?	55%	48%

Chart 31. Getting help by gender

Getting Help: gender

While girls are more likely to say they have been cyberbullied, boys appear to be slightly more able to get help. Both males and females tell other people about the cyberbullying to the same extent: 72% and 71%.

7. The Impact of Cyberbullying

7.1 The question asked: 'If you were cyberbullied, how did it make you feel?' Only the responses of those who said they were cyberbullied are included here. 53% felt 'very upset and angry' while 27% felt 'a little upset and down'. A small number (11%) say they were 'not bothered' while 7% took it 'as a joke'. In this chapter we examine their reactions by age, gender and those who were recipients of cyber-homophobia.
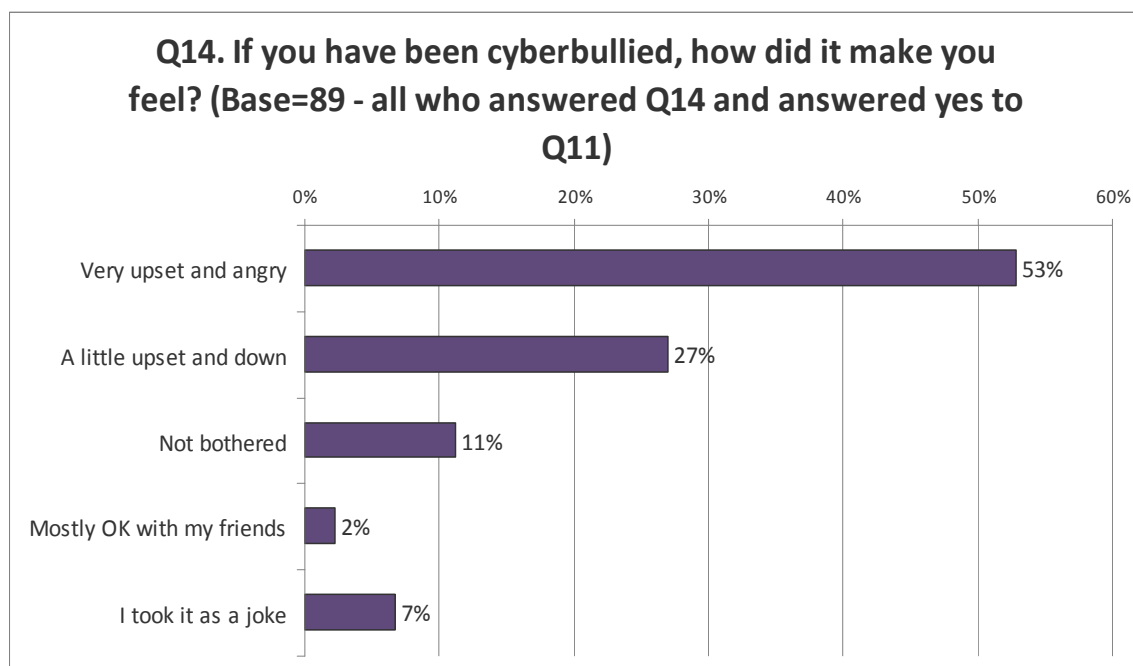
Q14. If you have been cyberbullied, how did it make you feel? (Base=89 - all who answered Q14 and answered yes to Q11)

Response	%
Very upset and angry	53%
A little upset and down	27%
Not bothered	11%
Mostly OK with my friends	2%
I took it as a joke	7%

Chart 32 The CB group – how did it make you feel? Base 89

7.2 How did it make you feel: Age

There is little change over the age groups among those who feel 'mostly OK with their friends', this is possibly linked to the protective power of friendships. But the percentage of those who became very upset and angry increased after the age of 12- 13, to 40%. By the late teens this has reached 67%. In the mid teens, the respondents are most likely to say 'I was not bothered' but interestingly they were not inclined to 'take it as a joke'.

If you have been cyberbullied, how did this make you feel? (By age groups.) Base: those who were cyberbullied = 91
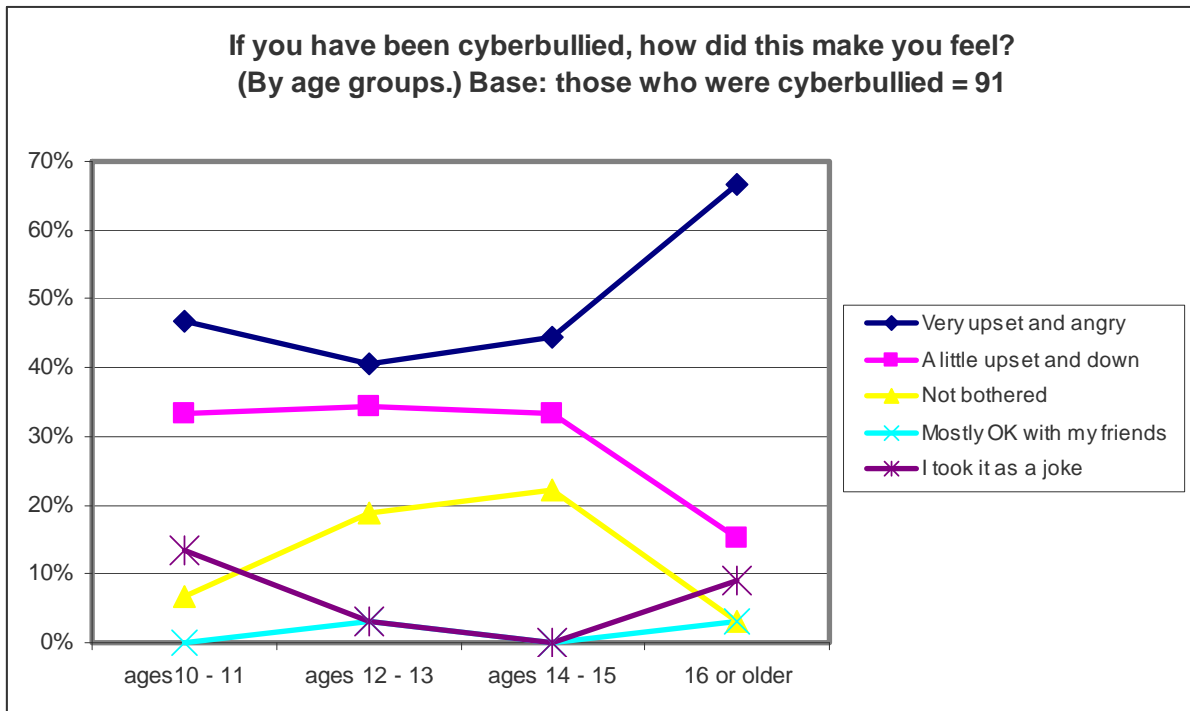
Chart 33. How did it make you feel? By age

7.3 How did it make you feel? : Gender

Girls are more likely than boys to say they feel very upset and angry or 'a little upset and down'. Boys are saying they are 'not bothered' and 'mostly OK with my friends'. This may be a pose to indicate that they are hard and this stance can be protective.

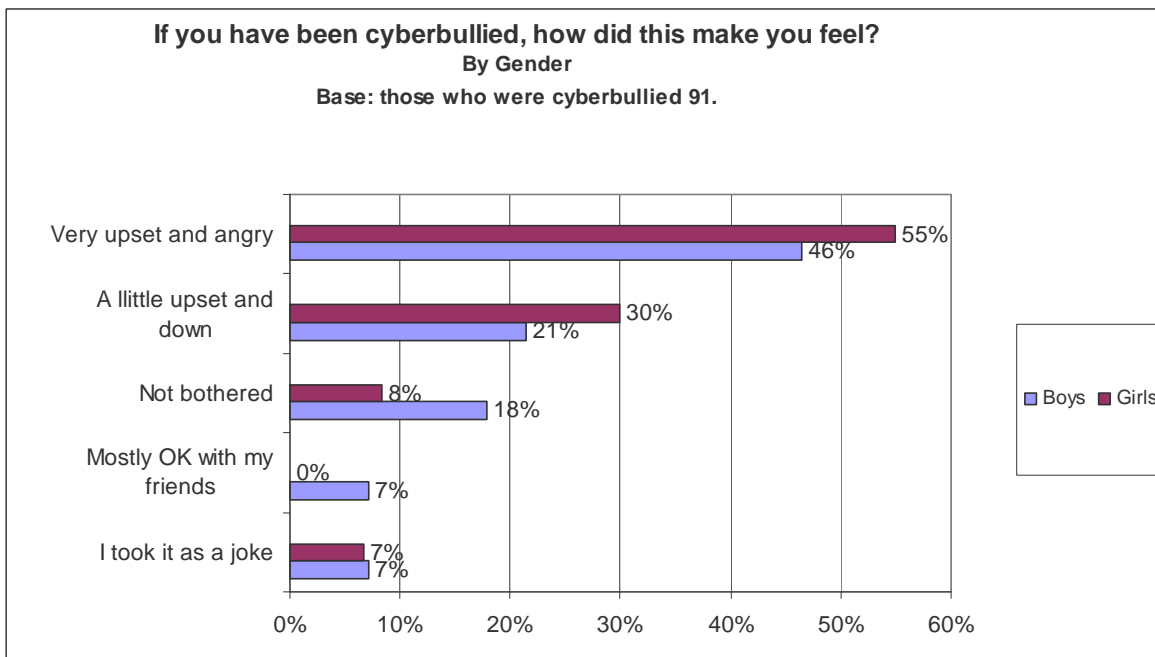## 7.4 How did it make you feel? Gender

If you have been cyberbullied, how did this make you feel? By Gender Base: those who were cyberbullied 91.

Chart 34. How did it make you feel? By gender

7.5 **How did it make you feel? The HB group**

More of the HB group are 'very upset and angry' if they were cyberbullied and a few are 'mostly OK with my friends'. They were more inclined to choose the answer 'very upset' over 'a little upset and down'. Research has shown the extent to which those suffering from homophobic bullying may become depressed and suicidal. Considering their experiences shown in sections X and X this is an urgent issue to tackle.
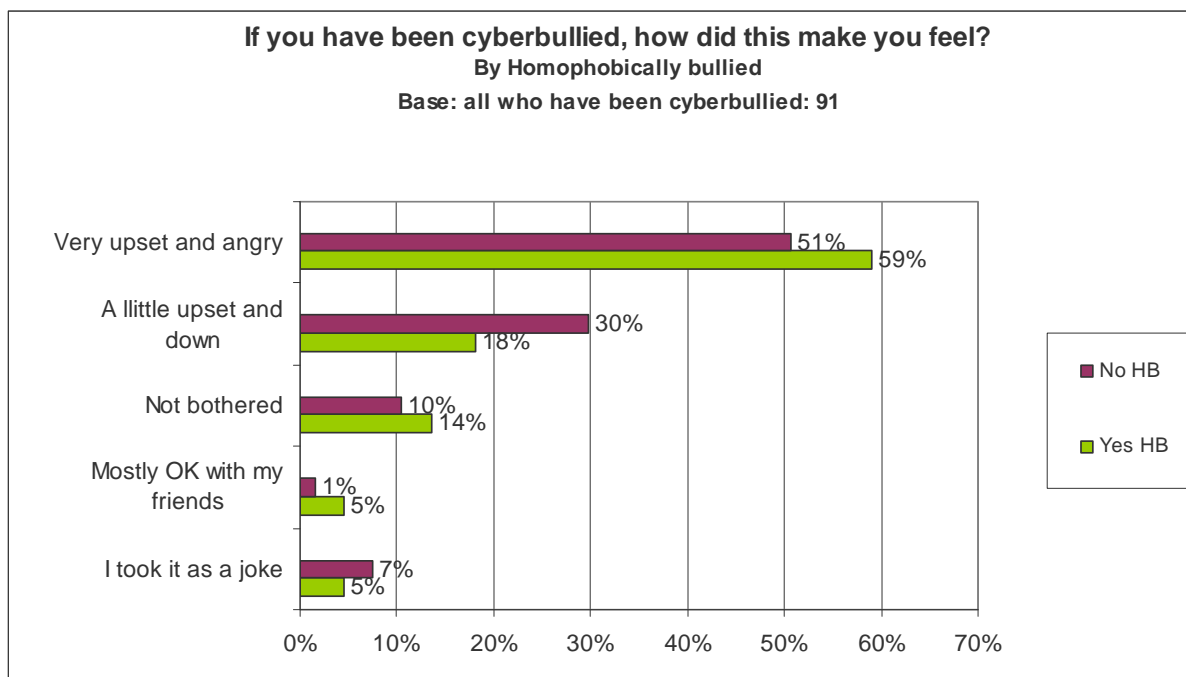

Chart 35. How did it make you feel by those who were homophobically bullied.

8 The types of homophobic bullying experienced by the HB group

8.1 **It happened to me: HB group**

Below we can examine the experiences of the HB group as they face a veritable barrage of abuse.

More than half these young people say the bullying in cyberspace is linked to bullying in school which suggests that far more work needs to be undertaken in schools to counter this.

Well over half have had rumours spread in cyberspace about them being gay. New technology makes rumour spreading and gossiping far easier with links to a wider audience.

More than half say people use new technology to make plans to isolate them because they are thought to be gay. Teenagers use their phones to make social arrangements and they have come to be dependent on them to feel they are part of a group and in the loop. Being shunned or isolated is obvious and public. It appears to deny they exist. Ostracism as we have remarked earlier can be more damaging than bullying.
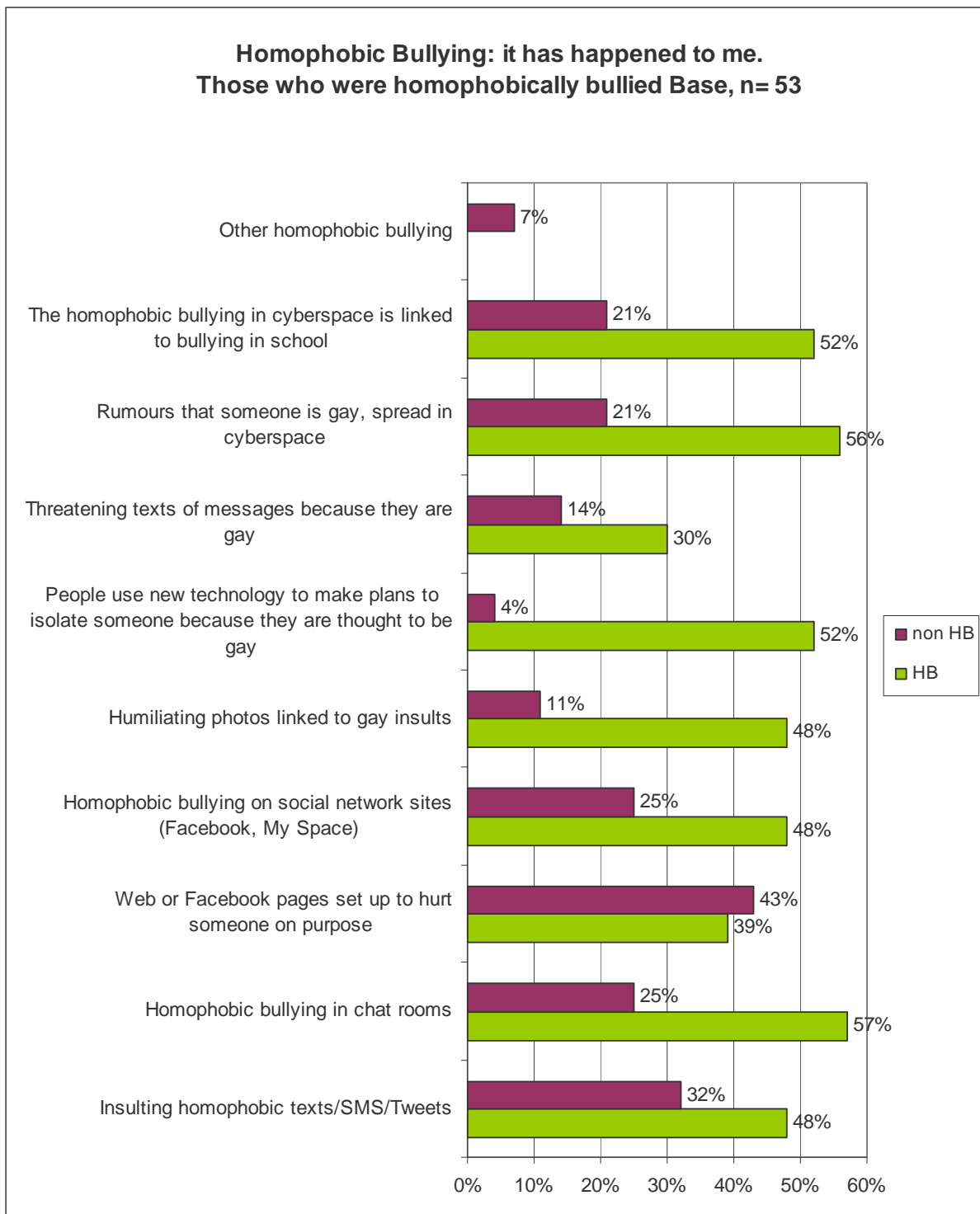
Homophobic bullying is rife in chat rooms where as many as 57% have experienced this. Despite these negative experiences these young people are the heaviest users of chat rooms.

48% or almost half report humiliating photos with gay insults being targeted at or about them.

39% have been on the receiving end of web or chat pages purposely set up to hurt someone, 23% said this resulted in bullying 'many times a day'.

48% have experienced insulting homophobic Tweets. 18% said this happened 'Many times a day'.

Chart 34 illustrates how different the experiences of the HB group are when compared to other people who have received some homophobic insults but do not consider themselves homophobically bullied.

Homophobic Bullying: it has happened to me.
Those who were homophobically bullied Base, n= 53

Category	non HB	HB
Other homophobic bullying	7%	
The homophobic bullying in cyberspace is linked to bullying in school	21%	52%
Rumours that someone is gay, spread in cyberspace	21%	56%
Threatening texts of messages because they are gay	14%	30%
People use new technology to make plans to isolate someone because they are thought to be gay	4%	52%
Humiliating photos linked to gay insults	11%	48%
Homophobic bullying on social network sites (Facebook, My Space)	25%	48%
Web or Facebook pages set up to hurt someone on purpose	43%	39%
Homophobic bullying in chat rooms	25%	57%
Insulting homophobic texts/SMS/Tweets	32%	48%

Chart 36. Homophobic bullying that has happened to me

We can see from this chart that these behaviours are experienced not only by those who regard themselves as being homophobically bullied but also a wider group of targets. The use by the HB group of chatrooms noted earlier in section 1 is interesting when we see here that 57% of them have been bullied in these chatrooms. More than half of them have been the target of social plans being made using new technology to isolate them,.

Homophobic bullying that happened to others

Many people are aware of homophobic bullying happening to other people all around them. Their answers describe a hostile and threatening environment. It also suggests that pupils are growing up in an atmosphere where this behaviour is seldom challenged. If they are not directly on the receiving end of this abuse they are nevertheless aware of it and know how easily they could be targeted for the slightest reason. We suggest that this is a dangerous and miserable situation for young people and likely to interfere with their social relationships and attainment. It also dictates a narrow landscape for boys who cannot deviate from the script for masculinity without risk of incurring this abuse.

When asked what they know happens to others they describe a range of actions:
58% have seen Facebook pages set up to hurt someone on purpose
48% know of humiliating photos linked to gay insults being used against someone
45% know of new technology being used to make plans to isolate someone because they are thought to be gay
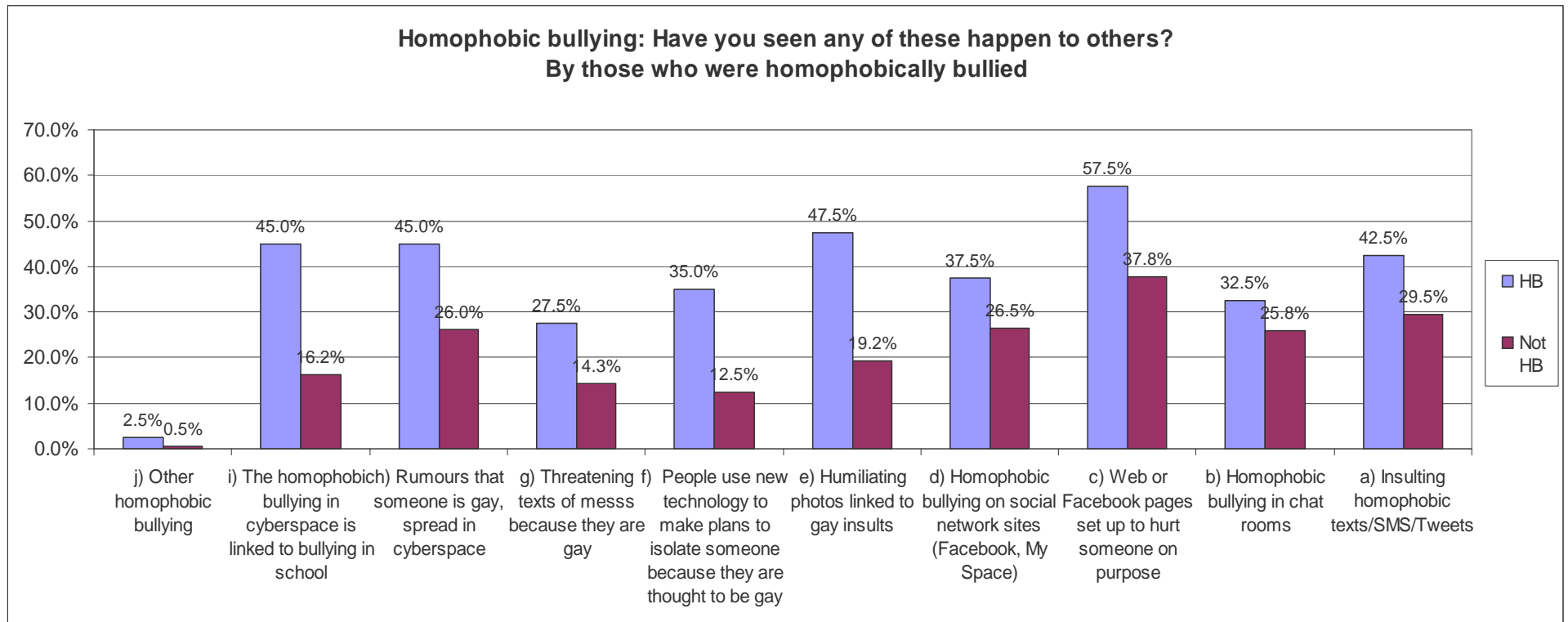45% know of rumours being spread about someone being gay
45% said they thought the bullying in cyberspace was linked to bullying in school.

They are also aware of insulting and threatening texts and hurtful chat in chat rooms. The range of their responses is illustrated in chart 35.

Homophobic bullying: Have you seen any of these happen to others?
By those who were homophobically bullied

Chart 37. Homophobic bullying that has happened to others

KEY MESSAGES

The Cybersurvey is a tool being used in different local authority areas to gather information from young people on cyber abuse and e-safety education. This wave has 478 responses and was undertaken in spring 2011 in the West of England.

'Cyberbullying is an aggressive, intentional act carried out by a group or individual, using electronic forms of contact, repeatedly over time against a victim who cannot easily defend him or herself.'

This study is one of a series in the Cybersurvey programme. It was carried out in the West of England for Reach, a project undertaken by the charity EACH.

1. Increasingly there is concern that the impacts of cyberbullying may be more severe than those delivered by bullying in the real world. This is because cyberbullying is often seen as very deliberate and planned, rather than behaviour triggered in the heat of the moment at school. Young people claim the former can seem more hurtful. In addition it is humiliation in the public glare of peers and cannot easily be retrieved. An individual can be hounded at all hours while indirect bullying behind their back is made easy by mobile phones with cameras and the ease with which the identity of the sender can be hidden.

2. However, as this study shows, for many school children and young people, cyberbullying is inextricably linked to their lives in school. It is often carried out by people they know in front of other people they know. This makes it a multifaceted attack on their emotions, both in school and in all other areas of their lives. 42% of cyberbullied victims said this was the case for them. For those who were homophobically bullied, the figure was higher still: 52%.

3. The targets of homophobic cyberbullying suffer more extreme and complex forms of poly-victimisation than most cyberbullying victims, with high repeat rates. For them the tangle of problems that face them when considering whether or not to report the incident, can present an even greater difficulty than the original bullying campaign.

4. Those who have difficult peer relationships in the real world appear to seek intimacy online in chatrooms and social networking sites to a greater extent than their peers. This can put them at risk. 86% of those who have been cyberbullied have a Facebook page in contrast to 70% of their peers and those who are homophobically cyberbullied are more likely to use

chatrooms regularly than their peers, 40% do so, compared to 28%. While seeking online friendship or intimacy they appear to be making themselves more vulnerable to cyber aggression.

5. The peak age for cyberbullying is 14-15 when all forms of cyberbullying are at their highest. This age group is also most likely to say they do not follow the guidelines they have been taught on e-safety. The challenge will be to develop new forms of delivery that encourage ownership and to change delivery into behaviour change for these mid teens. By the mid teens 29% say the e-safety information was 'not good enough or useless' and half of them say they received it too late. Blocks placed by adults to prevent young people visiting certain websites do not seem effective as 22% of 14-15 year olds can 'often' get round these and a similar percentage does so 'sometimes'. 9% do not have to try because they know a friend who can. Fewer than half of the respondents in this age group said they don't try to get round these blocks.

6. The youngest age group, 10 -11 years, are a cause for concern because they are increasingly using social networking sites before the cut off age of thirteen. 37% said they have a SNS page and one in five use chatrooms regularly. They also report worrying levels of threatening messages and requests from strangers to meet up. 84% have a mobile phone and 82% use a computer at home without adults. By the age of 12 39% are visiting chatrooms regularly. This points to their need for guidance.

7. Gender differences suggest that a more nuanced approach is required to e-safety education. Almost one in four girls say they were taught about e-safety too late compared to only 11% of boys. Girls are also more likely than boys to have a Facebook page. While almost twice as many girls as boys say they were cyberbullied, boys are more likely to get help if it happens to them. Girls are more likely to react by feeling very upset and angry while boys are more than twice as likely to say they are not bothered.

8. Rates of reporting cyberbullying show an improvement since the survey undertaken in Essex in 2010 as 71% of those who were victimised in the West of England reported it compared to 62%. But they do not all obtain help as a result. Like the Essex pupils, only around half did so. Boys are more likely than girls to successfully gain help when cyberbullied.

9. Parents appear slower in the West of England to talk to their younger children about e-safety than parents in Essex. Although by age 12 – 13 parents are providing this information

to their children at a similar level. This suggests that some support for parents is required to consider what advice they might give their younger children and when. Young people in this study favoured age 10 or younger – 'as soon as they go on the internet' and many simply said 'Primary school' when asked about the right time to receive e-safety education.

10. The homophobically bullied victims were least likely to have been taught about e-safety by their parents. Instead almost one in five turned to their youth club. One in four of them say they received this information too late. They are twice as likely as their peers to say they often get round blocks set up by adults to block them using certain websites.

11. Online: 48% of the entire sample had experienced one or more of the options described. Of those, 30% received homophobic messages, 42% a message that showed people were talking about you nastily online, 33% a message containing unwanted sexual suggestions, jokes or threats and 29% a message from a stranger asking to meet up. Other forms of messages contained threats, racist comments, messages trying to make them do something they did not want to do, and messages from senders who were not who they said they were.

12. When we examine the answers of different age and gender groups and then the answers given by victims, a very different picture is seen. The severity and complexity of the experiences described by those who considered they were cyberbullied or homophobically bullied were more intense. They were bullied in a range of different ways often all at once, often many times a day. 58% received threats. They were 3 x more likely to be called racist names and insults than their peers and there is some as yet unexplained link between disablist and homophobic bullying.

13. Mobile phones: 31% of the total sample had received abusive messages via mobile phones. Of these the most frequent was unpleasant name calling. 29% were homophobic and one in five involved a humiliating photo. 13% received insults because of disability while one in five had unwanted sexual words, threats or suggestions. Among the cyberbullying victims two thirds said people had deliberately sent round rumours about them while 30% said humiliating photos of them had been deliberately sent round in order to upset them.

14. There is evidence of victims admitting that they have also done this to others. Bully victims as they are called, can require more sensitive support and sometimes professional help as their behaviour is often complicated by other factors in their lives. Homophobically bullied victims are the most likely to say they have done this to others – possibly in retaliation we do not know. But 23% of them were honest about admitting this.

The Reach survey

15 By the mid teens victims are least likely to tell someone what has happened to them and also least likely to get help. The % of victims who got help at age 14-15 is xxx 15%???

16. The homophobically bullied victims told us that more than a third of them (39%) had been on the receiving end of web or chat pages purposely set up to hurt someone, 23% said this resulted in bullying 'many times a day'. 48% have experienced insulting homophobic Tweets, 18% said this happened 'many times a day'. 56% told us they had personally been on the receiving end of rumours spread about them being gay, and 52% said the homophobic bullying in cyberspace was linked to bullying in school. The levels of bullying they describe are far higher than we have seen in any other group studied here. 57% experienced homophobic bullying in chat rooms and 48% via Tweets or SMS. As many as 48% were bullied via humiliating photos linked to gay insults. 30% of these young people received threats.

17. Many of the findings in this wave of the Cybersurvey replicate those found elsewhere in earlier waves using this survey tool. Where there are some interesting differences between Essex and West of England we have highlighted these.

Conclusion:

This small study suggests an iceberg of cyber-homophobia, often going unreported. Young people who have been targeted are being left in a lonely isolated situation with little relevant guidance and e-safety advice. They seek friendship online often leading them into further risky situations. In addition to exploring their personal experiences, we also asked about homophobic bullying that happened to other people. It is evident from their responses that those who are victims are surrounded by and sensitive to an atmosphere of threats and dangers. They describe a range of homophobic bullying methods that often take place many times in one day. They are highly attuned to bullying that is happening to other people and this can increase their fear as they know the prevailing attitudes and prejudices among their peers. Some victims tend to bully others, possibly in retaliation. It can be argued that this environment is likely to interfere with their ability to flourish or learn. It is notable that they are less likely than their peers to have received e-safety advice from their parents. Research by Kipling D. Williams[27] underlines the effects of ostracism and its deep and lasting impact, taking away all sense of control and meaningful existence in the victim. Coupled with the impacts of the aggressive bullying that is encountered by young people targeted in this way, there are numerous reasons to be concerned about this evidence from young people.

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[27] Williams, K.D. 2001 Ostracism, the power of silence. The Guildford Press, New York.