



Ofcom - Understanding online communications among children

Version 18



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Project details

Client name	Ofcom
Project name	Ofcom Online Communications Survey
Project number	2338
Methodology	<input checked="" type="checkbox"/> Online panel <input type="checkbox"/> Push-to-web <input type="checkbox"/> CATI <input type="checkbox"/> CATI with online version available <input type="checkbox"/> CAPI <input type="checkbox"/> Postal <input type="checkbox"/> Other (provide details)
Target sample	<input checked="" type="checkbox"/> Public / Nat Rep / Consumer <input type="checkbox"/> Residents <input type="checkbox"/> Employees <input type="checkbox"/> B2B <input type="checkbox"/> Other (provide details)
Pilot to do:	Yes
Pilot details	50 completes
Version of questionnaire <i>[move to MUQ when signed off and cleaned]</i>	10

Survey introductions

ONLINE INTRO, ONLY ALLOW TO PROCEED IF TICK BOX TICKED

We are conducting a survey on behalf of Ofcom (the communications regulator for the UK) about online interactions and experiences.

This is a survey for young people aged 11-18. This information will be used to support policies and guidance around online interactions for young people.

Please continue if you are a parent or guardian of a young person in the household and a young person is available to take part in the survey.

You will have to hand your device over to them after completing initial questions.

The survey will take around **15 minutes to complete.**

Your responses will be treated in the strictest confidence. BMG Research abides by the Market Research Society Code of Conduct and data protection laws at all times.

You can find out more information about our surveys and what we do with the information we collect in our Privacy Notice which is here <http://www.bmgresearch.co.uk/privacy>

Please **tick the box below** to begin the survey. By ticking the box, you consent to participate in the survey.

[ADD TICK BOX]

Screening & Profiling (Section S)

NOTE ON HANDOVER, TEXT ONLY, FORCE ON SCREEN FOR 5 SECONDS

The first few questions are for you (the parent/guardian) to complete.

We will ask you to handover the survey to the young person aged 11 to 18 in the household later. Please do not hand the survey over until we ask you to do so.

SENSITIVE QUESTION WARNING, SINGLE CODE

S01_A. We're looking to speak with young people across the UK aged 11-18 about their experiences around communicating online. This survey involves us asking some questions that may be perceived as **very sensitive**, around how children are communicating online and expanding their online networks.

This includes questions about whether your child has experienced **inappropriate / unwanted messaging (including sexualised messages)** and if they have, the factors that influenced **their reaction** to these. It is possible this topic could be uncomfortable or upsetting. If your child does not wish to answer any question they do not need to, and they can withdraw from the survey at any point.

Answering these questions is entirely voluntary and you or your child may withdraw consent at any time. You will be able to exit the survey at any time and any information you have given will not be stored or used in analysis. Prefer not to say options are available for each question.

It is important that Ofcom understands children's experiences online in order to design policy that helps keep them safe. The answers provided will be used only for research purposes and will be presented to Ofcom with all answers anonymised.

Are you happy for your child to take part?

Code	Answer list	Scripting notes	Routing
1	Yes		
2	No	SCREENOUT	

SOURCES OF HELP, TEXT ONLY, FORCE ON SCREEN FOR 5 SECONDS

We understand the questions we ask or the answers you provide may cause some distress due to the sensitive and personal nature of the survey. If you or the young person in the household are in need of specialist support, please see below a list of resources. If you are in need of more urgent support, please contact 111.

Where you can get support	Website	Telephone number
Childline	www.childline.org.uk	0800 1111
Samaritans' helpline	https://www.samaritans.org/	116 123
NSPCC	https://www.nspcc.org.uk/	0800 800 5000

BASE: ALL RESPONDENTS

SINGLE RESPONSE

S01_B. This survey requires your full postcode.

This information will only be used for statistical purposes to analyse the results by specific areas, such as Local Authority, Constituency and Government areas. Asking for your postcode saves you time and helps us to report more accurate information.

All answers will be treated as confidential unless we have serious safeguarding concerns i.e. if we think you or your child are at a serious risk of physical or mental harm. In these cases, we may ask the panel provider to contact you or provide postcode information to a relevant authority.

Are you happy to proceed and provide your full postcode?

Please select one only

Code	Answer list	Scripting notes	Routing
1	Yes		
2	No	SCREENOUT	

Base: All respondents

OPEN RESPONSE, POSTCODE FORMATTING & VALIDATION APPLIED, QUESTION USED FOR QUOTAS

S02.

Could you please provide your full UK postcode?

Please ensure to **include a space** where applicable, e.g. AB1 2CD

Please answer in the box below

USE POSTCODE TO DERIVE IMD, URBAN-RURAL, REGION

Base: All respondents

OPEN RESPONSE, FORCE NUMERIC, SCREEN OUT IF < 18, CAP AT 110

AGEINT. Please can you tell me your age at your last birthday?

Please type your response in the box below

Fixed codes	Answer list	Scripting notes	Routing
98	Prefer not to say	FIX, EXCLUSIVE	GO TO S04_B

Base: Where do not want to provide exact age (S04_A = 98)

SINGLE RESPONSE

S04_B. ... Can you tell us which band your age falls within?

Please select one only

Fixed codes	Answer list	Scripting notes	Routing
1	Under 18	SCREENOUT	
2	18 to 24		
3	25 to 34		
4	35 to 44		
5	45 to 54		
6	55 to 64		
7	65 to 74		
8	75+		

DUMMY QUESTION BASED ON AGE (AGEINT AND S04_B)

AGEDUMMY.

	Code	Screening notes
18-24	1	
25-34	2	
35-44	3	
45-54	4	
55-64	5	
65-74	6	
75+	7	

Base: All respondents

MULTIPLE RESPONSE, QUESTION USED FOR QUOTAS

S03. Are you the parent or guardian of any young people who live in your household?

Please select all that apply

Code	Answer list	Scripting notes	Routing
1	Yes, aged 0-4	SCREENOUT UNLESS CODE 4 OR 5 OR 6 ALSO SELECTED	
2	Yes, aged 5-8	SCREENOUT UNLESS CODE 4 OR 5 OR 6 ALSO SELECTED	
3	Yes, aged 9-10	SCREENOUT UNLESS CODE 4 OR 5 OR 6 ALSO SELECTED	
4	Yes, aged 11-13	PROCEED IF SELECTED	

5	Yes, aged 14-16	PROCEED IF SELECTED	
6	Yes, aged 17-18	PROCEED IF SELECTED	
7	Yes, aged 19 or over	SCREENOUT UNLESS CODE 4 OR 5 OR 6 ALSO SELECTED	
96	None of the above	EXCLUSIVE, SCREENOUT	
98	Prefer not to say	EXCLUSIVE, SCREENOUT	

Base: All respondents

SINGLE RESPONSE

S04. Are any of your **children aged 11-18** in your household available to **complete this survey now**?

If your child is not available at the moment but will be available shortly, please feel free to leave the survey open to complete at a later time.

If you have more than one child aged 11-18 available to complete this survey, please choose the child whose birthday was most recent to complete later parts of the survey.

Please select one only

Code	Answer list	Scripting notes	Routing
1	Yes		
2	No	SCREENOUT	

Base: All respondents

SINGLE RESPONSE

QCSOMEHWATAGREE. Please select **“Somewhat agree”** to advance. If you don’t select somewhat agree, you will not be able to proceed.

Please select one only

Code	Answer list	Scripting notes	Routing
1	Strongly agree	QUALITY FAIL	
2	Somewhat agree		
3	Neither agree nor disagree	QUALITY FAIL	
4	Somewhat disagree	QUALITY FAIL	
5	Strongly disagree	QUALITY FAIL	

SHOW TEXT

Before we ask you to hand the survey over to the young person in your household, we would just like to ask you a few questions about your household.

We want to make sure we hear from lots of different types of people to understand if there are any issues that particularly affect specific groups. We will analyse the results at a broad level.

Base: All respondents

SINGLE RESPONSE

S05. Which of the following options best describes the occupation of the **main income earner** in your household?

If you/they are retired and have an occupational pension, or if you/they are not in employment and have been out of work for less than 6 months, please answer for your/their most recent occupation.

Please select one only

Fixed codes	Answer list	Scripting notes	Routing
1	Semi or unskilled manual work (e.g. Manual workers, all apprentices to be skilled trades, caretaker, Park keeper, non-HGV driver, shop assistant)	SEG D	
2	Skilled manual worker (e.g. Skilled Bricklayer, Carpenter, Plumber, Painter, Bus/ Ambulance Driver, HGV driver, AA patrolman, pub/bar worker, etc.)	SEG C2	
3	Supervisory or clerical/ junior managerial/ professional/administrative (e.g. Office worker, Student Doctor, Foreman with 25+ employees, salesperson, etc.)	SEG C1	
4	Intermediate managerial/ professional/ administrative (e.g. Newly qualified (under 3 years) doctor, Solicitor, Board director small organisation, middle manager in large organisation, principle officer in civil service/local government)	SEG B	
5	Higher managerial/ professional/ administrative (e.g. Established doctor, Solicitor, Board Director in a large organisation (200+ employees), top level civil servant/public service employee)	SEG A	
6	Student	SEG C1	
7	Casual worker – not in permanent employment	SEG E	
8	Houseperson / Homemaker	SEG E	
9	Retired and living on state pension (i.e. no private or work-related pension scheme)	SEG E	
10	Unemployed or not working due to long-term sickness	SEG E	
11	Full-time carer of another household member	SEG E	
95	Other	SEG E	

98	Prefer not to say	NO SEG BAND ALLOACTED	
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Base: All respondents

OPEN RESPONSE, FORCE NUMERIC, CAP AT 20, DO NOT PERMIT 0 OR 1

S06. What is the total number of people in the household (**including yourself** and any children/young adults)?

Please type your response in the box below

Base: All respondents

OPEN RESPONSE, FORCE NUMERIC, CAP AT 20, SHOW ERROR MESSAGE NUMBER EXCEEDS NUMBER GIVEN AT S06

S07. What is the total number of children aged below 18 in the household?

Please type your response in the box below

SHOW TEXT

We would now like to ask you a few questions about the young person aged 11-18 **who is taking part.**

If you are the parent or guardian of more than one young person aged 11-18, please keep only the young person who will be responding to the survey in mind when answering the next questions.

If you have more than one young person in the house aged between 11 and 18 who is available to take part, please pass the survey to the child whose birthday is coming up next.

Base: All respondents

SINGLE RESPONSE

S08. How old are they?

Please select one only

Fixed codes	Answer list	Scripting notes	Routing
1	10 or under	SCREENOUT	
2	11	QUALITY FAIL IF S03 ≠ 4	
3	12		
4	13		
5	14	QUALITY FAIL IF S03 ≠ 5	
6	15		
7	16		

8	17	QUALITY FAIL IF S03 ≠ 6	
9	18		
10	19+	SCREENOUT	
98	Prefer not to say	SCREENOUT	

Base: All respondents

SINGLE RESPONSE

S09. Do we have your permission to ask you about any health issues that impact your child’s daily activities?

Please select one only

Fixed codes	Answer list	Scripting notes	Routing
1	Yes		
2	No		
98	Prefer not to say		

Base: Ask if they have permission (S09 = 1)

MULTI RESPONSE

S10. Which of these, if any, impact or limit your child’s daily activities or the work they can do?

Please select all that apply

Fixed codes	Answer list	Scripting notes	Routing
1	<u>Hearing</u> – Poor hearing, partial hearing, or are deaf		
2	<u>Eyesight</u> – Poor vision, colour blindness, partial sight, or are blind		
3	<u>Mobility</u> – Cannot walk at all/ use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty		
4	<u>Dexterity</u> – Limited ability to reach/ difficulty opening things with their hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc.		
5	<u>Breathing</u> – Breathlessness or chest pains		
6	<u>Mental abilities</u> – Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration		

7	<u>Social/ behavioural</u> – Conditions associated with this such as autism, attention deficit disorder, Asperger’s, etc.		
8	<u>Their mental health</u> – Anxiety, depression, or trauma-related conditions, for example		
95	Other illnesses/ conditions which impact or limit their daily activities or the work they can do	FIX	
96	Nothing – no impairments or conditions impact or limit their daily activities or the work they can do	EXCLUSIVE, FIX	
97	Don’t know	EXCLUSIVE, FIX	
98	Prefer not to say	EXCLUSIVE, FIX	

HANDOVER TEXT, ADD TIMER TO PAGE, LARGER TEXT SIZE SO MORE OBVIOUS

Thank you for your answers.

Please **pass the survey over to your child** so that they can complete the rest of the survey for themselves now.

It is very important that your child is able to respond to the next sections **by themselves**.

[APPEAR AFTER 5 SECONDS] You should have been passed our survey by your parent or guardian. Please tick the below box once you’re ready to start.

[TICK BOX – ONLY ALLOW TO PROCEED ONCE TICKED]

SHOW INTRO. AFTER 10 SECONDS, SHOW POP-UP WITH SOURCES OF SUPPORT, ONLY ALLOW TO PROCEED IF TICK BOX TICKED

CHILD INTRO

We are conducting a survey on behalf of Ofcom about young people and their communications with other people online. Ofcom sets the rules around communications in the UK (for example, mobile or broadband services) and the Government has asked Ofcom to get ready to help it make the internet a safer place.

To help with this, we would like to ask you some questions about your experiences of adding or accepting friend requests and talking to people online.

The survey will take around **10-12 minutes to complete**.

We will ask you about how you communicate, connect, and interact with people online. This may include some questions about online contact which may have made you feel uncomfortable or upset. This can include direct messaging, pictures or videos across any online platform. This could include messaging of **a sexual nature**. Please remember that:

- **Answering questions is voluntary** and there’s the option to select ‘prefer not to say’
- You may **withdraw your permission** for us to use your answers at any time
- You can **leave the survey at any time** and your answers will not be stored or used
- Your answers will **only be used for research** purposes

- The results will be presented to Ofcom with all **answers anonymised**, which means they won't be able to tell it's you.

We will **only share your details** with your parent/guardian or relevant authorities if your answers suggest you or others are at **risk of serious harm**.

You can find out more about how we collect information in our Privacy Notice:

<http://www.bmgresearch.co.uk/privacy>

Please **tick the box below** to begin the survey. By ticking the box, you consent to participate in the survey.

[ADD TICK BOX]

Base: All respondents

SINGLE RESPONSE, SCREENOUT IF NOT CONSISTENT WITH S09C

S11. How old are you?

Please select one only

Fixed codes	Answer list	Scripting notes	Routing
1	10 or under	SCREENOUT	
2	11	QUALITY FAIL IF S08 ≠ 2	
3	12	QUALITY FAIL IF S08 ≠ 3	
4	13	QUALITY FAIL IF S08 ≠ 4	
5	14	QUALITY FAIL IF S08 ≠ 5	
6	15	QUALITY FAIL IF S08 ≠ 6	
7	16	QUALITY FAIL IF S08 ≠ 7	
8	17	QUALITY FAIL IF S08 ≠ 8	
9	18	QUALITY FAIL IF S08 ≠ 9	
10	19+	SCREENOUT	
98	Prefer not to say	SCREENOUT	

Base: All respondents

SINGLE RESPONSE

S12. Which of the following are you?

Please select one only

Code	Answer list	Scripting notes	Routing
1	Male		
2	Female		
3	Non-binary		
95	Prefer to use my own term		

98	Prefer not to say		
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Base: All respondents

SINGLE RESPONSE

S13. Is your current gender identity the same as the one you were given when you were born?

Please select one only

Fixed codes	Answer list	Scripting notes	Routing
1	Yes		
2	No		
97	Don't know		
98	Prefer not to say		

Base: All respondents (AGED 12+)

SINGLE RESPONSE

S14. Please indicate which of the following you consider yourself to be.

Please select one only

Fixed codes	Answer list	Scripting notes	Routing
1	Heterosexual or straight		
2	Gay or lesbian		
3	Bisexual		
4	Pansexual		
5	I don't know		
95	Something else (please specify)		
98	Prefer not to say		

Base: All respondents

SINGLE RESPONSE

S15. Which one of these groups best describes your ethnic group or background?

Please select one only

Fixed codes	Answer list	Scripting notes	Routing
	White	HEADING NOT CODE	
1	British/English/Welsh/Scottish/Northern Irish		

2	Irish		
3	Gypsy, Traveller or Irish Traveller		
4	Any other white background		
	Mixed	HEADING NOT CODE	
5	White and Black Caribbean		
6	White and Black African		
7	White and Asian		
8	Any other Mixed/ Multiple ethnic background		
	Asian and British Asian	HEADING NOT CODE	
9	Indian		
10	Pakistani		
11	Bangladeshi		
12	Chinese		
13	Any other Asian background		
	Black and Black British	HEADING NOT CODE	
14	African		
15	Caribbean		
16	Any other Black/ African/ Caribbean background		
	Other ethnic group	HEADING NOT CODE	
17	Arab		
95	Other		
97	I don't know		
98	Prefer not to say		

Base: All respondents (AGED 16+)

MULTI CODE

S16. Which of the following best describes what you are doing at the moment?

Please select all that apply

Fixed codes	Answer list	Scripting notes	Routing
1	Studying at school or college		
2	Studying at university		
3	Taking part in a training programme e.g. traineeship or apprenticeship		
4	Full time paid job (31+ hours)		

5	Part time paid job (<31 hours)		
6	Doing paid work on a self-employed basis or within your own business		
7	Out of work and not studying (6 months or less)		
8	Out of work and not studying (more than 6 months)		
9	Looking after home / Homemaker		
11	Not in work due to ill health or disability		
12	Unpaid work for a business, community or voluntary organisation		
98	Prefer not to say	EXCLUSIVE	

Base: All respondents

CAROUSEL, SINGLE RESPONSE PER CAROUSEL OPTION, RANDOMISE ROWS

S17. How confident or shy are you when communicating...?

Please select one only

ROWS

Fixed codes	Answer list	Scripting notes	Routing
1	Online (e.g. when communicating with others on social media)		
2	In person (i.e. not online)		

COLUMNS

Fixed codes	Answer list	Scripting notes	Routing
1	Very outgoing / confident		
2	Fairly outgoing / confident		
4	Fairly shy / reserved		
5	Very shy / reserved		
97	Don't know		
98	Prefer not to say		

Base: All respondents

SINGLE RESPONSE, RANDOMISE

QCYEAR. What are you **currently doing** at this very moment? If you don't answer correctly, you will not be able to proceed.

Please select one only

Code	Answer list	Scripting notes	Routing
1	Taking an online survey		
2	Flying to outer space	GO TO QC YEAR2	
3	Running a marathon backwards	GO TO QC YEAR2	
4	Climbing to the top of Mount Everest	GO TO QC YEAR2	

Base: If QCYEAR = 2-4

SINGLE RESPONSE, RANDOMISE

QCYEAR2. You said you are currently [PIPE TEXT FROM QCYEAR]. Are you sure this is correct?

Code	Answer list	Scripting notes	Routing
1	Yes – my answer is correct	QUALITY FAIL	
2	No – my answer was not correct		

Section A: Understanding how children are connecting online (proactive / reactive)

INTRO TEXT

We would like to ask you some questions about the following topics:

- Which apps or social media platforms you are using
- How you make new friends online
- The way you talk to others online
- The types of conversations you are having with them

Base: All respondents

SINGLE RESPONSE PER CAROUSEL OPTION, RANDOMISE ROWS

A1. How often do you use these apps or social media platforms?

Please select one option for each app or social media platform.

ROWS

Code	Answer list	Scripting notes	Routing
1	Facebook / Facebook messenger	SHOW LOGO	
2	Instagram	SHOW LOGO	
3	WhatsApp	SHOW LOGO	
4	TikTok	SHOW LOGO	
5	Snapchat	SHOW LOGO	
6	Twitter	SHOW LOGO	
7	Reddit	SHOW LOGO	
8	Discord	SHOW LOGO	
9	Kik	SHOW LOGO	
10	Twitch / Live.me	SHOW LOGO	
11	Dating sites/apps	FIX LAST – USE LOVE HEART INFOGRAPHIC	14+ ONLY SHOWN THIS

COLUMNS

Code	Answer list	Scripting notes	Routing
1	Several times a day	HAVE TO SELECT 1-4 TO BE ASKED ABOUT IN LATER QUESTIONS	
2	About once a day		
3	Once every few days		
4	Around once a week		
5	Around once a month or less often	NOT ASKED ABOUT IN LATER QUESTIONS IF SELECTED	

6	I used to use this platform but no longer do	NOT ASKED ABOUT IN LATER QUESTIONS IF SELECTED	
7	I have never used this platform	NOT ASKED ABOUT IN LATER QUESTIONS IF SELECTED	
98	Prefer not to say	NOT ASKED ABOUT IN LATER QUESTIONS IF SELECTED	

Base: All respondents

OPEN RESPONSE, NEW TEXT BOX TO BE ADDED AS SOON AS TYPE IN FIRST BOX

A1B. Which other social media apps or platforms have you heard about in your group of friends? Please use one box for each social media app.

Please write in the boxes below

[_____]

Fixed codes	Answer list	Scripting notes	Routing
96	I have not heard about any other social media apps or platforms in my group of friends	EXCLUSIVE, NO TEXT IF SELECTED	
97	Don't know	EXCLUSIVE, NO TEXT IF SELECTED	
98	Prefer not to say	EXCLUSIVE, NO TEXT IF SELECTED	

Base: All who have heard about another social media app (A1B = NOT 96, 97 or 98)

MULTIPLE RESPONSE

A1C. Which of these apps or platforms do you use at least once a week?

Please select all that apply

Fixed codes	Answer list	Scripting notes	Routing
1		PIPE IN RESPONSE FROM A1B	
2		PIPE IN RESPONSE FROM A1B	
96	None of the above	EXCLUSIVE	
98	Prefer not to say	EXCLUSIVE	

Base: All respondents

SINGLE RESPONSE PER CAROUSEL OPTION, RANDOMISE ROWS

A1_GAMING. How often do you game online using any of the following?

Please select one per option

1	PC Gaming (e.g. playing online games on your laptop or computer, excludes mobile games)	SHOW INFOGRAPHIC	
2	Nintendo Switch Online	SHOW LOGO	
3	PlayStation Network	SHOW LOGO	
4	Xbox Live	SHOW LOGO	
5	Other gaming platform	FIX LAST	
6	Online mobile or tablet games	SHOW INFOGRAPHIC	

Code	Answer list	Scripting notes	Routing
1	Several times a day		
2	About once a day		
3	Once every few days		
4	Around once a week		
5	Around once a month or less often		
6	I used to use this platform but no longer do		
7	I have never used this platform		
98	Prefer not to say		

CODERS - ONLY CODE OTHER PLATFORMS LISTED AT A1. HAVE CATCH ALL CODE FOR 'MENTION EXISTING PLATFORM AVAILABLE AT A1'

DUMMY VARIABLE [NAME: '[PLATFORM] – AT LEAST WEEKLY']

Code	Dummy variable list	Definition
	SOCIAL	
1	Facebook / Facebook Messenger	A1_1 = 1-4
2	Instagram	A1_2 = 1-4
3	WhatsApp	A1_3 = 1-4
4	TikTok	A1_4 = 1-4
5	Snapchat	A1_5 = 1-4
6	Twitter	A1_6 = 1-4
7	Reddit	A1_7 = 1-4
8	Discord	A1_8 = 1-4

9	Kik	A1_9 = 1-4
10	Twitch / Live.me	A1_10 = 1-4
11	Dating sites/apps	A1_11 = 1-4
	GAMING	
1	PC Gaming (e.g. playing online games on your laptop or computer)	A1_GAMING_1 =1-4, NOT PIPED IN LATER SECTIONS
2	Nintendo Switch Online	A1_GAMING_2 =1-4, NOT PIPED IN LATER SECTIONS
3	PlayStation Network	A1_GAMING_3 =1-4, NOT PIPED IN LATER SECTIONS
4	Xbox Live	A1_GAMING_4 =1-4, NOT PIPED IN LATER SECTIONS
5	Other gaming platform	A1_GAMING_5 =1-4, NOT PIPED IN LATER SECTIONS
6	Online mobile or tablet games	A1_GAMING_6 =1-4, NOT PIPED IN LATER SECTIONS

Base: All respondents who use at least one gaming platform at least weekly (A1_GAMING_1-6 = 1-4)

MUTLICODE CAROUSEL, RANDOMISE PLATFORMS

G1. Do you chat or message with other gamers while playing online?

This could be on the gaming platform or through another platform like Discord, Facetime or WhatsApp.

Please select one per platform

ROW

Code	Answer list	Scripting notes	Routing
1	PC Gaming (e.g. playing online games on your laptop or computer)	[PIPE THROUGH IF SELECTED AT A1_GAMING AT LEAST WEEKLY 1-4] + INFOGRAPHIC	

2	Nintendo Switch Online	[PIPE THROUGH IF SELECTED AT A1_GAMING AT LEAST WEEKLY 1-4] + LOGO	
3	PlayStation Network	[PIPE THROUGH IF SELECTED AT A1_GAMING AT LEAST WEEKLY 1-4] + LOGO	
4	Xbox Live	[PIPE THROUGH IF SELECTED AT A1_GAMING AT LEAST WEEKLY 1-4] + LOGO	
5	Other gaming platform	PIPE THROUGH IF SELECTED AT A1_GAMING AT LEAST WEEKLY 1-4, FIX LAST	
6	Online mobile or tablet games	PIPE THROUGH IF SELECTED AT A1_GAMING AT LEAST WEEKLY 1-4	

COLUMN

Code	Answer list	Scripting notes	Routing
1	Yes		
2	No		
98	Prefer not to say		

Base: All respondents who use at least one gaming platform at least weekly (A1_GAMING_1-4 = 1-4)

MULTI CODE, RANDOMISE COLUMN ORDER

G2. In what ways do you communicate with other people when gaming in the following ways?

Please select all that apply

ROW

Code	Answer list	Scripting notes	Routing
1	PC Gaming (e.g. playing online games on your laptop or computer)	[PIPE THROUGH IF SELECTED AT A1_GAMING AT LEAST WEEKLY 1-4] + INFOGRAPHIC	
2	Nintendo Switch Online	[PIPE THROUGH IF SELECTED AT	

		A1_GAMING AT LEAST WEEKLY 1-4] + LOGO	
3	PlayStation Network	[PIPE THROUGH IF SELECTED AT A1_GAMING AT LEAST WEEKLY 1-4] + LOGO	
4	Xbox Live	[PIPE THROUGH IF SELECTED AT A1_GAMING AT LEAST WEEKLY 1-4] + LOGO	
5	Other gaming platform	PIPE THROUGH IF SELECTED AT A1_GAMING AT LEAST WEEKLY 1-4, FIX LAST	
6	Online mobile or tablet games	[PIPE THROUGH IF SELECTED AT A1_GAMING AT LEAST WEEKLY 1-4] + INFOGRAPHIC	

COLUMN

Code	Answer list	Scripting notes	Routing
1	In-game chat features within specific games		
2	Platform (e.g. PlayStation or Xbox) chat features	DO NOT SHOW FOR ROW 1	
3	Steam or similar	DO NOT SHOW FOR ROWS 2-6	
4	Using a social media app or streaming platform (i.e. [LIST UP TO THREE PLATFORMS USED MOST REGULARLY + Discord and Twitch IF USED AT A1])		
5	Video chat (i.e. Facetime or Zoom)		
7	Xbox chat app	ONLY SHOW FOR ROW 4	
95	Other (please specify)	FIX, ADD OPEN TEXT BOX	
96	None of these	FIX, EXCLUSIVE	
97	Don't know	FIX, EXCLUSIVE	

DUMMY VARIABLE [NAME: '[PLATFORM] – SELECTED]

Code	Dummy variable list	Definition	Least fill cap (max completes)
1	Facebook / Facebook Messenger	A1_1 = 1-4 + LEAST FILL SELECTED	250-300
2	Instagram	A1_2 = 1-4 + LEAST FILL SELECTED	250-300
3	WhatsApp	A1_3 = 1-4 + LEAST FILL SELECTED	250-300
4	TikTok	A1_4 = 1-4 + LEAST FILL SELECTED	250-300
5	Snapchat	A1_5 = 1-4 + LEAST FILL SELECTED	250-300
6	Twitter	A1_6 = 1-4 + LEAST FILL SELECTED	50-100
7	Reddit	A1_7 = 1-4 + LEAST FILL SELECTED	50-100
8	Discord	A1_8 = 1-4 + LEAST FILL SELECTED	20-30
9	Kik	A1_9 = 1-4 + LEAST FILL SELECTED	30-50
10	Twitch / Live.me	A1_10 = 1-4 + LEAST FILL SELECTED	20-30
11	Dating sites/apps	A1_11 = 1-4 + LEAST FILL SELECTED	30-50

IF ALL CAPS ARE FULL FOR PLATFORMS SELECTED 1-4 AT A1, SELECT PLATFORM FROM LIST BELOW AT RANDOM AS LONG AS SELECTED 1-4 AT A1

Code	Dummy variable list	Definition	
1	Facebook / Facebook Messenger	A1_1 = 1-4	SELECT RANDOMLY FROM THOSE DEFINED AS 1-4 AT A1
2	Instagram	A1_2 = 1-4	
3	WhatsApp	A1_3 = 1-4	
4	TikTok	A1_4 = 1-4	
5	Snapchat	A1_5 = 1-4	
6	Twitter	A1_6 = 1-4	
7	Reddit	A1_7 = 1-4	
8	Discord	A1_8 = 1-4	
9	Kik	A1_9 = 1-4	
10	Twitch / Live.me	A1_10 = 1-4	
11	Dating sites/apps	A1_11 = 1-4	

GAMING PLATFORMS NOT PIPED IN NEXT QUESTIONS

INTRO

We would now like to talk to you a bit more about your experience using **[PIPE IN ONLINEPLATFORM, BOLD]**.

Base: If use at least one platform frequently (A1_1-11 = 1-4)

SINGLE RESPONSE

A2A. How would you describe who you are connected with (i.e., friends, people who follow you, contacts) on [PIPE IN ONLINEPLATFORM]?

By connected with we don't mean someone you follow who doesn't follow you back

Please select one only

Code	Answer list	Scripting notes	Routing
1	Mainly people I know personally		
2	A mixture of people I know and don't know personally		
3	Mainly people I don't know personally		
97	I don't know	EXCLUSIVE, FIX	
98	Prefer not to say	EXCLUSIVE, FIX	

Base: If use at least one platform frequently (A1_1-11 = 1-4)

OPEN RESPONSE TEXT BOX, FORCE NUMBERS

A2B. If you had to estimate, how many friends / contacts / followers do you have on [PIPE IN ONLINEPLATFORM]?

If you do not know you could take a look on the app.

Please type in

[OPEN INSERT NUMBER]

96	Platform doesn't tell me this information		
97	I don't know		
98	Prefer not to say		

Base: If use at least one platform frequently (A1_1-11 = 1-4)

SINGLE RESPONSE

A2C. And approximately how many of your friends / contacts / followers do you interact with at least weekly on [PIPE IN ONLINEPLATFORM]?

By this, we mean talking to, messaging or sharing content with directly.

Please select one only

Code	Answer list	Scripting notes	Routing
1	Most		
2	Some		
3	Not many		
4	None		

97	I don't know		
98	Prefer not to say		

Base: If use at least one platform frequently (A1_1-11 = 1-4)

MULTIPLE RESPONSE, RANDOMISE CODES

A3A. Thinking about why you communicate and talk to others, which of the following do you use **[PIPE IN ONLINEPLATFORM]** for?

Please select all that apply

Code	Answer list	Scripting notes	Routing
1	To follow my friends / like or comment on their posts or photos		
2	To share / discuss current content (e.g. trends, news stories) with others		
3	To meet new people / connect with people with common interests		
4	To chat / interact with people I already know		
5	To share updates / posts on what I'm doing / to express myself		
6	To discuss tactics / strategy on the game I am playing	ONLY SHOW IF GAMING PLATFORM SELECTED [A1_GAMING_1-4 = 1-5], ALWAYS SHOW BESIDE CODE 7 BELOW	
7	To discuss the game I am playing / find recommendations on new games	ONLY SHOW IF GAMING PLATFORM SELECTED [A1_GAMING_1-4 = 1-5], ALWAYS SHOW BESIDE CODE 6 ABOVE	
8	To find/talk to someone I fancy		
9	To live stream	ALWAYS SHOW BESIDE CODE 10 BELOW	
10	To video call	ALWAYS SHOW BESIDE CODE 9 ABOVE	
95	Other (please write in)	OPEN RESPONSE BOX, FIX	
96	None of the above	EXCLUSIVE, FIX	
98	Prefer not to say	EXCLUSIVE, FIX	

Base: If use at least one platform frequently (A1_1-11 = 1-4)

MULTIPLE RESPONSE, RANDOMISE CODES

A3B. Which of the following do you use [PIPE IN ONLINEPLATFORM] for?

Please select all that apply

Code	Answer list	Scripting notes	Routing
1	To watch / read / listen to content that interests me		
2	Follow celebrities / YouTubers / TikTokers / influencers		
3	To follow companies or brands that I like		
4	To support causes or organisations by sharing or commenting on posts		
5	To learn new things		
6	To build up my following / to gain more followers		
7	To build up my brand / to share my content		
95	Other (please write in)	OPEN RESPONSE BOX, FIX	
96	None of the above	EXCLUSIVE, FIX	
98	Prefer not to say	EXCLUSIVE, FIX	

Base: If use at least one platform frequently (A1_1-11 = 1-4)

MULTIPLE RESPONSE, RANDOMISE CODES

A4. When you are on [PIPE IN ONLINEPLATFORM], how do you tend to communicate with others?

Please select all that apply

Code	Answer list	Scripting notes	Routing
1	Video call – with one person		
2	Video call – in a group		
3	Direct messages – with one person		
4	Direct messages – in a group		
5	Sending and receiving content (i.e., videos, photographs, memes)		
6	Sending and receiving voice notes		
7	Voice chat / audio calling (without video)		
8	Through a comment section		
95	Other (please specify)	OPEN RESPONSE BOX, FIX	

96	None of the above	EXCLUSIVE, FIX	
98	Prefer not to say	EXCLUSIVE, FIX	

Base: If use at least one platform frequently (A1_1-11 = 1-4)

CAROUSEL, SINGLE RESPONSE

A5. For the following question, by making new connections, we mean sending or receiving friend requests, following people or receiving friend or follow requests.

How often do you make **new** connections on [PIPE-IN ONLINEPLATFORM] with people because...

Please select one per option

CAROUSEL ROWS

Code	Answer list	Scripting notes	Routing
1	...they have similar interests to you		
2	...they are friends with someone you know in real life		
3	...you want to get to know them better/you fancy them		
4	...they are friends with someone you know online (but you don't know in real life)		

COLUMNS

Code	Answer list	Scripting notes	Routing
1	Several times a day		
2	About once a day		
3	Once every few days		
4	Around once a week		
5	Around once a month or less often		
6	Never		
98	Prefer not to say		

Section B1: Exploring initial contact and conversation starting (proactive/reactive) – platform specific

INTRO TEXT

Now some questions about how you add people on [PIPE-IN ONLINEPLATFORM].

CONTINUE FOR ONLINEPLATFORM FROM SECTION A.

Base: If use at least one platform frequently (A1_1-11 = 1-4)

MULTIPLE RESPONSE, RANDOMISE

B1. When using [PIPE IN ONLINEPLATFORM], which of the following ways have you used to add people?

Please select all that apply

Code	Answer list	Scripting notes	Routing
1	Friend suggestions / Quick add / Connection request / Discover function		
2	Add from my phone contacts		
3	Accepting requests from others		
4	Clicking 'add' from content / users recommended for you on discover functions (e.g. For You Page)		
5	Searching for someone specifically (e.g. using their snap code, user names)		
6	Add from another friend's contact		
95	Other (write in)	OPEN RESPONSE BOX, FIX	
96	None of the above	EXCLUSIVE, FIX	
98	Prefer not to say	EXCLUSIVE, FIX	

Base: If use at least one platform frequently (A1_1-11 = 1-4)

INSERT INTRO TEXT: The following questions are about new connections on [PIPE IN ONLINEPLATFORM]. In other words, people you haven't messaged or spoken to before.

SINGLE RESPONSE, RANDOMISE

B2A. How often do you receive friend / follow requests from someone you haven't messaged or spoken to before on [PIPE IN ONLINEPLATFORM]?

Please select one only

Code	Answer list	Scripting notes	Routing
1	Several times a day		
2	About once a day		
3	Once every few days		
4	Around once a week		

5	Around once a month		
7	This has happened once or twice before but not regularly		
6	This has never happened		
96	None of the above	EXCLUSIVE, FIX	
98	Prefer not to say	EXCLUSIVE, FIX	

Base: If have ever received follow request on platform (B2A = 1-5)

MULTIPLE RESPONSE, RANDOMISE

B2B. And when on [PIPE IN ONLINEPLATFORM], which of the following ways has someone you haven't messaged or spoken to before used to connect with you?

Please select all that apply

Code	Answer list	Scripting notes	Routing
1	Friend request / Quick add / Connection request		
2	Follow / Follow request		
3	Message request / Direct message		
95	Other (write in)	OPEN RESPONSE BOX, FIX	
97	None of the above	EXCLUSIVE, FIX	
96	Don't know	EXCLUSIVE, FIX	
98	Prefer not to say	EXCLUSIVE, FIX	

Base: If have ever received follow request on platform (B2A = 1-5)

SINGLE RESPONSE, RANDOMISE

B2C. Which, if any, of these things do you think about when deciding whether to accept a friend request from someone on [PIPE IN ONLINEPLATFORM] who you haven't messaged or spoken to before?

Please select all that apply

Code	Answer list	Scripting notes	Routing
1	We have any mutual friends or contacts online		
2	We have mutual close friends		
3	I know them in real life		
4	We like the same things / they seem similar to me		
5	My friends or family know them / have talked about them		
6	I want more followers		

7	The way they look / their appearance		
8	Their age		
9	How many friends or followers they have		
10	We live in the same area		
11	The kind of things they post		
14	Whether they go to the same school / college / university as me		
95	Other (write in)	OPEN RESPONSE BOX, FIX	
12	I don't consider any of the above, I just accept	EXCLUSIVE, FIX	
13	I don't consider any of the above, I just don't accept	EXCLUSIVE, FIX	
97	Don't know	EXCLUSIVE, FIX	
98	Prefer not to say	EXCLUSIVE, FIX	

Section B2: Exploring initial contact and conversation starting (proactive/reactive) – general questions

INTRO

Thank you for your answers. We would now like to ask you some questions more generally about speaking/chatting to people online **across all the social media or online platforms you use**, not just the one we asked you about previously.

Base: All respondents

GRID, SINGLE RESPONSE, RANDOMISE ROWS

B3. Thinking about how you use social media, how likely or unlikely would you be to **reply to a message** from...?

*Remember, we are asking you to about all the **all the social media or online platforms you use**, not just the one we asked you about previously.*

Please select one only

ROWS

Code	Answer list	Scripting notes	Routing
1	Someone you added		
2	Someone who added you who you don't know personally		
3	Someone who added you who you do know personally		

COLUMNS

Code	Answer list	Scripting notes	Routing
1	Very unlikely		
2	Fairly unlikely		
3	Fairly likely		
4	Very likely		
97	Don't know		
98	Prefer not to say		

Base: All respondents

GRID, SINGLE RESPONSE PER ROW, RANDOMISE

B4. Which, if any, of these things would you think about when deciding **whether to reply** to a message from someone you haven't messaged or spoken to before?

Please select all that apply

Code	Answer list	Scripting notes	Routing
1	We have any mutual friends or contacts online		
2	We have mutual close friends		
3	I know them in real life		
4	We like the same things / they seem similar to me		
5	My friends or family know them / have talked about them		
6	I want more followers		
7	The way they look / their appearance		
8	Their age		
9	How many friends or followers they have		
10	We live in the same area		
11	The kind of things they post		
95	Other (write in)	OPEN RESPONSE BOX, FIX	
12	I don't consider any of the above, I just reply	EXCLUSIVE, FIX	
13	I don't consider any of the above, I just don't reply	EXCLUSIVE, FIX	
97	Don't know	EXCLUSIVE, FIX	
98	Prefer not to say	EXCLUSIVE, FIX	

Base: All respondents

OPEN RESPONSE BOX

B5. Is there anything that might make you **not respond** to someone who you have not spoken to before? Think about your own experiences if relevant.

Please answer in the box below.

[_____]

Fixed codes	Answer list	Scripting notes	Routing
97	Don't know	FIX, EXCLUSIVE	
98	Prefer not to say	FIX, EXCLUSIVE	
99	No, nothing	FIX, EXCLUSIVE	

Section C: Responding to inappropriate / unwanted messages

INTRO TEXT

Now some questions about your reactions to people talking to you online.

The next section of the survey asks about some experiences that might have been upsetting. If you want to stop the survey you can do this at any time by closing the survey. You can also talk to an adult in your home at any point.

Some of the questions we ask or the answers you provide may cause some distress due to the sensitive and personal nature of the survey.

If you are in need of specialist support, please see below for a list of resources. Please contact your local police station if you want to report any inappropriate / unwanted situations you have experienced online. If you are in need of more urgent support, please contact 111.

Where you can get support	Website	Telephone number
Childline	www.childline.org.uk	0800 1111
Samaritans' helpline	https://www.samaritans.org/	116 123
NSPCC	https://www.nspcc.org.uk/	0800 800 5000

Base: All respondents

MULTIPLE RESPONSE, RANDOMISE

C1. The following are types of messages or contact that you may have received and which may have **made you feel uncomfortable**. Which of these have you **ever experienced** online?

This could be on any platform including social media, dating, or gaming platforms.

Please select all that apply

Code	Answer list	Scripting notes	Routing
1	An unwanted friend or follow request		
2	Asked to share naked or half-dressed pictures or videos	MONITOR CODE FOR SAFEGUARDING	
3	Asked to share personal information, like where I live or how old I am		
4	A friend request from someone pretending to be someone else (e.g. catfishing)		
5	Received pictures or videos of naked or half-dressed people		
6	Received abusive, nasty, or rude messages, voice notes or comments (i.e. as opposed to just viewing these online)		
7	Asked to video call / chat with someone you have not spoken to before		

8	Asked to move your chat to a different app or platform (e.g. to WhatsApp) by someone you don't know well or don't know at all		
9	Added to a group chat which includes people you don't know well or don't know at all		
10	Added to a group video call which includes people you don't know well or don't know at all		
96	None of the above	EXCLUSIVE, FIX	
98	Prefer not to say	EXCLUSIVE, FIX	

Base: All who have experienced any inappropriate contact online (C1 = 1-10)

MULTIPLE RESPONSE, RANDOMISE ROWS

C1A. Across all of your social media, **[IF AGE = 11-17] in the last year / [IF AGE = 18] before you were 18**, how often have you experienced these things?

This could be on any platform including social media, dating, or gaming platforms.

[IF AGE=18] Please only answer for things that happened before you were 18

Please select one per row

ROWS

Code	Answer list	Scripting notes	Routing
1	An unwanted friend or follow request	ONLY SHOW IF CODED AT C1	
2	Asked to share naked or half-dressed pictures or videos	ONLY SHOW IF CODED AT C1	
3	Asked to share personal information, like where I live or how old I am	ONLY SHOW IF CODED AT C1	
4	A friend request from someone pretending to be someone else (e.g. catfishing)	ONLY SHOW IF CODED AT C1	
5	Received pictures or videos of naked or half-dressed people	ONLY SHOW IF CODED AT C1	
6	Received abusive, nasty, or rude messages, voice notes or comments (i.e. as opposed to just viewing these online)	ONLY SHOW IF CODED AT C1	
7	Asked to video call / chat with someone you have not spoken to before	ONLY SHOW IF CODED AT C1	
8	Asked to move your chat to a different app or platform (e.g. to WhatsApp) by someone you don't know well or don't know at all	ONLY SHOW IF CODED AT C1	
9	Added to a group chat which includes people you don't know well or don't know at all	ONLY SHOW IF CODED AT C1	

10	Added to a group video call which includes people you don't know well or don't know at all	ONLY SHOW IF CODED AT C1	
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COLUMNS – FOR AGE 11-17

Code	Answer list	Scripting notes	Routing
1	This has happened a lot	HAVE TO SELECT 1-4 TO BE ASKED ABOUT IN LATER QUESTIONS	
2	This has happened sometimes		
3	This hasn't happened often		
4	This has only happened once		
5	Not happened in the last year / happened longer than a year ago		
97	Don't know / Can't remember	EXCLUSIVE, FIX, NOT ASKED ABOUT IN LATER QUESTIONS IF SELECTED	
98	Prefer not to say	EXCLUSIVE, FIX, NOT ASKED ABOUT IN LATER QUESTIONS IF SELECTED	

COLUMNS – FOR AGE 18 (MERGE IN FINAL DATA)

Code	Answer list	Scripting notes	Routing
1	This happened a lot	HAVE TO SELECT 1-4 TO BE ASKED ABOUT IN LATER QUESTIONS	
2	This happened sometimes		
3	This didn't happen often		
4	This only happened once		
5	This happened after I turned 18		
97	Don't know / Can't remember	EXCLUSIVE, FIX, NOT ASKED ABOUT IN LATER QUESTIONS IF SELECTED	
98	Prefer not to say	EXCLUSIVE, FIX, NOT ASKED ABOUT IN LATER QUESTIONS IF SELECTED	

Base: All who have ever experienced an inappropriate / unwanted contact from recent connection (C1a_1-10 = 1-4)

CAROUSEL, MULTIPLE RESPONSE, RANDOMISE ROWS

C2. And again, in the **[IF AGE = 11-17] last year / [IF AGE = 18] in the year before you were 18** which online platforms **[IF AGE = 11-17]** have you experienced these things on / **[IF AGE = 18]** did you experience these things on?

*Please select all that apply and then **CLICK** to move to the next statement*

ROWS

Code	Answer list	Scripting notes	Routing
1	An unwanted friend or follow request	ONLY SHOW IF CODED 1-4 AT C1A	
2	Asked to share naked or half-dressed pictures or videos	ONLY SHOW IF CODED 1-4 AT C1A	
3	Asked to share personal information, like where I live or how old I am	ONLY SHOW IF CODED 1-4 AT C1A	
4	A friend request from someone pretending to be someone else (e.g. catfishing)	ONLY SHOW IF CODED 1-4 AT C1A	
5	Received pictures or videos of naked or half-dressed people	ONLY SHOW IF CODED 1-4 AT C1A	
6	Received abusive, nasty, or rude messages, voice notes or comments (i.e. as opposed to just viewing these online)	ONLY SHOW IF CODED 1-4 AT C1A	
7	Asked to video call / chat with someone you have not spoken to before	ONLY SHOW IF CODED 1-4 AT C1A	
8	Asked to move your chat to a different app or platform (e.g. to WhatsApp) by someone you don't know well or don't know at all	ONLY SHOW IF CODED 1-4 AT C1A	
9	Added to a group chat which includes people you don't know well or don't know at all	ONLY SHOW IF CODED 1-4 AT C1A	
10	Added to a group video call which includes people you don't know well or don't know at all	ONLY SHOW IF CODED 1-4 AT C1A	

COLUMNS

Code	Answer list	Scripting notes	Routing
	SOCIAL MEDIA	HEADING, NOT CODE	
1	Facebook / Facebook messenger	SHOW LOGO, ONLY SHOW IF CODED 1-6 AT A1	
2	Instagram	SHOW LOGO, ONLY SHOW IF CODED 1-6 AT A1	
3	WhatsApp	SHOW LOGO, ONLY SHOW IF CODED 1-6 AT A1	
4	TikTok	SHOW LOGO, ONLY SHOW IF CODED 1-6 AT A1	

5	Snapchat	SHOW LOGO, ONLY SHOW IF CODED 1-6 AT A1	
6	Twitter	SHOW LOGO, ONLY SHOW IF CODED 1-6 AT A1	
7	Reddit	SHOW LOGO, ONLY SHOW IF CODED 1-6 AT A1	
8	Discord	SHOW LOGO, ONLY SHOW IF CODED 1-6 AT A1	
9	Kik	SHOW LOGO, ONLY SHOW IF CODED 1-6 AT A1	
10	Twitch / Live.me	SHOW LOGO, ONLY SHOW IF CODED 1-6 AT A1	
11	Dating sites/apps	DATING SITES/APPS	
	GAMING	HEADING, NOT LOGO	
12	When gaming using in-game chat features within specific games	SHOW IF G1_1/6 = 1	
13	When gaming using platform chat features e.g. on [PIPE GAMING PLATFORMS SELECTED AT A1_GAMING IN LIST FORMAT, EXCLUDE PC GAMING]	SHOW IF G1_2-6 = 1	
14	When using Steam or similar	SHOW IF G1_1 = 1	
15	When gaming using mobile or tablet device	SHOW IF G1_6 = 1	
95	Other (please specify)	OPEN RESPONSE BOX	
97	Don't know	SHOW FOR AGE 18 ONLY	
98	Prefer not to say	EXCLUSIVE, FIX	

INTRO – SHOW IF CODE 1-10 AT C1

We'd now like to ask you some questions about **the most recent time [IF AGE = 18] before you were 18** you experienced some of the behaviours mentioned earlier online.

Base: All who have ever personally experienced at least two inappropriate / unwanted contact (COUNT OF C1_1-10 = 2)

SINGLE RESPONSE, RANDOMISE ROWS

C3A. Which of the following have you experienced most recently?

Please select one only

Code	Answer list	Scripting notes	Routing
1	An unwanted friend or follow request	ONLY SHOW IF CODED AT C1	

2	Asked to share naked or half-dressed pictures or videos	ONLY SHOW IF CODED AT C1	
3	Asked to share personal information, like where I live or how old I am	ONLY SHOW IF CODED AT C1	
4	A friend request from someone pretending to be someone else (e.g. catfishing)	ONLY SHOW IF CODED AT C1	
5	Received pictures or videos of naked or half-dressed people	ONLY SHOW IF CODED AT C1	
6	Received abusive, nasty, or rude messages/ voice notes or comments (i.e. as opposed to just viewing these online)	ONLY SHOW IF CODED AT C1	
7	Asked to video call / chat with someone you have not spoken to before	ONLY SHOW IF CODED AT C1	
8	Asked to move your chat to a different app or platform (e.g. to WhatsApp) by someone you don't know well or don't know at all	ONLY SHOW IF CODED AT C1	
9	Added to a group chat which includes people you don't know well or don't know at all	ONLY SHOW IF CODED AT C1	
10	Added to a group video call which includes people you don't know well or don't know at all	ONLY SHOW IF CODED AT C1	
98	Prefer not to say	EXCLUSIVE, FIX	
97	I can't remember	EXCLUSIVE, FIX	

MULTI RESPONSE, RANDOMISE ROWS

C3B. Which of the following, if any, did you also experience with the same person or people?

[PIPE IN ANSWER FROM C3A]

Please select all that apply

Code	Answer list	Scripting notes	Routing
96	I only experienced [PIPE C3A ANSWER]	FIX AT TOP, EXCLUSIVE	
1	An unwanted friend or follow request	ONLY SHOW IF CODED AT C1 AND NOT AT C3A	
2	Asked to share naked or half-dressed pictures or videos	ONLY SHOW IF CODED AT C1 AND NOT AT C3A	
3	Asked to share personal information, like where I live or how old I am	ONLY SHOW IF CODED AT C1 AND NOT AT C3A	

4	A friend request from someone pretending to be someone else (e.g. catfishing)	ONLY SHOW IF CODED AT C1 AND NOT AT C3A	
5	Received pictures or videos of naked or half-dressed people	ONLY SHOW IF CODED AT C1 AND NOT AT C3A	
6	Received abusive, nasty, or rude messages/ voice notes or comments (i.e. as opposed to just viewing these online)	ONLY SHOW IF CODED AT C1 AND NOT AT C3A	
7	Asked to video call / chat with someone you have not spoken to before	ONLY SHOW IF CODED AT C1 AND NOT AT C3A	
8	Asked to move your chat to a different app or platform (e.g. to WhatsApp) by someone you don't know well or don't know at all	ONLY SHOW IF CODED AT C1 AND NOT AT C3A	
9	Added to a group chat which includes people you don't know well or don't know at all	ONLY SHOW IF CODED AT C1 AND NOT AT C3A	
10	Added to a group video call which includes people you don't know well or don't know at all	ONLY SHOW IF CODED AT C1 AND NOT AT C3A	
98	Prefer not to say	EXCLUSIVE, FIX	
97	I can't remember	EXCLUSIVE, FIX	

SHOW TEXT, FORCE ON PAGE FOR 5 SECONDS – IF 1 CODE SELECTED AT C1 OR IF C3A = 1-10

We would like to ask you a few more questions about your contact with the person or people that included the following **[[IF AGE = 18] before you were 18]**...

- **[PIPE IN BEHAVIOURS SELECTED AT C3A AND C3B IN BULLET POINT FORMAT OR AT C1 IF ONLY ONE SELECTED]**
- **[PIPE IN BEHAVIOURS SELECTED AT C3A AND C3B IN BULLET POINT FORMAT OR AT C1 IF ONLY ONE SELECTED]**
- **[PIPE IN BEHAVIOURS SELECTED AT C3A AND C3B IN BULLET POINT FORMAT OR AT C1 IF ONLY ONE SELECTED]**

Base: If one code selected at C1 or C3A = 1-10

SINGLE RESPONSE

C4. When did this contact or conversation end?

Please select one only

Code	Answer list	Scripting notes	Routing
------	-------------	-----------------	---------

1	In the last week		
2	In the last month		
3	2-3 months ago		
4	More than 3 months ago		
5	We are still communicating	SAFEGUARDING MONITOR	
97	Don't know / can't remember		
98	Prefer not to say		

Base: If one code selected at C1 or C3A = 1-10

GRID, MULTIPLE RESPONSE PER ROW, RANDOMISE ORDER ROWS SHOWN BUT KEEP SAME FOR C5B, RANDOMISE COLUMN ORDER BUT FIX CERTAIN CODES AT TOP – SEE NOTES BELOW. IF MORE THAN ONE CODE FIXED AT TOP, RANDOMISE ORDER FIXED AT TOP

C5A. How did you respond to each part of the recent experience with this person or people? Think about all the different things you did...

Please select all that apply

ROW

Code	Answer list	Scripting notes	Routing
1	[PIPE IN BEHAVIOURS SELECTED AT C3A AND C3B IN BULLET POINT FORMAT OR AT C1 IF ONLY ONE SELECTED]		
2	[PIPE IN BEHAVIOURS SELECTED AT C3A AND C3B IN BULLET POINT FORMAT OR AT C1 IF ONLY ONE SELECTED]		
3	[PIPE IN BEHAVIOURS SELECTED AT C3A AND C3B IN BULLET POINT FORMAT OR AT C1 IF ONLY ONE SELECTED]		

COLUMN

Code	Answer list	Scripting notes	Routing
1	I ignored it/ did not respond		
2	I deleted them		
3	I blocked them		
4	I reported it to the platform		
5	I told my friends about it		
6	I told an adult that I trust		
7	I replied and sent pictures/ videos	ONLY SHOW FOR ROW 2, FIX AT TOP	

8	I replied but did not send pictures/ videos	ONLY SHOW FOR ROW 2, FIX AT TOP	
9	I replied and sent information	ONLY SHOW FOR ROW 3, FIX AT TOP	
10	I replied but did not send information	ONLY SHOW FOR ROW 3, FIX AT TOP	
11	I accepted the friend/ follow request	ONLY SHOW FOR ROWS 1, 4, FIX AT TOP	
12	I replied to them	ONLY SHOW FOR ROWS 5, 6, FIX AT TOP	
13	I joined the video call	ONLY SHOW FOR ROW 7, FIX AT TOP	
14	I continued talking to them on the same platform	ONLY SHOW FOR ROW 8, FIX AT TOP	
15	I continued talking to them on a different platform	ONLY SHOW FOR ROW 8, FIX AT TOP	
16	I joined in with the group chat	ONLY SHOW FOR ROW 9, FIX AT TOP	
17	I left the group chat	ONLY SHOW FOR ROW 9, FIX AT TOP	
18	I joined in with the group video call	ONLY SHOW FOR ROW 10, FIX AT TOP	
19	I left the group video call	ONLY SHOW FOR ROW 10, FIX AT TOP	
95	Other (please write in)	OPEN RESPONSE BOX, FIX, FIX AT TOP	
97	I don't remember	EXCLUSIVE, FIX	
98	Prefer not to say	EXCLUSIVE, FIX	

Base: If one code selected at C1 or C3A = 1-10

CAROUSEL, SINGLE RESPONSE PER ROW, RANDOMISE ROWS

C5B. How long had you been in contact with the person before you started experiencing the following?

By being in contact, we mean how long you've known them

Please select one only

ROW

Code	Answer list	Scripting notes	Routing
1	[PIPE IN BEHAVIOURS SELECTED AT C3A AND C3B IN BULLET POINT FORMAT OR AT C1 IF ONLY ONE SELECTED]		

2	[PIPE IN BEHAVIOURS SELECTED AT C3A AND C3B IN BULLET POINT FORMAT OR AT C1 IF ONLY ONE SELECTED]		
3	[PIPE IN BEHAVIOURS SELECTED AT C3A AND C3B IN BULLET POINT FORMAT OR AT C1 IF ONLY ONE SELECTED]		

COLUMN

Code	Answer list	Scripting notes	Routing
1	It was the first contact		
2	A few hours / less than a day		
3	One day		
4	A few days		
5	A week		
6	Up to a month		
7	A few months		
8	A year or more		
95	Other (please write in)	OPEN RESPONSE BOX, FIX	
97	I don't remember	EXCLUSIVE, FIX	
98	Prefer not to say	EXCLUSIVE, FIX	

Base: If one code selected at C1 or C3A = 1-10

SINGLE RESPONSE, RANDOMISE WITHIN HEADINGS

C6. On which app or platform did you **first** come across this person or people?

Please select one only

Code	Answer list	Scripting notes	Routing
	SOCIAL MEDIA	HEADING, NOT CODE	
1	Facebook / Facebook messenger	SHOW LOGO, ONLY SHOW IF CODED 1-6 AT A1	
2	Instagram	SHOW LOGO, ONLY SHOW IF CODED 1-6 AT A1	
3	WhatsApp	SHOW LOGO, ONLY SHOW IF CODED 1-6 AT A1	
4	TikTok	SHOW LOGO, ONLY SHOW IF CODED 1-6 AT A1	
5	Snapchat	SHOW LOGO, ONLY SHOW IF CODED 1-6 AT A1	

6	Twitter	SHOW LOGO, ONLY SHOW IF CODED 1-6 AT A1	
7	Reddit	SHOW LOGO, ONLY SHOW IF CODED 1-6 AT A1	
8	Discord	SHOW LOGO, ONLY SHOW IF CODED 1-6 AT A1	
9	Kik	SHOW LOGO, ONLY SHOW IF CODED 1-6 AT A1	
10	Twitch / Live.me	SHOW LOGO, ONLY SHOW IF CODED 1-6 AT A1	
11	Dating sites/apps	SHOW LOGO, ONLY SHOW IF CODED 1-6 AT A1	
	GAMING	HEADING, NOT LOGO	
12	When gaming using in-game chat features within specific games	SHOW IF G1_1/6 = 1	
13	When gaming using platform chat features e.g. on [PIPE GAMING PLATFORMS SELECTED AT A1_GAMING IN LIST FORMAT, EXCLUDE PC GAMING]	SHOW IF G1_2-6 = 1	
14	When using Steam or similar	SHOW IF G1_1 = 1	
15	When gaming using mobile or tablet device	SHOW IF G1_6 = 1	
95	Other (please specify)	OPEN RESPONSE BOX	
98	Prefer not to say	EXCLUSIVE, FIX	

Base: If one code selected at C1 or C3A = 1-10

SINGLE RESPONSE

C7. Still thinking about this most recent experience, did you communicate on any other apps or platforms?

Please select one only

Code	Answer list	Scripting notes	Routing
1	Yes – on more than one app or platform		
2	No – only on the app or platform it started on		
97	I don't remember		

Base: All who communicated on more than one app or platform (C7 = 1)

MULTIPLE RESPONSE, RANDOMISE WITHIN HEADINGS

C8. Which other apps or platforms did you communicate on?

Please select all that apply

Code	Answer list	Scripting notes	Routing
	SOCIAL MEDIA	HEADING, NOT CODE	
1	Facebook / Facebook messenger	SHOW LOGO, ONLY SHOW IF CODED 1-6 AT A1 AND NOT C6	
2	Instagram	SHOW LOGO, ONLY SHOW IF CODED 1-6 AT A1 AND NOT C6	
3	WhatsApp	SHOW LOGO, ONLY SHOW IF CODED 1-6 AT A1 AND NOT C6	
4	TikTok	SHOW LOGO, ONLY SHOW IF CODED 1-6 AT A1 AND NOT C6	
5	Snapchat	SHOW LOGO, ONLY SHOW IF CODED 1-6 AT A1 AND NOT C6	
6	Twitter	SHOW LOGO, ONLY SHOW IF CODED 1-6 AT A1 AND NOT C6	
7	Reddit	SHOW LOGO, ONLY SHOW IF CODED 1-6 AT A1 AND NOT C6	
8	Discord	SHOW LOGO, ONLY SHOW IF CODED 1-6 AT A1 AND NOT C6	
9	Kik	SHOW LOGO, ONLY SHOW IF CODED 1-6 AT A1 AND NOT C6	
10	Twitch / Live.me	SHOW LOGO, ONLY SHOW IF CODED 1-6 AT A1 AND NOT C6	
11	Dating apps	SHOW LOGO, ONLY SHOW IF CODED 1-6 AT A1 AND NOT C6	
	GAMING	HEADING, NOT LOGO	
12	When gaming using in-game chat features within specific games	SHOW IF G1_1 = 1 AND NOT C6	
13	When gaming using platform chat features e.g. on [PIPE GAMING PLATFORMS SELECTED AT A1_GAMING IN LIST FORMAT, EXCLUDE PC GAMING]	SHOW IF G1_2-5 = 1 AND NOT C6	
14	When using Steam or similar	SHOW IF G1_1 = 1 AND NOT C6	
15	When gaming using mobile or tablet device	SHOW IF G1_6 = 1 AND NOT C6	
95	Other (please specify)	OPEN RESPONSE BOX	
98	Prefer not to say	EXCLUSIVE	

Base: All who have experienced inappropriate / unwanted contact on more than one platform (C7 = 1)

MULTIPLE RESPONSE

C9. Why did the chat move to **[IF ONE CODE AT C8 = another app or platform / IF MORE THAN ONE CODE AT C8 = other apps or platforms]**?

Please select all that apply

Code	Answer list	Scripting notes	Routing
1	They said it would be easier / better on the other platform(s)		
2	I thought it would be easier / better on the other platform(s)		
3	I know/have been told this platform(s) is more private		
4	They said this platform(s) is more private		
5	I prefer the functions or features of the other site(s)		
6	They prefer the functions or features of the other site(s)		
96	Other		
97	I don't remember		
95	Don't know		

Base: All who replied / communicated when receiving inappropriate / unwanted contact (C5a = 7-10, 12-16, 18)

MULTIPLE RESPONSE, RANDOMISE

C10. And still thinking about the **most recent** experience of **[PIPE IN BEHAVIOURS]** how did you mainly communicate?

Please select all that apply

Code	Answer list	Scripting notes	Routing
1	Video call – with one person	FIX WITH CODE 2	
2	Video call – in a group	FIX WITH CODE 1	
3	Direct messages – with one person	FIX WITH CODE 4	
4	Direct messages – in a group	FIX WITH CODE 3	
5	Sending and receiving content (i.e., videos, photographs, memes)		
6	Sending and receiving voice notes		
7	Voice chat / audio calling (without video)		
8	Through a comment section		
95	Other	FIX	
97	Don't know / Can't remember	EXCLUSIVE, FIX	

98	Prefer not to say	EXCLUSIVE, FIX	
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Base: If one code selected at C1 or C3A = 1-10

SINGLE RESPONSE, RANDOMISE ORDER

C11A. You've told us about your **recent** experience of the following:

[PIPE IN BEHAVIOURS SELECTED AT C3A AND C3B IN BULLET POINT FORMAT OR AT C1 IF ONLY ONE SELECTED]

How did your experience with this person or people make you feel **at the time it happened?**

Please select one only

Code	Answer list	Scripting notes	Routing
1	Very comfortable		
2	Fairly comfortable		
3	Fairly uncomfortable		
4	Very uncomfortable		
97	Don't know		
98	Prefer not to say		

Base: If one code selected at C1 or C3A = 1-10

SINGLE RESPONSE, RANDOMISE ORDER

C11B. And how do you feel about this **now**, thinking back on it?

Please select one only

Code	Answer list	Scripting notes	Routing
1	Very comfortable		
2	Fairly comfortable		
3	Fairly uncomfortable		
4	Very uncomfortable		
97	Don't know		
98	Prefer not to say		

Base: All respondents

OPEN TEXT BOX

C12. Thank you very much for your help. For our last question of this section, what ideas do you have that might help keep children safer online?

Please select one only

Code	Answer list	Scripting notes	Routing
1	OPEN LARGE TEXT BOX		

97	Don't know		
98	Prefer not to say		

CLOSING TEXT

You have reached the end of the survey. Thank you for taking the time to answer our questions. Your input is really appreciated.

Some of the questions we asked or the answers you provided may have made you feel some distress due to their sensitive and personal nature.

If you think you need some help or would like to talk to someone, please see below for a list people who can help you. Please contact your local police station if you want to report any inappropriate / unwanted situations you have experienced online. 999 calls should be used for serious illnesses and injuries and/or risk to life, or if you are reporting a crime that is in progress or someone is in danger.

ADD POP-UP HERE WITH LIST OF RESOURCES

ASK ALL

ChildConsent1.

Ofcom may wish to conduct some further in-depth interviews to cover some of the issues mentioned in this survey in more detail.

Do you consent to BMG, Ofcom or another research company working with Ofcom retaining your contact details (by which we mean your name, email address and telephone number) for a period of 6 months, during which time they may contact you about taking part in further research?

If you agree to be recontacted, we will take your **name, email address and contact number on the next screen.**

We may choose to recontact you based on your responses to this survey, therefore, your answers to this survey will be shared with BMG, Ofcom or another research company working with Ofcom but they will still be anonymised for any analysis or publication, which means **no one will know who you are.**

You can withdraw your consent to being recontacted at anytime. You can find out how to do this here: <https://www.bmgresearch.co.uk/privacy/privacy-notice/>

Do you agree to your contact details being shared, for the purpose of inviting you to participate in further research for Ofcom?

1. Yes – happy for BMG to share my details with Ofcom or another research agency who may contact me again
2. Yes – happy for BMG to use my details to contact me again
3. No – do not want to be contacted again by BMG, or have my details shared with Ofcom or another research agency

ASK IF ChildConsent1 = 1 OR 2 (ELSE SHOW CLOSING TEXT)

ChildConsent2.

Please pass the survey back to your parent/guardian.

[ALLOW 5 SECONDS BEFORE "CONTINUE" BUTTON APPEARS]

ASK IF ChildConsent1 = 1 OR 2

AdultConsent1.

Ofcom may wish to conduct some further in-depth interviews to cover some of the issues mentioned in this survey in more detail.

Do you consent to BMG, Ofcom, or another research company working with Ofcom retaining your contact details (by which we mean your name, email address and telephone number) for a period of 6 months, during which time they may contact you to see whether your child would like to take part in further research?

Your child has already consented being recontacted, however if you do not consent you will not be contacted about this.

If you say yes, we will take your name, email address, and contact number (that you would enter at the next screen). We may choose to recontact you based on your child's responses to this survey, therefore, your child's answers to this survey will be shared with BMG, Ofcom or another research company working with Ofcom but they will still be anonymised for any analysis or publication, which means no one will know who you are.

You and your child can withdraw your consent to being recontacted at anytime. You can find out how to do this here: <https://www.bmgresearch.co.uk/privacy/privacy-notice/>

1. Yes
2. No

IF AdultConsent1 = 1

AdultConsent2.

Thank you. Please enter your details below:

Name: **[OPEN]**

Email address: **[OPEN]**

Contact number: **[OPEN]**

98. I would prefer not to give these details **(COUNT AS AdultConsent1=2 IN DATA).**

CLOSE & THANK