

Anne Frank Trust UK Summary Document

Sample size: 1,060

Fieldwork dates: 6th - 13th October 2016

Method: Young people aged 11-16 interviewed online.

Q1-4 How often would you say that you accessed the internet via each of the following means?

	More than once a day	Once a day	Several times a week	Once a week	Less often	Never
At home – shared laptop or computer	28%	18%	21%	6%	13%	14%
At school – shared laptop or computer	28%	22%	34%	6%	5%	6%
Your own laptop or computer	43%	18%	11%	2%	3%	22%
Your own mobile phone or tablet	73%	12%	7%	1%	2%	5%

- Via their own mobile or tablet is the most common way for young people to access the internet, with 85% saying that they access the internet via these devices once a day or more.
- Internet access via these devices tends to increase with age, presumably as ownership of such devices also increases (although this does level off at around 13/14 years old).
- Across all devices, those who have seen hate speech were more likely to access the internet once a day or more.
- There were no other strong significant differences, although young people in the Midlands and Scotland were slightly less likely to access the internet via their phone or tablet once a day or more.

Q5-15 How often would you say that you used the following social media platforms?

	More than once a day	Once a day	Several times a week	Once a week	Less often	Never
Facebook	38%	12%	12%	4%	4%	30%
Twitter	15%	8%	13%	5%	10%	49%
Instagram	30%	12%	15%	4%	6%	33%
Snapchat	34%	10%	12%	4%	5%	34%
WhatsApp	31%	13%	13%	5%	8%	30%
Skype	8%	9%	14%	8%	18%	43%

Kik	4%	4%	5%	2%	8%	77%
Tumblr	5%	6%	7%	3%	7%	71%
YikYak	3%	3%	4%	2%	6%	83%
ooVoo	3%	4%	4%	2%	8%	78%
Other	3%	2%	4%	2%	4%	85%

- Facebook, Instagram, Snapchat and WhatsApp were by far the most popular social media platforms among young people, with only around a third saying they never used each respectively. This compares to around a half who said they never used Twitter, and more than 70% said they never used each of Kik, Tumblr, YikYak and ooVoo.
- Generally speaking, each social media platform was used more regularly by young people the older they got.
- Those who had seen hate speech online were more likely to use any of the platforms once a day or more than those who had not seen hate speech.

“Hate speech” online is material (written, photographic, audio or video) that insults, abuses, bullies or attacks a person or group of people on the basis of attributes such as gender, ethnicity, nationality or national status (e.g. refugee), religion, race, disability, or sexuality.

Q16 Which of the following statements do you think is closest to the truth?

I have seen hate speech posted or shared online	41%
I have not seen hate speech posted or shared online	36%
I’m not sure if what I have seen is hate speech	21%
Prefer not to say	2%

- More than 4 in 10 young people have seen hate speech posted or shared online.
- Older young people were more likely to have seen hate speech posted or shared online.
 - This may be for a number of reasons; not least because of their age, but also because of their increased social media usage. We also found that younger young people were less likely to know if what they’d seen is hate speech, so that also may be a contributing factor.
- There were not too many other significant differences, although those in London & Scotland were more likely to have seen hate speech than other parts of the UK, although this should be treated with caution because of the smaller sample sizes.

Q17 Which of the following statements is closest to the truth?

I have been individually targeted by hate speech / discrimination online	22%
I think I have been individually targeted by hate speech / discrimination online, but I’m not sure	19%
I have never been a victim of hate speech / discrimination online	57%
Prefer not to say	2%

Q18 Which of the following statements is closest to the truth?

I have seen a group I identify with (e.g. religion, race, nationality etc.) targeted by hate speech / discrimination online - 33%

I think I have seen a group I identify with (e.g. religion, race, nationality etc.) targeted by hate speech / discrimination online, but I'm not sure - 32%

I have never seen a group I identify with (e.g. religion, race, nationality etc.) targeted by hate speech / discrimination online - 33%

Prefer not to say - 4%

Q19-26 Which of the following types of hate speech / discrimination have you experienced personally online?

	Have experienced	Have not experienced	Don't know
Racism	33%	60%	7%
Religious-based	26%	67%	8%
Prejudice against foreigners	34%	61%	6%
Anti-immigrant	29%	63%	8%
Sexual orientation (Lesbian, gay, bisexual)	27%	66%	7%
Gender identity (e.g. transsexual)	14%	77%	9%
Gender-related (prejudice against men or women)	28%	64%	8%
Weight or appearance-related	50%	44%	6%

- Weight or appearance-related hate speech was the most common form that young people have experienced. Gender identity was the least common.

Q27-34 Which of the following types of hate speech / discrimination have you witnessed online?

	Have witnessed	Have not witnessed	Don't know
Racism	55%	40%	5%
Religious-based	41%	51%	8%
Prejudice against foreigners	47%	46%	8%
Anti-immigrant	48%	45%	7%
Sexual orientation (Lesbian, gay, bisexual)	45%	47%	8%
Gender identity (e.g. transsexual)	27%	65%	8%
Gender-related (prejudice against men or women)	37%	55%	8%
Weight or appearance-related	65%	29%	5%

Q35 You said that you have encountered hate speech online. Can you remember who posted / shared the material(s) you considered to be hate speech?

People I have never met before or heard of before	31%
People I don't know personally, but are acquaintances on social media	19%
People I don't know personally, but whose posts have been shared by people I am connected with	32%
Someone I go to school with	35%
Someone I know from outside school	14%
Celebrities	11%
Family members	6%
A close friend	6%
Someone else	1%
I can't remember who posted / shared the material(s) I considered to be hate speech	8%
Prefer not to say	1%

- More than a third (35%) of young people said that the hate speech that they encountered online had been posted by someone they go to school with.
- The other most common 'groups' of people who young people said that had posted or shared the material they'd seen that they considered hate speech were not directly connected to them; people I don't know personally, but whose posts have been shared by people I am connected with (32%) and people I have never met before or heard of before (31%).

Q36 Which of the following statements is closest to your opinion?

I have encountered more hate speech in the last three months (July, August, Sept) than I did previously	27%
I have encountered less hate speech in the last three months than I did previously	17%
I have encountered no more or less hate speech in the last three months than I did previously	46%
Don't know	11%

- Nearly half of young people (46%) said that they have encountered no more or less hate speech in the last three months compared to previously. However, more than a quarter (27%) said that they had encountered more hate speech in the last three months than previously.
- Whilst strong conclusions should not be drawn because of small subsample sizes, nearly two in five Londoners (39%) said that they had encountered more hate speech in the last three months than previously.
- BME respondents were also more likely to have encountered more hate speech in the last three months than white respondents (44% vs 24%).

Q37-41 If you were to see hate speech / discrimination online in the future, in which of the following ways do you think you would deal with it if it was directed at...

	I would ignore it / do nothing	I would engage with or challenge it directly by commenting	I might repost it if I agreed with it or found it funny	Unfriend / unfollow / block the person who posted it	I would report it to the site I found it on	I would report it to the police	I would tell a parent or another adult	Prefer not to say
You	16%	10%	4%	15%	9%	2%	39%	4%
A friend or family member	14%	13%	5%	12%	9%	2%	42%	3%
A group you identify as part of	20%	12%	5%	18%	10%	2%	30%	3%
A group you do not identify as part of	34%	7%	5%	14%	12%	1%	23%	4%
A stranger	34%	6%	5%	14%	11%	3%	22%	4%

- If hate speech was directed directly at the young person, 16% said that they would do nothing or ignore it, while 39% would tell a parent or another adult. Older young people were more likely to ignore it (26% or 16 year olds compared to 9% of 11 year olds) while younger young people were more likely to tell a parent or adults (52% of 11 year olds compared to 22% of 16 year olds).
- This age trend continued no matter who the hate speech was directed at; younger young people were less likely to ignore it and more likely to tell a parent or adult, than older young people.
- Young people aged 13 or older were slightly more likely to engage with or challenge the hate speech directly if it was targeted at a friend or a family member or a group they identify as part of than if it was directed at themselves.

Q42 You said that you would deal with some hate speech / discrimination online it by ignoring it or by doing nothing. Which of the following reasons means you are most likely to ignore it?

I don't think it's important, because it doesn't affect me	17%
I don't think it's important, because it's on social media and not in person	11%
I wouldn't want to upset the person who posted it	3%
I wouldn't want the person who posted it to dislike me	3%
I wouldn't want the person who posted it to bully me	27%
I wouldn't know what to do	32%
Prefer not to say	7%

- Over a quarter (27%) of young people who said that they would ignore hate speech if it was directed at at least one of the above groups, said they would do so because they wouldn't want the person who posted it to bully them.

Q43 If someone at your school was found to have posted or shared hate speech / discriminatory material outside of school hours, who do you think is the most responsible for dealing with the issue?

No-one is responsible	2%
The school	29%
The person's parent or guardian	48%
The site it was published on	10%
The police	10%
Someone else	1%

Q44 If someone at your school was found to have posted or shared hate speech / discrimination during school hours, who do you think is the most responsible for dealing with the issue?

No-one is responsible	2%
The school	64%
The person's parent or guardian	22%
The site it was published on	5%
The police	6%
Someone else	<1%

- If hate speech was shared by a fellow pupil outside of school hours, nearly half of young people (48%) believe the responsibility for dealing with the issue lies with the parent. However, nearly a third (29%) still believe the responsibility lies with the school.
- If hate speech was shared by a fellow pupil during school hours, nearly two-thirds of young people (64%) believe the responsibility for dealing with the issue lies with the school, while less than a quarter (22%) believe the responsibility lies with the parent.
- No matter whether the hate speech was shared inside or outside of school, no more than 10% believe that the responsibility for dealing with the issue lies with the police or the site the hate speech was published on.

Q45-49 On a scale of 0-10, where 0 is not well at all and 10 is very well, how well do you think your school performs at the following?

Educating young people about staying safe online	7.0
Teaching about different faiths and cultures	7.0
Taking a tough stance on bullying	6.8
Tackling the issue of hate speech and discrimination	6.6
Promoting a culture of tolerance and acceptance	6.9

- Londoners gave their school the lowest mean score of all regions relating to how well their school performs at educating young people about staying safe online (6.6). Those from the most deprived areas also gave their school a lower mean score (6.8) than the average (7.0).
- 11 year olds (7.3) and those from the least deprived areas (7.3) were most likely to believe their school performs well at teaching about different faiths and cultures than 15 year olds (6.7) and those from other areas (7.0).
- It was also 11 year olds (7.2) most likely to say that their school performs well at taking a tough stance on bullying compared to 16 year olds (6.6).

Q50 On a scale of 0-10, where 0 is 'not a problem at all' and 10 is 'a major problem', how big a problem is online hate speech and discrimination in our society in 2016? 6.5

- BME young people (7.0) were more likely to say that online hate speech and discrimination is a major problem in society than their white peers (6.4).
- Likewise, it is those that have seen hate speech (7.0) that were more likely to say that online hate speech and discrimination is a major problem in society than those who have not (6.2) or are not sure if what they've seen is hate speech (6.2).