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SUMMARY AND KEY FINDINGS

A total of 18,116 children and young people completed the questionnaires in over 100 primary schools, secondary schools and youth groups.

Two questionnaires were completed: one aimed at primary school children and one aimed at young people attending secondary schools or youth groups.

Of children responding for the primary school (n = 2,920), **49%** were female and **51%** male. Most children responding to the primary questionnaires were aged 11 (**65%**).

Of young people responding for the secondary school / youth group (n = 15,196), **59%** were female and **41%** male. Most young people responding to the secondary / youth questionnaires were aged 14-16 (**54%**) or 11-13 (**33%**).

Just under half of the older group (secondary/youth) surveyed said they used the internet at home in their bedroom (**44%**) rather than in a communal area in the home.

Almost a quarter (**24%**) of the older group (secondary/youth) responded that they did *not* use privacy settings, while over one third (**36%**) of the younger group (primary) indicated that they did *not* know how to keep their social network account private.

17% of the older group and **13%** of the primary group said they have given their full name to someone online whom they had never met; with **10%** of the older group admitting to also giving personal details such as email address, mobile number or photo.

88% of the primary and **78%** of the older group said they agreed with a help/panic button. A panic button would allow a child to easily report concerns and seek support if they come across something that concerns them online. There is a panic button in operation on Facebook UK.

Over 2,000 (**16%**) of the 15,000+ secondary group surveyed stated that they had met up with someone from online – it was also noted that more young people who said they had met up with someone also used the internet at home in their bedroom.

26% of the older group said they or someone they knew had been bullied online, but fewer than **10%** of them had told anyone other than friends about it.

1. INTRODUCTION

This National Children's Consultation represents a rare and diverse attempt to study a large population of young people's views and experiences in relation to a wide range of issues. Following the success of last year's survey "If they're getting loaded why can't I?" the ISPCC has carried out a survey on young people's attitude towards and experience of the internet.

Overall 73 Secondary schools, 44 Primary schools, 4 Youth reaches and a number of hard to reach groups took part across the Republic of Ireland, yielding 18,116 questionnaires.

What is abundantly clear from the survey is that the internet plays a significant role in the lives of children and young people today. Whilst on the whole, it is a positive experience; it can also come with a plethora of issues that can impact detrimentally on young people. These issues range from personal safety, accessing inappropriate content and cyberbullying.

'The internet is a big part of our lives, if we weren't on it we'd be left out', states one of the participants in the ISPCC focus groups. Over the last number of years society has witnessed an addition to the Irish childhood experience; the internet and new communication mediums have taken a central place in all social spheres amongst children and young people. The internet is now part of our children's lives. Online and offline have merged, a fact that is particularly true for teenagers who use social networking sites as an extension of their social lives and daily activities.

The ISPCC is aware from Childline services that **98% of children** who contact the service do so through their mobile phone or online. Children and young people feel very comfortable utilising technologies to communicate. Throughout 2010 we received over 72,000 hits to the Childline website and there was a 500% increase in the number of children and young people who accessed Childline's range of online services when compared to 2008, (www.childline.ie).

The ISPCC also provides online one to one support services to our Childfocus and Teenfocus clients¹. In 2010, over 150 young people availed of these professional online services. This was in direct response to newly emerging needs of the children and young people we work with.

In the ISPCC's experience, the use of new technologies and online communications is an ever growing phenomenon; this is supported by a number of Irish and EU studies. Webwise, the Irish internet safety group, in its 2008 study on internet use showed that 94% of children aged 9-16 years have used a PC or computer. 44% of those surveyed by Webwise who have access to the internet use it almost every day. This figure has doubled since

¹ Teenfocus and Childfocus provide a comprehensive support service including out of hours access for young people who are experiencing emotional or behavioural difficulties

its previous survey in 2006, illustrating the growing presence of the internet in young people's every day life.

In a European study carried out by Eurobarometer in 2008, 81% of Irish parents stated that their children use the internet. The survey also indicated Ireland has the greatest prevalence of a computer in the family home, 88%, leading the way over 26 other European counterparts³. These studies clearly show the role of the internet in everyday life for families and children in Ireland.

While there are many positive uses of the internet in Ireland there has been a recent surge in media coverage in relation to national and international risks to young people. These include;

- The case of Phoebe Prince, a 15 year Irish girl living in America. In early 2010 Phoebe took her life and it was alleged that bullying, specifically cyber bullying was a causative factor in Phoebe's suicide.
- The abuse and murder of 17-year-old UK teenager Ashleigh Hall who was killed by a convicted sex offender that she met on Facebook.
- Early in 2010, Primetime, RTE's current affairs program investigated online grooming and accessing child pornography in Ireland. The program unearthed some disturbing statistics that shocked the nation by showing that over 1,000 IP (internet protocol) addresses in Ireland had accessed child pornographic content in the month of March. The investigation also set up a pseudo-Facebook account for a girl in her teenage years. This account was contacted by a number of men in a sexualised manner, asking the user to perform and engage in sexual acts online.

The cases outlined above bring to the fore that while the internet and other new technologies are a positive development in the lives of young people, undoubtedly, they need to come with a health warning.

We must ensure that parents, children and wider society are savvier when it comes to the risks associated with new technologies and that personal and corporate responsibility is backed up with the relevant legislation.

In an attempt to address the ever emerging issues that have arisen on a national and international level and to respond to the needs identified by the ISPCC's direct experience, the ISPCC has carried out this survey. It is hoped that as a result, we will gain more insight on the experiences of children and young people in Ireland who access the internet.

² 'Survey of Children's Internet use in Ireland' – Webwise – 2008

³ 'Towards a safer use of the Internet for children in the EU – a parents' perspective' – Eurobarometer - 2008

The ISPCC have commissioned Viewpoint⁴ to analyse the data obtained from all questionnaires and they have developed the findings as detailed in this report. The ISPCC have subsequently developed a series of recommendations aimed at supporting safer use of the internet.

⁴ Viewpoint is a UK based organisation that provides a range of services aimed at finding out what young people really think. Viewpoint gives a direct line to their views and attitudes. www.vptorg.co.uk

2. METHODOLOGY

2.1 Consultation with young people

Prior to the development of the questionnaires to be utilised in this survey, the ISPCC consulted with 4 focus groups, comprising of 41 young people from the ISPCC Children's Advisory Committees⁵. These focus groups consisted of young people ranging in age from 10-18 from across Ireland. The overall aim was to gain a qualitative insight into the experiences of young people online, to gain an understanding of what behaviours young people engage in online and finally, to ascertain the thoughts of young people around the risks that are present online.

The three main areas that were elicited from the focus groups were as follows;

Access – there was a wide range of access points open to young people in relation to the internet. The majority of participants did access the internet from their family home. Overall the groups felt that parents took little interest in their internet use. The groups stated that if there was any concern it was primarily based around time spent online rather than content. There was a sense throughout all the groups that access was positive as there was so much information out there, while only two children felt that there was a certain amount of misinformation online.

Awareness of safety – 'Sure that doesn't happen here' was the response of a focus group participant on hearing about a case of online grooming from the UK. There was a large split amongst the groups on knowledge of safety methods and the use of privacy settings on social networking sites. Many of the focus groups discussed the issue of adding friends or engaging with people who were unknown to them. Many of the participants felt that young people added people as a badge of honour, to have as many 'friends' as possible on social networking sites. The issue of meeting up with people met online was said to be a non issue by the focus groups. On the issue of accessing web sites with content aimed at adults, many of the focus groups stated they had accessed pornography sites and other adult sites by lying about their ages.

Bullying – all but two of the focus group participants were aware of an incident of cyberbullying and there was unanimous agreement that cyberbullying is taking place online. Some of groups said that they found some content quite funny and that there is a certain level of acceptance of this behaviour among peer groups.

⁵ These CAC's are made up of children from the local communities in which the ISPCC operates a Teenfocus or Childfocus service. The young people on the committees meet once a month and give feedback on children's issues and ISPCC services within their locality.

After the discussion on the internet the participants were asked ‘what are the important questions the ISPCC should be asking young people about their internet use?’ These questions have been incorporated into the questionnaire. At the end of the focus groups the young people were given information on staying safe online along with the ISPCC ‘Safe click code’ publication, which is also available on the ISPCC’s website, www.ispcc.ie.

2.2 Survey Design

The survey explored young people’s behaviours, use, knowledge and experience of being online in Ireland. A self reported questionnaire was utilised which each young person completed individually. The survey design entailed ascertaining quantitative information using a structured questionnaire with a mix of closed questions and list questions, including a small amount of qualitative space for the respondents to add comments.

Two questionnaires were developed; one for secondary school students over the age of 12 years and a second questionnaire for primary students aged 10 to 12. The survey was tested with the ISPCC’s Junior Advisory Board⁶, a group of young people aged 10 to 17 years.

2.3 Sample Size and Collection

Questionnaires were collected from 18,116 young people aged 11-18 years of age, 2,920 from children in primary schools and 15,196 from secondary schools and youthreaches. Of primary school respondents 51% were male and 49% were female. In secondary schools and youth reaches 59% were female with 41% of participants male.

A range of schools were requested to take part, including a sample of urban/rural schools, mixed/single-sex schools and community/private schools. The schools were contacted prior to the survey to seek their permission.

Over all 44 primary schools, 73 secondary schools and 4 youthreaches took part in the survey. Out of the 117 educational institutions; 73 were mixed schools, 16 all boys and 28 all girls, 79 were urban based, and 38 rural.

Consultation was also carried out with children who are not in the formal education system. These young people were consulted using questionnaires and focus groups. A total of 46 young people took part in this aspect of the national survey.

Of young people responding to the age range question in primary schools (n = 2,883):

- Under 1% were aged 4-7 (n = 2)
- 35% were aged 8-10 (n = 995)

⁶ The ISPCC Junior advisory board is made up of regional representatives of the ISPCC CAC’s (Children’s Advisory Committees). The group meets twice a year and brings forward the work of the CAC’s to the national level.

- 65% were aged 11+ (n = 1,886)

Of young people responding to age range question in secondary schools or youth groups (n = 15,077):

- 33% were aged 11-13 (n = 4,985)
- 54% were aged 14-16 (n = 8,116)
- 13% were aged 17-18 (n = 1,944)
- Under 1% were aged 19+ (n = 32)

The even proportion of male and female respondents for the secondary / youth questionnaire was also distributed evenly across the age groups (see table 1 below).

Table 1: How old are you? – by gender

	Female	Male	Total
	%	%	%
11 to 13	33%	34%	33%
14 to 16	54%	54%	54%
17 Plus	13%	13%	13%
Total (n)	8706	5934	14640
Total (%)	100%	100%	100%

Of the young people responding attending secondary schools (n = 14, 668):

- 21% were in the 1st Year (n = 3,048)
- 24% were in the 2nd Year (n = 3,472)
- 20% were in the 3rd Year (n = 2,962)
- 9% were in the 4th Year (n = 1,254)
- 14% were in the 5th Year (n = 2,105)
- 12% were in the 6th Year (n = 1,827)

Questionnaires and focus groups were administered by ISPCC staff and volunteers and were anonymous. Schools were offered an outreach on services from the ISPCC following participation in the survey.

2.3.1 Young People not in the Formal Education Setting

The ISPCC vision is ‘an Ireland where all children are heard and valued’ and in order to achieve this, the ISPCC spoke with children from a variety of backgrounds, experiences and social settings.

Home Schooled Children – Parent’s right to educate their children in the home is protected and enshrined under the Irish Constitution, Bunreacht Na hEireann, Article 42. As of March 2011, the Irish Christian Home Educators

Association estimates that up to 750 children are being home schooled in Ireland⁷. In this setting the internet and online learning is extremely important.

iScoil.ie – the needs of some children in Ireland are not always matched by that of the school setting. iScoil offers students an assessment of needs and matching with an individual mentor, who assists students in planning and organising their learning. As learning is supported online, students will have a working knowledge of online technology.

Special Schools – there are over 107 special schools in Ireland⁸ working with children in relation to a range of disabilities and special needs. Technology is playing an increasing role in supporting children with special needs and disabilities.

Members of the Travelling Community - The recent 'State of our Nations Children Report 2010' notes that almost half the traveller population are under the age of 18⁹. According to Pavee Point the national retention rate for children to Junior Certificate in schools is 94% with a rate of just 51% for traveller children¹⁰.

Consultation was carried out in a variety of ways with these often hard to reach groups of children. Both iScoil.net and home schooled children responded via questionnaire, while focus groups were carried out with children from the travelling community and pupils of a special school and the results of these consultations were incorporated into the overall findings.

2.4 Data Analysis

Data obtained from the questionnaires is stored in a secure location and analysed by the ISPCC's national survey partners, Viewpoint under the following parameters.

- Young peoples online behaviour
- Knowledge and behaviour in relation to staying safe online
- Young people's experience of cyber bullying and seeking support
- Social networking and privacy

⁷ <http://www.ichea.net/>

⁸ http://www.citizensinformation.ie/en/education/the_irish_education_system/special_education.html

⁹ Irish Census 2006 – Central Statistics Office

¹⁰ www.paveepoint.ie

3. FINDINGS

3.1 Summary and Key Findings

A total of 18,116 children and young people completed the questionnaires in over 100 primary schools, secondary schools and youth groups.

Two questionnaires were completed: one aimed at primary school children and one aimed at young people attending secondary schools or youth groups.

Of children responding for the primary school (n = 2,920), **49%** were female and **51%** male. Most children responding to the primary questionnaires were aged 11 (**65%**).

Of young people responding for the secondary school / youth group (n = 15,196), **59%** were female and **41%** male. Most young people responding to the secondary / youth questionnaires were aged 14-16 (**54%**) or 11-13 (**33%**).

3.2 Key Findings: Internet Use

Most children and young people (around half) said they spent **one to three hours online per day**. Less than 5% of the older young people said they didn't use the internet.

Just under half of the secondary group said they used the internet at home in their bedroom (**44%**) rather than a communal area at home but fewer children in the primary group said they used it in their bedroom (**23%**). Nearly a fifth of the older young people said they accessed the internet on their mobile phone (**16%**). More children and young people said they used the internet in **communal areas at home** than in their **own bedrooms**. Over half said they used the internet in a communal area such as the kitchen or sitting room (**51%** of the primary group and **56%** of the secondary group).

The older young people most commonly used the internet for social / communication purposes (**75%** for social networking sites, **70%** for looking up music or other media and **54%** for chatting to friends). Fewer than **5%** of the older young people said they used the internet for information or advice. The primary school group used the internet for more recreational than social activities, with **21%** saying they used the internet for games and **19%** for looking up music or other media.

3.3 Key Findings: Privacy and the Internet

Almost a quarter of the older group of young people (**24%**) said they didn't use privacy settings. While over a third (**36%**) of the younger group (primary) said they did *not* know how to keep their account private.

Two-thirds of the older group of young people (secondary / youth) said they thought it was 'very important' to use privacy settings (**64%**), with a further **30%** saying 'quite important'. Three-quarters of the younger group (primary) said they thought it was 'very important' to keep their profile page private (**74%**), with a further **20%** saying 'quite important'.

Not all of the older young people who said they thought it was important to use privacy settings *also* said they themselves used them (**88%** of the young people who said they thought it was 'very important' to use privacy settings also said they themselves used the settings).

3.4 Key Findings: Personal Safety and the Internet

While over two-thirds of all the children and young people said they *didn't* give out personal details online (**75%** of the primary group and **70%** of the secondary / youth group) still **13%** of the primary group and **17%** of the secondary / youth group said they *had* given out their name. In addition, around a tenth of the young people in the older group said they had given out other personal details, such as their email address, their mobile number or a photo.

Over 2,000 of the older young people said they *had* met up with someone from online (**16%**).

The young people who said they had met up with someone from online were fairly equally male or female, but more of the young people were aged 14-16 (**61%**). More young people who said they had met someone said they used the internet at home in their bedroom (**59%**, compared to **42%** of those who said they had not met anyone). Just under three-quarters (**72%**) said they spent under 3 hours online. Two-thirds said they used privacy settings online (**67%**).

Of the older young people (secondary / youth), **36%** said they *had* entered sites meant for people aged 18 plus.

Of the younger children responding (primary), **88%** said they thought that Bebo / Facebook should have a 'help button' to be used if they were worried or upset.

Of the older young people responding (secondary / youth), **78%** said they agreed with a 'Panic Button'.

3.5 Key Findings: Bullying and the Internet

Of the older young people (secondary / youth), a quarter said they or someone they knew had been bullied (**26%**). A similar proportion of the younger children (primary) said that they or their friends had experienced bullying online or by phone (**22%**).

Most young people in the secondary / youth group said they had told **friends** about the bullying, although only around a tenth said they had done so (**13%**). **Fewer than 10%** of the young people in the secondary / youth group said they had told any of the other individuals listed. Over a third of the primary group, in contrast, said they had told their parents (**38%**), with **18%** saying they had told friends.

Over half of the young people in the secondary / youth group said they thought young people might not tell anyone about the bullying because a young person might be afraid that it may make the bullying worse (**61%**), with around a third saying the young person might feel embarrassed (**39%**), they might be afraid their internet access would be restricted (**30%**) or they might not know what to do about it (**30%**). The responses most commonly selected by the primary group were similar, particularly that the young person might be afraid it would make the bullying worse

(31%) and the young person being afraid their internet access would be restricted (17%).

3.6 Key Groups

Three key groups were also identified for further analysis and comparison: gender, age group and the amount of time spent online. Although differences are noted for gender and age group, these two groups also have a number of areas of similarity.

The most striking differences are those associated with the *amount of time young people say they spend online*. As might be expected, the young people who spend *longer* online were found to be *more* likely to access the internet in their own rooms and to engage in more social activities online. However, the young people who spend *longer* online are also generally *more* likely to be exposed to all the elements and risks of the internet, including being more likely to give out personal details, *not* to use privacy settings, to meet up with someone from online and to access sites for the 18+ age group. Strikingly, the young people who spend *longer* online also clearly differ in their attitudes, and particularly the attitudes associated with online risks. They are less likely to think it is important to use privacy settings or to agree with the concept of a 'Panic Button'. The interrelationship between time spent online, exposure to online risks and attitudes towards online risks is worth exploring in more detail in the future.

The key findings for each of the three groups are outlined below;

Key Findings: Gender

Males and females gave *similar* responses to the following:

- Males and females said they spent similar amounts of time online.
- Males and females equally said they used the internet for hobbies / interests / shopping.
- Males and females equally said they did *not* give out personal information online.

However, males and females *differed* in the following areas:

- More of the older males said they accessed the internet on a games console,
- More of the younger girls said they used the internet for chatting to friends, looking stuff up for school and looking at pictures.
- More of the older females also said they used the internet for social activities (social networking / chatting to friends), and more of the older males said they used it for games.
- Slightly more of the younger girls said they knew how to keep their account private.
- More of the older females said they used privacy settings.
- More of the older females said they thought it was important to use privacy settings on social networking sites, particularly 'very important'.
- Slightly fewer younger boys than girls said they never gave out personal information.
- Only slightly more of the older females than males said they *had* met up with someone from online.
- Considerably more of the older males than females said they had entered sites meant for people over 18 years of age.

- More of the older females than males agreed with the concept of a 'Panic Button'.
- More females than males of all ages said they had experienced bullying.

Key Findings: Age Groups

Young people in the different older age groups (11-13, 14-16 and 17+) gave *similar* responses to the following:

- Young people of all ages said they spent similar amounts of time online.
- Young people of all ages equally said they used the internet to chat to friends.
- Young people of all ages equally said they used privacy settings.
- Young people of all ages equally thought it was important to use privacy settings.
- Young people of all ages equally agreed with the concept of a 'Panic Button'.

However, young people of different age groups *differed* in the following areas:

- More of the older young people said they accessed the internet in their own bedroom or on a mobile phone.
- The number of young people saying they used the internet for games *decreased with increasing age*.
- The number of young people saying they used the internet for social networking, checking email, looking up information for school and hobbies / interests / shopping *increased with increasing age*.
- More of the older young people said they gave out personal information online, such as name, email address or mobile number.
- Only slightly more young people from the older age groups said they *had* met up with someone from online.
- More of the older young people said they said they had entered sites meant for people over 18 years of age.
- Slightly more of the older young people said they had experienced bullying.

Key Findings: Amount of Time Spent Online

Young people who spent different amounts of time online *differed* in the following areas:

- More young people who said they spent *more time* online also said they accessed the internet in their own bedroom or on a mobile phone.
- More of the young people, who said they spent more time online, particularly 6+ hours, also said they used the internet for chatting to friends or for games.
- The use of privacy settings on social networking sites *decreased the longer* young people said they spent online.
- The young people who spent *longer* online were *less* likely to say they thought it was important to use privacy settings.
- The *more* time young people said they spent online, the *more* likely they were to also say they had given out personal details, particularly their name, email address, mobile number or a photo.
- Young people who said they spent *more* time online were also more likely to say they *had* met up with someone from online (twice or three times as many for young people who spent 3-6 hours or 6+ hours, compared to under 3 hours a day).

- More young people who said they spent *longer* online also said they *had* entered sites made for those aged 18 plus.
- More young people who said they spent *longer* online were *less* likely to agree with the concept of a 'Panic Button'. The young people who said they did *not* use the internet were *most* likely to be positive about a 'Panic Button'.
- The young people who said they spent longer online were also more likely to say they experienced bullying on social networking sites.

4. DETAILED FINDINGS:

4.1: Internet Use

4.1.1 How many hours' children and young people spend online

Children and young people attending primary schools, secondary schools and youth groups were asked how many hours per day they spent online (see table 2 below). Of the 17,520 respondents; most children and young people (around half) said they spent **one to three hours online per day**. Fewer than 5% of the older young people said they didn't use the internet. More of the younger children said they spent under 1 hour on the internet (45%, compared to 34% in the secondary group).

Table 2: How many hours per day do you spend online?

	Primary		Secondary / Youth		Total	
	n	%	n	%	n	%
Under 1 hour	1245	45%	5063	34%	6308	36%
1 to 3 hours	1268	46%	7287	49%	8555	49%
3 to 5 hours	178	6%	1390	9%	1568	9%
5 to 7 hours	37	1%	328	2%	365	2%
7 to 9 hours	8	0%	79	1%	87	0%
9+ hours	9	0%	82	1%	91	1%
I don't use the internet	N/A	N/A	546	4%	546	3%
Grand Total	2745	100%	14775	100%	17520	100%

A further analysis of the amount of time young people spend online only includes the secondary / youth responses because the majority of the children in the primary group said they spent under 3 hours on the internet, so there is insufficient data in the other time periods (3-6 hours and 6+ hours) to allow comparison.

4.1.2 Secondary / Youth Responses: How many hours young people spend online

The amount of time the older male and female respondents said they spent online was broadly comparable (of 14,339 responding):

- **5%** of males said they didn't use the internet, compared to **3%** of females.
- **34%** of males said they spent under one hour per day online, compared to **35%** of females.
- **46%** of males said they spent 1-3 hours online, compared to **52%** of females.

The amount of time young people in the different older age groups said they spent on line was broadly comparable. Of 14,707 responding to this question:

- **5%** of 11-13 year olds said they didn't use the internet, compared to **3%** of young people aged 14-16 and of 17 plus.
- **39%** of 11-13 year olds said they spent under one hour per day online, compared to **31%** of 14-16 year olds and **35%** of the 17 plus group.
- **45%** of 11-13 year olds said they spent 1-3 hours online, compared to **52%** of the 14-16 group and **48%** of the 17 plus group.

4.1.3 Where children and young people use the internet

Children and young people were also asked to select from a list all the places where they used the internet most of the time (see table 3 below). The responses or phrasing was slightly different for the primary and secondary questionnaires.

The children and young people responding to both the primary and the secondary questionnaires most commonly said they used the internet **at home**, with more children and young people saying they used the internet in **communal areas at home** than in their **own bedrooms**. Over half of the children and young people said they used the internet in a communal area such as the kitchen or sitting room (**51%** for the primary group and **56%** for the secondary group). Just under half of the secondary group said they used the internet at home in their bedroom (**44%**) but fewer children in the primary group said they used it in their bedroom (**23%**). Just under a fifth of the young people said they accessed the internet on their **mobile phone** (**16%**) and a tenth said they accessed the internet on a **games console** (**12%**). Again, as might be expected, fewer children in the primary group said they used the internet on a mobile phone (**6%**).

Table 3: Where do you use the internet mostly? (Multiple selection)

	Primary Group		Secondary / Youth Group	
	n	%	n	%
In school	325	11	1056	7
At home in bedroom	865	23	6497	44
Mobile phone	222	6	2362	16
At a friend/relation's house	279	7	1167	8
At home in kitchen/sitting room	1935	51	8168	56
Internet Cafe	46	1	256	2
Games console	N/A	N/A	1689	12
Other	124	3	462	3
Total (n)	2898	N/A	14618	N/A
Total (%)	N/A	N/A	N/A	N/A

**The primary question and responses were phrased differently. For the sake of brevity and clarity the secondary phrasing is used.*

4.1.4 Primary Responses: Where children use the internet

The responses given by the younger boys and girls showed only small differences, with **32%** of girls and **28%** of boys saying they used the internet at home in their bedroom and with **68%** of girls and **66%** of boys saying they used the internet in a communal area at home (of 2,858 responding). The next most common responses for both gender were accessing the internet at school (**12%** of girls and **10%** of boys) or at a friend / relation's house (**11%** of girls and **8%** of boys).

4.1.5 Secondary Responses: Where young people use the internet

The responses given by the older males and females also showed only small differences, with **46%** of females and **42%** of males saying they used the internet at home in their bedroom and with **59%** of females and **51%** of males saying they used the internet in a communal area at home (of 14,151 responding). A similar proportion

of males and females said they accessed the internet on their mobile phone (**15%** of males and **17%** of females). However, more males than females said they accessed the internet on a games console (**23%** of males, compared to **4%** of females).

Similarly, the responses given by young people in the different older age groups were broadly comparable, although as might be expected, slightly more of the older age groups said they accessed the internet in their own bedrooms or on a mobile phone. Of 14,515 young people responding:

- **40%** of young people aged 11-13 said they used the internet in their bedroom, with **59%** saying in a communal area at home, **13%** on a mobile phone and **12%** on a games console.
- **46%** of young people aged 14-16 said they used the internet in their bedroom, with **55%** saying in a communal area at home, **18%** on a mobile phone and **12%** on a games console.
- **49%** of young people aged 17 plus said they used the internet in their bedroom, with **51%** saying in a communal area at home, **18%** on a mobile phone and **9%** on a games console.

As might also be expected, more of the older young people who said they spent longer on the internet also said they accessed the internet in their own homes. This is particularly the case for young people who said they accessed the internet in their own rooms. Of the young people who said they spent *over* three hours on the internet, more said they used the internet in their bedroom than in communal areas in their home. However, conversely, of the young people who said they spent *under* three hours on the internet, more said they used the internet in communal areas than in their bedroom. Of 14, 216 responding:

- Of the 265 young people who said they spent 6 hours or more on the internet, **69%** said they used the internet at home in their bedroom, **44%** at home in a communal area, **31%** on a games console or mobile phone, **17%** at a friend or relation's house and **12%** in school.
- Of the 1,611 young people who said they spent 3 to 6 hours on the internet, **66%** said they used the internet at home in their bedroom, **44%** at home in a communal area, **22%** on a games console or mobile phone, **10%** at a friend or relation's house and **6%** in school.
- Of the 12,340 young people who said they spent under 3 hours on the internet, **41%** said they used the internet at home in their bedroom, **58%** at home in a communal area, **10%** on a games console or mobile phone, **8%** at a friend or relation's house and **7%** in school.

4.1.6 What children and young people use the internet for?

Children and young people of all ages were also asked to select from a list all the activities they used the internet for (see table 4 below). Over a third of the secondary / youth group selected most of the options listed. However, internet use was much lower in the primary group, as might be expected, with around **20%** or less selecting any of the options listed. For the secondary / youth group, the activities most commonly selected largely related to **social networking or communication**. Over two-thirds of the young people said they used the internet for **social networking sites (75%)** and **looking up music or other media (70%)**, with over half also saying that they used the internet to **chat to friends (54%)**. Around a third of the young people said they used the internet to check email (**38%**), for hobbies / interests /

shopping (**35%**) or for games (**30%**). Fewer than **5%** of the young people said they used the internet for information or advice. The activities most commonly selected by the primary group were more recreational than social, with **21%** saying they used the internet for **games** and **19%** saying they used the internet to **look up music or other media**.

Table 4: What do you use the internet for? (Multiple selection)

	Primary Group		Secondary / Youth Group	
	n	%	n	%
Social networking sites	1164	13	10895	75
Chat to friends	976	11	7870	54
Check email	868	9	5609	38
Look up information for school projects	889	10	6055	41
Look up music, videos etc.	1743	19	10254	70
Information/advice re. teenage issues	N/A	N/A	572	4
Look up pictures	687	7	N/A	N/A
Hobbies/interests/shopping sites	800	9	5047	35
Games	1885	21	4356	30
Other	151	2	350	2
Total (n)	2902	N/A	14610	N/A
Total (%)	N/A	N/A	N/A	N/A

**The primary question and responses were phrased differently. For the sake of brevity and clarity the secondary phrasing is used.*

4.1.7 Primary Responses: What children use the internet for

At the primary age, boys and girls had more similar uses for the internet. Both boys and girls most commonly said they used the internet for games (**63%** of girls and **67%** of boys) or for looking up music or other media (**60%** of both girls and boys). Girls and boys were also similar in their use of the internet for Bebo / Facebook (**41%** of girls and **40%** of boys). However, more girls than boys said they used the internet for chatting to friends (**42%** of girls and **26%** of boys), looking up stuff for school (**41%** of girls and **20%** of boys) and looking at pictures (**30%** of girls and **18%** of boys).

4.1.8 Secondary Responses: What young people use the internet for

Gender differences were apparent in the activities the older young people said they used the internet for, with more females saying they used the internet for social activities and more males saying they used the internet for games. The only areas of similarity related to the use of the internet for hobbies / interests / shopping sites (selected by **36%** of females and **33%** of males) or the less frequent use of the internet for information / advice (selected by **4%** of females and **3%** of males). Of 14,146 young people responding:

- **81%** of females said they used the internet for social networking, compared to **65%** of males.
- **60%** of females said they used the internet to chat to friends, compared to **45%** of males.
- **42%** of females said they used the internet to check email, compared to **33%** of males.

- **73%** of females said they used the internet to look up music and other media, compared to **66%** of males.
- **50%** of females said they used the internet to look up information for school projects, compared to **29%** of males.
- **47%** of males said they used the internet for games, compared to **19%** of females.

Responses by the older age groups were similar in relation to young people saying they used the internet to chat to friends (**51%** of the 11-13 group, **56%** of the 14-16 group and **53%** of the 17 plus group) and to look up music / other media (**65%** of the 11-13 group, **73%** of the 14-16 group and **73%** of the 17 plus group). The number of young people saying they used the internet for games decreased with increasing age (**38%** of the 11-13 group, **27%** of the 14-16 group and **22%** of the 17 plus group). However, for many activities the number of young people saying they used the internet for each activity increased with increasing age, particularly:

- Social networking (**67%** of the 11-13 group, **77%** of the 14-16 group and **83%** of the 17 plus group).
- Checking email (**35%** of the 11-13 group, **39%** of the 14-16 group and **47%** of the 17 plus group).
- Looking up information for school projects (**37%** of the 11-13 group, **41%** of the 14-16 group and **54%** of the 17 plus group).
- Hobbies / interests / shopping sites (**29%** of the 11-13 group, **36%** of the 14-16 group and **42%** of the 17 plus group).

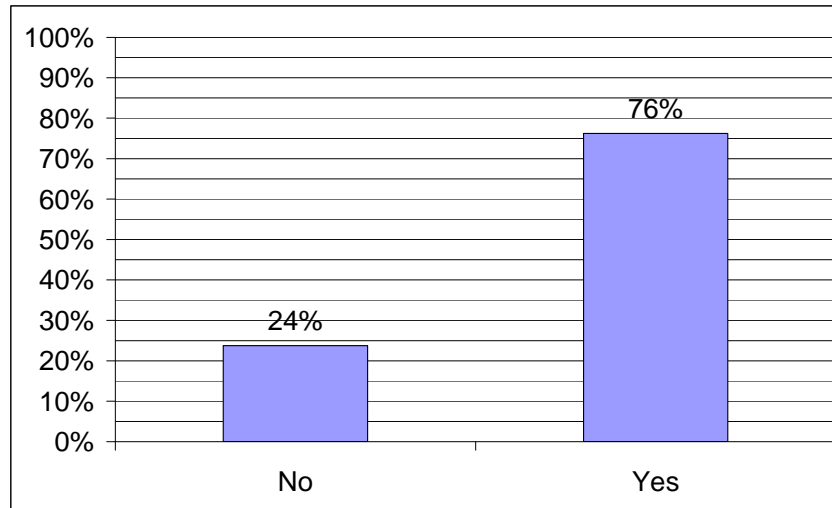
Responses also differed according to the amount of time young people spent online. More of the young people who said they spent more time online, particularly 6 or more hours, also said they used the internet for **chatting to friends** (**52%** who spent under 3 hours online, compared to **69%** saying 3-6 hours and **72%** 6+ hours), **checking email** (**38%** who spent under 3 hours online, compared to **43%** saying 3-6 hours and **58%** 6+ hours) or **games** (**28%** who spent under 3 hours online, compared to **44%** saying 3-6 hours and **52%** 6+ hours).

4.2. Findings: Privacy and the Internet

4.2.1 Children and young people's use of privacy settings

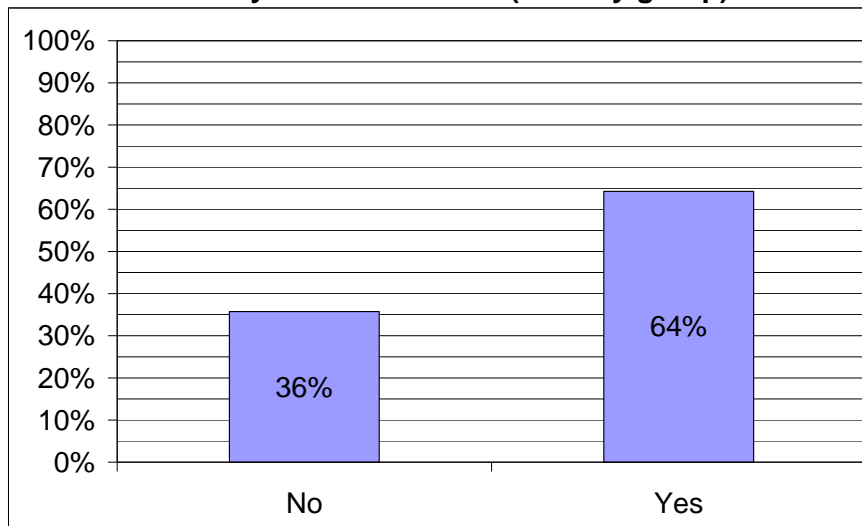
The older young people were asked if they used privacy settings on social networking sites (the secondary / youth questionnaire). Of 13,684 responding, three-quarters said they used privacy settings (**76%**).

Chart 1: Do you use privacy settings on social networking sites? (Secondary group)



The younger children were asked if they knew how to keep their Bebo / Facebook account private (the primary questionnaire). Of 2,369 responding, two-thirds said 'yes' (**64%**).

Chart 2: Do you know how to keep your Bebo/Facebook account private so only your friends can see your information? (Primary group)



Slightly more girls said they knew how to keep their account private, with 68% of girls and 61% of boys saying 'yes'.

4.2.2 Secondary Responses: Young people's use of privacy settings

There were clear gender differences in the use of privacy settings by young people, with more females saying they used privacy settings. Of 8,066 females responding, **85%** said they used privacy settings on social networking sites, compared to **63%** of males. It is possible that this difference could be associated with the greater use of social networking sites by females (see above).

There were, however, no differences in the use of privacy settings by young people of different age groups, with **75%** of the 11-13 group, **77%** of the 14-16 group and **77%** of the 17+ group saying they used privacy settings on social networking sites. In contrast to the gender responses, these percentages remain consistent across the age groups; even though the number of young people who said they used the internet for social networking was found to increase with age (see also above).

However, differences were apparent in the use of privacy settings and the length of time young people spent online. The use of privacy settings on social networking sites was found to *decrease* the *longer* young people said they spent online. Of 13,364 responding:

- **77%** of those who said they spent under 3 hours online said they used privacy settings.
- **72%** of those who said they spent 3-6 hours online said they used privacy settings.
- **62%** of those who said they spent 6+ hours online said they used privacy settings.

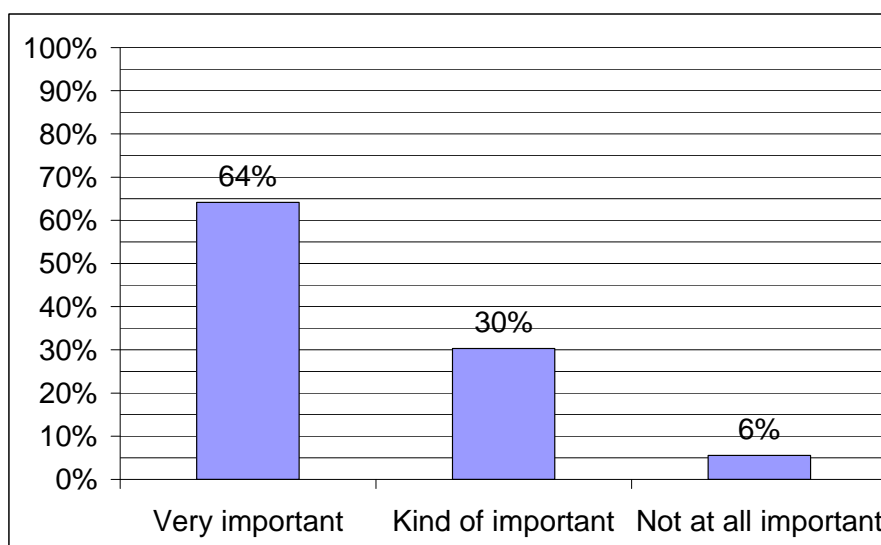
This is particularly striking as the young people who said they spent longer online were *also* more likely to say they used the internet for social networking or communication activities (see above). No large differences by gender or age were evident in the amount of time young people spent online (see also above).

4.2.3 Children and young people's attitudes towards privacy settings

Children were asked how important they thought it was to make sure their profile page was private, so only their friends could see it. Three-quarters of the children said they thought it was 'very important' (74%), with a further 20% saying 'quite important' (of 2,685 responding). More girls than boys said they thought it was 'very important' (81% of girls and 67% of boys).

Older young people were also asked how important they thought it was to use privacy settings on social networking accounts. Of 14,594 young people responding, **64%** said they thought it was 'very important', with **30%** saying 'kind of important'. Under a tenth said they thought it was 'not at all important' (**6%**).

Chart 3: How important is it to use the privacy settings on social networking accounts? (Secondary group)



However, not all of the older young people who said they thought it was important to use privacy settings *also* said they themselves used them, although the majority did (see table 5 below). Of the young people who said they thought it was ‘very important’ to use privacy settings, **88%** said they themselves use the settings, compared to **61%** who said they thought it was ‘kind of important’ and **28%** of those who said they thought it was ‘not at all important’.

Table 5: Do you use privacy settings on social networking sites? – By how important is it to use the privacy settings on social networking accounts?

	Very important	Kind of important	Not at all important	Total
	%	%	%	%
No	12%	39%	72%	23%
Yes	88%	61%	28%	77%
Total (n)	8484	4102	730	13316
Total (%)	100%	100%	100%	100%

4.2.4 Secondary Responses: Young people’s attitudes towards privacy settings

More females than males said they thought it was important to use privacy settings on social networking sites, particularly ‘very important’. Of 14,152 young people responding:

- **72%** of females said they thought it was ‘very important’, with **25%** saying ‘kind of important’ and **3%** saying ‘not at all important’.
- **52%** of females said they thought it was ‘very important’, with **38%** saying ‘kind of important’ and **10%** saying ‘not at all important’.

However, the attitudes of the different age groups to privacy settings differed very little, with **68%** of the 11-13 group, **62%** of the 14-16 group and **64%** of the 17+ group saying they thought it was 'very important' to use privacy settings. Between **5-6%** of each age group said they thought it was 'not at all important'.

Young people's attitudes towards privacy settings did, however, differ according to the amount of time they spent online (see table 6 below). The young people who spent *longer* online were *less* likely to say they thought it was important to use privacy settings. These attitudes also appear to be reflected in the actual behaviour of the young people, as the use of privacy settings on social networking sites was also found to *decrease* the *longer* young people said they spent online (see above). In fact, young people who said they *didn't* use the internet were *most* likely to say they thought privacy settings were 'very important' (**72%**, compared to **66%** of those who spent under 3 hours online per day, **53%** of those who spent 3-6 hours and **47%** of those who spent 6+ hours).

Table 6: How important is it to use the privacy settings on social networking accounts? – By how long spent online

	Under 3 hours	3 to 6 hours	6+ hours	Don't use internet	Total
	%	%	%	%	%
Very important	66%	53%	47%	72%	64%
Kind of important	30%	39%	34%	21%	30%
Not at all important	5%	8%	19%	8%	6%
Total (n)	11952	1553	258	470	14233
Total (%)	100%	100%	100%	100%	100%

4.3 Findings: Personal Safety and the Internet

4.3.1 Personal safety and personal information

Children and young people of all ages were asked to select from a list all the personal details they had given to someone online (see table 7 below). Over two-thirds of all the children and young people said they *didn't* give out personal details (**75%** of the primary group and **70%** of the secondary / youth group). However, over a tenth of all the children and young people said they had given out their **full name** (**13%** of the primary group and **17%** of the secondary / youth group). More young people in the older group said they had given out personal details, including their **email address** (**12%**), their **mobile number** (**11%**) and a **photo** (**10%**).

Table 7: Have you ever given personal details to someone on-line that you have never met in person (e.g. mobile number)?

	Primary Group		Secondary / Youth Group	
	n	%	n	%
None. I don't give out personal details	2229	75	10288	70
Full name	383	13	2483	17
Address	46	2	327	2
Mobile telephone number	49	2	1666	11
Email address	108	4	1721	12
Photo	139	5	1527	10
Other	29	1	134	1
Total (n)	2894	N/A	14601	N/A
Total (%)	N/A	N/A	N/A	N/A

**The primary question and responses were phrased differently. For the sake of brevity and clarity the secondary phrasing is used.*

4.3.2: Primary responses: Personal safety and personal information

Slightly fewer boys than girls said they did *not* give out personal information (**80%** of girls and **74%** of boys said they did not). Nevertheless, around a tenth of both boys and girls said they had given out their name (**12%** of girls and **14%** of boys). In other responses girls and boys were also broadly comparable. The next most commonly selected responses were children saying they had given out a photo (**5%** of both boys and girls) and an email address (**3%** of girls and **4%** of boys).

4.3.3: Secondary responses: Personal safety and personal information

Males and females gave remarkably similar responses in relation to the personal details they gave out online, with **71%** of females and **69%** of males saying they did *not* give out personal details. Both males and females most commonly said they had given out their name (**17%** of both males and females); with **9-13%** of both groups saying they had given out their mobile number, email address or a photo.

There were, however, differences apparent in the different age groups, although the two older age groups (14-16 and 17+) gave more similar responses and the

youngest age group (11-13) differed to a greater extent. Of the older age groups, **69%** of the 17+ group and **66%** of the 14-16 group said they did *not* give out personal details, compared to **78%** of the 11-13 group. In terms of personal details given out, **20%** of the 14-16 group and **17%** of the 17+ group said they had given out their full name, compared to **12%** of the 11-13 group. Similarly, **14-15%** of the 14-16 and 17+ groups said they had given out their mobile telephone number or email address, compared to **7-8%** of the 11-13 group.

As might be expected, the more time young people said they spent online, the more likely they were to also say they had given out personal details (see table 8 below). Nearly three-quarters of the young people who said they spent *under* three hours online said they did *not* give out personal details (**73%**), compared to **54%** of those who spent 3-6 hours and **43%** of those who spent 6+ hours online. Of the young people who said they spent 6 or more hours online per day, around a third said they had given out their full name (38%), mobile telephone number (**30%**), email address (33%) and a photo (28%). **A tenth** said they had given out their address (**13%**).

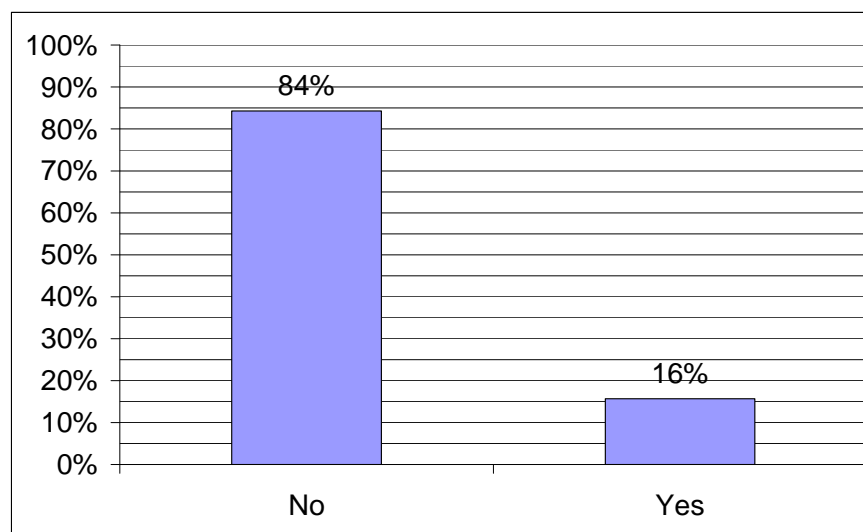
Table 8: Have you ever given personal details to someone on-line that you have never met in person? – By time spent online (multiple selection)

	Under 3 hours	3 to 6 hours	6+ hours	Total
I don't give out personal details	73	54	43	170
Full name	15	27	38	80
Address	2	4	13	19
Mobile telephone number	10	22	30	61
Email address	10	22	33	66
Photo	9	18	28	56
Other	1	1	2	4
Total (n)	12,332	1,606	266	14,204
Total (%)	N/A	N/A	N/A	N/A

4.3.4 Personal safety and risk behaviour

Older young people were asked if they had ever met up with someone they had got to know online. Of 14,275 young people responding, **84%** said they had *not* met up with someone from online. However, over 2,000 young people said they *had* met up with someone from online (**16%**; n = 2,242).

**Chart 4: Have you ever met up with someone you got to know online?
(Secondary group)**



Of the young people who said they *had* met up with someone from online:

- **32%** said they had met them alone (n = 770)
- **82%** said the person matched their online profile (n = 1793)

4.3.5 Characteristics of young people engaging in risk behaviour

Of the young people who said they *had* met up with someone online¹¹:

- **47%** were female and **53%** male.
- **23%** were aged 11-13, **61%** were aged 14-16 and **16%** were aged 17+.
- **72%** said they spent under 3 hours online, **23%** said they spent 3-6 hours and **5%** said they spent 6+ hours.
- **67%** said they *do* use privacy settings and **33%** said they do *not* use privacy settings.
- **59%** said they used the internet at home in their bedroom (compared to **42%** who said they had *not* met someone).
- **46%** said they used the internet at home in a communal area (compared to **57%** who said they had *not* met someone).
- **26%** said they used the internet on a mobile phone (compared to **15%** who said they had *not* met someone).
- **81%** said they used the internet for social networking (compared to **74%** who said they had *not* met someone).
- **69%** said they used the internet to chat to friends (compared to **51%** who said they had *not* met someone).
- **35%** said they did *not* give out personal details online (compared to **77%** who said they had *not* met someone).

¹¹ Data is taken from different questions, so the total number of respondents varies. See Appendix 1 for full details of respondents and responses.

- **41%** said they had given out their mobile number online (compared to **6%** who said they had *not* met someone).
- **36%** said they had given out their full name online (compared to **14%** who said they had *not* met someone).
- **28%** said they had given out their email address online (compared to **9%** who said they had *not* met someone).
- **25%** said they had given out a photo online (compared to **8%** who said they had *not* met someone).

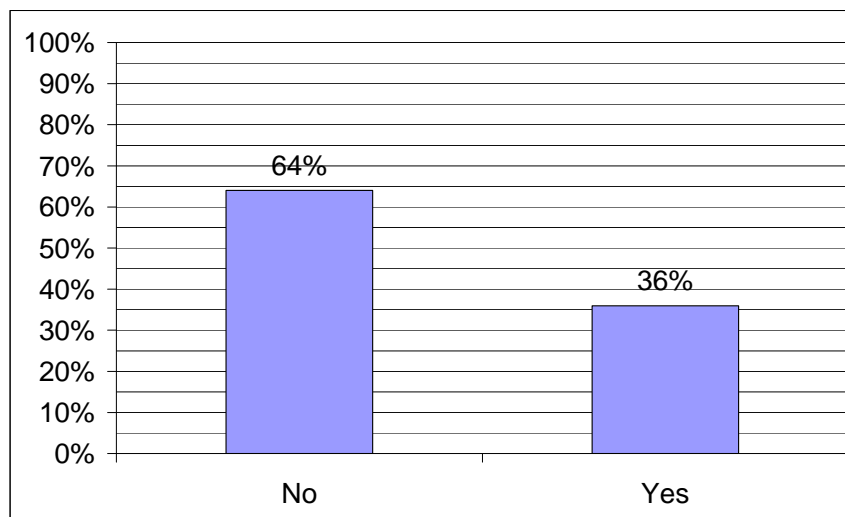
The data can also be viewed differently, to see how the proportion of young people who said they had met someone online varies by gender, age group and time spent online, rather than looking at the characteristics of the young people who said they had met someone online. Such an analysis shows that:

- Only slightly more females than males said they *had* met up with someone from online (**88%** of females and **79%** of males).
- Only slightly more young people from the older age groups said they *had* met up someone from online (**11%** aged 11-13, **18%** aged 14-16 and **18%** aged 17+).
- However, young people who said they spent *more* time online were also more likely to say they *had* met up with someone from online (**13%** who said they spent under 3 hours per day, **31%** who said they spent 3-6 hours and **44%** who said they spent 6+ hours per day).

4.3.6 Other personal safety issues (inappropriate content)

Older young people were asked if they had ever entered sites that were meant for people aged over 18 years old, either on purpose or by accident. Of 14,237 young people responding, **36%** said they *had* entered sites meant for people aged 18 plus.

Chart 5: While online have you ever entered any sites meant for people over 18 years of age either on purpose or by accident? (Secondary group)



Considerably more males than females said they had entered sites meant for people over 18 years of age, which is striking considering the male and female responses were broadly similar for most of the other issues examined. Over half of the male

respondents (**55%**) said they *had* entered sites meant for people aged 18 plus, compared to under quarter of the female respondents (**23%**).

Differences were also noted in the responses of the different age groups, although this may be distinct from the gender differences as the proportion of males and females in each age group was broadly the same (see introduction). Again, as was found for other questions, the responses of the two older age groups showed more similarity and the youngest age group showed a greater difference. Nearly half of the oldest age group (17+) said they *had* entered sites made for those aged 18 plus (**49%**), compared to **40%** of those aged 14-16 and **24%** of those aged 11-13.

As was also found for other question areas, large differences were found in the responses of young people who said they spent different amounts of time online. More young people who said they spent *longer* online also said they *had* entered sites made for those aged 18 plus (**63%** of those who said they spent 6+ hours online, **53%** of those who said they spent 3-6 hours and **33%** of those who said they spent under 3 hours online).

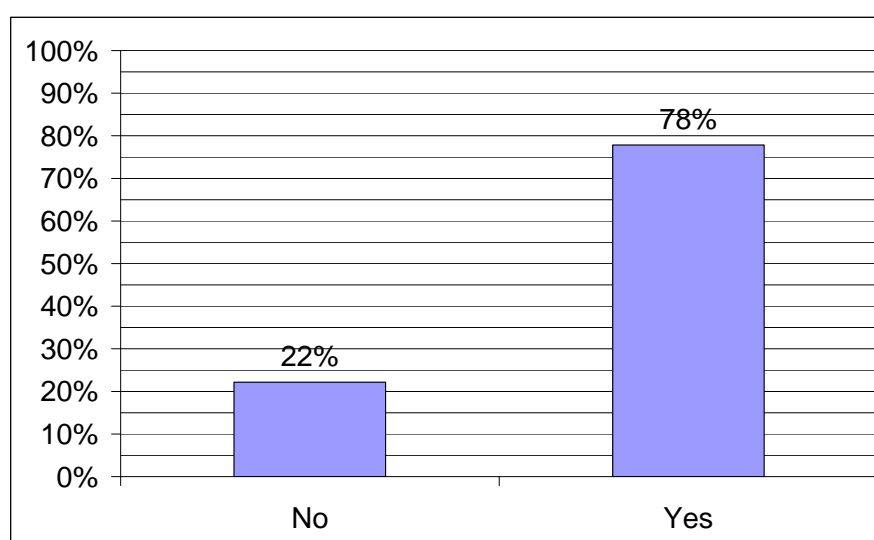
4.3.7 Other personal safety issues (panic buttons)

Children and young people were also asked if they agreed with a 'Panic Button' online.

Of 2,723 children responding, **88%** said they thought that Bebo / Facebook should have a 'help button' to be used if they were worried or upset. A similar proportion of boys and girls said they thought there should be a 'help button', with **91%** of females and **85%** of males saying 'yes'.

Of 14,356 older young people responding, **78%** said they agreed with a 'Panic Button'.

Chart 6: Would you agree with a 'Panic Button' online (letting the website provider, e.g. Facebook, know about inappropriate material and directing the young person to a support site)? (Secondary group)



More females than males agreed with the concept of a 'Panic Button', with 83% of females saying 'yes', compared to **70%** of males.

The views of young people of different ages, however, did not differ regarding the concept of a 'Panic Button', with **79%** of those aged 11-13 and **77%** of those aged both 14-16 and **17+** saying 'yes'.

However, again, the views of the young people who spent different amounts of time on the internet did differ, with **79%** of those who spent under 3 hours online per day saying they agreed with a 'Panic Button', compared **71%** of those who said they spent 3-6 hours and **63%** of those who said they spent 6+ hours online. The young people who said they did *not* use the internet at all were most positive about the concept of a 'Panic Button', with **82%** saying 'yes'.

4.4. Findings: Bullying and the Internet

4.4.1 Children and young people's experience of bullying

Children and young people of all ages were asked if they or anyone they knew had ever been bullied online or via mobile phone (see table 9 below). Of 14,206 older young people, a quarter said they or someone they knew had been bullied (26%). A similar proportion of the younger children said that they or their friends had experienced bullying online or by phone (22%).

Table 9: Have you or anyone you know ever been bullied online, through phone, chat rooms, emails etc (i.e. cyberbullying)?

	Primary Group		Secondary / Youth Group	
	n	%	n	%
No	2163	78%	10571	74%
Yes	593	22%	3635	26%
Total	2756	100%	14206	100%

**The primary question and responses were phrased differently. For the sake of brevity and clarity the secondary phrasing is used.*

Primary and secondary / youth groups were also asked to select from a list all the people who were told about the cyberbullying (see table 10 below). Overall, the secondary / youth group selected fewer people from the list than the primary group, although the same proportion of primary and secondary / youth groups said they had not told anyone (only **5%** for each). Most young people in the secondary / youth group said they had told **friends**, although only around a tenth said they had done so (**13%**). **Fewer than 10%** of the young people in the secondary / youth group selected any of the other options. Over a third of the primary group, in contrast, said they had told their **parents (38%)**, with **18%** saying they had told **friends**.

Table 10: Was anyone told about the cyberbullying?

	Primary Group		Secondary / Youth Group	
	n	%	n	%
No one	93	5	758	5
Friends	331	18	1938	13
Parents	707	39	1260	8
Teachers	210	12	683	5
Reported it to bebo/facebook etc.	158	9	815	5
Guardian	N/A	N/A	148	1
Gardai	132	7	N/A	N/A
Helpline	93	5	63	0
Other person	58	3	194	1
Total (n)	2886	N/A	15085	N/A
Total (%)	N/A	N/A	N/A	N/A

**The primary question and responses were phrased differently. For the sake of brevity and clarity the secondary phrasing is used.*

Children and young people were also asked to select from a list all the reasons why they thought young people might not tell anyone about cyberbullying (see table 11 below). In contrast to the previous question above, more young people in the secondary / youth group selected the options listed, in most cases twice as many as the primary group. Over half of the young people in the secondary / youth group said they thought it was because a young person might be afraid that it may make the bullying worse (**61%**), with around a third saying the young person might feel embarrassed (**39%**), they might be afraid their internet access would be restricted (**30%**) or they might not know what to do about it (**30%**). The responses most commonly selected by the primary group were similar, particularly that the young person might be afraid it would make the bullying worse (**31%**) and the young person being afraid their internet access would be restricted (**17%**).

Table 11: Why do you think young people might not tell anyone about cyberbullying? Multiple selections

	Primary Group		Secondary / Youth Group	
	n	%	n	%
Afraid that it may make the bullying worse	1733	31	9163	61
Fear of getting into trouble with their parents	614	11	3372	22
Afraid their internet access might be restricted	969	17	4482	30
They feel that they can deal with it themselves	446	8	5178	34
They are too upset	547	10	2841	19
They don't know what to do about it	699	12	4523	30
They feel embarrassed	573	10	5842	39
Other	50	1	207	1
Total (n)	2888	N/A	15061	N/A
Total (%)	N/A	N/A	N/A	N/A

**The primary question and responses were phrased differently. For the sake of brevity and clarity the secondary phrasing is used.*

4.4.2 Primary responses: Children's experience of bullying

More girls than boys said they had experienced bullying (**25%** of girls and **18%** of boys).

The children were also asked how often they thought bullying happened. Around half of both girls and boys said they thought it happened 'every day' (**54%** of girls and **46%** of boys). The next most common responses were selected by a similar proportion of boys and girls: that they thought the bullying happened 'once' (**21%** of girls and **27%** of boys) and that they thought bullying happened 'every week' (**17%** of girls and **18%** of boys).

The responses of boys and girls in relation to who they would tell about the bullying were broadly similar. Most girls and boys said they would tell a parent about the bullying (**27%** of girls and **23%** of boys). Slightly more girls said they would tell a friend (**14%** of girls and **9%** of boys). The next most commonly selected response was to tell a teacher (**9%** of girls and **6%** of boys).

4.4.3 Secondary responses: Young people's experience of bullying

Older young people were asked how often the bullying they, or someone else, had experienced had occurred. Over half of the young people responding said it had taken place 'once' (**59%**), although around a fifth of the young people said 'every week' (**16%**) or 'every day' (**19%**).

Older young people were also asked to select from a list all the ways the bullying had occurred (see table 12 below). Of the 15,078 young people responding, most said it had been via **social networking sites (14%)** or by **mobile text messages (8%)**.

Table 12: How did this bullying occur?

	n	%
Mobile text messages	1214	8
MSN	699	5
Social networking sites (i.e. Facebook/bebo/twitter)	2163	14
Email	214	1
Chat rooms	314	2
Other	140	1
Total (n)	15078	N/A
Total (%)	N/A	N/A

Slightly more females than males said they had been bullied (**29%** of females and **20%** of males). Slightly more females than males also said they had been bullied via social networking sites (**17%** of females, compared to **10%** of males), although this may be attributable to a greater proportion of females than males saying they accessed social networking sites. More females than males also said a parent or a friend had been told about the cyberbullying (**16%** of females said 'friend, compared to **8%** of males, and **11%** of females said 'parents', compared to **5%** of males).

Similarly, slightly more young people in the older age groups said they had been bullied (**21%** aged 11-13, **28%** aged 14-16 and **29%** aged 17+). As was also found for gender, the older age groups were more likely to say they experienced bullying on social networking sites (**10%** aged 11-13, **16%** aged 14-16 and **18%** aged 17+). This again may be attributable to more young people in the older age groups also being more likely to say they accessed social networking sites.

Again, the amount of time young people spent on the internet was associated with different responses, with **41%** of those who said they spent 6 plus hours online per day also saying they had been bullied, compared to **36%** of those who said they spent 3-6 hours and **24%** of those who said they spent under 3 hours online. Again, as was also found for gender and age, the young people who said they spent longer online were also more likely to say they experienced bullying on social networking sites (**14%** who spent under 3 hours, **19%** who spent 3-6 hours and **26%** who spent over 6 hours). Again, this may be attributable to more young people who said they spent longer online also being more likely to say they accessed social networking sites.

The use of privacy settings on social networking sites, however, appeared to make no difference to young people's experience of bullying. Of the young people who said they had experienced bullying, **78%** said they used privacy settings, compared to **76%** of those who said they had not been bullied.

5. CONCLUSION & RECOMMENDATIONS

It is clear from the findings of the study that the internet plays a significant part in the lives of children and young people. Without doubt, it can be a very positive experience but what has also been reiterated through the findings is the importance of firstly acknowledging some of the pitfalls and secondly, adopting a holistic approach to addressing young peoples use of the internet. It is vital that we all work together to form a multifaceted response. Responsibility falls on parents to ensure vigilance, government to have robust legislation and educational provisions and for all other stakeholders such as Internet Service Providers and social networking sites to do all they can to make sure children are better protected.

The ISPCC has developed a number of recommendations in response to the findings of the study and these are outlined below.

1. Legislation

The ISPCC believes that legislation for monitoring and addressing child abuse online needs to be enhanced to keep in line with the on-going development of technology.

- The Government needs to ensure the Implementation of the EU Directive on Sexual abuse, sexual exploitation of children and child pornography. This framework lays down a set of common minimum rules for EU States. It establishes common provisions on criminalisation, sanctions, aggravating circumstances, assistance to victims, grooming and the availability of child pornography.
- Governments, law enforcement and industry service providers must work together to combat peer to peer software for the distribution of child abuse images.
- Harsher sentences for those who view child abuse on the web, as viewing it is equally a crime. Sentencing, post release supervision and other sanctions need to reflect the depravity of the crime carried out. We need to ensure that children are protected from those who habitually prey on them.

2. Education

Children and parents need to be supported and educated around the risks and also on how to stay safe online;

- Parental vigilance is required to help keep young people safe online.
- Parents need to understand that access to the internet is becoming increasingly diverse and therefore increasingly difficult to supervise. Parents should sit down and talk to their children about social networking sites. To do this, parents themselves need to be aware and informed. The ISPCC developed a “safe click code” giving advice to parents which includes.

1. Communicate – explain the risks to your child.
 2. Browse the web WITH your child.
 3. Keep the computer in the family room.
 4. Negotiate rules with your child around internet usage.
 5. Be aware of, and use, internet safety tools such as filters which block inappropriate websites.
 6. If your child tells you about an upsetting experience or situation don't blame them. Help them avoid the problem in the future.
 7. Advise your child not to provide any personal information to strangers online.
 8. Advise your children not to be "friends" with people they do not know on social networking sites.
 9. Instruct your child never to meet anyone they have met on the web without an adult.
- Ongoing work in schools is vital to ensure that all children and young people are aware of the risks.
 - Any child or young person using a social network site should be made aware of privacy settings and their importance from the moment they sign up. This is mainly the responsibility of the service provider. However, parents also have a role to play in understanding privacy settings and monitoring their children's safety.
 - Young people/users need to find out where the security settings are on these social networking sites and take the time to learn how to use them to control what information is shared with people, applications and web sites.
 - Children need to be made aware of the supports they can access in relation to bullying. Advice given to children on the ISPC's "safe click code" includes:
 1. Young people should tell an adult if being bullied.
 2. Avoid responding to the bully, instead save the evidence and show a trusted adult.
 3. Block the bully: If harassment is coming in the form of an instant message, texts or profile comments, use preferences or privacy tools to block the person, if it's in chat, leave the "room", or contact your internet service provider.

Sometimes, it is a mobile phone that is used to send images and bully. Some messages may be seen as harassment, which is a crime. If someone sends messages or images that are indecent, lewd, or obscene with the intent to abuse, annoy, harass, or threaten it can be reported to the mobile network provider. There are a few things can be done to try and make mobile phones safer.

1. Try not to reply to any messages when you don't know who they are from.

2. Be careful about texting information or sending pictures of yourself to someone you don't know.
3. It may help to save text messages that you receive so that you can show them to someone you trust.
4. It might be a good idea to talk to an adult about how you can be safe while texting with your mobile.
5. Check your phone's handbook and see if it's possible to block numbers or ask an adult you trust to help you.
6. Change your phone number – some networks might let you do this for free. It might help to get an adult to help you ring the mobile phone company.

3. Introduction of a Panic Button

The ISPCC knows through its Childline Online service that children are using the internet and mobile phones in their everyday life and to seek support, but there can be risks involved in the use of new technologies. This is why technologies such as a panic button are so important and as such, the ISPCC is calling on the relevant stakeholders to ensure that this becomes a reality.

Whilst acknowledging that there is no single answer to making the internet safer, the introduction of a “safety button” for Facebook and other similar sites that children access is vital. This is already in operation on Facebook UK who in conjunction with the Child Exploitation and Online Protection Centre (CEOP) have an application allowing young users to report worrying or inappropriate behaviour to child protection authorities. The CEOP's application, called clickCEOP, is a link not only to the CEOP website but also to nine other different sources of help including Childline and Beatbullying. The application appears as a tab at the top of a user's profile once it is added, and clicking it provides links to the organisation's websites where bullying, sexual behaviour or other online problems can be researched and if necessary reported. In relation to Ireland, if this new button was to exist, users would have to add it to their home page, for this to happen successfully Facebook and any other social networking site would need to run an online awareness campaign targeting members as they did in the UK.

In conclusion, the internet is here to stay and this study has given us a unique insight to the challenges faced by young people. We need to tackle these challenges head on or **“this will come back and bite us in the butt”**.

6. APPENDICES

Appendix One: Key Questions by Gender / Age Group / Time Spent Online (Number of respondents varies in each question)

1. By Gender

How many hours per day do you spend online? – By gender

	Female	Male	Total
	%	%	%
Under 1 hour	35%	34%	34%
1 to 3 hours	52%	46%	49%
3 to 5 hours	9%	10%	9%
5 to 7 hours	2%	3%	2%
7 to 9 hours	0%	1%	1%
9+ hours	0%	1%	1%
I don't use the internet	3%	5%	4%
Total (n)	8502	5837	14339
Total (%)	100%	100%	100%

Where do you use the internet mostly? – By gender

	Female	Male	Total
	%	%	%
In school	6	10	15
At home in bedroom	46	42	88
Mobile phone	17	15	32
At a friend/relation's house	9	6	15
At home in kitchen/sitting room	59	51	110
Internet Cafe	2	2	4
Games console	4	23	27
Other	4	2	6
Total (n)	5,658	8,493	14,151
Total (%)	N/A	N/A	N/A

What do you use the internet for? – By gender

	Female	Male	Total
	%	%	%
Social networking sites	81	65	146
Chat to friends	60	45	105
Check email	42	33	75
Look up information for school projects	50	29	79
Look up music, videos etc.	73	66	139
Information/advice re. teenage issues	4	3	8
Hobbies/interests/shopping sites	36	33	69
Games	19	47	65
Other	2	3	5

Total (n)	8,499	5,647	14,146
Total (%)	N/A	N/A	N/A

Do you use privacy settings on social networking sites? – By gender

	Female	Male	Total
	%	%	%
No	15%	37%	24%
Yes	85%	63%	76%
Total (n)	8066	5199	13265
Total (%)	100%	100%	100%

How important is it to use the privacy settings on social networking accounts? – By gender

	Female	Male	Total
	%	%	%
Very important	72%	52%	64%
Kind of important	25%	38%	30%
Not at all important	3%	10%	5%
Total (n)	8499	5653	14152
Total (%)	100%	100%	100%

Have you ever given personal details to someone on-line that you have never met in person (e.g. mobile number)? – By gender

	Female	Male	Total
	%	%	%
None. I don't give out personal details	71	69	141
Full name	17	17	34
Address	2	3	5
Mobile telephone number	11	12	23
Email address	11	13	24
Photo	11	9	21
Other	1	1	2
Total (n)	8,497	5,641	14,138
Total (%)	N/A	N/A	N/A

Have you ever met up with someone you got to know online? – By gender

	Female	Male	Total
	%	%	%
No	88%	79%	84%
Yes	12%	21%	16%
Total (n)	8355	5497	13852
Total (%)	100%	100%	100%

While online have you ever entered any sites meant for people over 18 years of age either on purpose or by accident? – By gender

	Female	Male	Total
	%	%	%
No	77%	45%	64%
Yes	23%	55%	36%
Total (n)	8304	5504	13808
Total (%)	100%	100%	100%

Would you agree with a 'Panic Button' online (letting the website provider, e.g. Facebook, know about inappropriate material and directing the young person to a support site)? – By gender

	Female	Male	Total
	%	%	%
No	17%	30%	22%
Yes	83%	70%	78%
Total (n)	8360	5562	13922
Total (%)	100%	100%	100%

Have you or anyone you know ever been bullied online, through phone, chat rooms, emails etc (i.e. cyberbullying)?

	Female	Male	Total
	%	%	%
No	71%	80%	75%
Yes	29%	20%	25%
Total (n)	8298	5489	13787
Total (%)	100%	100%	100%

How did this bullying occur? – By gender

	Female	Male	Total
	%	%	%
Mobile text messages	9	6	16
MSN	5	3	9
Social networking sites	17	10	27
Email	1	2	3
Chat rooms	2	2	4
Other	1	1	2
Total (n)	8,682	5,921	14,603
Total (%)	N/A	N/A	N/A

Was anyone told about the cyberbullying? – By gender

	Female	Male	Grand Total
	%	%	%
No one	4	6	10
Friends	16	8	24
Parents	11	5	16
Teachers	5	3	9
Reported it to bebo/facebook	7	4	10
Guardian	1	1	2
Helpline	0	1	1
Other person	1	1	2
Total (n)	8,687	5,923	14,610
Total (%)	N/A	N/A	N/A

2. By Age Group

How many hours per day do you spend online? – By age group

	11 to 13	14 to 16	17 Plus	Total
	%	%	%	%
Under 1 hour	39%	31%	35%	34%
1 to 3 hours	45%	52%	48%	49%
3 to 5 hours	8%	10%	10%	9%
5 to 7 hours	2%	2%	3%	2%
7 to 9 hours	0%	1%	0%	1%
9+ hours	0%	1%	1%	1%
I don't use the internet	5%	3%	3%	4%
Total (n)	4863	7913	1931	14707
Total (%)	100%	100%	100%	100%

Where do you use the internet mostly? – By age group

	11 to 13	14 to 16	17 Plus	Total
	%	%	%	%
In school	5	7	12	24
At home in bedroom	40	46	49	135
Mobile phone	13	18	18	49
At a friend/relation's house	9	8	6	23
At home in kitchen/sitting room	59	55	51	166
Internet Cafe	2	2	1	5
Games console	12	12	9	33
Other	4	3	2	8
Total (n)	4,749	7,852	1,914	14,515
Total (%)	N/A	N/A	N/A	N/A

What do you use the internet for? – By age group

	11 to 13	14 to 16	17 Plus	Total
	%	%	%	%
Social networking sites	67	77	83	227
Chat to friends	51	56	53	160
Check email	35	39	47	120
Look up information for school projects	37	41	54	132
Look up music, videos etc.	65	73	73	210
Information/advice re. teen issues	2	4	5	12
Hobbies/interests/shopping sites	29	36	42	107
Games	38	27	22	87
Other	2	2	3	8
Total (n)	4,746	7,846	1,915	14,507
Total (%)	N/A	N/A	N/A	N/A

Do you use privacy settings on social networking sites? - By age group

	11 to 13	14 to 16	17 Plus	Total
	%	%	%	%
No	25%	23%	23%	24%
Yes	75%	77%	77%	76%
Total (n)	4361	7402	1835	13598
Total (%)	100%	100%	100%	100%

How important is it to use the privacy settings on social networking accounts? – By age group

	11 to 13	14 to 16	17 Plus	Total
	%	%	%	%
Very important	68%	62%	64%	64%
Kind of important	27%	32%	31%	30%
Not at all important	5%	6%	5%	6%
Total (n)	4798	7809	1894	14501
Total (%)	100%	100%	100%	100%

Have you ever given personal details to someone on-line that you have never met in person (e.g. mobile number)? – By age group

	11 to 13	14 to 16	17 Plus	Total
	%	%	%	%
I don't give out personal details	78	66	69	213
Full name	12	20	17	49
Address	1	2	3	7
Mobile telephone number	5	14	15	34
Email address	7	14	14	35
Photo	8	12	10	30
Other	1	1	1	3
Total (n)	4,741	7,843	1,914	14,498
Total (%)	N/A	N/A	N/A	N/A

Have you ever met up with someone you got to know online? – By age group

	11 to 13	14 to 16	17 Plus	Total
	%	%	%	%
No	89%	82%	82%	84%
Yes	11%	18%	18%	16%
Total (n)	4613	7697	1883	14193
Total (%)	100%	100%	100%	100%

While online have you ever entered any sites meant for people over 18 years of age either on purpose or by accident? – By age group

	11 to 13	14 to 16	17 Plus	Total
	%	%	%	%
No	76%	60%	51%	64%
Yes	24%	40%	49%	36%
Total (n)	4621	7667	1865	14153
Total (%)	100%	100%	100%	100%

Would you agree with a 'Panic Button' online (letting the website provider, e.g. Facebook, know about inappropriate material and directing the young person to a support site)? – By age group

	11 to 13	14 to 16	17 Plus	Total
	%	%	%	%
No	21%	23%	23%	22%
Yes	79%	77%	77%	78%
Total (n)	4692	7704	1868	14264
Total (%)	100%	100%	100%	100%

Have you or anyone you know ever been bullied online, through phone, chat rooms, emails etc (i.e. cyberbullying)? – By age group

	11 to 13	14 to 16	17 Plus	Grand Total
	%	%	%	%
No	79%	72%	71%	74%
Yes	21%	28%	29%	26%
Total (n)	4599	7668	1860	14127
Total (%)	100%	100%	100%	100%

Was anyone told about the cyberbullying? – By age group

	11 to 13	14 to 16	17 Plus	Total
	%	%	%	%
No one	4	5	6	16
Friends	10	14	15	39
Parents	8	9	7	24
Teachers	3	5	5	13
Reported it to bebo/facebook etc.	4	6	7	17
Guardian	1	1	1	3
Helpline	0	0	0	1
Other person	1	1	1	4
Total (n)	4,956	8,068	1,956	14,980
Total (%)	N/A	N/A	N/A	N/A

How did the bullying occur? – By age group

	11 to 13	14 to 16	17 Plus	Grand Total
	%	%	%	%
Mobile text messages	7	9	8	24
MSN	4	5	4	13
Social networking sites	10	16	18	44
Email	1	2	1	4
Chat rooms	2	2	2	6
Other	1	1	1	3
Total (n)	4,741	7,843	1,914	14,498
Total (%)	N/A	N/A	N/A	N/A

3. By Time Spent on the Internet

Where do you use the internet mostly? – By time spent on the internet

	Under 3 hours	3 to 6 hours	6+ hours	Total
	%	%	%	%
In school	7	6	12	25
At home in bedroom	41	66	69	177
Mobile phone	15	22	31	69
At a friend/relation's house	8	10	17	34
At home in kitchen/sitting room	58	44	44	146
Internet café	1	3	5	9
Games console	10	22	31	63
Other	3	2	2	7
Total (n)	12,340	1,611	265	14,216
Total (%)	N/A	N/A	N/A	N/A

What do you use the internet for? – By time spent online

	Under 3 hours	3 to 6 hours	6+ hours	Total
	%	%	%	%
Social networking sites	74	80	74	228
Chat to friends	52	69	72	193
Check email	38	43	58	138
Look up info for school projects	43	34	32	108
Look up music, videos etc.	70	77	78	224
Info/advice regarding teen issues	3	7	10	20
Hobbies/interests/shopping sites	34	36	42	112
Games	28	44	52	123
Other	2	4	5	11
Total (n)	12,340	1,607	266	14,213
Total (%)	N/A	N/A	N/A	N/A

Do you use privacy settings on social networking sites? – By time spent online

	Under 3 hours	3 to 6 hours	6+ hours	Grand Total
	%	%	%	%
No	23%	28%	38%	24%
Yes	77%	72%	62%	76%
Total (n)	11579	1540	245	13364
Total (%)	100%	100%	100%	100%

Have you ever met up with someone you got to know online? – By time spent online

	Under 3 hours	3 to 6 hours	6+ hours	Total
	%	%	%	%
No	87%	69%	56%	84%
Yes	13%	31%	44%	16%
Total (n)	12094	1578	258	13930
Total (%)	100%	100%	100%	100%

While online have you ever entered any sites meant for people over 18 years of age either on purpose or by accident? – By time spent online

	Under 3 hours	3 to 6 hours	6+ hours	Grand Total
	%	%	%	%
No	67%	47%	37%	64%
Yes	33%	53%	63%	36%
Total (n)	12070	1568	257	13895
Total (%)	100%	100%	100%	100%

Would you agree with a 'Panic Button' online (letting the website provider, e.g. Facebook, know about inappropriate material and directing the young person to a support site)? – By time spent online

	Under 3 hours	3 to 6 hours	6+ hours	I don't use the internet	Total
	%	%	%	%	%
No	21%	29%	37%	18%	22%
Yes	79%	71%	63%	82%	78%
Total (n)	11766	1526	252	461	14005
Total (%)	100%	100%	100%	100%	100%

Have you or anyone you know ever been bullied online, through phone, chat rooms, emails etc (i.e. cyberbullying)? – By time spent online

	Under 3 hours	3 to 6 hours	6+ hours	Total
	%	%	%	%
No	76%	64%	59%	74%
Yes	24%	36%	41%	26%
Total (n)	12035	1556	260	13851
Total (%)	100%	100%	100%	100%

How did the bullying occur? – By time spent online

	Under 3 hours	3 to 6 hours	6+ hours	Total
	%	%	%	%
Mobile text messages	7	12	17	37
MSN	4	9	16	29
Social networking sites	14	19	26	59
Email	1	3	6	10
Chat rooms	2	5	11	17
Other	1	2	5	7
Total (n)	12,289	1,600	264	14,153
Total (%)	N/A	N/A	N/A	N/A

Appendix 2: Questionnaire 10 to 12 years

We are trying to find out information about how the internet affects young people's lives.

Please tick the box/boxes that apply to you from each question. You may tick more than one box if required.

1) **About you:**

Age: _____ Class: _____ Boy / Girl

2) **Do you use the internet?**

YES NO (if you don't use the internet please go to Question 10)

3) **How many hours per day do you spend online?**

Hour's ____ Minutes ____

4) **Where do you use the internet mostly?**

- In School
- At home in kitchen/sitting room
- At home in bedroom
- Internet Café
- Through a mobile phone
- At friend/relation's house
- Other _____



5) **What do you use the internet for?**

- Facebook Chat to friends
- Check email Look up stuff for school
- Look up music, videos etc. Look at pictures
- Hobbies/interests Games
- Other _____

6) **Do you know how to keep your Facebook account private so only your friends can see your information?**

YES NO

7) **Have you ever given personal details to someone on-line that you have never met in person (e.g. mobile number)?**

None - I don't give out personal details

My Name Address

Mobile telephone number Email address

Photo Other _____

8) **Have you ever met up with someone you got to know online?**

YES NO (If no, please go to question 9)

(a) If yes, did you meet them alone?

YES NO

(b) Was the person who they said they were (age etc)?

YES NO

9) **While using the internet, have you ever gone onto a site that was meant for adults?**

YES NO

10) **Have you or any of your friends ever been bullied online or by text message?**

YES NO (If no, please go to question 11)

a) How often were you or the person you know bullied online?

Once every month every week every day

b) Was anyone told about the bullying?

No-one Friend(s) Parent(s)

Teacher(s) Reported to Bebo/Facebook etc.

Gardai Helpline Other person _____

11) **Why do you think children might not tell anyone about being bullied online?**

Worried the bullying will get worse

Worried about getting into trouble with their parents

Afraid that they won't be able to use the internet anymore

The person thinks they can sort it out themselves

They are too upset

They don't know what to do about it

They feel embarrassed

Other _____

- 12) **How important is it to you to make sure your profile page is private so that only your friends can see it?**
Not at all important Kind-of important Very important
- 13) **Do you think websites like Bebo should have a 'panic button' so you could report something that was upsetting you or worrying you? This would then show you where you could get help.** YES NO
- 14) **Is there anything else regarding young people and their internet use that you would the ISPCC to know?**

*Thank you for taking part.
If you would like to talk about anything in this questionnaire, please contact
Childline on 1800 66 66 66 or Childline Online at www.childline.ie.*

Appendix 3: Questionnaire 12-18 years

We are trying to find out information about how the internet affects young people's lives.
Please tick the box/boxes that apply to you from each question.

About you:

Age: _____ Year/Class: _____ Male / Female

1) **How many hours per day do you spend online?**

Hours ____ Minutes ____ (please go to question 3)

I don't use the internet (please go to question 9)

2) **Where do you use the internet mostly?**

In School

At home in kitchen/sitting room

At home in bedroom

Internet Café

Through phone/games console

At friend/relation's house

Other _____

3) **What do you use the internet for?**

Social networking sites (i.e. Facebook/bebo/twitter)

Chat to friends

Check email

Look up information for school projects

Look up music, videos etc.

Information/advice regarding teenage issues

Hobbies/interests/shopping sites

Games

Other _____

4) **Do you use privacy settings on social networking sites?**

YES NO

5) **Have you ever given personal details to someone on-line that you have never met in real life (e.g. mobile number)?**

None - I don't give out personal details

Full Name

Address

Mobile telephone number

Email address

Photo

Other _____

6) **Have you ever met up with someone you got to know online?**

YES NO (If no, please go to question 8)

(a) **If yes, did you meet them alone?** YES NO

(b) **Did the person match their profile online?** YES NO

7) **While online have you ever entered any sites meant for people over 18 years of age either on purpose or by accident?**

YES NO

8) **Have you or anyone you know ever been bullied online, through phone, chat rooms, emails etc (i.e. Cyberbullying)?**

YES NO (If no, please go to question 10)

a) **If yes, how often were you or the person you know bullied online?**

Once every month every week every day

b) **If yes, was anyone told about the Cyberbullying?**

No-one Friend(s) Parent(s)

Teacher(s) Reported to Bebo/Facebook etc.

Gardai Helpline Other

person _____

9) **Why do you think young people might not tell anyone about Cyberbullying?**

- Afraid that it may make the bullying worse
- Fear of getting into trouble with their parents
- Afraid their internet access might be restricted
- Young people feel that they can deal with it themselves
- They are too upset
- They don't know what to do about it
- They feel embarrassed
- Other _____

10) **How important is it to use the privacy settings on social networking accounts?**

- Not at all important Kind of important Very important

11) **Would you agree with a "Panic Button" online (letting the website provider, e.g. Facebook, know about inappropriate material and directing the young person to a support site)?**

- YES NO

12) **Is there anything else you think the ISPCC should know about young people's internet use?**

Thank you for your time. If you wish to discuss any of the issues in this questionnaire, please contact Childline on 1800 66 66 66, Childline Online at www.childline.ie or Teentext by texting the word "talk" to 50101.