



e-Safer Suffolk



Foreword



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

This year we have we have received over 4,000 responses, an increase of over 38% on last year and exceeds the returns of many national surveys. This level of response provides an even greater level of validity to the results, and also demonstrates the commitment of many agencies across Suffolk to providing our children, young people and vulnerable adults with the opportunity to talk about their online experiences. I thank you all for that commitment.

In Suffolk as elsewhere in the country, we continue to see the rapid growth of tablets amongst young users, and the preference for smartphone and multiple device-use within their older peers. A recent national survey also revealed that young people are now spending more time each day on their tablets than watching TV.

We welcome the fact that the continuing successful rollout of the broadband improvement programme, is providing opportunities to promote positive e-safety messages to everyone, including our most vulnerable citizens.

I would like to take this opportunity to thank all those who have contributed to the survey. I also want to acknowledge that across the five years of the Cybersurvey more than 14,000 children, young people and vulnerable adults have participated. Their invaluable input has helped us in our work to create e-safer communities within Suffolk.

e-Safety is our collective responsibility. By working together we can all help to keep our young and vulnerable people safe in this fast changing “e-world”.

A handwritten signature in black ink, appearing to read 'Gordon Jones', written in a cursive style.

Councillor Gordon Jones

Cabinet Member for Children’s Services, Education & Skills
Chair of the e-Safer Suffolk Strategic Group

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Executive Summary

4143 valid responses were achieved in autumn 2015. The sample is balanced between boys and girls. 40% are aged 10-11 and 41% aged 12-13, 14% are 14-15 years, 5% are 16+.

Access to the internet is widespread with 82% owning a smartphone and 81% a tablet. Over 80% of our respondents use a smartphone **and** a tablet.

Younger students aged 10-11 are very active on tablets and it is notable that 44% say they have a social network profile, although the age guide is generally 13 years. YouTube remains universally popular with Instagram, WhatsApp, Snapchat growing in popularity.

➤ **Access is changing fast in younger age groups**

At age 12-13 there is a marked leap in access, with this age group very active on tablets, plus they are using Smartphones, games consoles and computers. This age group is the cohort most likely to be using a tablet at school although school tablet use remains very low. The dramatic increase in their access to the internet indicates a need for e-safety education that is age appropriate and scaled up to suit their activities.

➤ **Positive experiences abound**

For two thirds of young people the internet prevents boredom and over half use it to relax after school. They chat to friends, find things out and enjoy entertainment. Most young people are going online to be entertained, to connect with friends, for gaming or shopping. In addition:

75% use it to find out things for school or college work

33% use the internet for the news

16% like to learn new IT skills or coding

13% use it to find new friends

E-safety education

As we found last year parents remain more likely to tell girls about staying safe online than boys. The percentage that says they learned about e-safety at school is lower this year but that may be due to the age of this sample. Nevertheless there is a marked decrease in those who say they were taught in school. This is disappointing as all ages should be taught about online safety.

The percentage of young people who think the e-safety education was not good enough (4% boys and 3% girls) or useless (4% boys and 3% girls) has decreased. This is positive.

32% of boys and 23% of girls say they have been able to help a friend who had a problem online. 89% say they understand that some online behaviour is illegal and they say they understand what that is, but 9% are not sure and 2% do not understand what is illegal. Children and young people are in favour of lessons to learn about this, with girls being particularly enthusiastic.

Resilience and skills

Resilience is growing as 88% have been able to look after themselves online at least once or twice. 44% of these people have done so often. Young people are developing the knowledge and ability to solve problems and help one another. However the majority of the young respondents have not yet encountered some of the more complex situations that teenagers report.

- 10% of students aged 14-16 said they had tried to hack someone else's SNS account or a website.
- 16% of students aged 14-16 said their own SNS page had been hacked. If a student reports this, we recommend practitioners are alert: we are aware from the work done in 2014 that this could be a sign of other serious situations in this person's online life.

Meeting up offline

11% of those aged 10-11 say they have met up with someone they only knew online, and this rises sharply among older age groups to 17% of those aged 14-15. However, it appears that over 80% of the young people were meeting someone in their age group and they frequently had some knowledge of them through a friend a club/sport or a real world network. They overwhelmingly tended to take someone along with them, told others that they were meeting up and the majority remained in touch with the person they met. A few had experiences that made them worried and they told someone about this, more commonly among mid-teens. 43% of 14-15 year olds felt worried about something and told someone about what happened.

Sexting

This behaviour remains at the same level as last year. The majority who became involved in sharing images did this willingly, or of their own volition, but 10% were pressured or blackmailed into sending further images. Nearly two thirds did not tell anyone what happened.

Cyberbullying

Cyberbullying rose steadily across the years 2011 – 2014. But in 2014 we noted that it stabilised among the 10-11 year olds while among the mid-teens it continued to rise. This year however, incidents of reported cyberbullying have decreased in both age groups (10-11 and 14-15) resulting in an overall drop to 19% from 23% the year before.

While the total drop could be ascribed to the youthful sample, it is evident that cyberbullying among the 14-15 age group amongst whom cyberbullying was very high last year at 29% has decreased to 23% this year. And in the age group 10-11 it has decreased from 19% to 16%. This is a positive finding and suggests that the hard work of the last few years is having an impact.

Parental input

One third of our sample say their parents limit the time they can spend online, 45% say their parents or carers check age ratings on games to see if they are suitable for their age group and 48% say parents check that films are suitable. 63% say they listen to their parents' advice, but 15% download film and content their parents do not know about. Parental input drops sharply by age 14

The children who are either depressed most of the time; 'never feel happy and confident'; or feel 'I am not good enough most of the time' report much less parental input and advice, than their peers who are 'happy and confident'.

Emotional health and online life

54% of respondents feel happy and confident most of the time. Compared to their less happy counterparts, these children and young people are more likely to say their parents try to limit their time online and check the suitability of games and films for their age group. They are less likely to say the internet has had negative impacts on their lives.

By contrast, those who feel negatively about their life and future, report more adverse impacts from the internet and are more likely to spend long hours online than their happier peers.

Like all children and young people in the sample they too use the internet for mood management, to relax or to prevent boredom, but children who 'never feel happy and confident' are most likely to say that the internet leaves them feeling tired and sleepy, depressed, edgy or nervous, or with worrying thoughts and feelings. These children and young people also tend to say the internet has caused difficulties with family and friends in the last week:

- 35% of those who 'never feel happy and confident' said 'the internet affects my school/college work.'
- 39% of those who feel 'I am not good enough most of the time' say they have been cyberbullied.
- 47% of those who never feel happy or confident say 'the internet has left me with thoughts and feelings that are upsetting'.

➤ **Emotional health and gender**

Boys are generally more likely than girls to answer positively when asked how they feel about their lives and futures.

➤ **Emotional health and age groups**

Those who are aged 10-11 years old are far more positive about their lives and their future than those aged 14-15. This lowering of confidence and self-esteem coupled with higher depression levels coincides with an age period in which we traditionally see more high risk online behaviour. Compared to children aged 10-11, those aged 14-15 are twice as likely to say 'the internet left me feeling depressed' (3% vs 7%).

Emotional health and high risk behaviours

- 21% of those who feel they are 'not good enough most of the time' and 24 % of those who 'never feel happy and confident' say they have seen websites promoting extremist religious views or terrorist acts, while more than one in four of their depressed counterparts say they have seen sites such as these (27%).
- Those who never feel happy and confident are most likely to spend 5+ hours per day online, along with their peers who have mental health difficulties. (48% and 44% respectively.)

Those who are 'never happy and confident':

- Are 3 ½ times more likely to get involved in sexting than their peers.
- 22% 'often' visit pro anorexia websites.
- One in four have met up with someone they only knew online.
- One in five visits websites encouraging self-harm or suicide.

Depression may be reinforced or it may affect viewer's responses to the online world

Of those who are depressed most of the time:

- 56% say 'the internet left me feeling tired and sleepy.'
- 34% visit pro anorexia sites.
- Almost one in five report that they encounter websites displaying very violent images or videos, the group most likely to do so.
- 12% 'often' visit pro self-harm or suicide sites.
- They are three times more likely to be involved in sexting than the total sample (12% vs. 4%).
- The depressed teens are the group most likely to experience sharing of personal images by a former friend or partner as a form of revenge when a relationship ends. (Often referred to as revenge porn).

In conclusion, while we cannot claim cause and effect, an association is present between emotional health and online behaviour.

Those who **feel depressed, unhappy or lack confidence** are more likely to say that their online encounters affected them adversely. When compared to those who are happy and confident for example, only 19% of children and young people who are 'happy' reported that they had been cyberbullied, compared to 44% of those who have mental health difficulties; 44% who said they felt depressed; and 46% of are never happy and confident.

Such negative and aggressive encounters may reinforce how they already feel. Making them more depressed, unhappy or lacking in self-worth. However they may in turn be targeted for bullying because they are depressed or withdrawn and find it difficult to socialise. There is a potential vicious cycle in which they say the internet left me feeling depressed, edgy or nervous yet they tend to spend long hours online.

About the Cybersurvey

The Cybersurvey has run annually since 2008 and in Suffolk since 2011. It is a timed series of comparable data allowing us to track trends, measure effectiveness of interventions and provide key messages to practitioners and professionals.

Currently there are over 24,000 young people who have contributed over 8 years. It has been used in 11 local authority areas, many repeatedly. While a core of questions remains for comparison purposes, the survey is continually updated and responsive to current issues. In some years it has a particular focus on a chosen theme, such as cyber-homophobia in 2011.

The Cybersurvey was developed with the help of four local authorities in the West Midlands, their e-safety champions, anti-bullying co-ordinators, community safety officers and panels of young advisors. My thanks are due to the 2008 youth participation team in Dudley and their anti-bullying lead for considerable help in development, and to Essex for kindly piloting the first questionnaire. Various safeguarding board members have contributed over several years. E-Safer Suffolk has played a major role in recent years in the development of the tool and I wish to thank Nottinghamshire and Dudley for their contribution in 2015.

The Cybersurvey has a strong tradition of youth participation. Results are frequently taken back to young people in the form of workshops to explore the findings and to teachers, in an accredited training programme. The findings are shared in books, reports and presentations. (www.esafetyforschools.com).

Children and young people answer anonymously, using a code given to them by their education setting/organisation, which can be used if a safeguarding concern emerges about that child. Organisations are identified only by codes and the data is held on an encrypted site. We do not share the individual data of any particular organisation unless requested to do so by the school, academy chain, youth organisation or local authority.

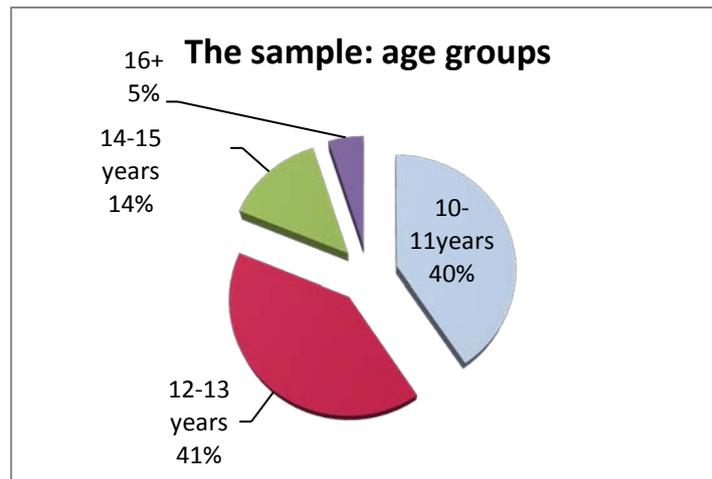
The survey and the resulting reports are intended as practical useful evidence for practitioners, they are not academic studies. The goal is to hear from children and young people, in order to influence or improve e-safety education and workforce practice in response to the online experiences of children and young people. However with the kind assistance of Dr Aiman El Asam, Research Fellow, Department of Psychology at Kingston University, we are now undertaking work on research papers which we hope to make available during 2016.

Adrienne Katz

About the sample

Data is collected in Suffolk in the autumn term. A sample of **4143** was achieved in 2015.

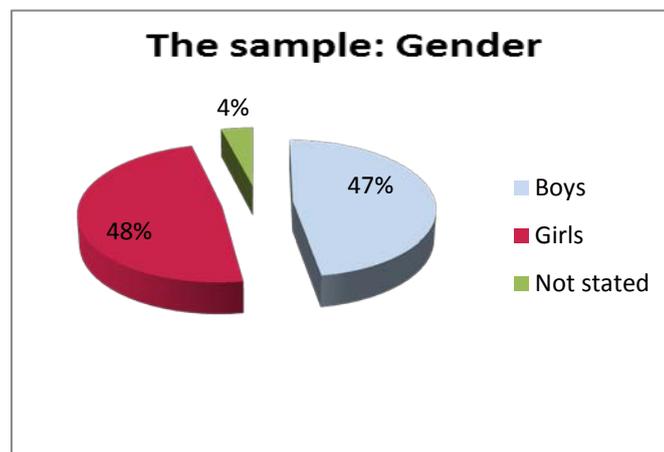
Age distribution



This is a fairly young sample in comparison to earlier Suffolk Cybersurveys, reflecting a trend which began in 2014 with a large cohort of younger respondents. However the age groups are looked at separately in key questions in order to draw out messages for online safety practitioners and educators and to enable comparisons with last year's survey. 40% are aged 10-11 years, 41% aged 12-13 years and 14% aged 14-15 years, 5% are 16+.

Gender distribution

Boys **47%** Girls **48%**



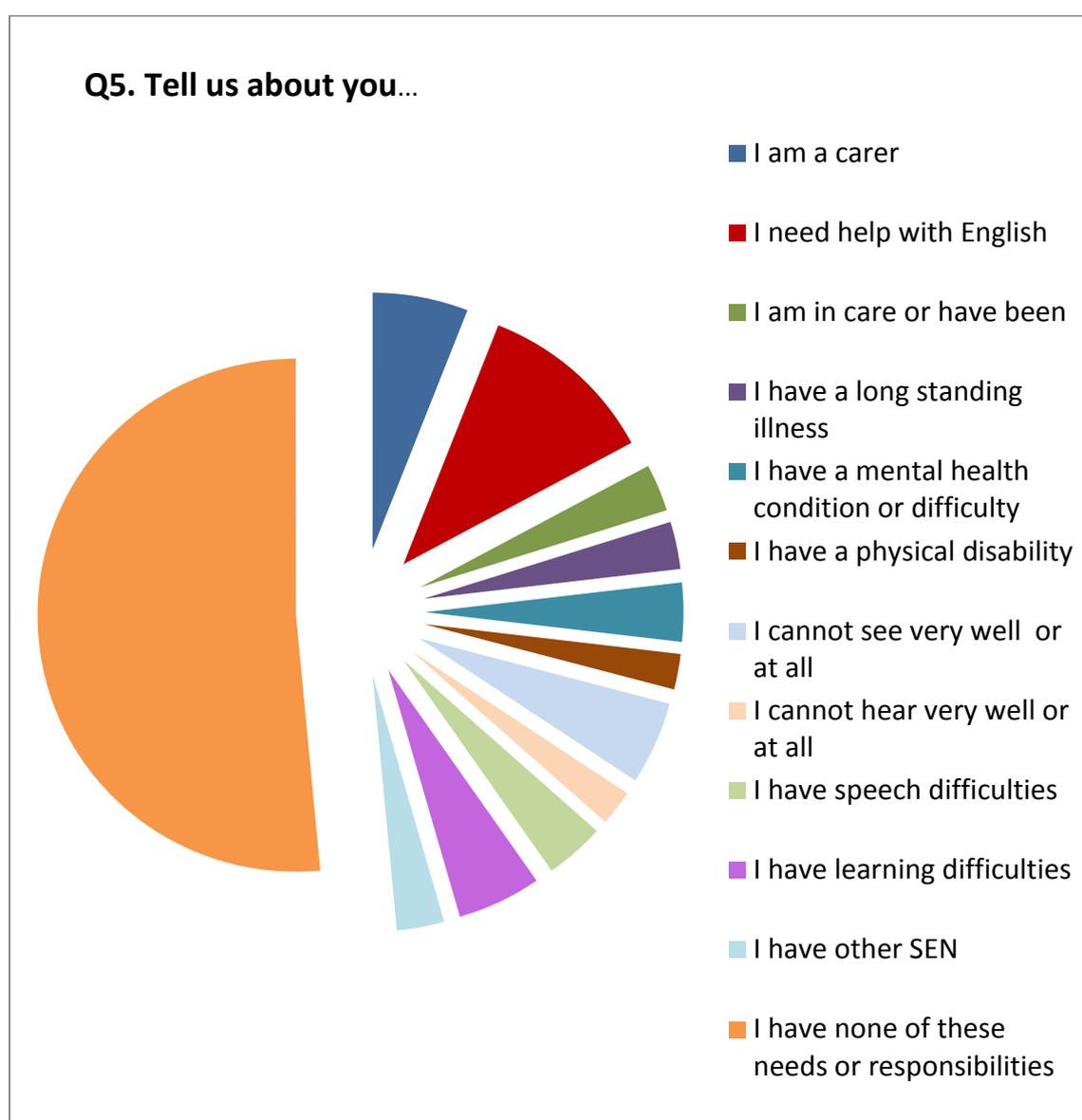
n=4143

Inclusion

The questions we ask in Q 5. have been shaped by our work on vulnerable groups in previous years both in Suffolk and elsewhere. These 'groups' emerged because some young people have been found to be at greater risk online than their peers who do not have these difficulties or responsibilities.

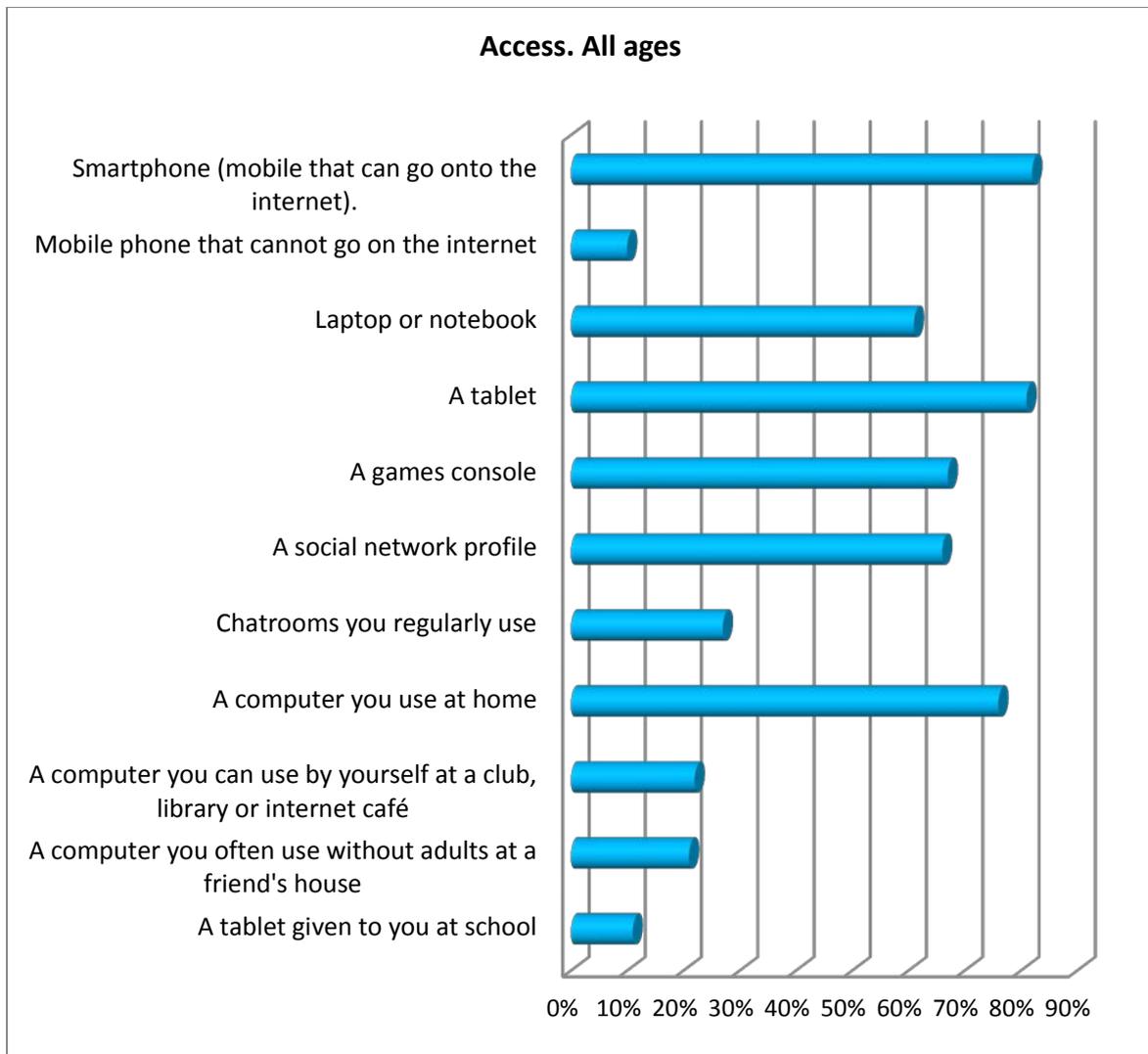
Our aim is to identify how best to help those who appear most vulnerable. Therefore we are exploring the answers of these so called 'vulnerable groups' in each successive report as we seek to find predictors of, or buffers from, the high risk behaviours in which some engage.

The chart below serves to underline the need for all e-safety work to provide for a wide range of abilities and needs.



In relation to faith - 61% said they have no religion and 23% said Christian, 5% said other and 7% prefer not to say.

1. Access & activities



82% have a smartphone

81% use a tablet

76% have a computer they use at home

67% use a games console

66% have a social network profile

61% use a laptop

27% use a chatroom regularly

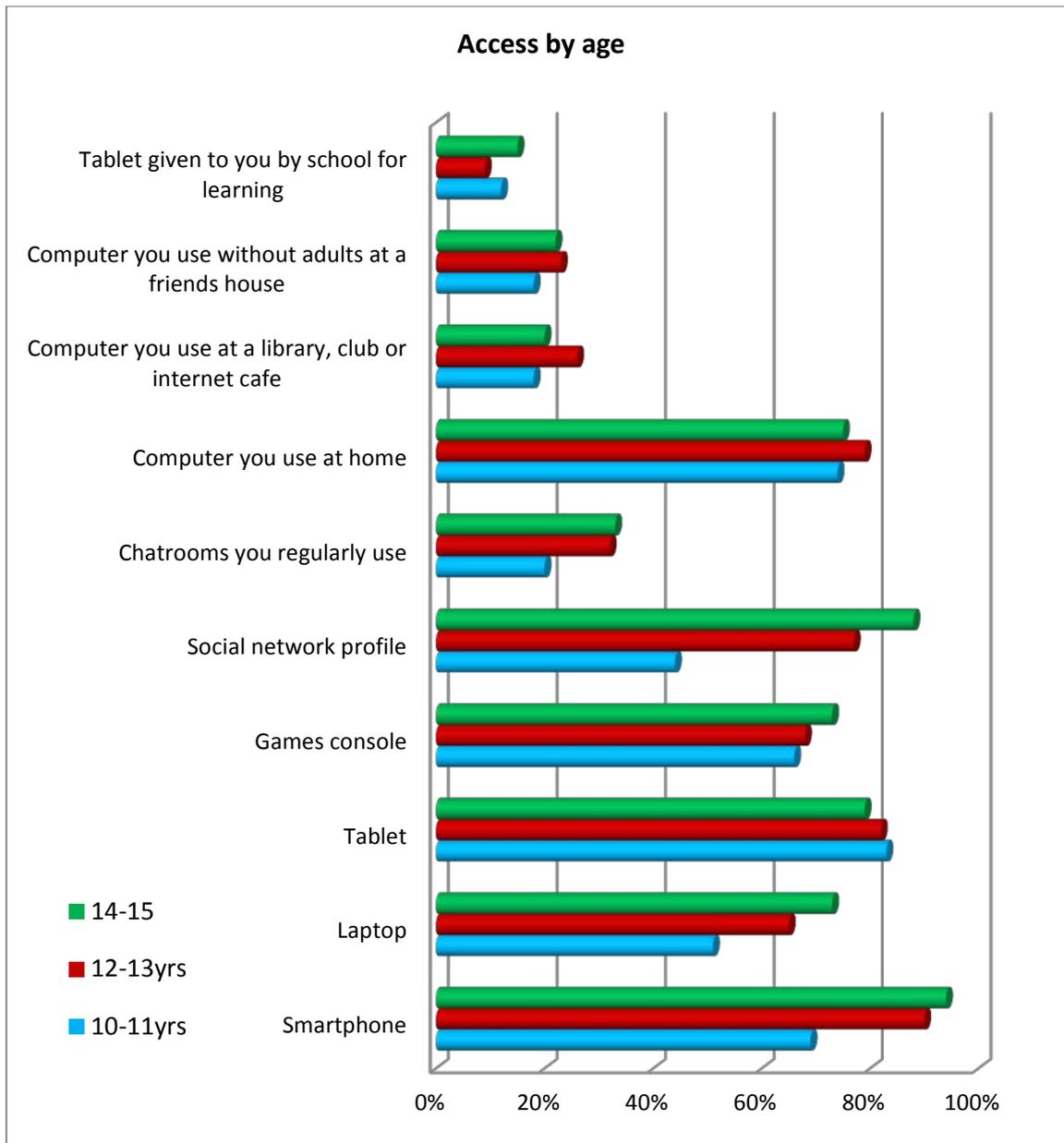
22% use a computer they can use by themselves at a club, library or internet café

21% use a computer without adults at a friend's home

11% use a tablet given to them by the school

10% use an old style mobile

*This sample is more than 80% aged 13 or under.



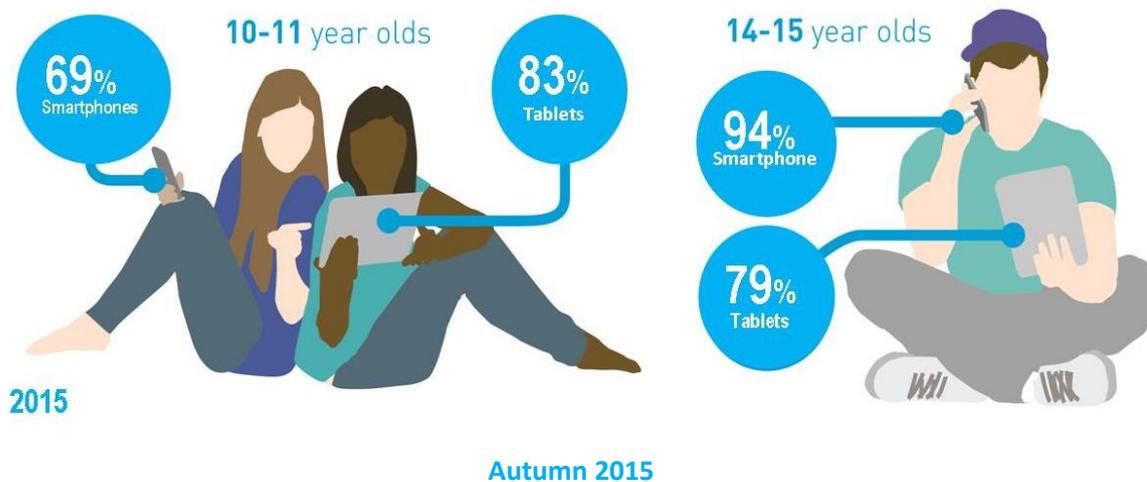
n=3358

Access is changing fast in younger age groups

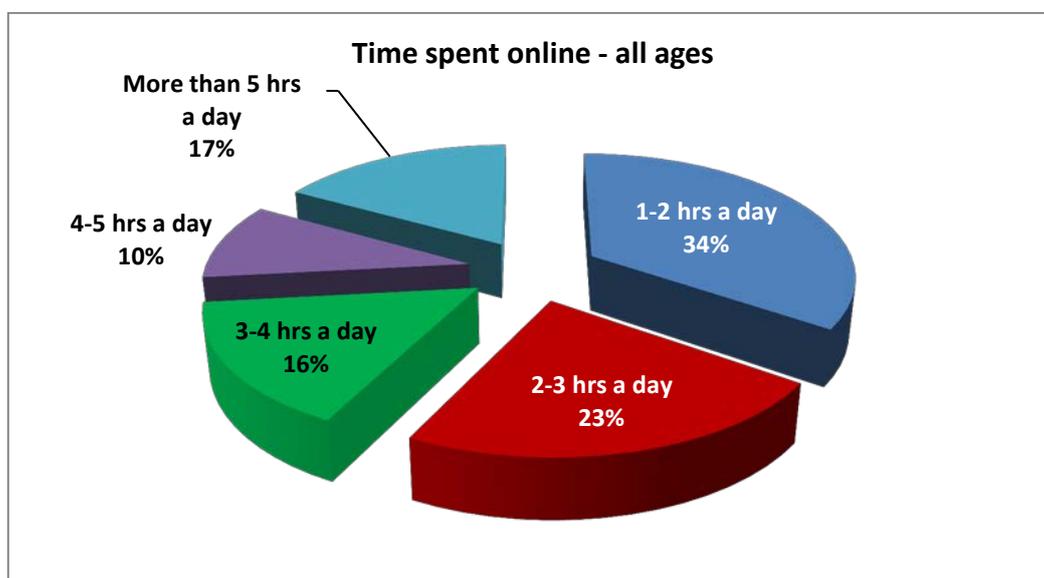
At age 12-13 there is a marked leap in access, with this age group they are very active on tablets, plus they are using smartphones, games consoles and computers. This age group is the cohort most likely to be using a tablet at school although school tablet use remains very low. The dramatic increase in their access to the internet indicates a need for e-safety education that is age appropriate and scaled up to suit their activities.

Younger students aged 10-11 are very active on tablets and it is notable that 44% say they have a social network profile, although the age guide is 13 years.

Smartphones vs tablet ownership

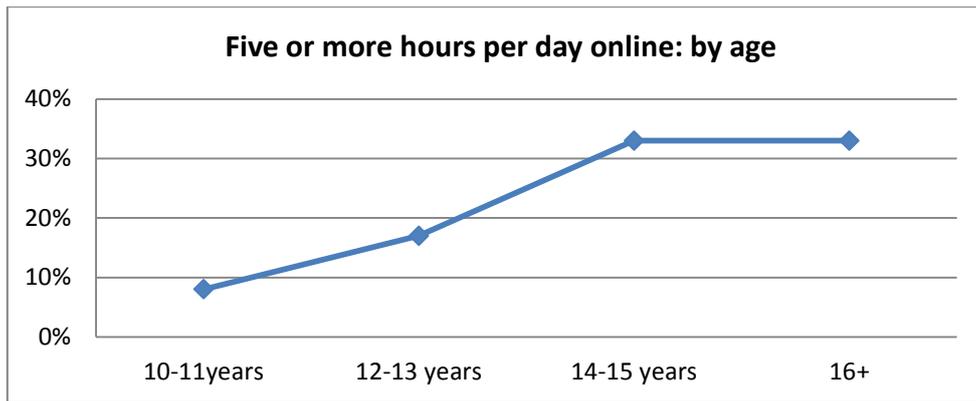


Time spent online



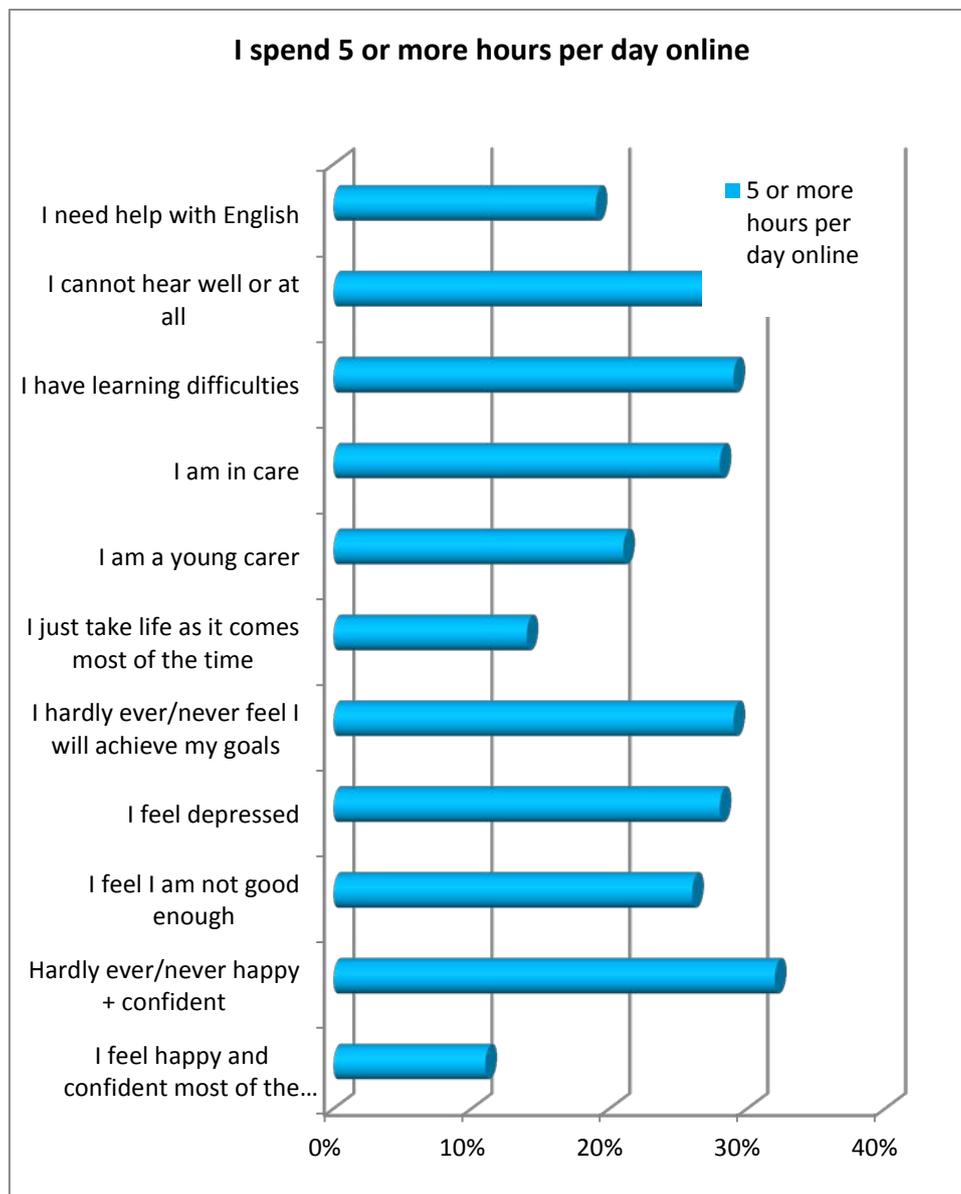
Spending more hours online in the teen years

Time spent on the internet varies widely across age groups as we would expect, and between the total sample and vulnerable groups. It should be remembered that in this sample, 40% of respondents are 10-11 years old and only 9% of them spend 5 or more hours online per day. By contrast more than one-in-three are doing so by the age of 14-15.



Who is most likely to spend long periods online?

The chart below explores the responses from young people we have designated as vulnerable. Those who hardly ever feel happy and confident are most likely to spend more than 5 hours online per day. Those who feel positive appear to spend less time online.



What makes you vulnerable online?

In the chart on page 16 we have compared young people who feel happy and confident or who just take life as it comes, with those who are less positive about life and some of our vulnerable groups identified last year. This illustrates that certain groups of people are more likely to spend long hours online and provides a guide for practitioners who work with young people.

They may be perfectly fine online, but given their depression and the negative feelings expressed about the impacts of the internet in the survey this year, we know that they may require more targeted support and appropriate e-safety education.

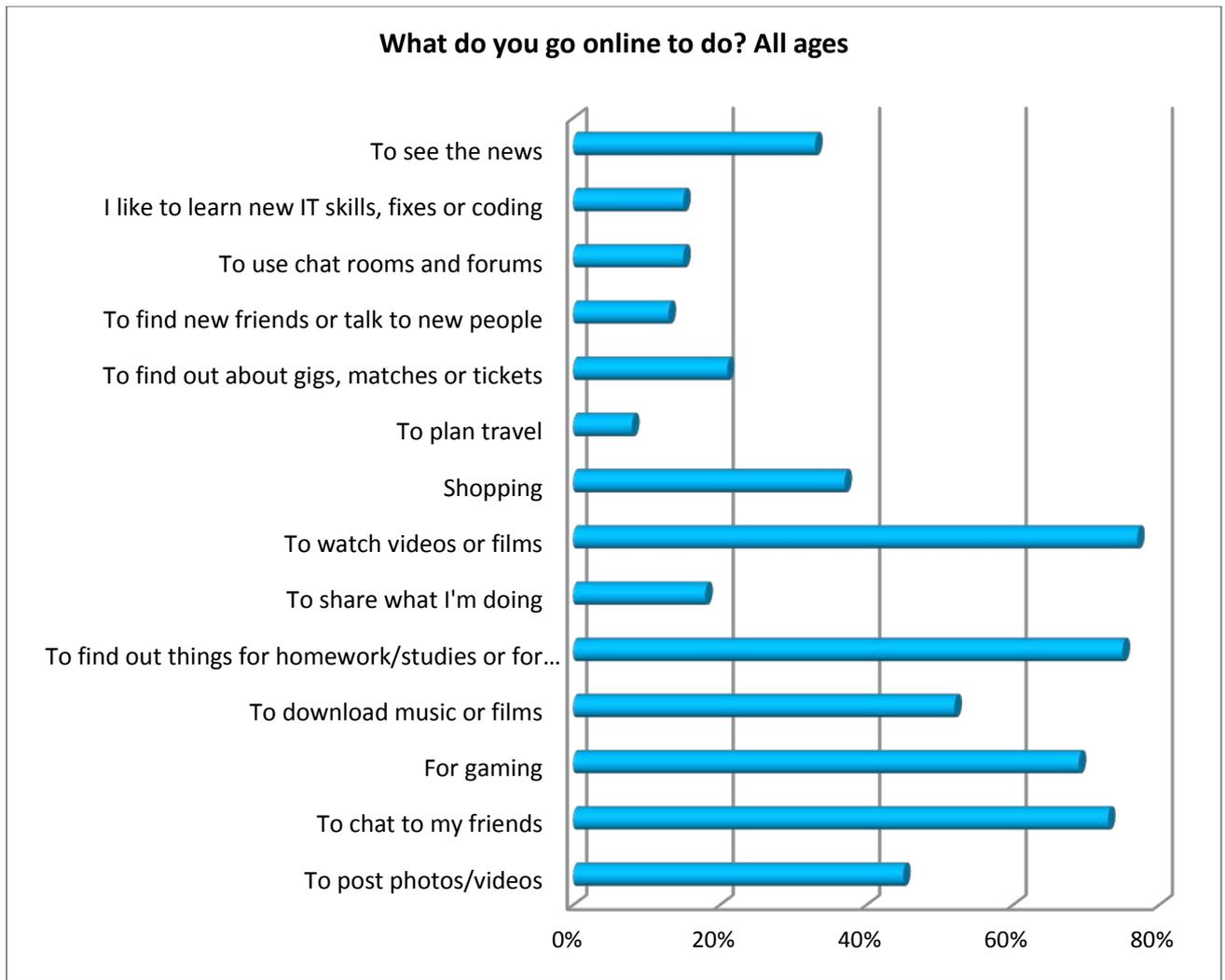
- The young people who said when thinking about themselves and the future, that they are 'hardly ever or never happy and confident' appear to be the most likely to spend five or more hours per day online.
- Feeling that you will not achieve your goals in life was also associated with spending long hours online.
- Other studies have suggested that teenagers with hearing loss can feel shut out and often report feeling depressed. This survey shows that 29% of that self-identified group, spend five or more hours online per day. Their response is in line with those who have learning difficulties. It is possible that their online lives require extra support and attention to enable them to develop safer online behaviour.

Simply spending long hours online is not in itself a risk. However combined with their reports of the impact of the internet – as illustrated in chapter four, taking into account the time they spend online should help to build a fuller picture of their online lives. Indeed this is a question that practitioners and professionals should ask when a young person reports some online problem.

What do young people go online to do?

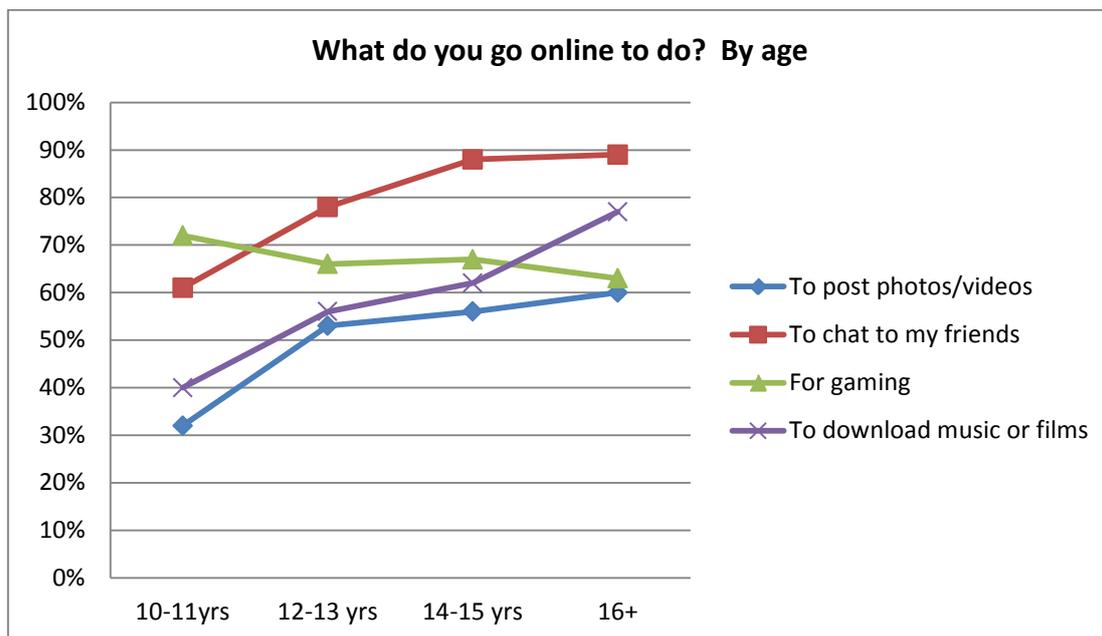
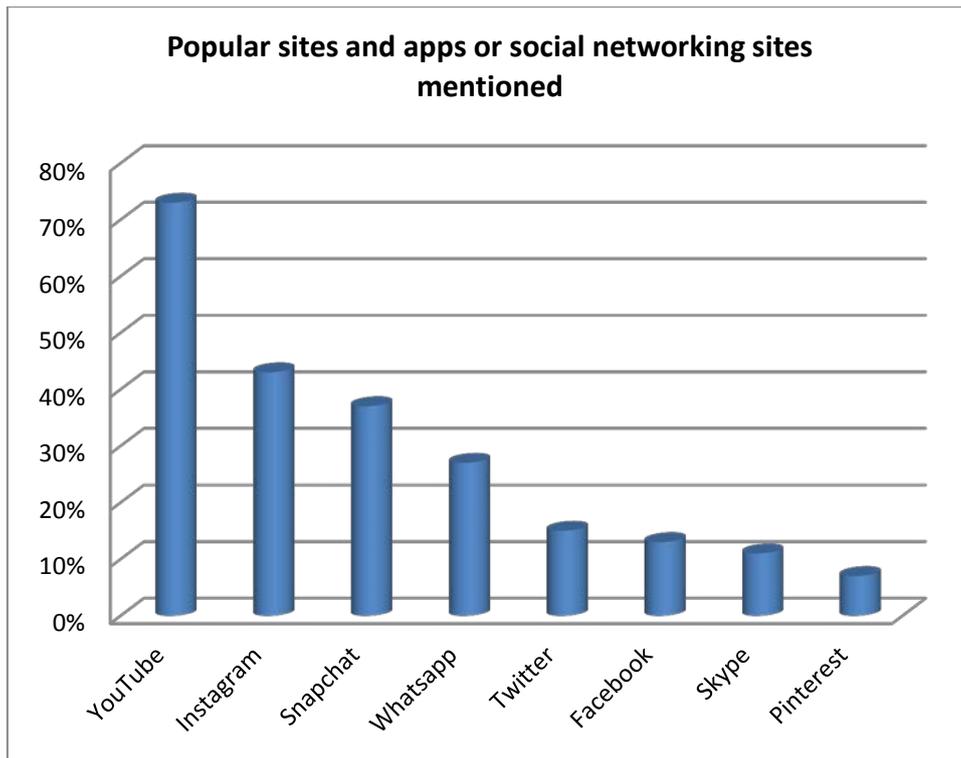
Analysis of text in open question Q7.

Emails Tutorials Homework Social Networks Play Sport
Pictures Fun Listen to Music
Facebook Friends Blog YouTube
Text Games Research Videos
Facebook Look Images Social Media
Stuff Minecraft Server Football News



Q8. What do you enjoy most online?

Facebook Stuff Seeing Talking to People Listening to
 Music Minecraft Youtube WhatsApp Skype
 Videos Friends Videos Tube Friends
 Finding Games Homework YouTube
 Shopping Instagram Mates Movies
 News Snapchat Social Media Xbox Pinterest
 Instagram Twitter



To deliver age-appropriate e-safety messages, it helps to know how their habits change online so that e-safety messages can be given at the right time. Above we see how fast the posting of photos and videos increases between the ages of 10-11 and 12-13. In addition connecting with friends shows a rapid increase between age 11 and 14.

What do you enjoy online?

I talk to people I only know on Facebook messenger

I love going on YouTube and watching Pewdiepie

I enjoy seeing what my faves are doing.

Stalking my faves

Seeing other people's life

Seeing what people are up to

Music, friends, photos, chatting, watching PHAB Fiction, writing games

Roleplaying on games

Browsing, gaming, talking to my friends

Snapchatting friends and taking photos for tumblr

Looking at shopping deals for me or my family

YouTube, social media, Watching funny videos

Everything, playing Minecraft and watching YouTube, Xbox live

Texting people, finding out all kinds of new things on google

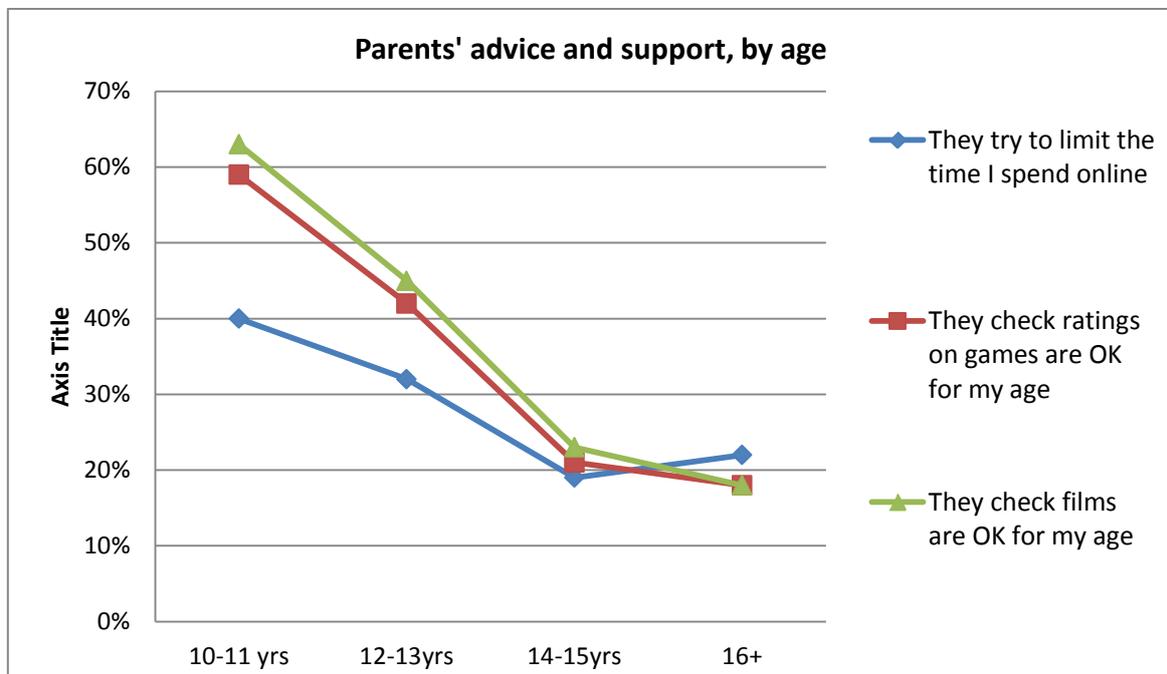
Being free

Social Media and Live Football Streaming

2. Parents and carers

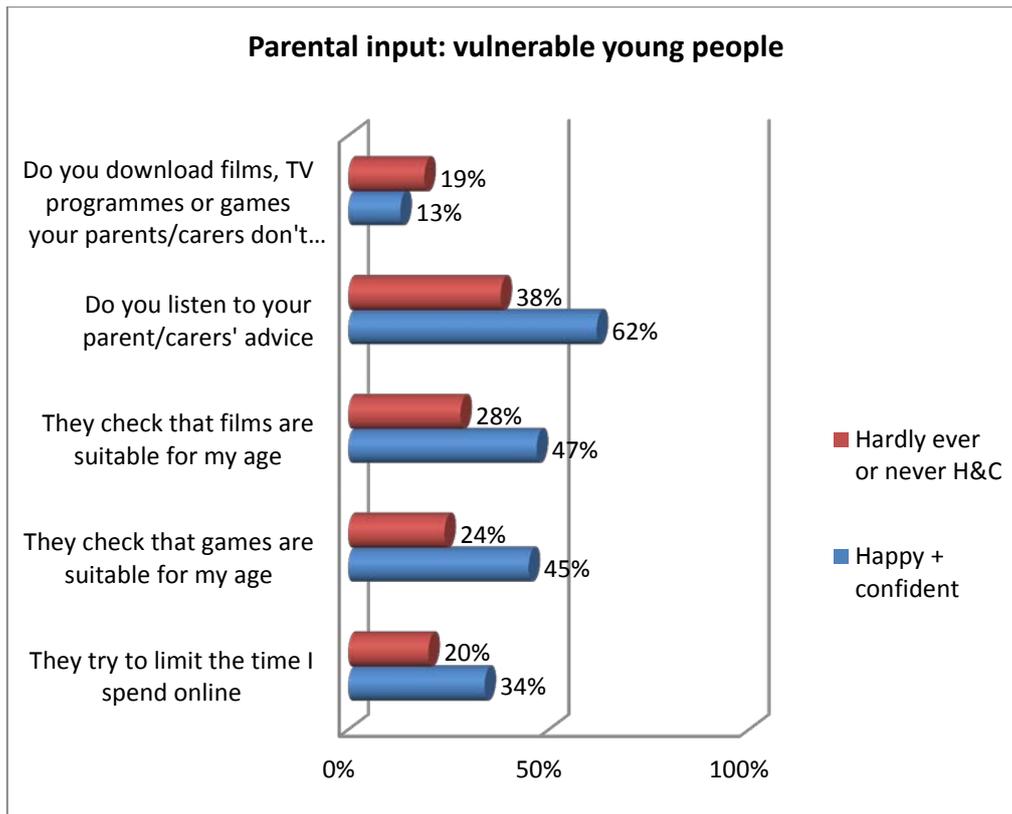
One third of our sample say their parents limit the time the can spend online, 45% say their parents or carers check age ratings on games to see if they are suitable for their age group and 48% say parents check that films are suitable. 63% say they listen to their parents' advice, but 15% download film and content their parents do not know about.

- As expected, parents' input diminishes with age, although 22% of parents of teens aged 16+ try to limit their online time.



How does parental input differ among our vulnerable young people?

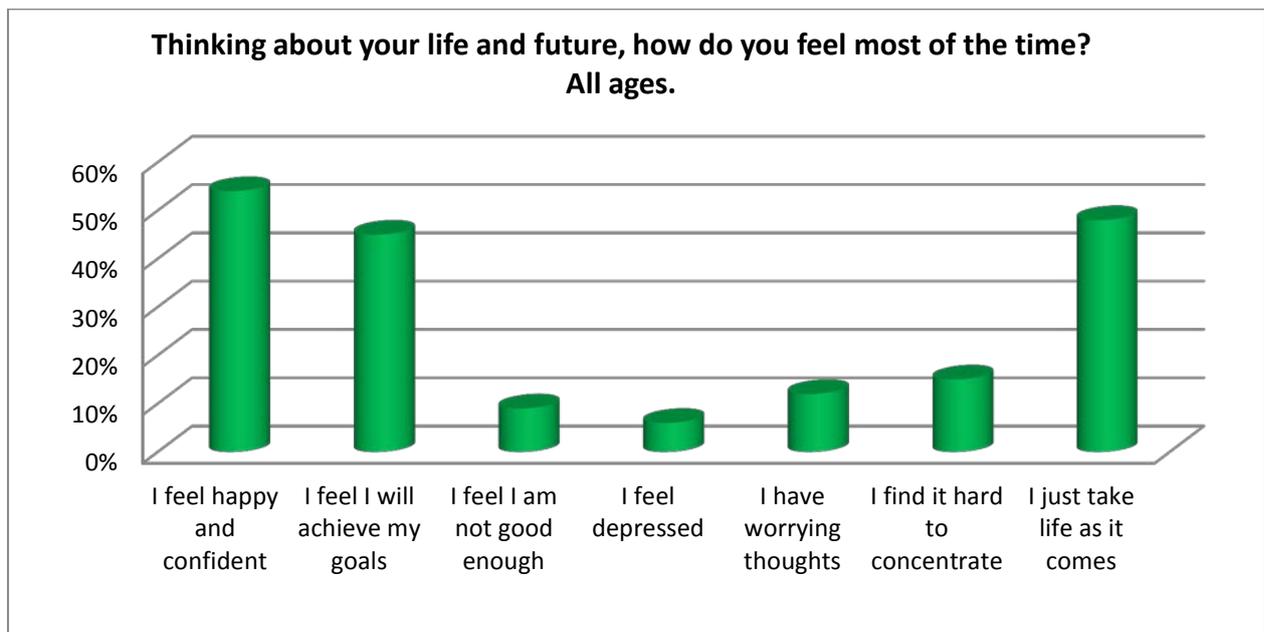
- Parental input is less likely to be reported by young people who 'hardly ever or never feel happy and confident', whereas their happier counterparts are more likely to report parental input.
- Of those who say they are 'depressed most of the time', only 23% say their parents limit the time they can spend online.



n = 2268

- Young people who say 'I am hardly ever or never happy and confident' report the lowest levels of parental input of any group - markedly less than happy and confident peers.

3. Emotional health = online health



n= 3701

The happiness and confidence of children in the UK has come under scrutiny since the Children’s Worlds Projectⁱ found that our children were 14th out of 15 diverse countries in life satisfaction of our young people. The Children’s World survey also found that levels of unhappiness at schools in England grew as children got older - 61% of 10-year-olds said they enjoyed school but the figure fell to 43% by the age of 12.

The Children’s Worlds project also stated that: English girls ranked second lowest for happiness with their body confidence, self-confidence and appearance, rating their satisfaction as 7.3 out of 10 on average. This places them just above South Korea, with a mean score of 7.1. Furthermore in 2015 ChildLine reported a 9% rise in contacts involving low self- esteem, which they attribute to the impacts of young people’s lives online.ⁱⁱ "The pressure to keep up with friends and have the perfect life online is adding to the sadness that many young people feel on a daily basis." CEO, Peter Wanless told the BBC.

A Suffolk view

Against this backdrop, we have found that in Suffolk:

- 54% of children and young people feel 'happy and confident' most of the time
- 45% believe 'I will achieve my goals' most of the time
- 48% 'take life as it comes' most of the time
- While 15% find it hard to concentrate, 12% have worrying thoughts and 6% feel depressed. A further 9% say 'I feel I am not good enough'

Many young people are unhappy, lack confidence and feel they are not good enough occasionally, while a robust few say they never feel this way. We also took a closer look for the first time, at how emotional vulnerability was associated with their online lives.

Emotionally vulnerable – a new trend?

This year the Cybersurvey included questions such as:

'Thinking about your life and future, tick any box that is closest to how you feel:'

The options include:

I feel happy and confident

I just take life as it comes

I feel I will achieve my goals

I find it hard to concentrate

I have worrying thoughts

I feel am not good enough, and

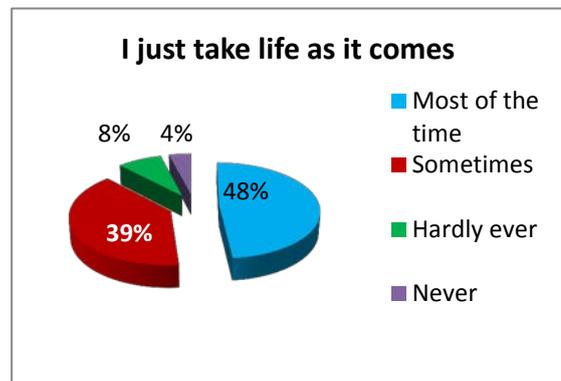
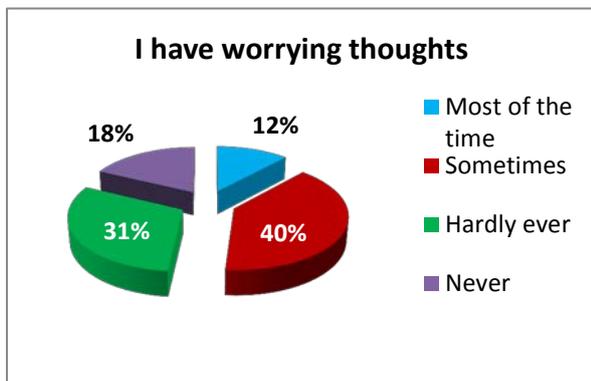
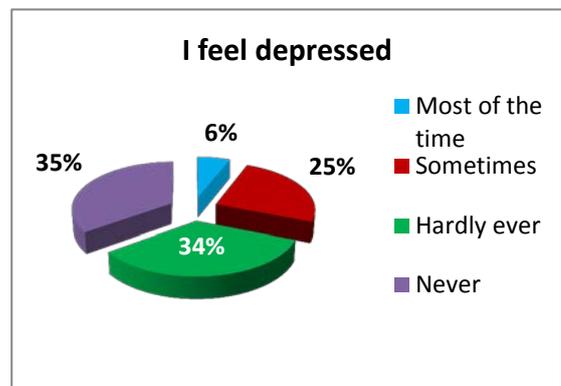
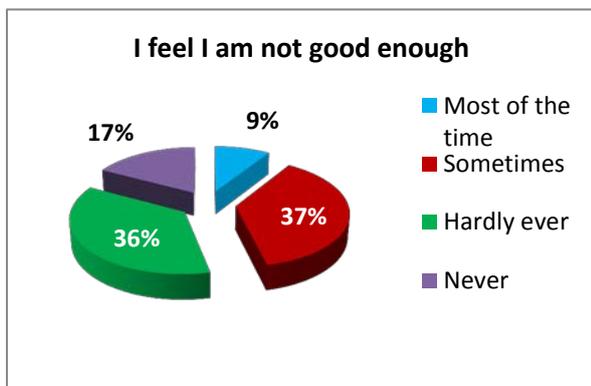
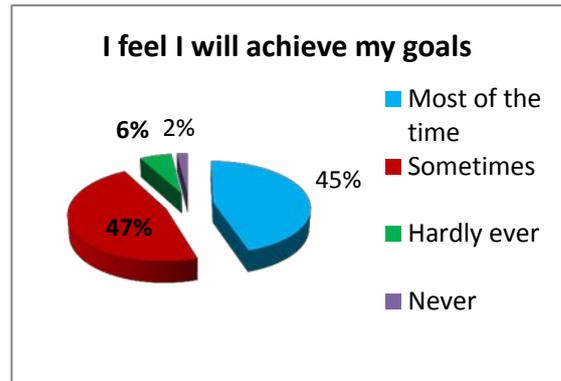
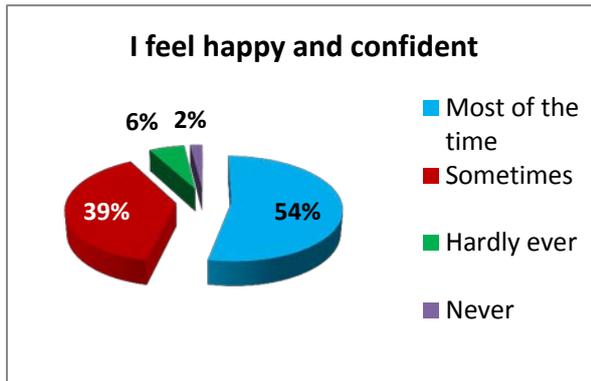
I feel depressed.

Respondents could say whether they feel this way, most of the time, sometimes, hardly ever or never. These answers emerged as a vital indicator of young people's online lives and set the scene for some of the most important key messages from this report.

In our 2014 report we identified some young people as more vulnerable than others, such as young carers, those in care, with learning difficulties, mental health difficulties, requiring help with English, hard of hearing, difficulties with vision or chronic health problems; those involved in sexting and cyberbullying victims. **This year we have enlarged this range to include people who are emotionally vulnerable. Children who never feel happy and confident appear to be potentially the most vulnerable to high risk situations online, when compared to all the groups we have designated as vulnerable. This might vary from year to year and according to the age of the sample.**

In the charts on the following pages we see the respondents' answers on how they feel most of the time, displayed first by showing the entire sample, then illustrating differences between ages and gender.

All ages n = 3701

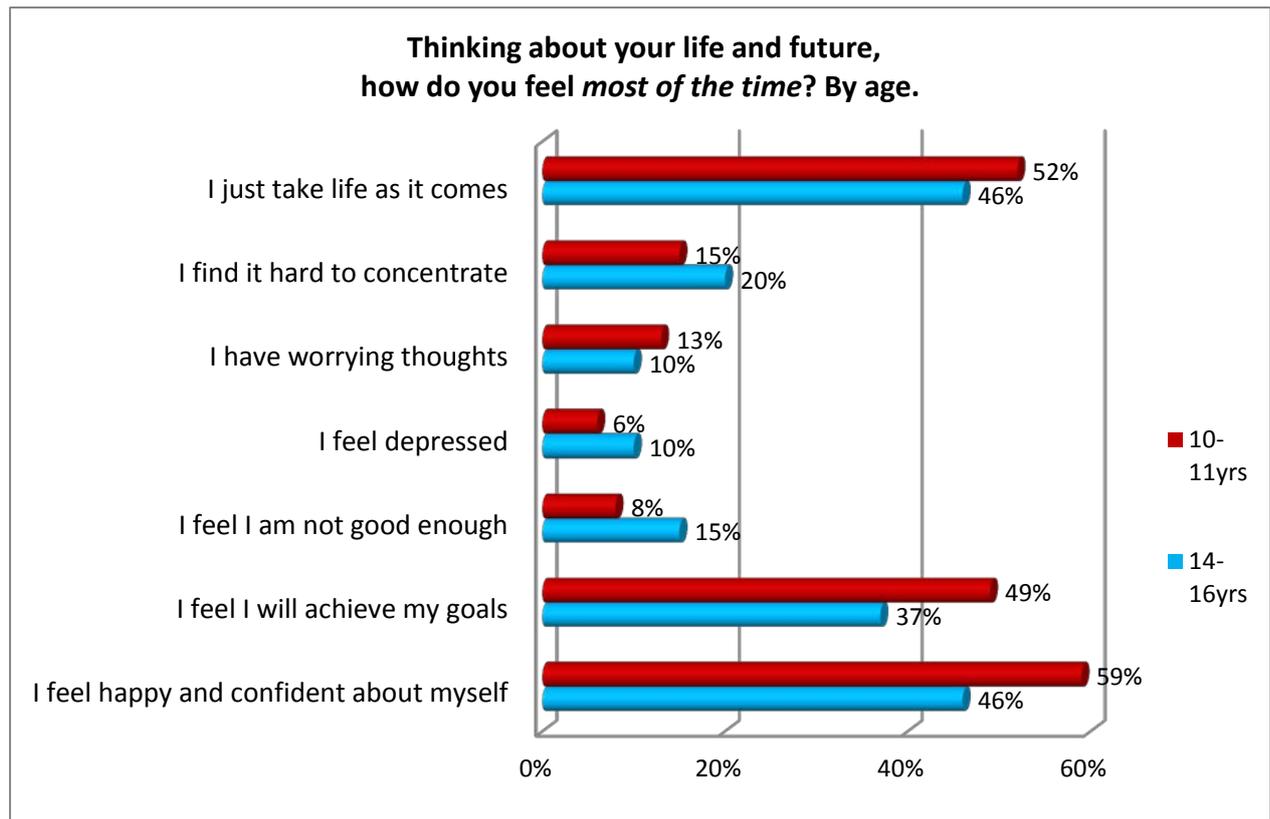


It is notable how many young people say they sometimes have worrying thoughts (40%) or sometimes feel they are not good enough (37%). 25% sometimes feel depressed. 39% sometimes just take life as it comes and 39% sometimes feel happy and confident.

NB! Those who feel negatively about their lives and the future *most of the time*, appear to experience more negative impacts from the internet and spend more hours online than their counterparts. Some use the internet for mood management. This is illustrated later in the report.

Life satisfaction changes dramatically with age

Between the ages of 11 and 14 however the attitudes to life and feelings about self-worth change dramatically. Whereas at the youngest age (10-11 years) children are positive about the future and how they feel, there appears to be a major drop in confidence and self-worth in three short years to the age of 14-15. In parallel we know that age 14-15 represents a peak in high risk online behaviour. (Cybersurvey 2008-2015). Tailored age appropriate support is needed for young people at this stage.

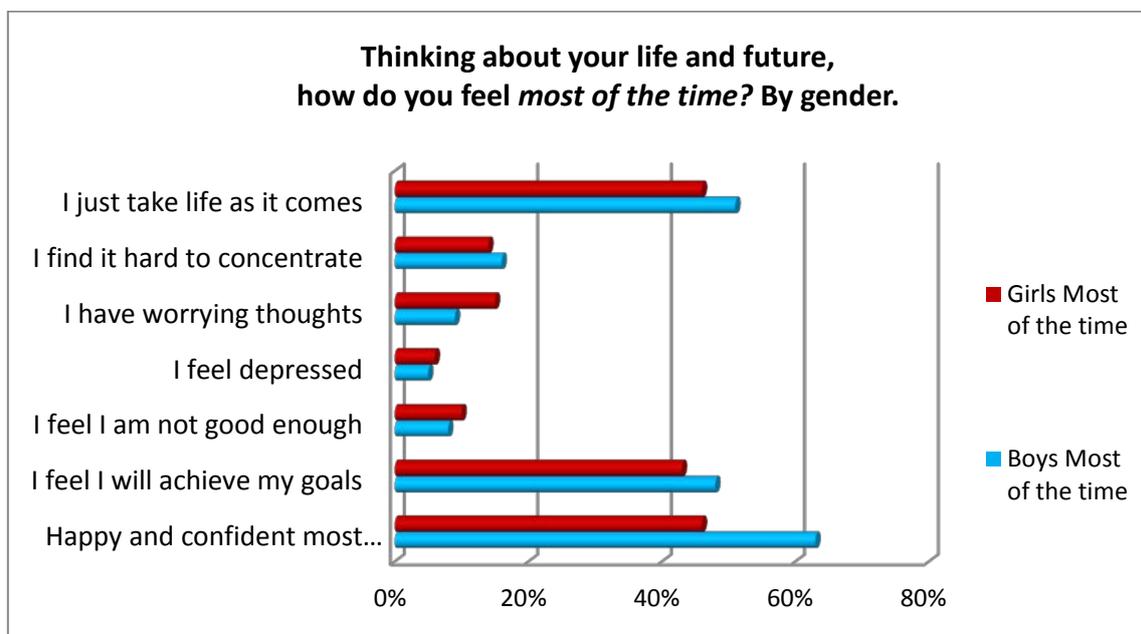


n=2156

- The percentage who believe 'I will achieve my goals' drops from 49% to 37%
- The percentage who feel 'I am not good enough' almost doubles from 8% to 15%
- The percentage who feel 'happy and confident' drops from 59% to 46%
- Depression increases from 6% to 10%
- Mid-teens find it harder to concentrate and feel more depressed than their younger counterparts.
- Younger children are more likely to say 'I just take life as it comes' than their mid-teen peers who are 8% less likely to choose this answer option.

Life satisfaction varies by gender

Boys are more likely to feel happy and confident most of the time, or believe they will achieve their goals and tend to 'just take life as it comes' more than girls do. Boys are more likely to find it hard to concentrate. Girls are more likely to say 'I have worrying thoughts' or 'I feel I am not good enough.'



n=3545

➤ **Life satisfaction appears associated with online experiences** (table below)

There appears to be an association between online life and behaviours and the individual's life satisfaction and self-worth. Lessons on digital literacy and online safety though urgently necessary for these young people, are unlikely to change their online behaviour without attention to their sense of self and confidence and in addition, their motivation for certain online activities.

Those who are *never happy and confident* are the young people most likely to spend 5+ hours per day online, they are also the group most likely to say 'the internet left me with thoughts and feelings that are upsetting' and report the highest levels of cyberbullying. They are amongst the groups most likely to be involved in sexting and are the most likely to say 'someone I met online tried to persuade me into sexual activity I did not want'. They report that the internet caused difficulties with friends and family more than any other group studied. They are the group most likely to visit websites encouraging self-harm or suicide, and are highly likely to visit pro-anorexia sites. These young people are most likely to say they see websites promoting hatred or racist views compared to young people reporting other emotional feelings and 24% of them have seen websites in favour of religious extremism or terrorist acts. The group of children and young people who never feel happy or confident is made up of: 29% 10-11 year olds, 34% 12-13 year olds and 37% aged 14-16+.

The table on the next page illustrates vulnerable groups and categories of emotionally vulnerable young people. NB: ages are different and younger this year, it is not comparable with the 2014 table.

Suffolk Cybersurvey 2015	I am a carer	I am in or leaving care	I have learning difficulties	Depressed most of the time	Mostly feel I am not good enough	Never happy & confident	I have mental health difficulties	I need help with English	Cyber-bullying victim	I have a long standing illness	Those involved in sexting
Youthworks Consulting. www.esafetyforschools.com											
Threats to harm received online	13%	15%	17%	26%	19%	26%	24%	9%	25%	20%	20%
Victim of revenge sharing by former friend or partner	10%	15%	15%	24%	16%	19%	17%	12%	16%	16%	33%
Been cyberbullied	23%	31%	34%	44%	39%	46%	44%	22%	100%	40%	35%
<i>Often</i> visit self- harm/suicide sites	5%	8%	9%	12%	12%	20%	11%	5%	8%	8%	12%
Met up in real life with person known online	24%	24%	25%	28%	25%	25%	27%	22%	22%	30%	39%
Involved in sexting	7%	12%	10%	12%	9%	14%	14%	9%	6%	15%	100%
Internet has <i>often</i> left me tired & sleepy	18%	28%	25%	35%	29%	42%	33%	20%	25%	32%	37%
Internet has <i>often</i> left me with thoughts and feelings that were upsetting	11%	21%	19%	34%	25%	42%	25%	12%	17%	21%	24%
Spend 5 + hours per day online	23%	31%	33%	32%	29%	48%	44%	21%	30%	30%	28%
Victim of cyberhomophobia	8%	8%	12%	15%	11%	13%	17%	7%	13%	14%	16%
Visited pro anorexia websites <i>often</i>	10%	14%	11%	21%	20%	22%	25%	10%	22%	11%	22%
Have ever seen sites in favour or religious extremism or terrorist acts	10%	13%	17%	27%	21%	24%	24%	12%	6%	21%	28%
Have <i>often</i> been able to look after myself online	34%	35%	31%	34%	40%	48%	37%	36%	47%	41%	47%
<i>Often</i> see websites promoting hatred or racist views	4%	5%	4%	13%	13%	22%	10%	6%	8%	10%	12%
<i>Often</i> see sites displaying very violent images/videos	7%	8%	9%	19%	15%	11%	11%	7%	13%	10%	12%
Someone you met online tried to persuade you into sexual activity you did not want	10%	12%	13%	24%	19%	35%	17%	10%	17%	20%	21%
Are there ways in which the internet helped you make a good relationship with someone? Yes	37%	40%	43%	43%	54%	49%	61%	36%	56%	52%	67%
Internet <i>often</i> caused difficulties with friends	9%	13%	14%	20%	15%	29%	14%	9%	15%	16%	22%
Internet <i>often</i> caused difficulties with family	9%	16%	15%	18%	16%	31%	15%	10%	10%	14%	14%

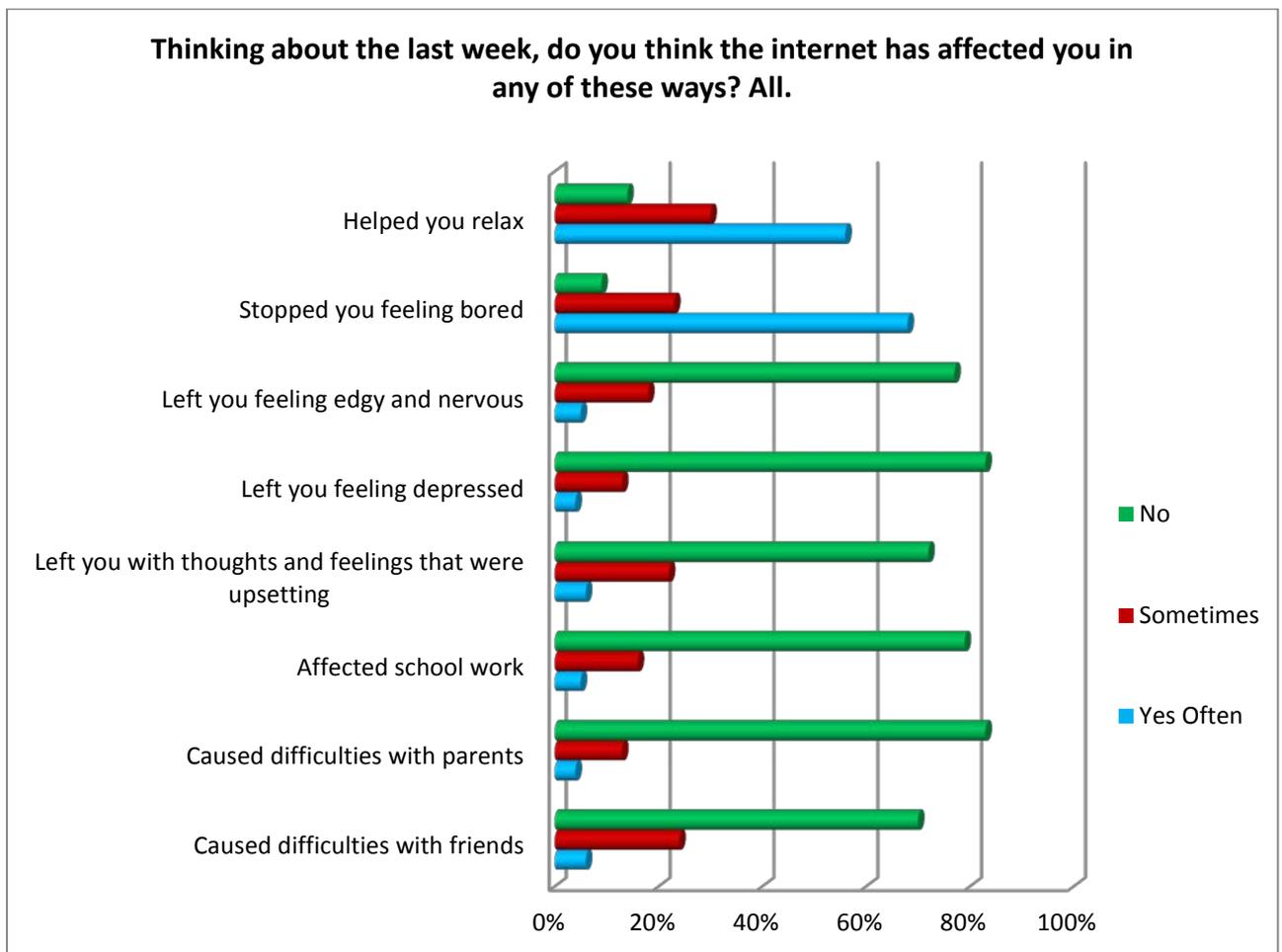
Other messages on emotional health and vulnerability

- Young people with mental health difficulties demonstrate that the internet can be a positive support as they are one of the groups most likely to say that the internet has helped them make a good relationship with someone.
- Those who are depressed most of the time are the group most likely to say they see 'sites in favour of religious extremism and terrorist acts'. They also show the highest percentage of young people who have experienced revenge sharing of images by a former friend or partner. More than a third of them say 'the internet has left me with feelings that were upsetting', second only to those who never feel happy or confident.
- The two groups that are most likely to spend 5+ hours per day online are those who are 'never happy and confident' and those who say they have mental health difficulties.

The groups that emerged as vulnerable last year such as young carers, children in care, those with learning difficulties, those who need help with English, those who have mental health difficulties and those who have a longstanding illness are also shown in the table on page 27.

The tables for the two years are not directly comparable as the sample has such a large cohort of children this year and fewer teens. In the 2015 sample half of young carers and half of those in care are aged 10-11 years old. This makes them less likely to have experienced and so report some of the high risk behaviours we noted last year due to their age.

4. How does the internet affect you?



n= 3264.

For two thirds of young people the internet prevents boredom and over half use it to relax after school. They chat to friends, find things out and enjoy entertainment. Most young people are going online to be entertained, to connect with friends, for gaming, shopping. In addition:

- 75% use it to find out things for school or college work
- 33% use the internet for the news
- 17% spend more than 5 hrs a day online
- 16% like to learn new IT skills or coding
- 13% use it to find new friends

But there are small groups of young people who report being adversely affected by their time online. Although these may occur at any age, there are most likely to be reported by the 14-16 year olds.

NB. Both positive and negative impacts are most likely to be reported by the mid-teens 14-16+

➤ **The state of mind: 'I never feel happy and confident about myself' is strongly associated with negative impacts of the internet.**

Although all the young people described on this page are more likely to report negative impacts from the internet than their peers, those who 'never feel happy and confident' were the most likely to report negative outcomes in the last week. They were most likely to say that the internet left them tired and sleepy, affected their schoolwork and caused difficulties with family and friends. They were also most likely to say the internet left them feeling edgy and nervous, or depressed and 42% said the internet 'often left me with thoughts that were upsetting'. Young people who never feel happy and confident are less likely to say the internet helps them relax after school or stops them feeling bored than those who feel 'depressed' or feel they are 'not good enough most of the time'. Despite these negative feelings, **they were most likely to spend more than five hours a day online.**

➤ **I feel I am not good enough most of the time**

By examining the responses of people who feel 'I am not good enough', we are able to show that their online lives differed significantly from their peers who felt more positive about themselves. 44% said that the internet sometimes left them with thoughts and feelings that were upsetting while a further 29% said this happened to them 'often'.

- They were twice as likely to be cyberbullied as the total sample.
- 15% said the internet 'often caused difficulties with my friends' in the last week and
- 40% felt that the internet affected their school or college work sometimes or often.
- 30% of them spend five or more hours per say online.
- 25% of them aged over 12 had met up with someone in real life whom they only knew online
- 9% were involved in sexting compared to 4% of peers.
- 21% said they saw 'sites promoting religious extremist or terrorist acts' and
- 16% said the internet caused difficulties with my family in the last week.
- 20% said the internet 'often left me feeling depressed' and 25% said 'sometimes'.

➤ I feel depressed most of the time

Young people who said they were 'depressed most of the time' were using the internet to regulate mood; they were most likely to say they found the internet helped them to relax after school and stopped them feeling bored. But over one third said the internet 'often' left them feeling tired and sleepy. Nearly one in five said it 'often' caused difficulties with family and friends in the last week. 24% said the internet 'often' left them feeling edgy or nervous and a further 29% said this happened sometimes. Their parents are less likely to try to limit their time online than their more contented peers.

Of those who feel depressed most of the time

- 45% visit websites encouraging anorexia
- 44% have been cyberbullied.
- 35% say the internet *often* left me feeling tired and sleepy
- 34% said it *often* left me with thoughts and feelings that were upsetting
- 34% said it caused difficulties with my family in the last week
- 34% visit websites encouraging self-harm or suicide
- 31% said the internet *often* left me feeling depressed
- 33 individuals or 28% of depressed 12 year olds upwards, met up with someone they only knew online. (This question was not asked of 10-11 year olds therefore the number who answered was 117).
- 24% say someone they met online tried to persuade them into some sexual activity they did not want
- 21% say that an ex-partner or friend shared personal images as revenge after a relationship ended

While we cannot claim cause and effect, an association is present. **How you feel about yourself is strongly associated with the negative impacts of the internet.**

Those who feel depressed or lack confidence are more likely to say that their online encounters affect them adversely when compared to those who are happy and confident.

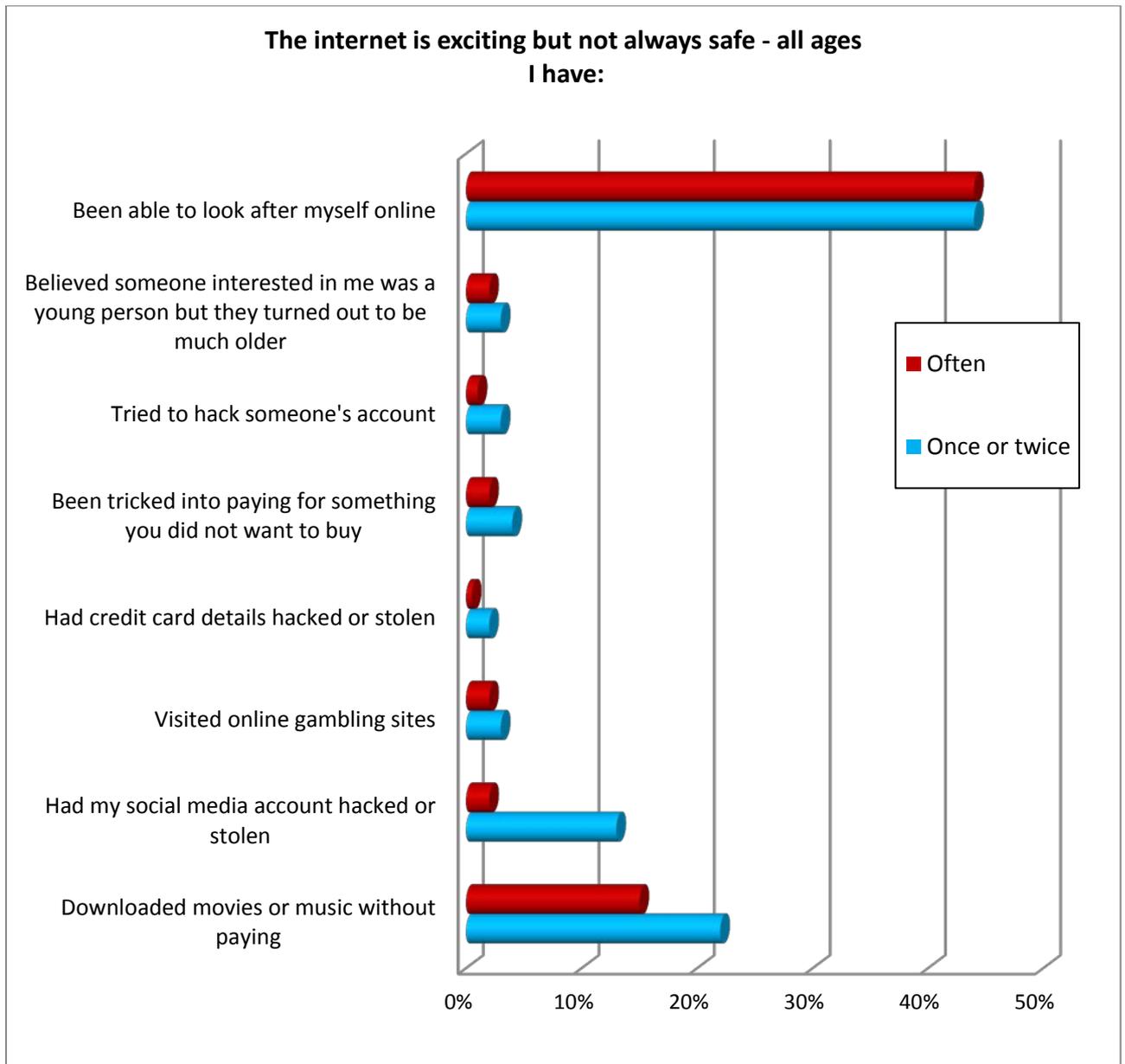
It is possible that their feeling of isolation or 'not being good enough' is reinforced by seeing others apparently successful, popular and enjoying life? To compound their unhappiness they encounter bullying or abuse more often than their happier peers.

Key points about the unhappy groups

- *Addressing the young person's state of mind is as vital as teaching digital skills.*
- *It is worrying that those who appear to be already vulnerable are reporting higher rates of negative experiences online than their peers.*
- *21% of those who feel they are 'not good enough most of the time' and 24% of those who 'never feel happy and confident' say they have seen websites promoting extremist religious views or terrorist acts. 27% of their depressed counterparts say they have seen sites such as these.*
- *Nevertheless for many of them the internet is relaxing, informative and stops them feeling bored. There is a wide range of activities young people describe that they enjoy online.*
- *The use of websites promoting anorexia should be explored sensitively with those who do not have a positive self-image.*

Please see the table on page 27 for more data

5. Experiences of risk or harm online



n=3080

Growing e-resilience: a good news story

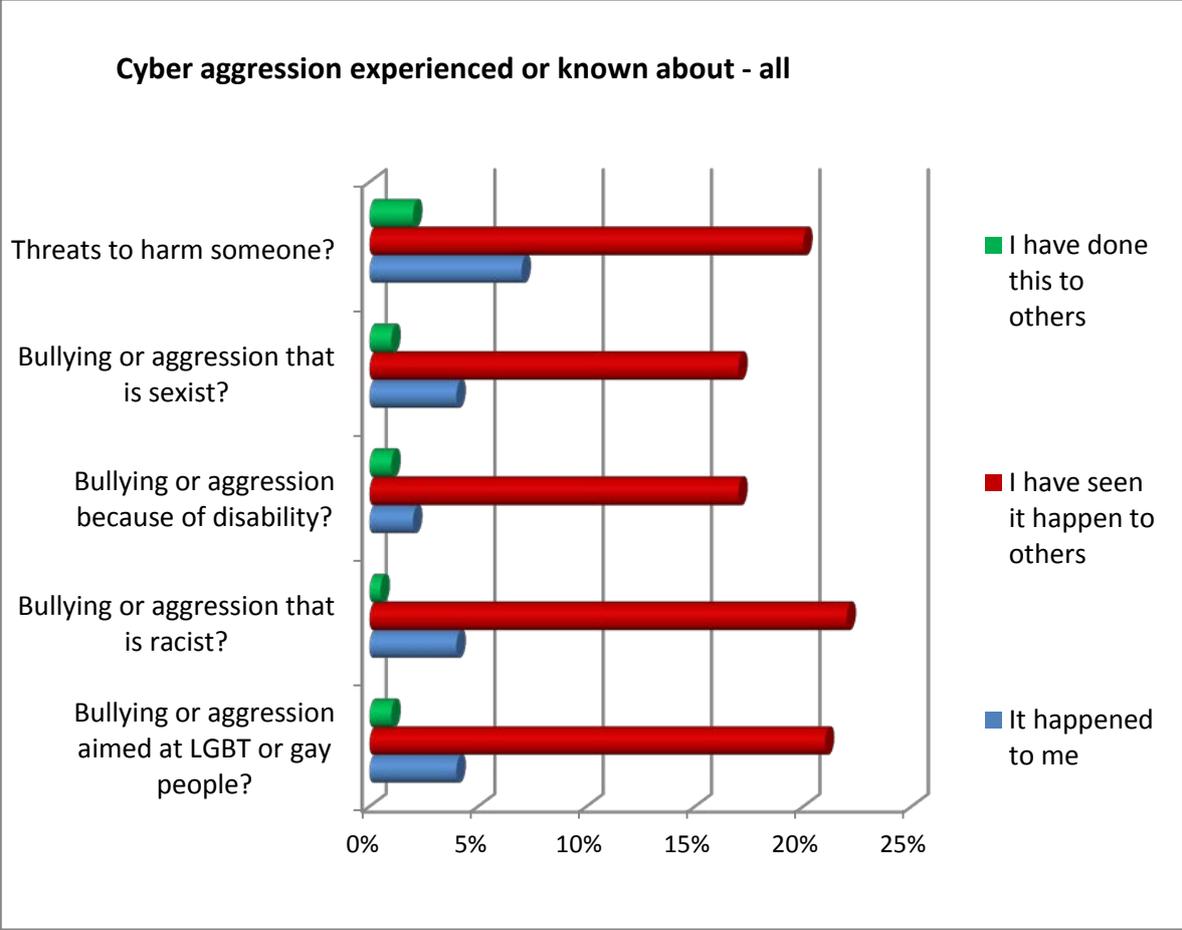
Resilience is growing as 88% have been able to look after themselves online at least once or twice. 44% of these people have done so often. Young people are developing the knowledge and ability to solve problems and help one another. **This has been one of the recommendations of the Suffolk Cybersurvey over recent years.** It is encouraging to see that so many young people feel that they have been able to look after themselves online. However this very young sample might point to the fact that the majority of the respondents have not yet encountered some of the more complex situations that teenagers report.

Hackers and being hacked...

However others are not doing so well. Having social media hacked can be one of the signals that other problems are present in a young person's online life. This emerged last year as one of the indicators that there might be other, more serious risks present in the life of the young person reporting it. By the age of 14-16+ years, 16% have experienced this sort of aggression.

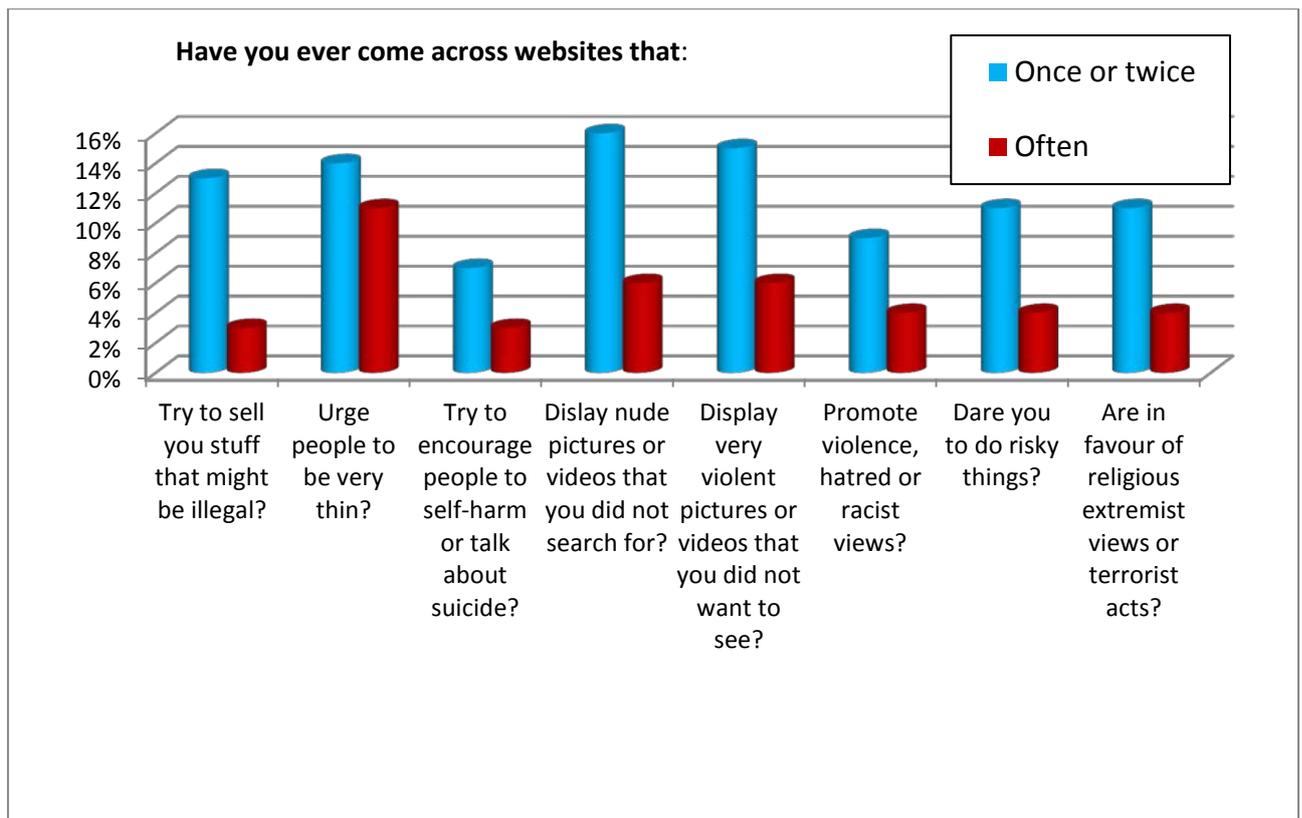
When helping a young person who has reported this problem, it could be seen as an opportunity to explore their online life with them and to try to sort out other weak online safety practices. This is also true of the hacker if they are known.

- 10% of students aged 14-16 said they had tried to hack someone else's SNS account or a website.
- 16% of students aged 14-16 said their own SNS page had been hacked.



Young people are aware of many of these aggressive behaviours being perpetrated against others whether or not they have experienced it personally. This can create a climate of fear or even normalise these behaviours.

The chart on the next page illustrates exposure to websites that encourage high risk behaviour or give dangerous or unacceptable advice. (total sample)



NB. this is a very young sample therefore it is instructive to look at the older age groups:

- **Exposure to risk and violence increases with age. This makes the ten year olds who experience these examples an unusual and possibly at-risk set of individuals because it is fairly rare in their age group to visit these websites.**

Those aged 10-11 have encountered the following:

26%: believe that the internet has helped them make a good relationship with someone.

16%: websites displaying very violent pictures or videos they did not want to see: 12% 'once or twice' and 5% 'often'.

6.5%: websites promoting violence, hatred or racist views, 5% 'once or twice' and 2% 'often'.

15%: sites displaying nude pictures or videos that they did not search for - 11% experienced this 'once or twice' and 3% experienced it 'often'.

4%: say that after a relationship has ended an ex-partner or friend has tried to take revenge by sharing personal images. (44 reported 'once or twice' and 13 say it happened 'often'.)

5%: websites encouraging self-harm and suicide: 3% 'once or twice' and 2% 'often'.

3%: have once or twice come across websites in favour of religious extremist views or terrorist acts while 1% have done so 'often' (18 people).

5%: say that after a relationship has ended an ex-partner or friend has tried to take revenge by sharing personal images.

3%: say they have shared explicit images online (42 individuals).

Age 14-16 have come across or experienced the following:

NB. 14-15 year olds have been grouped together with those aged 16+

59%: believe that the internet has helped them make a good relationship with someone.

40%: websites encouraging anorexia, 18% have done so 'often'.

26%: websites promoting violence, hatred or racist views. 18% of them came across them 'often'.

17%: websites that encourage self-harm or suicide.

12%: someone they met online tried to persuade them into sexual activity they did not want.

15%: websites in favour of religious extremist views or terrorist acts. 6% saw them 'often'.

9%: after a relationship has ended an ex-partner or friend has tried to take revenge by sharing personal images.

9%: have shared explicit images online.



Answers from young people who feel depressed most of the time

11%: have tried to hack someone's account or site.

16%: believed that someone interested in them online was a young person, but they turned out to be much older.

15%: have experienced bullying or aggression that is homophobic

26%: experienced threats to harm

28%: have met up with someone they only know online

24%: said someone they met online tried to persuade them into sexual activity they did not want.

21%: say that after a relationship ended, an ex-partner or friend tried to take revenge by sharing/posting a personal photo or video of them.

*More than 34% visit sites encouraging self-harm or suicide

Sexting behaviour

12% have been involved in sexting, they are almost twice as likely to do so as their peers.

Of those 20 depressed people who had shared an explicit image, 12 say they were pressured or blackmailed to do it. 3 were then blackmailed further to send more images.

11 of them told nobody about what happened to them. 7 of these young people said that after they reported what had happened to them, things either stayed the same or got worse. 9 said the situation improved a bit, or the problem stopped.

Experience of cyberbullying

- 12 of the depressed young people said they had cyberbullied other people.
- 44% of these young people who feel depressed most of the time had been cyberbullied, compared to 19% of their peers.
- 61% of those who were cyberbullied said it did not stop when they reported it.

'A message on Club Penguin (when I was about 9) saying that they're going to find me and kill me'

'Hatred comments including racism or life threatening things like go kill yourself or asking you to join unpleasant sites'

'People have called me names that I didn't understand I looked it up and then went straight to tell my mum'



6. Meeting up

Before this question, a filter was set up to include only those aged 12 and over.

	I have met up in real life with someone I met online	I have not met up with someone I met online	Total who answered this question	% who have met up
12-13	152 individuals	1194	1346	11%
14-15	69 individuals	340	409	17%
16+	39 individuals	87	126	31%

By age 16, meeting up in this way is common. Before the meeting took place, the majority of young people told someone what they were going to do.

	I did tell someone	I did not tell anyone	Total who answered	
12-13	99	41	140	71% told someone
14-15	57	10	67	85% told someone
16+	25	12	37	68% told someone

While many meetings were brief others clearly turned into longer term friendships or relationships as they describe periods of three years or an afternoon. A number said they spent a day and a night with the person they met.

Analysis of text in open question: meeting up – how long did you spend with this person?

2hours_{Family} Half Hours_{Whole}
 Months School Meeting
 Couple of Hours Friends_{Lunch}
 Met_{Mins} Three Hours Life

Question - Did you take anyone with you when you went to meet someone you only met online?

	I did take someone	I did not take anyone	Total who answered	Took someone
12-13	86	38	140	61% yes
14-15	42	21	67	63% yes
16+	16	20	37	43% yes

Question - Was the person you met about the same age as you?

	Yes	No	Don't know	%
12-13	123	14	4	87% met someone their age
14-15	54	11	2	81% met someone their age
16+	25	11	1	68% met someone their age

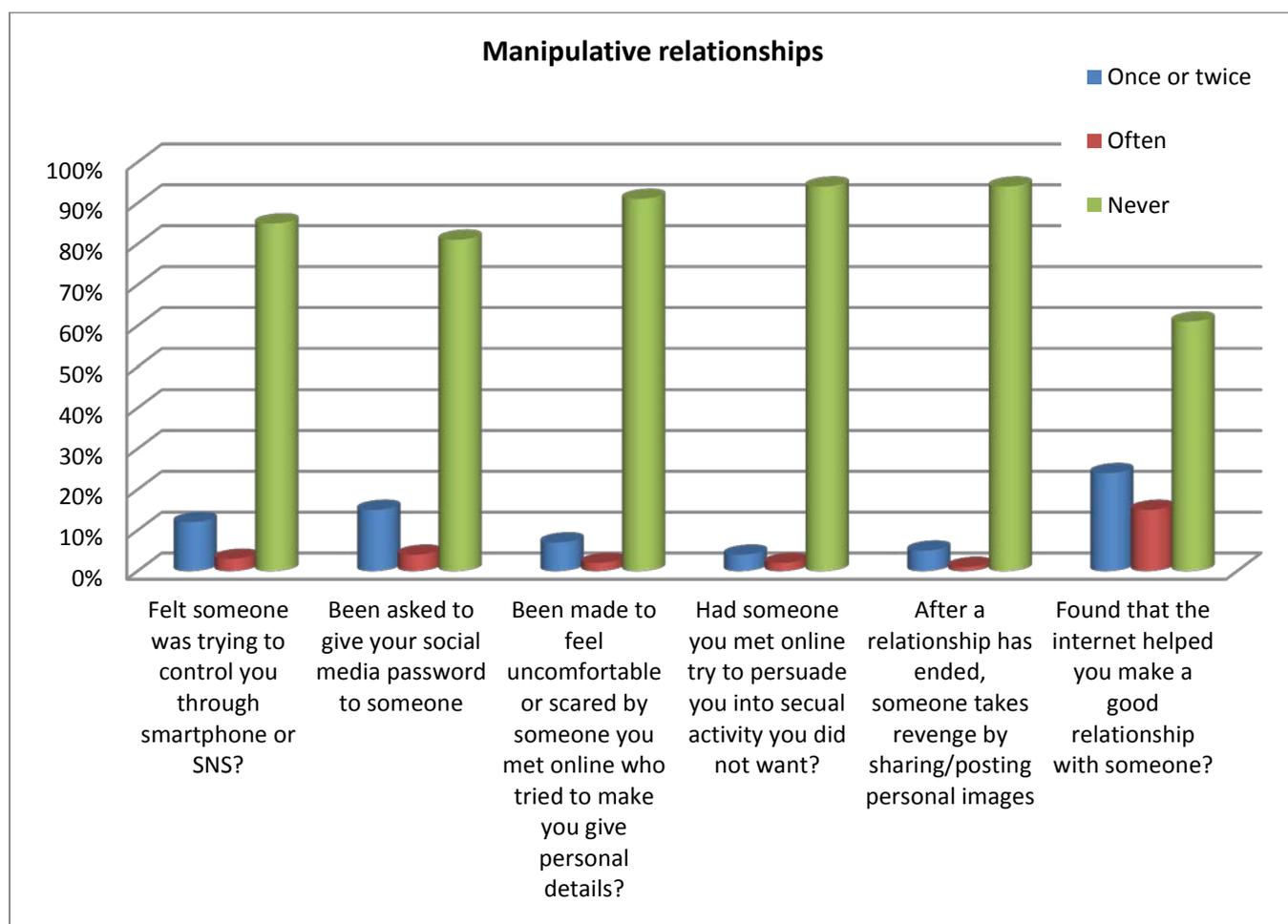
- In well over a quarter of cases among those aged 14 and upwards, at least one of the parties travelled a long distance to meet. At age 12-13 only 16% travelled far.
- 9 x 12-13 year olds met up outside the county
- 12 x 14-15 year olds met up outside the county
- 12 young people aged 16+ met up outside the county

- 39% of 12-13 year olds said they were worried about something that happened in connection with this meeting and told someone about this.
- 43% of 14-15 year olds felt worried and told someone about what happened.
- 24% of the young people aged 16+ did the same.

These young people are overwhelmingly meeting up with someone their age. Many mention that they know of the person through their network of friends or cousins or they have seen them around. Much of it is dating behaviour.

However there is a risk that they may believe they are meeting up with someone their age who turns out not to be genuine. In some cases they were worried about something that happened as a result of meeting up.

7. Manipulative relationships



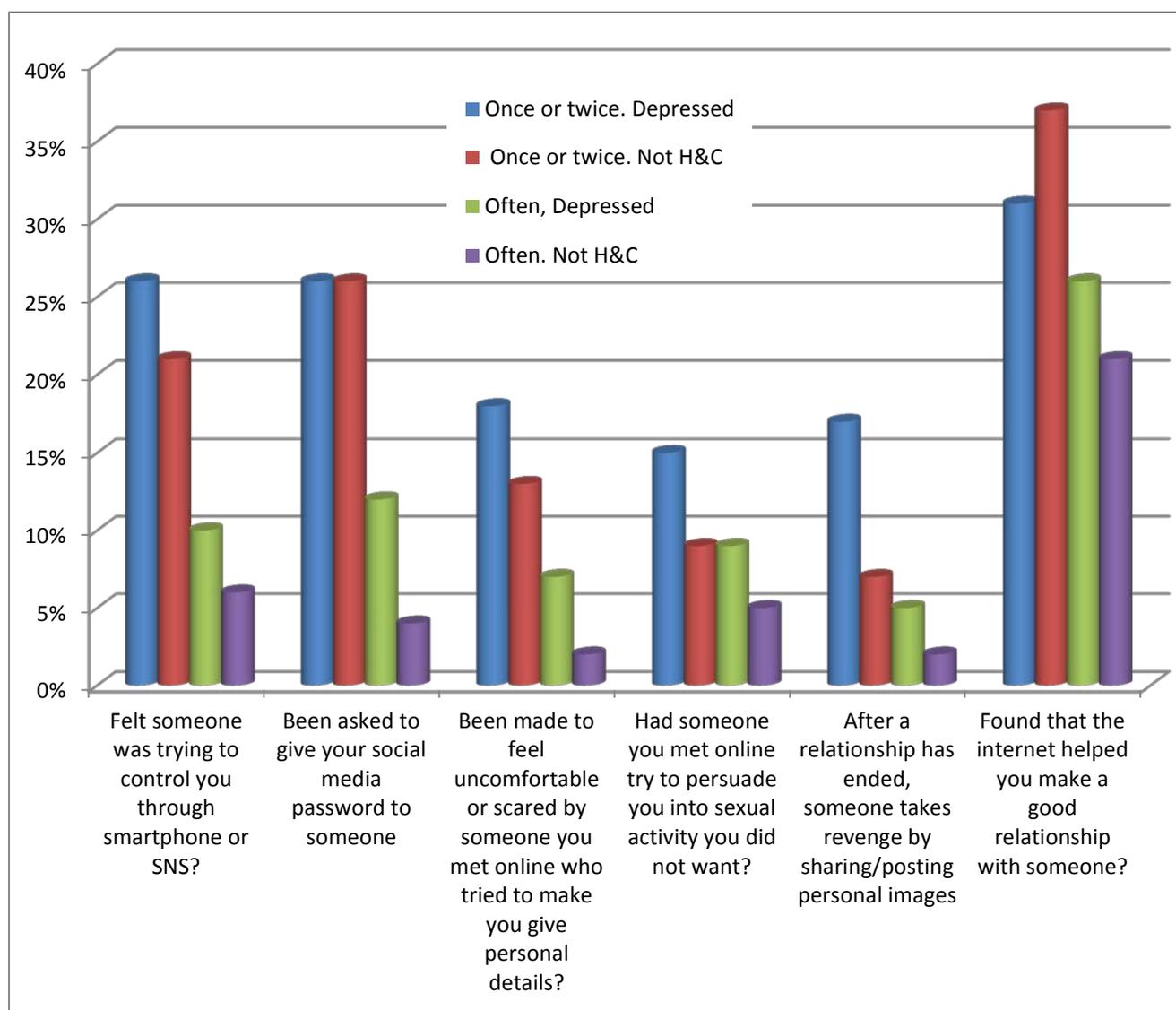
Most young people felt that the internet had helped them make a good relationship with someone (24% once or twice and a further 15% stated 'often').

This needs to be considered when seeing those who did encounter negative situations.

- 12% have once or twice felt someone was trying to control them through a smartphone or SNS.
- 15% have been asked to share their social media passwords and 4% often
- 7% have been made to feel uncomfortable by someone met online who tried to make them give out their personal details.
- 5% experienced revenge sharing of personal images.
- 4% said someone they met online tried to persuade them into sexual activity they did not want.

So we see that in our total sample, experience of manipulative behaviour in a relationship is fairly rare. But this is not so among the young people who are ‘depressed most of the time’ or ‘never feel happy and confident’ as is shown in the chart below.

Manipulative behaviour experienced by people who are depressed or not happy or confident - showing whether they experienced this behaviour once or twice or often.



This chart shows how much the individual’s emotional wellbeing can affect their reactions to online incidents and their own vulnerability to risk. For example being controlled or manipulated, pressured or persuaded into sexual activity they did not want was more likely among people who feel depressed or lack confidence.

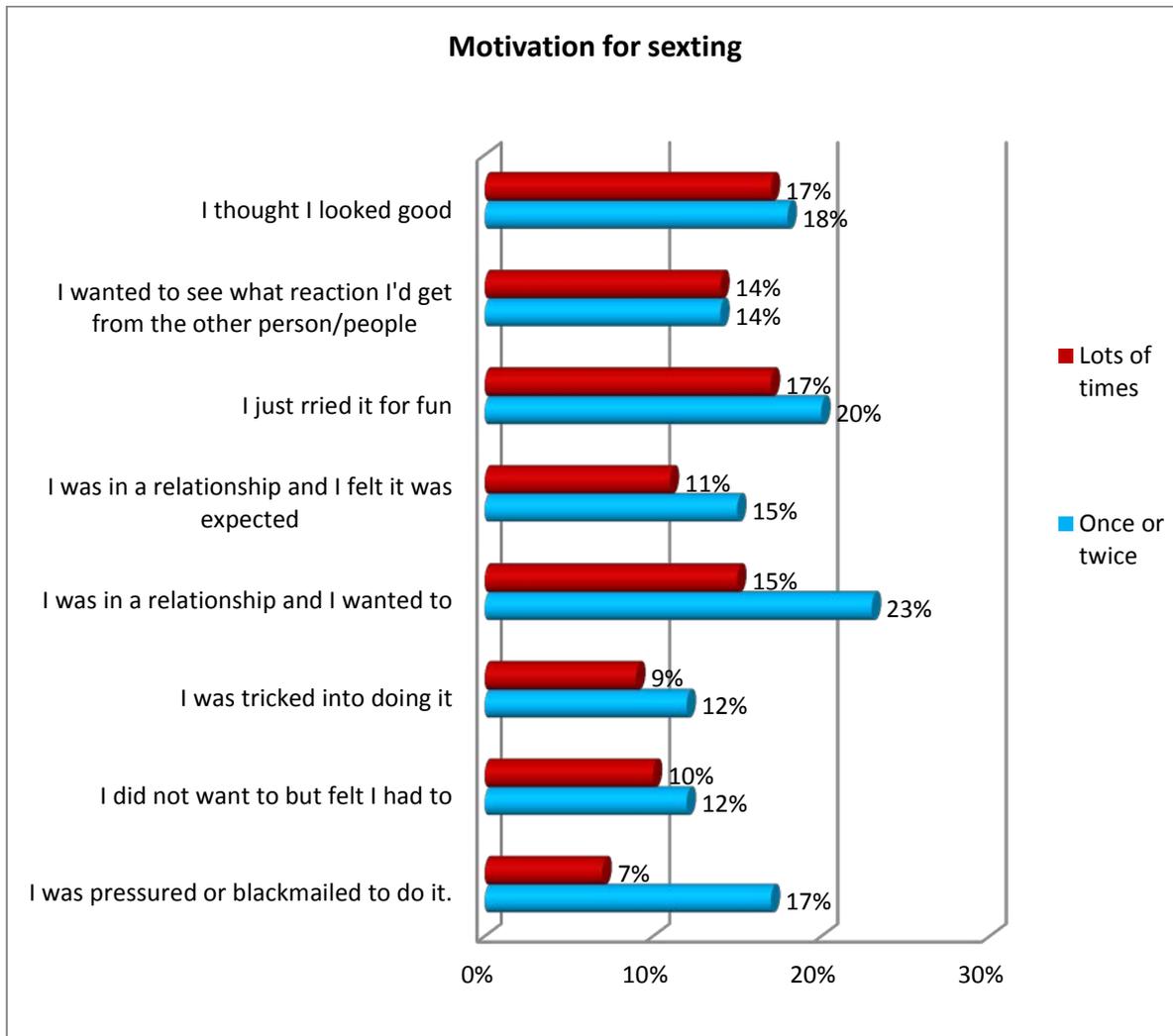
- 15% experienced this and a further 9% said it happened often.
- Revenge sharing was experienced by 15% with a further 7% saying it happened often.

Depressed young people sharing passwords – a sign of abusive behaviour?

Being asked to give your social media password to someone is a common experience among this group. Therefore practitioners should routinely ask whether this has ever happened when working with.

- 18% were made to feel uncomfortable or scared by someone they met online who pressurised them into giving social media details.
- 13% said it occurred often.

8. Sexting



Experimenting, dating and fun were among the motivations for sharing these images, while for others they felt tricked, pressured or even blackmailed to do so.

What happened after you shared this image/s?

Nothing happened to me	86% of those who were involved in sexting (n=101)
I was bullied	10%
I was blackmailed and told I must send more photos/videos or they would send them to family/friends	10%
I was not prepared for what happened when it got shared with other people	9% (9 individuals)

The photo got shared and the teachers found out and they told my parents and the person that shared the photo got into trouble

Everyone asked to see more cheeky stuff

I got famous

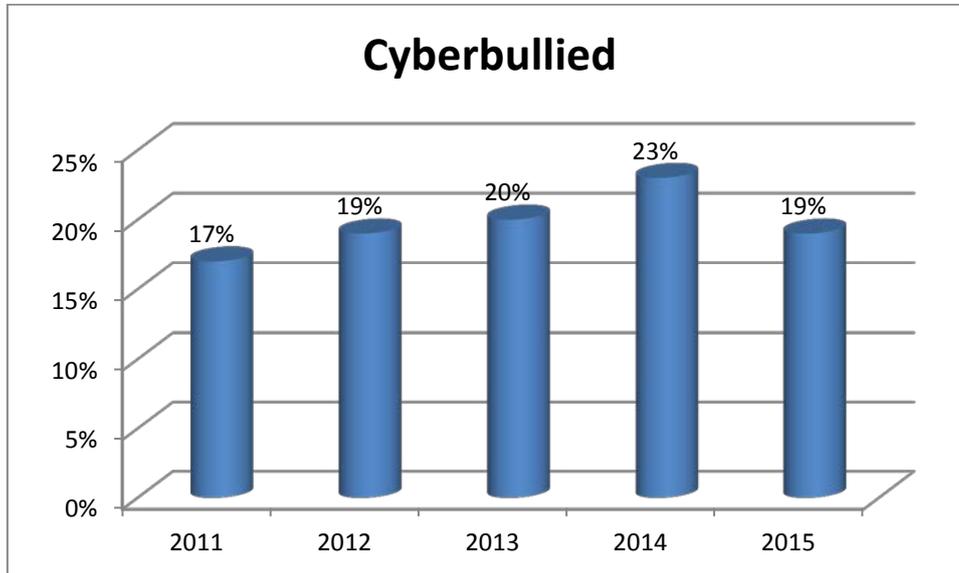
Did you tell anyone what happened to you?

I told nobody	63%
I told friends	22%
I told parents/carers/family	20%
I told a trusted adult	9%
I told police	6%
I reported it online to the website or service used	11%

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

Yes it stopped	66%
Things improved a bit	10%
The situation stayed the same	16%
The situation got worse	9%

9. Cyberbullying



Cyberbullying rose steadily across the years 2011 – 2014. But in 2014 we noted that it stabilised among the 10-11 year olds while among the mid-teens it continued to rise. This year however, incidents of reported cyberbullying have decreased in both age groups (10-11 and 14-15) resulting in an overall drop to **19%** from **23%** the year before.

While the total drop could be ascribed to the youthful sample, it is evident that the 14-15 age group among whom cyberbullying was very high last year, has also shown a decrease from **29%** to **23%** this year and the 10-11 age group shows a decrease from **19%** to **16%** this year.

Did you tell anyone that you were being cyberbullied?

I told nobody	27%
I told someone about it	54%
I reported it online	20%

What happened after you reported the cyberbullying?

- 29% it stayed the same after I reported it
- 8% it got worse after I reported it

For 211 people out of 557 who reported it to try to get help, their problem either stayed the same or worsened as a result. This means that when 40% young people tried to get help, the intervention was not successful.

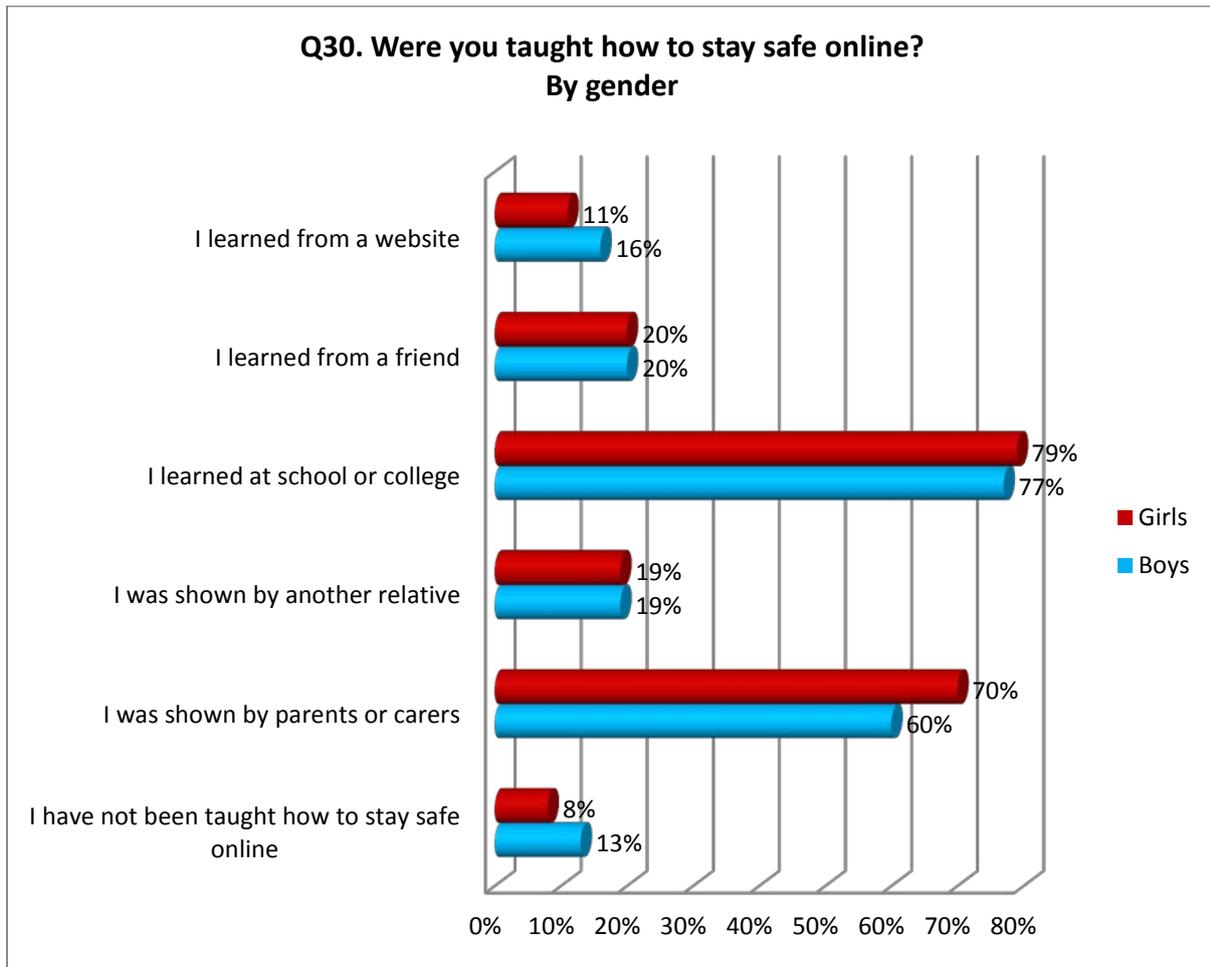
'I told my Mum and other people and their parents that were mentioned in the message'

'Game masters they banned account'

Have you ever cyberbullied another person/people?

Yes	2%
No	93%
Maybe	5%

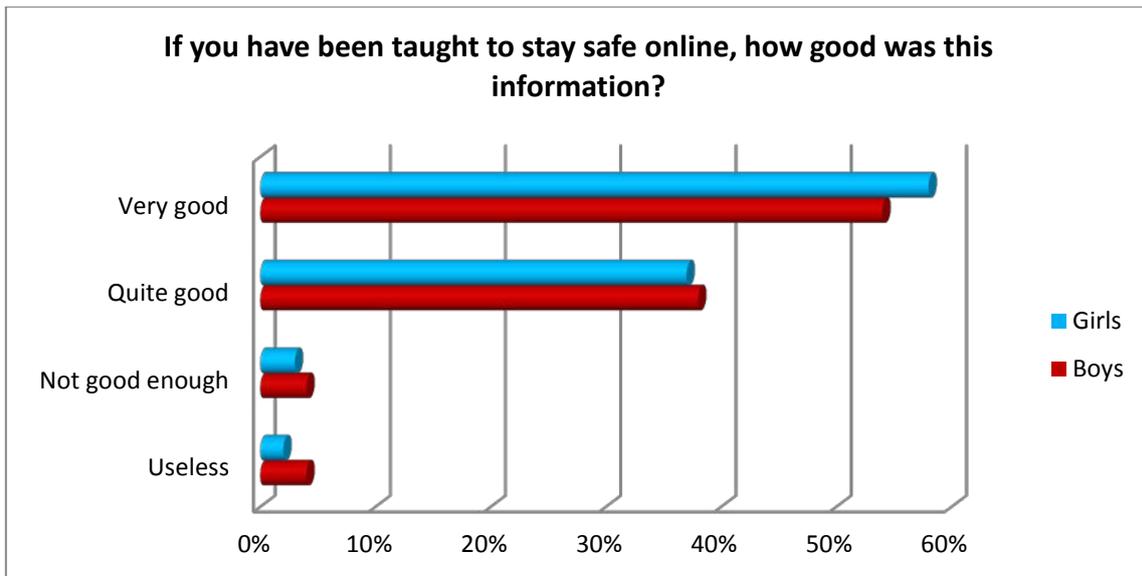
10. Learning to be safe online



As we found last year parents remain more likely to tell girls about staying safe online than boys. The percentage who say they learned about e-safety at school is lower this year but that may be due to the age of this sample. Nevertheless there is a marked decrease in school teaching.

The percentage of young people who think the e-safety education was 'not good enough' (4% boys and 3% girls) or 'useless' (4% boys and 3% girls) has decreased among boys and remained stable among girls, which is positive.

Last year (2014) 5% of boys said e-safety education was 'not good enough' and 7% said 'useless'. 3% of girls said it was 'not good enough' and 3% said it was 'useless'.



If you have been taught how to stay safe online, do you actually follow these guidelines?

Yes always	61%
Sometimes	27%
Not really	4%
Never	2%

'I'm told not to speak to strangers yet I met amazing friends from speaking to strangers'

'Because I don't want to be hacked that's why I always listen.'

'I don't want to find myself in situations I don't want to be in, so I always follow them :)'

'I want to stay safe and enjoy life'

'Because my friend is very vulnerable on the internet because she uses skype and she talks to people she doesn't know and I don't want anything like that because I like to talk to people I personally know.'

'MOST OF THE TIME BECAUSE SOME TIMES IT'S FOR THINGS THAT ARE NEVER GOING TO HAPPEN'

'Because I don't want to get harmed or see anything that is inappropriate for my age'

'I always have long passwords that people would not guess.'

'Because I don't want to die/ be raped'

'As it kind of restricts me but I still follow the things I've been taught.'

'Because I'm scared that something really bad could happen to me if I don't'

How would you prefer to get your information about staying safe online?

Asking Real Life

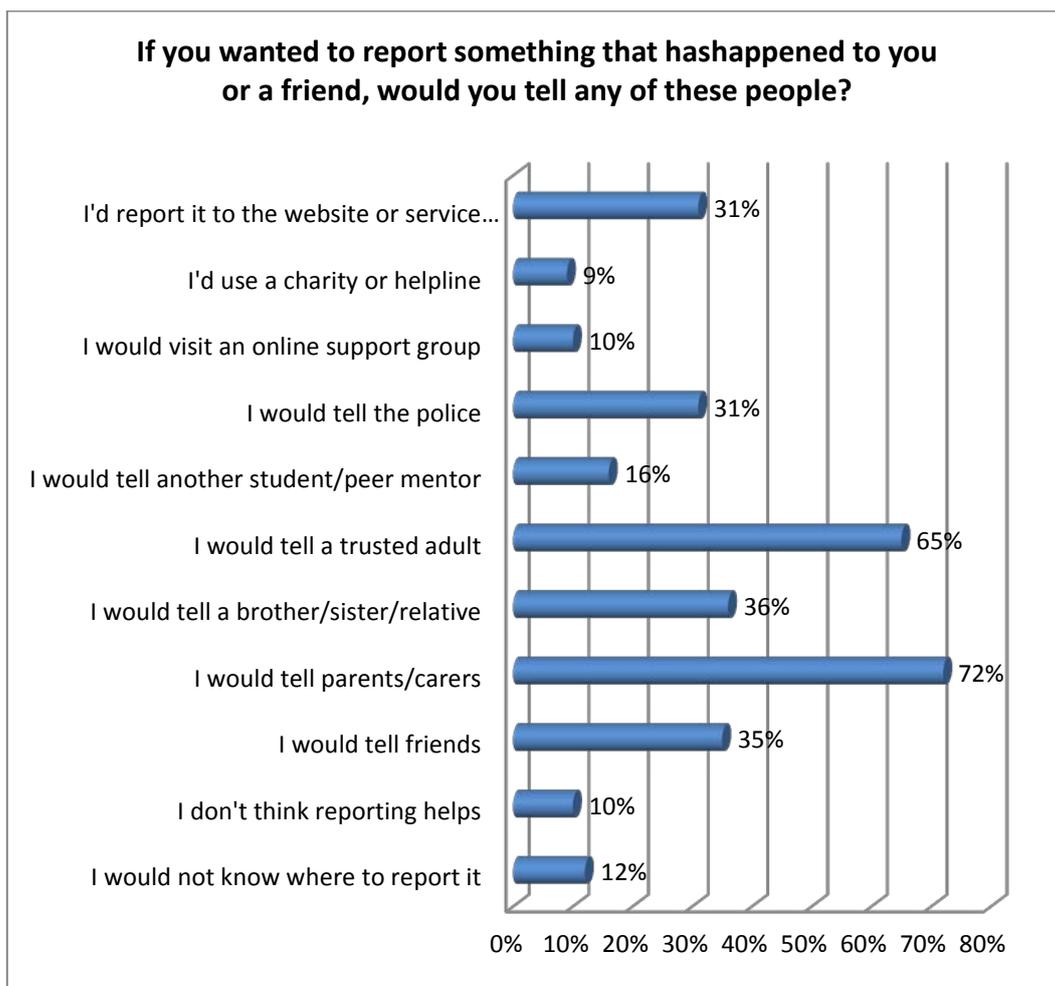
Telling Shown Friends Google Family Internet

School Adult Parents safe

Teachers Face to Face Trust Taught Mum

Older Talking Learn Videos

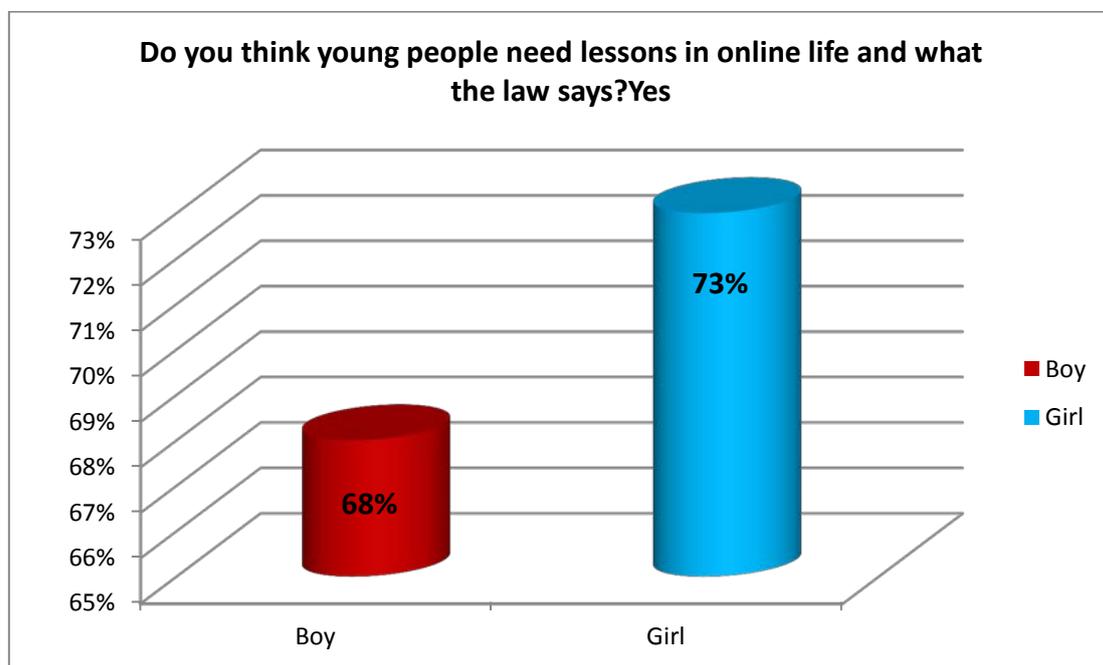
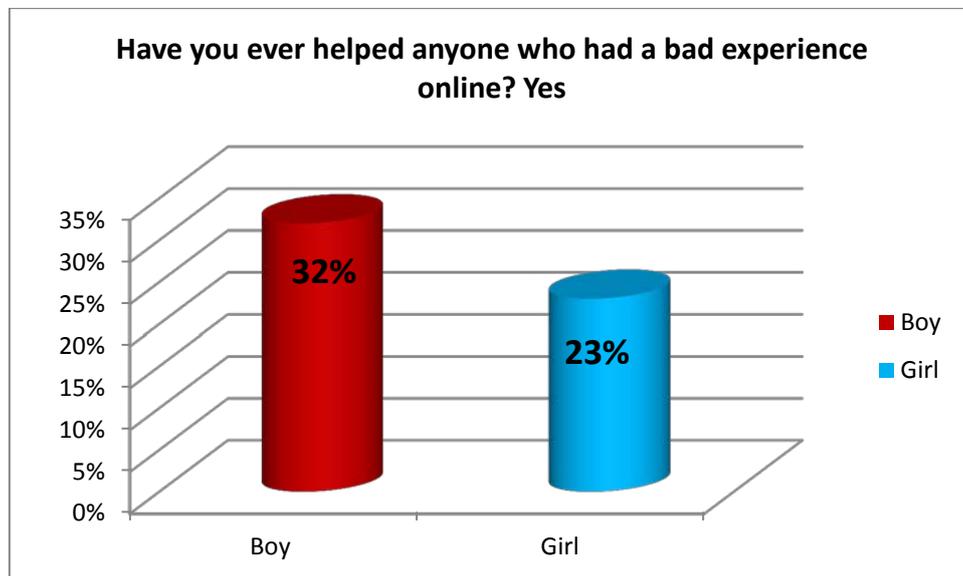
Reporting problems



Parents remain the first port of call for most young people followed by a trusted adult.

Have you ever helped anyone who had a bad experience online?

28% felt that they had been able to help someone else. Of these, boys were the majority whereas more girls than boys thought lessons in online life and what the law says are needed by young people.



89% say they understand that some online behaviour is illegal and they say they understand what that is, but 9% are not sure and 2% do not understand what is illegal.

ⁱ Children's Worlds Project for the Children's Society, carried out at the University of York. August 2015.

ⁱⁱ Overall, 35,244 of the counselling sessions held by the NSPCC-run service in 2014/15 were related to low self-esteem and unhappiness - up 9% on the year before. Announced by ChildLine 7th January 2016

"The pressure to keep up with friends and have the perfect life online is adding to the sadness that many young people feel on a daily basis." Said CEO, Peter Wanless.

One 13-year-old told a counsellor: "I hate myself. When I look at other girls online posting photos of themselves it makes me feel really worthless and ugly. I'm struggling to cope with these feelings and stay in my bedroom most of the time."

And a 12-year-old said: "I feel like crying all the time. I'm constantly worried about what other people are thinking of me and it's really getting me down.

"I use social media sometimes but that just makes me more depressed as I hardly have any friends online and no one likes my posts/photos."